

ForwardHealth **UPDATE**

Wisconsin serving you

Your First Source of ForwardHealth Policy and Program Information



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 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](https://dhs.wisconsin.gov/nemt/)
- Veyo resources:
 - wi.ridewithveyo.com (links and resources for providers and members)
 - member.veyo.com (mobile-friendly member portal)
 - 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, 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.

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

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 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 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

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

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 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.

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.

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

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/.

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.)

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

ForwardHealth **UPDATE**

Wisconsin serving you

Providing the Latest Health Care Benefit Information to ForwardHealth Members



A New Company Will Manage Your Non-Emergency Medical Transportation

Starting November 1, 2021, Veyo will replace Medical Transportation Management, Inc. (MTM) in providing non-emergency medical transportation (NEMT) services for Wisconsin Medicaid and BadgerCare Plus members. MTM will continue to provide services until November 1, 2021.

As a reminder, NEMT provides rides to covered Medicaid and BadgerCare Plus appointments if you have no other way to get there. Rides may be on public transportation (such as a city bus), in specialized medical vehicles, or in other types of vehicles depending on your medical and transportation needs.

What Will Not Change Under Veyo?

The number that you call to schedule a ride for covered services will stay the same: 866-907-1493 (or TTY 711).

Also, your NEMT benefits will be the same under Veyo. If you are eligible for rides, bus tickets, or money for gas through MTM, you will still be eligible through Veyo.

The Key Message

A new company, Veyo, will be arranging non-emergency medical transportation for Wisconsin Medicaid and BadgerCare Plus members starting November 1, 2021. Members' benefits will not change.

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



Finally, the change to Veyo does not affect emergency ambulance services. You should call 911 if you have an emergency.

Improvements and Changes Under Veyo

There will be program improvements and some new or changed processes when Veyo starts providing services. These changes are described below. **They are only for rides on or after November 1, 2021.**

New Process: One Phone Number for All NEMT Calls

Veyo uses one phone number for members to schedule rides, check on scheduled rides, and file complaints. When you call Veyo at 866-907-1493 (or TTY 711), an automated menu gives you the following choices:

- Schedule a new trip
- Request pickup for your return trip after an appointment
- Find out where your scheduled ride is if it has not shown up
- Change a trip reservation
- Cancel a trip reservation
- File a complaint

See the [Attachment](#) at the end of this ForwardHealth Update for a list of all Veyo contact information.

Call Center Improvements

The call center is being improved in many ways to better serve you. These improvements include:

- Faster call-answering times and shorter hold times.
- Better handling of requests for rides to high-priority appointments (such as dialysis, cancer treatments, hospital procedures, or dental emergencies).
- If you call to request a ride and the request is denied, you will have the option to speak immediately to a representative who does not work for Veyo to review the denial for reconsideration.

New Mobile-Friendly Online Portal for Scheduling Trips and More

Veyo has an online portal that you can use on a computer, smart phone, or other mobile device. You can use the portal to book rides and view trip and driver information. Details are below:

- To use Veyo's online portal, go to member.veyo.com. The first time you use the portal, you must create an account using your name, ForwardHealth ID number, date of birth, and email address.
- You can use the portal to book a routine ride from a list of your last five appointments (to the same health care provider at the same address).
- You must book by phone for urgent rides and rides to appointment destinations not on your list.
- You can use the portal to see driver and vehicle information including:
 - Where the vehicle is in real-time while the driver is on the way to pick you up.
 - The driver's name and phone number.
 - The driver's photo if they have provided one.
- You can use the portal to request pickup for a ride home after your appointment if you have not already scheduled a return ride. (You can also request a return ride by phone.)

Go to support.ridewithveyo.com for more information about the portal, including instructions for use and answers to frequently asked questions (FAQs).

Trip Reminders

The day before your trip, you will get a reminder call (either an automated call or a call from your transportation provider). If you have signed up for text messages from Veyo, you will also get a reminder by text.

Optional Veyo Text Messages

When you schedule a ride by phone, Veyo will ask if you want to sign up for text alerts. If you choose to sign up, Veyo will send you text messages about your trips. These text messages will contain important information such as:

- A confirmation number and trip details after you schedule a ride
- A reminder 24 hours before your pick-up time
- An alert when a driver is on the way to pick you up
- Details about your trip, which may include:
 - The driver's name
 - The driver's phone number
 - The vehicle license plate number
 - The make, model, and color of the vehicle
- An alert when the driver has arrived
- A text asking you to rate your ride afterward

You will also be able to cancel an upcoming ride or request a return ride by responding to a Veyo text.

Note: If you sign up for Veyo text messages, your phone carrier may charge you standard SMS text messaging rates. To stop Veyo text messages at any time, reply **stop** or **unsubscribe** to any Veyo text message.

Changed Information About Minors Riding Alone to 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

Existing Parental Consent Forms that were approved by MTM will be good until January 31, 2022. You must complete a new Veyo Parental Consent Form and send it to Veyo by January 31, 2022, for rides on and after February 1, 2022. Parental Consent Forms are available at wi.ridewithveyo.com and may be sent by mail or fax. (More information is available on the forms.)

Mileage Reimbursement

If you have a car and can drive yourself to your appointment, you may be able to get mileage reimbursement (money for gas). This is a payment based on the distance to the appointment. A family member or friend also may be eligible for mileage reimbursement for driving you.

To be paid for mileage reimbursement, you must fill out a Mileage Reimbursement Trip Log. This form can be found at wi.ridewithveyo.com. It must be sent to Veyo within 60 days of the first trip listed on the log that you

are requesting reimbursement for. Payment for approved trips will be made within three weeks by check or electronic funds transfer (EFT) directly to your bank account. Veyo does not make payments by debit card.

Go to wi.ridewithveyo.com for full details about mileage reimbursement.

Additional Riders

Beginning November 1, 2021, you may travel with the following additional riders when medically necessary:

- A medically necessary escort
- A parent or other relative, guardian, caregiver, or foster parent if you are a minor
- A newborn traveling with you to a post-partum visit

Also beginning November 1, 2021, you may travel with the following additional riders who are not considered medically necessary:

- Additional riders requested by a health care facility
- Additional riders under your care
- Additional riders who are your legal dependents
- An additional rider acting as your support person

If others must ride with you for non-medical reasons, the number of additional riders depends on the number of available seats in the vehicle. For example, if the vehicle has four available seats, you may bring three additional riders with you.

Bus Pass Delivery Period

If your NEMT ride will be by bus, please try to make trip reservations a minimum of seven business days before the appointment date. This allows enough time for you to receive your bus pass after it is sent.

More NEMT Information

More information about NEMT is on the Wisconsin Department of Health Services (DHS) website at www.dhs.wisconsin.gov/badgercareplus/NEMT/index.htm.

English: For help to translate or understand this, please call **800-362-3002** (TTY).

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

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

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

Laotian: ເພື່ອຊ່ວຍໃນການແປ ຫລື ເຂົ້າໃຈເນື້ອຫາໃນນີ້, ກະລຸນາໂທລະສັບຫາ **800-362-3002** (TTY).

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 Member Services at 800-362-3002.

Attachment

Member Contact Information for Non-Emergency Medical Transportation (Effective November 1, 2021)

| Contact Type | Contact Information | What To Use It For |
|--------------|---|--|
| Phone number | 866-907-1493 711 (TTY) | <ul style="list-style-type: none"> • Scheduling or canceling a ride • Checking on your ride if it is more than 15 minutes past the scheduled pick-up time • Scheduling a return ride after an appointment • Filing a complaint |
| Veyo portal | member.veyo.com | <ul style="list-style-type: none"> • Scheduling or canceling a ride • Viewing trip and driver information |
| Website | wi.ridewithveyo.com | <ul style="list-style-type: none"> • Finding out more information about how to schedule a ride • Finding FAQs about your transportation options • Filing a complaint • Downloading forms • Submitting Mileage Reimbursement Trip Logs |

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 | wifacility@veyo.com | 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 | wi.ridewithveyo.com | Website with information on booking rides, filing complaints, and obtaining forms |
| Veyo RideView Facility Portal | veyo.com/rideview | Portal for facilities to schedule and cancel routing and standing order rides, track rides, and view upcoming member rides |

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