

# ForwardHealth **UPDATE**

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## **NEW NON-EMERGENCY MEDICAL TRANSPORTATION MANAGER FOR WISCONSIN MEDICAID AND BADGERCARE PLUS MEMBERS**

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

The Wisconsin Department of Health Services (DHS) has contracted with Veyo to provide non-emergency medical transportation (NEMT) services for Wisconsin Medicaid and BadgerCare Plus members. Effective November 1, 2021, Veyo will replace Medical Transportation Management, Inc. (MTM, Inc.). Medicaid and BadgerCare Plus members who are eligible to receive NEMT through MTM, Inc. will be eligible to receive NEMT through Veyo. There will be no changes to the types of appointments that are covered or types of transportation provided with the transition to Veyo. Refer to [wi.ridewithveyo.com](https://wi.ridewithveyo.com) for more information about Veyo, including links to resources and information for providers and members.

### **AFFECTED PROGRAMS**

BadgerCare Plus, Medicaid

### **TO**

All Providers, HMOs and Other  
Managed Care Programs

### **QUICK LINKS**

- [DHS NEMT website](#)
- Veyo resources:
  - [wi.ridewithveyo.com](https://wi.ridewithveyo.com) (links and resources for providers and members)
  - [member.veyo.com](https://member.veyo.com) (mobile-friendly member portal)
  - [veyo.com/rideview](https://veyo.com/rideview) (facility-based website)

The information provided in this ForwardHealth Update is published in accordance with Social Security Act § 1902(a) (70).



## Service Enhancements

There are a number of service enhancements that will be provided by Veyo beginning November 1, 2021. This includes the following:

- A dedicated NEMT management unit will be available to support rides related to critical appointments (such as dialysis, cancer treatments, hospital services, or dental emergencies).
- If a member calls Veyo to request a ride, and that request is denied, members will have the option of requesting an immediate third-party review of that denied request.
- There will be additional call center standards aimed at improving member experience, including faster call response during peak hours.
- Members will be able to access [member.veyo.com](https://member.veyo.com), a mobile-friendly portal, for managing and scheduling rides to one of their last five destinations. This portal also allows members to request pickup for their ride home after an appointment, to view the real-time location of their ride, and, if available, to view driver photos and vehicle information.

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

## Transition Information

Beginning November 1, 2021, Veyo will provide rides to eligible members. Until that date, MTM, Inc. will continue to provide rides to eligible members. Members will be notified about the transition to Veyo in a Member ForwardHealth Update that is scheduled to be mailed to all affected members in October 2021. A copy of that Member Update is included in Attachment A of this Update.

## Requesting Transportation With Veyo

The phone number for providers and members to call to request transportation will remain the same through and after the transition. Providers and members can call 866-907-1493 to request rides for eligible members.

In addition, health care facilities can access a dedicated portal, called RideView, to quickly book and manage rides for members. This portal can be used for one or multiple facilities, is accessible via web browsers, and does not require any software installation. For more information about RideView and to sign up for a demonstration, go to [veyo.com/rideview](https://veyo.com/rideview).

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## NEMT Forms

Existing and valid NEMT forms that have been submitted to MTM, Inc. and that have not yet expired will be transferred to Veyo. Once an approved MTM, Inc. form expires, providers will be required to complete and submit the Veyo version of the form. For forms with no expiration date, providers will be required to submit an updated form to Veyo by January 31, 2022. This includes the following forms:

- Attendant/Escort Medically Necessary Form
- Distance Verification Form
- Level of Need Form

Beginning November 1, 2021, providers will be required to complete and submit requests on Veyo forms when submitting **new** form requests. Providers will be able to download Veyo NEMT forms on the [wi.ridewithveyo.com](http://wi.ridewithveyo.com) website. Completed forms may be submitted to Veyo by mail or fax; submission instructions are included on the form.

## Revised Information Regarding Minors Traveling Alone to Their Appointments

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 Parental Consent Form on file with Veyo when traveling by a vehicle only
- Minors age 4–11 years old with a signed Parental Consent Form on file with Veyo when traveling by a vehicle only with at least one other child to the same day treatment or center-based behavioral treatment program

Parent Consent Forms are available at [wi.ridewithveyo.com](http://wi.ridewithveyo.com) and may be submitted by mail or fax; submission instructions are included on the form.

Existing Parental Consent Forms that were approved by MTM, Inc. will be valid until January 31, 2022; members will be required to complete a new Veyo Parental Consent Form and send it to Veyo by January 31, 2022.

## Revised Policy for Additional Passengers

Effective November 1, 2021, members may travel with the following additional riders who are considered medically necessary:

- Medically necessary escorts
- A parent or other relative, guardian, caregiver, or foster parent if member is a minor
- A newborn traveling with the member to the member's post-partum visit

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Effective November 1, 2021, when space is available, members may travel with the following additional riders who are not considered medically necessary under the following circumstances:

- Additional rider(s) requested by a health care facility
- Additional rider(s) under the care of the member
- Additional rider(s) who is a legal dependent of the member
- An additional rider acting as a support person for the member

## For More Information

Providers may refer to the following resources for additional information about NEMT:

- The [Non-emergency Medical Transportation service area](#) of the ForwardHealth Online Handbook for NEMT policy information
- Attachment B of this Update for Veyo provider contact information
- The [DHS NEMT website](#) for providers and members for more information about NEMT
- The Veyo website at [wi.ridewithveyo.com](http://wi.ridewithveyo.com) for transportation providers who are interested in providing NEMT for Wisconsin Medicaid and BadgerCare Plus members (click the Transportation Provider link for information about driving for Veyo)

## Documentation Retention

Providers are reminded that they must follow the documentation retention requirements per Wis. Admin. Code § [DHS 106.02\(9\)](#). Providers are required to produce or submit documentation, or both, to ForwardHealth upon request. Per Wis. Stat. § [49.45\(3\)\(f\)](#), providers of services shall maintain records as required by the DHS for verification of provider claims for reimbursement. The DHS may audit such records to verify actual provision of services and the appropriateness and accuracy of claims. ForwardHealth may deny or recoup payment for services that fail to meet these requirements. Refusal to produce documentation may result in sanctions including, but not limited to, termination from the Medicaid program.

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## Information Regarding Managed Care Organizations

This Update contains fee-for-service policy and applies to services members receive on a fee-for-service basis only. For managed care policy, contact the appropriate managed care organization. Managed care organizations are required to provide at least the same benefits as those provided under fee-for-service arrangements.

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**This Update was issued on 09/30/2021 and information contained in this Update was incorporated into the Online Handbook on 11/30/2021.**

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 Medicaid Services within the Wisconsin Department of Health Services (DHS). The Wisconsin AIDS Drug Assistance Program and the Wisconsin Well Woman Program are administered by the Division of Public Health within DHS.

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

# **ATTACHMENT A**

## **Member ForwardHealth Update**

(A copy of the October 2021 Member ForwardHealth Update (2021-09), titled “A New Company Will Manage Your Non-Emergency Medical Transportation,” is located on the following pages.)

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## ATTACHMENT B

### Provider Contact Information for Veyo (Effective November 1, 2021)

NAME	CONTACT INFORMATION	PURPOSE
Facility Assistance Phone Number	866-907-1493, select the facility-related prompts from the phone menu	Main Veyo contact number, includes a menu for routing calls, including options for facility-related assistance
Facility Assistance Email	<a href="mailto:wifacility@veyo.com">wifacility@veyo.com</a>	Email address for facility-related assistance
General Transportation Provider Assistance	608-673-3870	Number that serves as a primary point of contact for transportation providers and Veyo for support and assistance
Website	<a href="http://wi.ridewithveyo.com">wi.ridewithveyo.com</a>	Website with information on booking rides, filing complaints, and obtaining forms
Veyo RideView Facility Portal	<a href="http://veyo.com/rideview">veyo.com/rideview</a>	Portal for facilities to schedule and cancel routing and standing order rides, track rides, and view upcoming member rides

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