

## Medicaid and Transportation to Medical Appointments

This fact sheet will answer many of your questions about Medicaid's non-emergency transportation benefit and how to get a ride to a medical appointment. This includes getting money for gas (mileage reimbursement) if you drive your own car, having a taxi, specialized medical vehicle or private car pick you up or receiving a bus pass. This is for regularly scheduled or urgent care appointments (not for an emergency).

**Please Note:** Medical Transportation Management, Inc. (MTM) now coordinates transportation for all Medicaid/BadgerCare covered appointments.

- The reservation telephone number to schedule rides is 1-866-907-1493.
- You can now also go online to schedule a ride at [www.mtm-inc.net/wisconsin-website/wisconsin-home/](http://www.mtm-inc.net/wisconsin-website/wisconsin-home/)

**What is the Medicaid benefit?** If you have Medicaid coverage and you need a ride to a Medicaid covered medical appointment, MTM will arrange for your ride. *(Keep in mind MTM is required to ask if you have another way to get to your appointment – see more details below.)*

**Who is eligible for this benefit?** Children and adults who are covered by Wisconsin Medicaid, including the BadgerCare Standard Plan and the Benchmark Plan, are eligible for this benefit.

**How do I schedule a ride?** Call MTM at 1-866-907-1493 at least 2 days (excluding Saturdays and Sundays) before your appointment (and up to 60 days in advance) or go online at <http://www.mtm-inc.net/wisconsin-website/wisconsin-home/>

**What if a friend, relative or community agency can give me a ride?** MTM will arrange a ride (or reimburse you for driving or taking a bus) if you have no other way to get to your appointment. When you call MTM they are required to ask if someone else can give you a ride. Remember, if you feel that it would be hard for family or friends to provide a ride, let them know. You do NOT need to give them any more details or an explanation of why someone else can't give you a ride.

**What if I can take a bus but need help with paying for a bus pass?** When you call MTM they may ask if taking a bus to appointments is an option - a bus is available near you and you and your child are able to safely ride the bus. If so, MTM will send you bus passes. *Please allow more than 2 business days if possible - the bus passes will be mailed to you and may take more than 2 days to get to you.*

**What if I have a car but need money for gas?** MTM can provide gas money (mileage reimbursement) if you need help paying for gas to get to the appointment. The reimbursement rate is \$.24 per mile. To request mileage reimbursement call MTM customer service at 1-866-907-1493. Once you have been approved for one or more regularly scheduled appointments, a mileage trip log must be filled out for each trip. The log can be mailed out or is available at <http://www.mtm-inc.net/wp-content/uploads/2013/05/Mileage-Reimbursement-Trip-Log.pdf> and then can be mailed or faxed back to MTM.

**How do I schedule a ride?** At least **2 days** (excluding Saturdays and Sundays) before the medical appointment, call MTM at **1-866-907-1493**. You should be ready to give them your (or your child's) Forward Health ID number, your name and address, and the name and address of your provider. If you have regularly occurring appointments, you can now schedule these rides online at [www.mtm-inc.net/wisconsin-website/wisconsin-home/](http://www.mtm-inc.net/wisconsin-website/wisconsin-home/) You will need a valid email address. MTM will then call you the day before your ride and give you a pick-up time.

**If I am being picked up by a taxi or other carrier what should I know about my ride?**

On the day of your appointment, your ride should come at the designated pick up time. If you have been waiting more than 15 minutes, call the **"Where's My Ride"** line at **1-866-907-1494**.

After your appointment, your ride should come within 15 minutes. If you are not sure when the appointment will be over, call MTM (*and not the taxi company*) when you are done at **1-866-907-1493**. Your ride should pick you up within 1 hour. **Keep in mind that you are responsible for having a car seat or booster seat for your child!** State law requires car seats for children under age 4 or for children who weigh less than 40 pounds. Booster seats are required for children who are under age 8, weigh less than 80 pounds or under 4 feet 9 inches tall.

**What if I need to see the doctor today?** If your appointment is urgent call MTM as soon as possible. When you call let them know this is an urgent appointment and you need to get a ride or need mileage reimbursement if you plan to drive your own car. **Remember, MTM will NOT provide a ride for an emergency. Call 911 for an emergency.**

**If I am being picked up can my other children ride with me to the appointment?** Only the person who is going to the medical appointment and one parent or caregiver can ride to the appointment if MTM is arranging for a taxi or other common carrier.

**What about other travel related expenses?** Meals may be covered by Medicaid if you must be away from home for 4 hours and must travel 100 miles each way. Overnight lodging may be covered if you must be away from home for 8 hours and travel 200 miles each way. Call MTM for more details.

**What if my request is denied? Can I appeal this denial?** Yes, first contact MTM at **1-866-436-0457** or go online at <http://www.mtm-inc.net/wisconsin-website/wisconsin-home/> You can also request a review by the Wisconsin Department of Health Services. You must work with MTM to arrange this review. MTM also has an Ombudsman (*a person who advocates for others*) who can work with you and providers to help resolve problems with transportation.

**If you have questions or need help finding services contact the following organizations:**

- **Regional Centers for Children and Youth with Special Health Care Needs** is a network of 5 centers dedicated to supporting families who have children with special needs at [dhs.wisconsin.gov/cyshcn/regionalcenters.htm](http://dhs.wisconsin.gov/cyshcn/regionalcenters.htm)
- **Wisconsin First Step**, a statewide information and referral hotline, can assist families with finding services and supports at **1-800-642-STEP (7837)** or [www.mch-hotlines.org/wisconsin-first-step](http://www.mch-hotlines.org/wisconsin-first-step)