

ForwardHealth **ALERT**

Wisconsin serving you



TO

All Providers, HMOs and Other Managed Care Programs

REGARDING

Non-Emergency Medical Transportation (NEMT) Services

The Division of Medicaid Services (DMS) is actively monitoring non-emergency medical transportation (NEMT) services provided through Medical Transportation Management, Inc. (MTM) to ensure rides to covered Medicaid services are available and are performed with good disease prevention practices.

Eligible members should continue to contact MTM for essential [NEMT rides](#) to Medicaid-covered services.

Ride Limitations and Exceptions

MTM is continuing to provide NEMT services while monitoring transportation providers closely. As part of prevention practices, each trip leg is restricted to a one-member-one-driver arrangement at this time, with the exception of multi-load rides with 10 people or fewer for children's day treatment services and methadone treatment services. These rides may continue.

Members traveling to either of these types of services may consider using their own transportation and requesting mileage reimbursement from MTM through general mileage reimbursement (GMR) protocols. Children's Day Treatment members should check with their provider to potentially access services via telehealth. Refer to the March 2020 ForwardHealth Update (2020-09), titled "[Changes to ForwardHealth Telehealth Policies for Covered Services, Originating Sites, and Federally Qualified Health Centers](#)," for more information.

COVID-19 Prevention

If a member thinks they have been exposed to COVID-19 and develops a fever or other symptoms, they should call their health care provider to confirm they can be seen **before** they call MTM to schedule a ride. When they call to schedule a ride, the member should also make MTM aware that they may have been exposed to COVID-19 or are feeling ill.

Members should follow simple steps to prevent illness and avoid exposure to the virus, including covering coughs and sneezes, washing hands frequently, and avoiding touching their faces.

DMS encourages the public to frequently monitor the Wisconsin [Department of Health Services website for updates](#), and to follow @DHSWI on [Facebook](#) and [Twitter](#), or dhs.wi on [Instagram](#). Additional information can be found on the [CDC website](#).

A table of member contact information for MTM is given below.

MEMBER CONTACT INFORMATION FOR MEDICAL TRANSPORTATION MANAGEMENT, INC.

NAME	CONTACT INFORMATION	PURPOSE
Reservation phone number for scheduling rides	866-907-1493 800-855-2880 (TTY)	<ul style="list-style-type: none"> • Call this number to schedule a ride. • Routine rides can be scheduled Monday–Friday from 7 a.m.–6 p.m. Routine rides must be scheduled at least two business days in advance. • Urgent rides can be scheduled 24 hours a day, seven days a week.
“Where’s My Ride” phone number	866-907-1494	Call this number if you had a scheduled time for your ride and your ride is more than 15 minutes late picking you up or you need to schedule a return pick-up time.
“We Care” phone number	866-436-0457	Call this number if you have a complaint.
MTM Inc. website	www.mtm-inc.net/wisconsin/	Use this website to schedule and cancel routine and recurring rides, file complaints, and obtain forms. To schedule rides online, you will need to have already scheduled at least one ride by calling the reservation phone number and have a valid email address.
Report Fraud	www.reportfraud.wisconsin.gov/ 877-865-3432	Use this website or call this phone number if you suspect that someone is committing or has committed any form of fraud or abuse of a Department of Health Services program and would like to file a complaint.