

**Affected Programs:** BadgerCare Plus Standard Plan, BadgerCare Plus Benchmark Plan, Medicaid  
**To:** All Providers, HMOs and Other Managed Care Programs

## **New Non-emergency Medical Transportation Manager for Wisconsin Medicaid and BadgerCare Plus Members**

Effective August 1, 2013, the Department of Health Services has contracted with Medical Transportation Management Inc. to provide non-emergency medical transportation services for Wisconsin Medicaid and BadgerCare Plus members.

### **Introducing the New Non-Emergency Medical Transportation Manager**

The Department of Health Services (DHS) has a new non-emergency medical transportation (NEMT) manager, Medical Transportation Management Inc. (MTM Inc.) Effective August 1, 2013, MTM Inc. will replace LogistiCare LLC. Medicaid and BadgerCare Plus members who are eligible to receive NEMT through LogistiCare will be eligible to receive NEMT through MTM Inc. Refer to [www.mtm-inc.net/wisconsin/](http://www.mtm-inc.net/wisconsin/) for more information about MTM Inc.

The reservation telephone number for NEMT will remain the same with the new manager, MTM Inc.

As the DHS's transportation manager, MTM Inc. arranges and pays for rides to covered Medicaid and BadgerCare Plus services for members who have no other way to receive a ride. Rides can include public transportation such as a city bus, rides in specialized medical vehicles (SMV), or rides in other types of vehicles depending on a member's medical and transportation needs. If public transportation is not available, members will not be required to take it.

Members will be notified of the implementation of MTM Inc. through a *ForwardHealth Member Update* that is scheduled to be mailed to all affected members in early July. Refer to Attachment 1 of this *Update* for a copy of the *Member Update*. Refer to Attachment 2 for contact information for MTM Inc.

Providers should read this *Update* carefully as some information is new or has changed. All information in this *Update* is for rides on and after August 1, 2013. Refer to the Non-emergency Medical Transportation service area of the ForwardHealth Online Handbook at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/) for current policy regarding NEMT. Non-emergency medical transportation policy from this *Update* will be added to the Online Handbook in early August.

The DHS also has updated Web pages for providers and members to use for information related to NEMT. Providers and members should refer to the DHS Web site at [www.dhs.wisconsin.gov/badgercareplus/NEMT/index.htm](http://www.dhs.wisconsin.gov/badgercareplus/NEMT/index.htm). Changes may be made to the page; providers and members should check periodically for updates.

*Note:* This change in transportation managers will not affect emergency transportation services under Medicaid or BadgerCare Plus. Claim submission and reimbursement for emergency transportation by ambulance is not changing.

## **Medical Transportation Management Inc. Will Coordinate with Health Care Providers**

Medical Transportation Management Inc. works closely with health care providers to ensure members receive the most appropriate and cost-effective mode of transportation to their covered Medicaid and BadgerCare Plus appointments. Medical Transportation Management Inc. may contact a member's health care provider to verify:

- The most appropriate mode of transportation for members who have special transportation needs. This verification process is referred to as Level of Need (LON) certification. For members who request special transportation arrangements, MTM Inc. will fax an LON form to the member's health care provider to determine the most appropriate mode of transportation.
- The urgency of rides scheduled less than two business days before a covered appointment.
- Regularly scheduled appointments for members requesting standing order rides.
- The medical necessity of escorts requested to accompany members to their covered appointments.

Additionally, members who request mileage reimbursement from MTM Inc. are required to have their health care provider sign a trip log to verify their attendance at their covered appointment.

Health care providers can also contact MTM Inc. to help facilitate NEMT services for their members. Health care providers can contact MTM Inc. to:

- Schedule standing order rides for members who have regularly scheduled appointments for up to three months at a time. Providers can schedule standing order rides to dialysis appointments for six months at a time.
- File a complaint regarding NEMT services on behalf of their member. Members must complete an authorization form provided by MTM Inc. to allow MTM Inc. to share member information.

## **Members Use of Non-emergency Medical Transportation Services**

Members are eligible for NEMT services only if they have no other way to receive a ride to a covered appointment. If members are financially able to drive themselves to the covered appointment or if neighbors, friends, relatives, or voluntary organizations are able to provide transportation at no cost to the member, the member is not eligible for transportation through MTM Inc. Providers should note that a "ride" can also mean public transportation.

For members eligible to receive a ride through MTM Inc. to their covered appointments, MTM Inc. is required to schedule the least costly type of ride that meets the member's medical and transportation needs per 42 CFR 447.200. Medical Transportation Management Inc. will require members to ride a bus to their covered appointment when appropriate. (Refer to the Members Required to Ride a Bus section of this *Update* for more information on bus use.) Medical Transportation Management Inc. may be able to offer mileage reimbursement to members who have a car and are able to drive themselves to their covered appointment but are unable to pay for gas.

For members unable to ride a bus and unable to use their own car, MTM Inc. will coordinate a ride with the most appropriate type of vehicle based on the member's medical and transportation needs. Rides may include an SMV or other type of vehicle. Members may be required to share a ride with another rider during their trip to their covered appointment.

### **Members Required to Ride a Bus**

Medical Transportation Management Inc. will pay for a member to ride a bus to his or her covered appointment if the member:

- Lives within ½ mile of a bus stop,
- Attends an appointment within ½ mile of a bus stop, and
- Does not meet any of the exceptions listed below.

The following individuals will not be required to ride a bus to their covered appointment:

- A member who does not live within ½ mile of a bus stop or have an appointment within ½ mile of a bus stop.
- A member who is unable to ride a bus or get to a bus stop due to a physical or mental health condition (for example, if the member is going to a dialysis appointment). Medical Transportation Management Inc. will verify with the health care provider that the member is medically unable to ride a bus.
- A parent or caregiver who is traveling with a member age 4 or younger to his or her appointment.
- A member age 15 or younger who is traveling alone.
- A member age 70 or older who uses a walker, crutches, and/or a cane.

Medical Transportation Management Inc. will mail a bus pass or ticket to members who are required to ride a bus prior to their scheduled covered appointment.

## **Online Scheduling**

Providers are able to schedule and cancel rides online.

Providers wishing to schedule rides online should call the MTM Inc. facility line or visit the MTM Inc. Web site at [www.mtm-inc.net/wisconsin/](http://www.mtm-inc.net/wisconsin/) for more information.

## **Return Rides**

For return rides from covered appointments, providers or members can call the MTM Inc. “Where’s My Ride” number at (866) 907-1494 if the provider or member:

- Scheduled a return ride in advance and the vehicle has not arrived within 15 minutes after the scheduled pick-up time.
- Has not scheduled a return ride in advance and thus needs to schedule a ride after the appointment. If, after calling, the return ride has not arrived within one hour, providers and members should call the “Where’s My Ride” number again to inquire about the ride.

## **Individuals Who May Ride with a Member to an Appointment**

Providers are reminded that per federal statute 42 CFR 440.170, MTM Inc. can only arrange and pay for the following individuals to ride with a member to a covered appointment:

- A medically required escort, such as a family member or friend (MTM Inc. will verify medical necessity with the member’s health care provider).
- A parent/caregiver if the member is a minor.

If a member is getting a ride to his or her own appointment, MTM Inc. will not pay for the member’s children to ride along unless they also have an appointment.

If members drive their own car, they may take additional passengers. If members are taking a bus, additional passengers are required to purchase their own bus fare.

## **Transportation for Members to a Veterans Medical Facility**

Medical Transportation Management Inc. can arrange and pay for rides for a Medicaid- or BadgerCare Plus-enrolled veteran to a veterans facility if the medical appointment could be covered by Medicaid and BadgerCare Plus.

## **Transportation for Minors Traveling Alone to Their Appointments**

Members age 17 and younger are minors. All reservations for transportation of minors traveling to a covered appointment must be made by an adult. Additionally, transportation of minors usually requires a parent or caretaker who assumes responsibility for the minor, accompanies the minor for the entire trip, and stays with the minor at the destination.

Some exceptions can be made to allow a minor to ride alone if a parent or legal guardian signs a consent form. Consent forms can be requested from MTM Inc. by calling the reservation line at (866) 907-1493 or accessed online at [www.mtm-inc.net/wisconsin/](http://www.mtm-inc.net/wisconsin/).

The following members may travel without a parent or caretaker.

- Minors age 16 – 17 years old when traveling by a bus or vehicle.
- Minors age 12 – 15 years old with a signed consent form on file with MTM Inc. when traveling by a vehicle only.
- Minors age 4 – 11 years old with a signed consent form on file with MTM Inc. when traveling by a vehicle only with at least one other child to the same day treatment program.

### **Car Seat Requirements**

Parents or caretakers **must** provide car seats or booster seats for the ride. Car seats are required for children until they are at least age 4 and 40 pounds. Booster seats are required for children up until the child reaches one of the following:

- 8 years old.
- 80 pounds.
- 4 feet, 9 inches tall.

If the member does not have a car seat or booster seat for any children who need them at the time of the ride, the member will not be able to take their ride.

### **Policy Regarding Transportation for Pick-up of Prescriptions and Disposable Medical Supplies**

Members needing to fill a prescription or pick up disposable medical supplies (DMS) following a covered appointment should do so en route to their return destination. In this case, providers or members must call MTM Inc. to request transportation to the pharmacy or other destination in advance of the actual return portion of the trip. This may be done at any time prior to the trip to the pharmacy, including while the member is at the covered appointment. If the trip to the pharmacy or other destination is not requested through MTM Inc., the additional stop will not be accommodated.

Members needing to refill a prescription when there is no doctor's appointment scheduled are encouraged to use a mail order service. Wisconsin state law permits Medicaid-enrolled

pharmacies to deliver prescriptions to members via the mail. Medicaid-enrolled retail pharmacies may dispense and mail prescriptions or over-the-counter medications to a member at no additional cost to the member or to ForwardHealth. When filling prescriptions for members, providers are encouraged to use the mail delivery option, if requested by the member; however, providers cannot charge a member mailing expenses. Certain medications, such as pre-filled syringes, medication that must be refrigerated, or medication that must be stabilized, are not recommended to be mailed to the member. For the conveyance of these medications to the member's home, providers may refer to the Intervention-Based Services topic (topic #14557) of the Medication Therapy Management chapter of the Covered and Noncovered Services section of the Pharmacy service area of the Online Handbook.

As a reminder, ForwardHealth allows certain drugs to be dispensed in a three-month supply. Pharmacy providers should work with the member and the prescriber to determine whether or not it is clinically appropriate to dispense a three-month supply.

If prescriptions for drugs or DMS items cannot be filled during a scheduled trip and mail order is not an option, MTM Inc. can schedule a ride for the member to fill his or her prescription or pick up his or her DMS. Medical Transportation Management Inc. may pay for the member to ride a bus. For members unable to ride a bus, MTM Inc. will schedule the most appropriate type of ride based on the member's medical and transportation needs.

*Note:* Transportation to pick-up, repair, or fit durable medical equipment (DME) and hearing aids is also covered and can be scheduled by calling the reservation line or scheduling online.

## Policy for Meals and Lodging

If a member receives a ride through MTM Inc. and meets one of the following rules set up by Wisconsin Medicaid and BadgerCare Plus, he or she may be paid for meals or receive an overnight stay during their trip:

- A member may be paid for one meal if he or she is traveling at least 100 miles one way to an appointment and is away for at least four hours.
- A member may be paid for two meals if he or she is traveling at least 100 miles one way to an appointment and is away for at least eight hours.
- A member may be paid for two meals and get one overnight stay if he or she is traveling at least 200 miles one way to an appointment and is away for at least eight hours.

If a member is going to an appointment and needs to be away from home for more than one night, he or she should talk with MTM Inc. about additional meals and overnight stays.

An approved medically required escort may get paid for the same meals and receive the same overnight-stays that the member is allowed.

If the member qualifies for meal payment, MTM Inc. will pay the amount the member spent on the meal or up to \$10.00 per meal, whichever is less. The member needs to keep receipts for all meals and send them with a trip log to MTM Inc. as instructed by MTM Inc. Medical Transportation Management Inc. will send payment to the member on a ComData Card that can be used like a debit card. If the member is unable to pay for the meals at the time of his or her appointment, he or she should inform MTM Inc. Medical Transportation Management Inc. will not pay for any alcohol or recreational activities.

Medical Transportation Management Inc. will arrange and pay for overnight stays.

## Filing a Complaint

Anyone, including health care providers, can file a complaint about NEMT services to MTM Inc. Complaints may be about issues such as having a hard time getting a ride, long waiting times, or drivers who are late.

*Note:* In order for MTM Inc. to share Health Insurance Portability and Accountability Act of 1996-protected information with anyone other than the member, the member must give MTM Inc. permission by completing a form that MTM Inc. can provide.

To file a complaint with MTM Inc., providers can do one of the following:

- Call MTM Inc's "We Care" number at (866) 436-0457.
- Write to MTM Inc. at the following address:

MTM Inc.  
Quality Management  
5117 W Terrace Dr  
Ste 400  
Madison WI 53718

- Log a complaint online at [www.mtm-inc.net/wisconsin/](http://www.mtm-inc.net/wisconsin/).

When filing a complaint, providers are required to have the member's ForwardHealth ID number, name, and date of service or the trip number.

## Specialized Medical Vehicle Requirements

Specialized medical vehicle requirements have not changed. In order to be reimbursed for NEMT services through MTM Inc., SMV providers are required to continue to maintain the following requirements:

- Be currently enrolled by Wisconsin Medicaid and meet all enrollment requirements under DHS 105.39, Wis. Admin. Code, and be contracted with MTM Inc.
- Maintain the minimum insurance as noted in DHS 105.39(1) and (2), Wis. Admin. Code.
- Ensure vehicles and all components comply with or exceed the manufacturers, state and federal, safety and

mechanical operating and maintenance standards for the particular vehicle used under the contract.

## **Trainings**

### ***Town Hall Events***

In June and July, MTM Inc. will be conducting orientation sessions for health care providers and any other interested parties. The purpose of these meetings is to familiarize attendees with MTM Inc. and their procedures. Refer to Attachment 3 for specific dates and times for the Town Hall Events. There is no fee to attend any of the Town Hall Events.

### ***Health Care Provider Information Trainings***

Health care providers are encouraged to attend the Town Hall Events. Health care providers may also contact MTM Inc. for a schedule of upcoming in-person health care provider trainings, individual, on-site trainings or for a list of dates and times for Webinar trainings. The purpose of these trainings is to familiarize health care providers with MTM's business practices, documentation requirements, and Web site scheduling. There is no fee to attend any of the Health Care Provider Information Trainings.

### ***Transportation Provider Information Trainings***

MTM Inc. is conducting orientation sessions for transportation providers. The purpose of these sessions is to present what is required for credentialing and contracting with MTM Inc. There will be both in-person trainings and Webinar trainings.

Transportation providers should contact MTM Inc. for a list of dates and times of the trainings or to schedule individual, on-site trainings. There is no fee to attend any of the Transportation Provider Information Trainings.

The *ForwardHealth Update* is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Health Care Access and Accountability, Wisconsin Department of Health Services (DHS). The Wisconsin AIDS/HIV Drug Assistance Program and the Wisconsin Well Woman Program are administered by the Division of Public Health, Wisconsin DHS.

For questions, call Provider Services at (800) 947-9627 or visit our Web site at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/).

P-1250

# **ATTACHMENT 1**

## ***Member ForwardHealth Update***

(A copy of the June 2013 *Member ForwardHealth Update*, titled “Your New Non-emergency Medical Transportation Manager,” is located on the following pages.)

(This page was intentionally left blank.)



**Spanish** — Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-800-362-3002 (V/TTY).

**Russian** — Если вам не всё понятно в этом документе, позвоните по телефону 1-800-362-3002 (V/TTY).

**Hmong** — Yog xav tau kev pab txhais cov ntaub ntauv no kom koj totaub, hu rau 1-800-362-3002 (V/TTY).

**Laotian** — ຜູ້ອຳນວຍໃນການແປ ຫລື ເຂົ້າໃຈເນື້ອຫາໃນນີ້, ກະລຸນາ ໂທອະສັບຫາ 1-800-362-3002 (V/TTY).

**Affected Programs:** BadgerCare Plus Standard Plan, BadgerCare Plus Benchmark Plan, Medicaid

**To:** Members

## Your New Non-emergency Medical Transportation Manager

Wisconsin Medicaid and BadgerCare Plus has a new non-emergency medical transportation manager, Medical Transportation Management Inc. (MTM Inc.) As of August 1, 2013, MTM Inc. will replace the current transportation manager, LogistiCare, LLC.

If you are eligible to get non-emergency medical transportation (rides) through LogistiCare, you will be eligible to get rides through MTM Inc. The reservation phone number for rides **will remain the same** with the new manager, MTM Inc. You should continue to call the current reservation phone number at 1-866-907-1493 (or TTY 1-800-855-2880) to schedule rides with MTM Inc. to appointments for covered services. See the Attachment of this *ForwardHealth Update* for all of MTM Inc.'s contact information.

You should read this *Update* carefully because some information is new or has changed. **All information in this Update is for rides on and after August 1, 2013.**

As the non-emergency medical transportation manager, MTM Inc. schedules and pays for rides to covered Medicaid and BadgerCare Plus appointments if you have no other way

to get a ride to your appointment. Non-emergency medical transportation is a public transportation and shared ride service. Rides can include public transportation (such as a city bus), rides in specialized medical vehicles, or rides in other types of vehicles depending on your medical and transportation needs. If public transportation is not available, you will not be required to take it.

Information about Medicaid and BadgerCare Plus non-emergency medical transportation can also be found online at [www.dhs.wisconsin.gov/badgercareplus/NEMT/index.htm](http://www.dhs.wisconsin.gov/badgercareplus/NEMT/index.htm).

This change in transportation managers does NOT change your enrollment or benefits for Wisconsin Medicaid or BadgerCare Plus.

This change in transportation managers does NOT affect emergency ambulance services. You should call 911 if you have an emergency.

### Can I Get a Ride Through MTM Inc.?

You may be able to get a ride through MTM Inc. to your Wisconsin Medicaid or BadgerCare Plus covered appointment if you have no other way to get to your

appointment and you are enrolled in one of the following programs:

- Family Planning Only Services.
- The BadgerCare Plus Standard Plan.
- The BadgerCare Plus Benchmark Plan.
- The BadgerCare Plus Express Enrollment for Pregnant Women.
- Tuberculosis-Related Services-Only Benefit.
- Wisconsin Medicaid (including IRIS).

If you can drive yourself to your covered appointment or if a neighbor, friend, relative, or voluntary organization is able to give you a ride for free, you cannot get a ride through MTM Inc. MTM Inc. is required to follow federal and state law and can only schedule and pay for rides if you are not able to get a free ride.

*Note:* If you live in a nursing home and have not elected Hospice or are enrolled in Family Care, Family Care Partnership, or the Program of All-Inclusive Care for the Elderly (PACE), you cannot get rides through MTM Inc. You need to continue to get rides the way you do now.

Non-emergency rides are not covered if you are enrolled in one of the following programs:

- The BadgerCare Plus Core Plan.
- The BadgerCare Plus Basic Plan.
- SeniorCare.

If you are enrolled in the Core Plan or the Basic Plan *and* Family Planning Only Services, you can only get a ride to services covered under the Family Planning Only Services program.

### **What Type of Ride Can I Get?**

If you are eligible to get a ride through MTM Inc. to your appointment, MTM Inc. is required by federal law to give you the least costly type of ride to get to your appointment based on your medical and transportation needs. MTM Inc. may pay for you to ride a bus to your appointment. (Please see below for when you may be required to ride a bus to your appointment).

If you have a car and are able to drive yourself to your appointment but cannot afford to pay for gas, you may contact MTM Inc. before you go to the appointment to see if you are eligible to be paid for gas.

If you cannot ride a bus and you are not able to use your own car, MTM Inc. will then schedule a ride with the best type of vehicle based on your medical and transportation needs. Rides may include a specialized medical vehicle or another type of vehicle. You may be required to share a ride with another rider during your trip to your appointment.

### **When Do I Need to Ride a Bus to My Appointment?**

MTM Inc. will provide you transportation on a bus to get to your appointment if:

- You live within ½ mile of a bus stop,
- You are going to an appointment within ½ mile of a bus stop, and
- You do not meet any of the exceptions listed below.

You will not be required to ride a bus to your appointment if:

- You do not live within ½ mile of a bus stop,
- There is not a bus stop within ½ mile of your destination,
- You are unable to ride a bus or get to a bus stop because of a physical or mental health condition (for example, if you are going to a dialysis appointment). MTM Inc. will verify with your health care provider that you are medically unable to ride a bus,
- You are a parent or caregiver traveling with a member age 4 or under to his or her appointment,
- You are age 15 or under and are traveling alone, or
- You are age 70 or older and use a walker, crutches and/or a cane.

MTM Inc. will mail a bus ticket or pass to you before your scheduled appointment if you need to ride the bus.

## What Information Do I Need When I Schedule a Ride?

You will need the following information when you schedule a ride:

- Your name, home address, and phone number.
- Your ForwardHealth member ID. (This is the list of 10 numbers on your ForwardHealth ID card.)
- The street address and the phone number where you want to be picked up.
- The name, phone number, address, and ZIP code of the health care provider you are seeing.
- The date and start time of your appointment.
- The end time of your appointment, if you know it.
- Any special ride needs, including if you need someone to ride with you.
- General reason for the appointment (check-up, eye appointment, etc.).

If you call to schedule a ride and you do not have all of this information, you may not be able to schedule your ride and may have to call MTM Inc. back. At the end of the call, MTM Inc. will give you information about your ride. If you are taking the bus, MTM Inc. will tell you how they will mail you your bus ticket or pass. If you are getting picked up, MTM Inc. will give you the name of the transportation provider who will be picking you up and let you know when to be ready for your ride.

## How Do I Schedule a Ride with MTM Inc.?

MTM Inc. schedules and pays for both routine and urgent rides.

### ***Scheduling Routine Rides***

A routine ride is a ride to an appointment that does not require you to be seen right away, such as a yearly check-up or a vision exam. Most rides are considered routine.

You must schedule routine rides at least two business days before your appointment. You can schedule a routine ride by calling 1-866-907-1493 (or TTY 1-800-855-2880) Monday through Friday from 7:00 a.m. until 6:00 p.m. or by going

online to [www.mtm-inc.net/wisconsin/](http://www.mtm-inc.net/wisconsin/). (See below for how to schedule a ride online).

You can schedule your rides for the current month and the following month. If you do not schedule a routine ride two business days before an appointment, you may not be able to get a ride and you will need to reschedule your appointment. Holidays and weekends are not counted as business days. Business days include the day that you schedule the appointment but not the day of your appointment.

*For example, if your appointment is on Wednesday, August 7, you must schedule a ride by 6:00 p.m. on Monday, August 5. If your appointment is on Monday, August 12, you must schedule a ride by 6:00 p.m. on Thursday, August 8, to allow for the weekend days.*

If you have regularly scheduled appointments, you or your health care provider can contact MTM Inc. to schedule regularly recurring rides for up to three months at a time. If you have dialysis appointments, you or your health care provider can schedule regularly recurring rides for those appointments for six months at a time.

### ***Online Requests***

You can schedule routine and regularly occurring rides online at [www.mtm-inc.net/wisconsin/](http://www.mtm-inc.net/wisconsin/). You will need to schedule rides online at least two full business days before your appointment.

To schedule rides online, you will need to have already scheduled at least one ride with MTM Inc. by calling the reservation phone number and have a valid e-mail address. You will also need to create an account with a user name and password to schedule rides online. If you need help scheduling a ride online, you can call the reservation line at 1-866-907-1493.

After scheduling a ride online, you will be sent an e-mail confirmation. All confirmations of rides scheduled online will be sent only by e-mail to the e-mail address that you give during registration. If you scheduled a ride online and do not receive an e-mail confirmation within 24 hours, call the

MTM Inc. reservation line at 1-866-907-1493 as soon as possible. For more information about scheduling rides online, go to [www.mtm-inc.net/wisconsin/](http://www.mtm-inc.net/wisconsin/).

### ***Scheduling Urgent Rides***

An urgent ride can be one of the following:

- A health care situation in which you do not need to call 911 for immediate help but you cannot wait two business days before seeing a health care provider.
- A hospital discharge.
- A ride to a follow-up appointment if the follow-up appointment is for the same health care issue and is scheduled within two days of your previous appointment.

A ride to an urgent appointment will be provided in three hours or less.

You can schedule an urgent ride by calling the reservation number at 1-866-907-1493 (or TTY 1-800-855-2880) 24 hours a day, seven days a week.

**You can only schedule an urgent ride by phone. You cannot schedule an urgent ride online.**

MTM Inc. may contact your health care provider to confirm the urgency of your appointment.

### **How Do I Cancel a Ride?**

If you are not able to go to your appointment, you must cancel your ride with MTM Inc., no matter what type of ride was approved, including bus trips.

If you are getting picked up, you should try to cancel the ride at least 24 hours before the ride was scheduled to arrive. You may cancel a ride by calling the MTM Inc. reservation line at 1-866-907-1493 or by going online to [www.mtm-inc.net/wisconsin/](http://www.mtm-inc.net/wisconsin/). If you do not cancel your rides, MTM Inc. may require you to call the reservation line to confirm all future rides the day before your appointment.

### **What Do I Need to Know About My Ride to My Appointment?**

If you are required to ride a bus to your appointment, MTM Inc. can help you with information you need to ride the bus. MTM Inc. has resources available to help you find the right bus to get to your appointment and learn the general rules about riding the bus if you are not familiar with taking the bus.

If you are getting picked up by a vehicle, your transportation provider will call you the day before your appointment to confirm your ride, including the time you are scheduled to be picked up for your appointment. If you have not heard from your transportation provider the day before your scheduled pick-up time, you may call MTM Inc.'s reservation line at 1-866-907-1493 (or TTY 1-800-855-2880).

On the day of your appointment, you must be ready and watching for your ride at least 15 minutes before your scheduled pick up time. Generally, the driver will not come to your door. If you are more than 10 minutes late after your scheduled pick-up time, you may miss your ride. If you have been waiting for your ride for more than 15 minutes after your scheduled pick-up time, call MTM Inc.'s "Where's My Ride" number at 1-866-907-1494 to ask about your ride.

You will need to bring your own travel equipment for the ride, such as a car seat or a wheelchair. (See below for when you need to bring a car seat.)

When you get picked up, the driver will ask you to sign a driver log for the ride to your appointment. Make sure that you only sign the form once at this time. You will sign the form again when you are leaving your appointment.

### **What Do I Need to Know About My Ride After My Appointment?**

Your ride will pick you up at the location where you were dropped off. If you are getting picked up by a vehicle after your appointment and you scheduled your ride with a return pick-up time, your ride should pick you up within 15 minutes after your scheduled pick-up time. If your appointment is

running late and you know you will not be ready for your pick-up at your scheduled time, call MTM Inc. to tell them your appointment is running late. If you have been waiting for your ride more than 15 minutes after your scheduled pick-up time, call MTM Inc.'s "Where's My Ride" number at 1-866-907-1494 to ask about your ride.

If you are getting picked up by a vehicle after your appointment and did not schedule a return pick-up time because you did not know when your appointment would be over, you can call MTM Inc.'s "Where's My Ride" number at 1-866-907-1494 after your appointment is over, and a ride will come to pick you up within one hour. If you have been waiting for longer than one hour, call MTM Inc.'s "Where's My Ride" number at 1-866-907-1494 to ask about your ride.

The driver will ask you to sign a driver log for the ride home after your appointment.

### **Do I Have a Copayment for Rides?**

If your ride is by specialized medical vehicle, you will have a \$1.00 copayment, unless you do not have copayments. You should not pay for anything else for the ride, such as gas or a tip.

### **Can Someone Ride with Me?**

MTM Inc. is only allowed to schedule and pay for the following people to ride with you:

- A medically required escort, such as a family member or friend (your health care provider will determine your medical need).
- A parent/caregiver if the member is a minor.

If you are a parent getting a ride to your appointment, MTM Inc. is not allowed by federal law to schedule and pay for your children to ride along unless they also have an appointment.

If you take your own car, you may take additional passengers with you. If you ride the bus, additional passengers may go along, but they must pay their own bus fare.

### **What Are the Policies for Minors Traveling Alone to Their Appointments?**

Members age 17 and younger are minors. All reservations for minors traveling to a covered appointment must be made by an adult. Minors usually need a parent or caretaker to go with them on their ride. The parent or caretaker is responsible for the minor for the whole trip and at the appointment.

Some exceptions can be made to allow a minor to ride alone if a parent or legal guardian signs a consent form or if the minor is age 16 or older. Consent forms can be requested from MTM Inc. by calling the reservation line at 1-866-907-1493 or by going online to [www.mtm-inc.net/wisconsin/](http://www.mtm-inc.net/wisconsin/).

The following minors may travel without a parent or caretaker:

- Minors age 16 – 17 years old when traveling by bus or a vehicle.
- Minors age 12 – 15 years old with a signed consent form on file with MTM Inc. when traveling by a vehicle only.
- Minors age 4 – 11 years old with a signed consent form on file with MTM Inc. when traveling by a vehicle only with at least one other child to the same day treatment program.

### **Do I Need a Car Seat or Booster Seat for My Child?**

Parents or caretakers *must* provide car seats or booster seats for the ride. Car seats are required for children until they are at least age 4 and 40 pounds. Booster seats are required for children up until the child reaches one of the following:

- The child is 8 years old.
- The child weighs 80 pounds.
- The child is 4 feet, 9 inches tall.

If you do not have a car seat or booster seat at the time of your ride for any children who need them, you will not be able to take your ride.

## Can I Make Extra Stops?

Extra stops will only be allowed for covered health care services, like an extra stop at the pharmacy to pick up a prescription on the way home from your appointment.

If you are getting a ride in a vehicle, all extra stops must be approved by MTM Inc. ahead of time. You must call MTM Inc. to request an extra stop before the stop is needed. The driver will not make any stops that are not approved.

## What if I Need to Fill a Prescription or Pick Up Disposable Medical Supplies?

If you need to fill a prescription or pick up disposable medical supplies (DMS) following a covered appointment you should try to do so on the way back from your appointment if possible. In this case, you must call MTM Inc. to request a ride to the pharmacy or other location before you begin your trip back from your appointment. This may be done at any time before the trip to the pharmacy or other location, including while you are at your appointment. If the trip to the pharmacy or other location is not approved by MTM Inc., the stop will not be provided.

*For example: if you need to pick up a prescription on your way home that your doctor prescribed for you at your appointment, you will need to call MTM Inc. to get approval for the stop before your ride comes to get you to take you home.*

If you need to fill a prescription or pick up DMS and you do not have an appointment scheduled, your pharmacy may be able to mail you your prescription or DMS for free. You should contact your health care provider or pharmacist about this option.

If you cannot fill your prescription or pick up your DMS after a scheduled appointment and the pharmacy is unable to mail you your prescription or DMS for free, then MTM Inc. can schedule and pay for a ride to fill your prescription or pick up your DMS. MTM Inc. may pay for you to ride a bus. If you cannot ride a bus, MTM Inc. will then schedule the best type of ride based on your medical and transportation needs.

*Note:* Rides to pick-up, repair, or fit durable medical equipment (DME) and hearing aids are also covered and can be scheduled by calling the reservation line or using the online scheduling tool.

## What if I Need a Ride to a Veterans Medical Facility?

MTM Inc. can schedule and pay for rides to a veterans facility for a Medicaid or BadgerCare Plus member who is a veteran if the medical service could be covered by Wisconsin Medicaid or BadgerCare Plus.

## What Rules Must I Follow for a Ride?

You must follow the Wisconsin Medicaid, BadgerCare Plus, and MTM Inc. rules listed below for rides:

- You must schedule a routine ride at least two business days before your appointment.
- You must be ready and watching for your ride 15 minutes before your pick-up time.
- You must provide information about your pick-up place, drop-off place, and why you need the ride when scheduling a ride.
- You must contact MTM Inc. as soon as you know that you no longer need a scheduled ride, including if you were scheduled to ride the bus. You should contact MTM Inc. at least 24 hours before a scheduled ride, if possible, when you need to cancel your ride.
- You must be thoughtful of any other passengers you are required to share your ride with on the trip to your appointment.
- You cannot have alcohol, drugs, or any weapons in the vehicle.
- You must use your seatbelt.
- You must bring any travel equipment, such as a wheelchair or a car seat for a child.
- You cannot physically or verbally abuse other passengers or the driver.
- You cannot smoke, eat, or drink any beverage while in the vehicle.

## **What Rules Must Drivers and Provided Attendants Follow When Providing Rides?**

Drivers and attendants who are provided by MTM Inc. when necessary for help in transport must follow the Wisconsin Medicaid, BadgerCare Plus, and MTM Inc. rules listed below when providing rides:

- All drivers and provided attendants must wear or have an easy-to-read official company ID badge
- The driver's vehicle must be marked with the company name.
- Drivers and provided attendants cannot use or be under the influence of alcohol, narcotics, illegal drugs, or other drugs.
- Drivers and provided attendants must not smoke around you.
- Drivers cannot use a cell phone (unless it is in hands-free mode) or text while driving.
- Drivers and provided attendants cannot touch passengers, except as appropriate and necessary to help the passenger get into or out of the vehicle, into a seat and to secure their seatbelt, or to provide first aid or assistance.
- Drivers must open the vehicle door for you if you ask for their help.
- Drivers must help you get from the door of where you are picked up to the vehicle and to the main door of where you are going, if you ask for their help.
- Drivers and provided attendants must help you move and store wheelchairs and other medical equipment; however, drivers and provided attendants are not responsible for your personal items.

## **Can I Be Paid for My Meals or Get Overnight Stays?**

If you get a ride through MTM Inc. and meet one of the following rules set up by Wisconsin Medicaid and BadgerCare Plus, you may be paid for your meals or get an overnight stay during your trip:

- You may be paid for one meal if you are traveling at least 100 miles one way to your appointment, and you are away for at least four hours.

- You may be paid for two meals if you are traveling at least 100 miles one way to your appointment and, you are away for at least eight hours.
- You may be paid for two meals and get one overnight stay if you are traveling at least 200 miles one way to your appointment, and you are away for at least eight hours.

If you are going to an appointment and need to be away from home for more than one night, you should talk with MTM Inc. about what meals you can get paid for and overnight stays you can get.

If you meet the rules, you will then speak with a Care Management Coordinator at MTM Inc. The Care Management Coordinator will explain how to be paid for meals or get an overnight stay.

An approved, medically required escort may get paid for the same meals and get the same overnight stays that you are allowed.

You should schedule your ride for trips that will need meals and overnight stays as soon as possible, but at least two business days in advance. You can ask MTM Inc. to schedule rides for any trips in the current month and the following month.

If you can get paid for meals, you will need to pay for your meals up front and then MTM Inc. will pay you once it is verified that you attended your appointment. MTM Inc. will pay you for the amount you spent on your meal or up to \$10.00 per meal, whichever is less. You need to keep receipts for all your meals and send them to MTM Inc. with a trip log as instructed by the Care Management Coordinator. MTM Inc. will send you payment on a ComData Card that can be used like a debit card. If you are unable to pay for your meals at the time of your appointment, let MTM Inc. know when you schedule the ride.

MTM Inc. will not pay for any alcohol or recreational activities.

If you can get an overnight stay, MTM Inc. will arrange and pay for the overnight stay for you.

### **What if I Have a Complaint?**

You or your chosen representative can make complaints about the service you received to MTM Inc. Complaints may be about things like having a hard time getting a ride, long waiting times, or drivers who are late to pick you up. MTM Inc. cannot help you with a problem until you file a complaint.

*Note:* If you want your chosen representative to be able to get information about your complaint and the response to it, you must give MTM Inc. permission to talk to them by completing a form that MTM Inc. will give you.

To file a complaint with MTM Inc., you or your chosen representative can do any of the following:

- Call MTM Inc.'s "We Care" number at 1-866-436-0457.
- Write to MTM Inc. at the following address:

MTM Inc.  
Quality Management  
5117 W Terrace Dr  
Ste 400  
Madison WI 53718

- Log a complaint online at [www.mtm-inc.net/wisconsin/](http://www.mtm-inc.net/wisconsin/).

When filing a complaint, you must have your ForwardHealth ID number, name, and date of service or the trip number.

After receiving your complaint, MTM Inc. will mail you a response within 10 business days. If your complaint is not resolved within 10 business days, MTM Inc. will mail you a final response within 30 business days of receiving your complaint. If MTM Inc. needs more time to resolve your complaint, MTM Inc. will mail you a letter telling you that they will resolve your complaint within 14 business days.

If you are unhappy with how your complaint was resolved, you can follow the continued complaint process described in the response letter.

### **What if I Was Denied a Transportation Service?**

If you were denied a transportation service by MTM Inc. and you do not think it should have been denied, you have the right to appeal. For example, denials may include a denied ride or denied payment for meals or overnight stays.

To appeal a denied transportation service, you can either appeal to the MTM Inc. ombudsman or request a fair hearing directly from the Division of Hearings and Appeals. Appealing to the MTM Inc. ombudsman is optional, but may be the fastest way to resolve your denial because you may be able to come to an agreement without having to wait for a fair hearing with the Division of Hearing and Appeals to take place.

### **Appeals with the MTM Inc. Ombudsman**

To appeal to the MTM Inc. ombudsman, you can do either of the following:

- Call the "We Care" number at 1-866-436-0457 and ask to file an appeal.
- Write to the following address:

MTM Inc.  
Appeals Dept  
5117 W Terrace Dr  
Ste 400  
Madison WI 53718

If you request an appeal, MTM Inc. will send you a letter within 10 business days, even if the appeal is not resolved.

If the appeal was not resolved within 10 business days, MTM will send you a final letter after a decision has been made. The appeal process will not take more than 45 days.



If you are not satisfied with the decision of the MTM Inc. ombudsman, you can follow the continued appeal process described in the letter.

If you are still not satisfied, you may still request a fair hearing with the Division of Hearing and Appeals.

### ***Fair Hearings***

To request a fair hearing with the Division of Hearing and Appeals, complete the Request for Fair Hearing form and submit it to the following address:

Department of Administration  
Division of Hearings and Appeals  
PO Box 7875  
Madison WI 53707-7875

You can get the Request for Fair Hearing form online at [dhs.wi.gov/em/customerhelp/](http://dhs.wi.gov/em/customerhelp/) or by calling 1-608-266-3096.

If you choose to write a letter in place of the form, you must include the following:

- Your name.
- Your mailing address.
- A brief description of the problem.
- The name of the agency that took the action or denied the service.
- Your Social Security number.
- Your signature.

If you need help with asking for a fair hearing, please call 1-800-362-3002.

For more information about fair hearings, refer to your ForwardHealth Enrollment and Benefits handbook online at [dhs.wi.gov/em/customerhelp/](http://dhs.wi.gov/em/customerhelp/) or call 1-800-362-3002.

### **What Are My Responsibilities Regarding Reporting Fraud and Following Program Rules?**

Fraud means getting coverage or payments you know you should not get. It also means helping someone else get

coverage or payments you know that person should not get. Anyone who commits fraud can be prosecuted.

You may be fined up to \$10,000 and jailed for up to one year in a county jail, if you:

- Intentionally give false or incomplete information on your application for health care.
- Do not report a change that causes you to get more benefits than you should.
- Use another person's card to get services for yourself.
- Let someone else use your ForwardHealth card to get health care services or prescription drugs.

If you suspect that a Medicaid or BadgerCare Plus member or a provider, including a transportation provider, has committed or is committing fraud, call the Department of Health Services Inspector General toll-free at 1-877-865-3432 or by going online to [www.reportfraud.wisconsin.gov/](http://www.reportfraud.wisconsin.gov/).

# ATTACHMENT

## Member Contact Information for Medical Transportation Management Inc.

Name	Contact Information	Purpose
Reservation phone number for scheduling rides	1-866-907-1493 1-800-855-2880 (TTY)	<ul style="list-style-type: none"> <li>• Call this number to schedule a ride.</li> <li>• Routine rides can be scheduled Monday through Friday from 7:00 a.m. to 6:00 p.m. Routine rides must be scheduled at least two business days in advance.</li> <li>• Urgent rides can be scheduled 24 hours a day, seven days a week.</li> </ul>
"Where's My Ride" phone number	1-866-907-1494	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	1-866-436-0457	Call this number if you have a complaint.
MTM Inc. Web site	<i><a href="http://www.mtm-inc.net/wisconsin/">www.mtm-inc.net/wisconsin/</a></i>	Use this Web site 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 e-mail address.
Report Fraud	<i><a href="http://www.reportfraud.wisconsin.gov/">www.reportfraud.wisconsin.gov/</a></i> 1-877-865-3432	Use this Web site or call this phone number if you suspect that someone is committing or has committed any form of fraud or abuse of a Wisconsin Department of Health Services program and would like to file a complaint.

## ATTACHMENT 2

### Provider Contact Information for Medical Transportation Management Inc.

Name	Contact Information	Purpose
Facility line	(866) 907-1497	The number reserved exclusively for health care providers to call and make routine, standing order, or urgent reservations for a member.
Transportation Provider Help Desk	(877) 892-3997	The number that serves as a primary point of contact for transportation providers and MTM Inc. for all issues, including, but not limited to, member no-shows, claims, complaints, and operational issues.
Reservation line for routine and urgent rides	(866) 907-1493	The reservation number that members and their families/care givers call to schedule rides. Routine rides can be scheduled Monday-Friday 7:00 a.m. to 6:00 p.m. and must be scheduled at least two business days in advance. Urgent rides can be scheduled 24 hours a day, seven days a week.
Reservation line for deaf and hearing impaired (TTY)	(800) 855-2880	The reservation number that members, their families/care givers, and health care providers call if they are deaf or hearing impaired.
"Where's My Ride" telephone number	(866) 907-1494	The number reserved for members, family members/care givers, or providers to call regarding a transportation service issue. For example, if transportation is more than 15 minutes late dropping off or picking up a member.
"We Care" telephone number	(866) 436-0457	The number reserved for members, family members/care givers, or providers to call regarding a complaint.

Name	Contact Information	Purpose
Fax number for Medical Transportation Management Inc.	(866) 686-7618	The fax number for case managers, social workers, or health care providers to fax a routine or standing order request.
Operations Center	(866) 831-4130	The main telephone number for the operations center located in Madison, Wisconsin.
Web site	<i>www.mtm-inc.net/wisconsin/</i>	The Web site to schedule and cancel routine and standing order rides, file complaints, and obtain forms.

# ATTACHMENT 3

## Town Hall Events

Medical Transportation Management Inc. will be conducting orientation training sessions for health care providers and other interested parties on non-emergency medical transportation (NEMT) on the following dates listed in the following table. *Note:* The Town Hall sessions are not intended to discuss transportation provider contracting, but overall orientation with MTM, Inc. and the NEMT program.

Date and Time	Location
June 20, 2013 9:30 a.m. – 11:30 a.m. or 1:00 p.m. – 3:00 p.m.	Best Western Plus (Concourse Room) 5105 S Howell Ave Milwaukee WI 53207 (414) 769-2100
June 24, 2013 9:30 a.m. – 11:30 a.m. or 1:00 p.m. – 3:00 p.m.	Courtyard by Marriott Madison West (Discovery Room) 2266 Deming Way Middleton WI 53562 (608) 203-0100
June 26, 2013 9:30 a.m. – 11:30 a.m. or 1:00 p.m. – 3:00 p.m.	Days Hotel & Conference Center (La Crosse/Black River) 101 Sky Harbour Dr La Crosse WI 54603 (608) 783-1000
June 28, 2013 9:30 a.m. – 11:30 a.m. or 1:00 p.m. – 3:00 p.m.	Metropolis Resort (Skybox Banquet Room) 5150 Fairview Dr Eau Claire WI 54701 (715) 852-6000
July 9, 2013 9:30 a.m. – 11:30 a.m. or 1:00 p.m. – 3:00 p.m.	Hyatt on Main Green Bay 333 Main St Green Bay WI 54301 (920) 432-1234
July 11, 2013 9:30 a.m. – 11:30 a.m. or 1:00 p.m. – 3:00 p.m.	Fairfield Inn & Suites Weston 7100 Stone Ridge Dr Weston WI 54476 (715) 241-8400