

# Non-Emergency Medical Transportation

This fact sheet will answer many of your questions about Medicaid's non-emergency medical transportation (NEMT) benefit and how to get a ride to a medical appointment. In Wisconsin, Medical Transportation Management, Inc. (MTM) coordinates transportation for all Medicaid or BadgerCare covered appointments.

## What is the Medicaid benefit?

If you have a ForwardHealth card and you need a ride to a medical appointment, MTM will arrange for your ride.

To schedule a ride, call MTM at  
1-866-907-1493 or go to

[www.mtm-inc.net/wisconsin-website/wisconsin-home/](http://www.mtm-inc.net/wisconsin-website/wisconsin-home/)

## How do I schedule a ride?

Call MTM at **1-866-907-1493** at least 2 days before your appointment or go online at **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 and signed by your medical provider for each trip.

A trip log can be mailed to you or is available at [www.mtm-inc.net/wp-content/uploads/2016/07/WI-Mileage-Reimbursement-Trip-Log-2016\\_06\\_15.pdf](http://www.mtm-inc.net/wp-content/uploads/2016/07/WI-Mileage-Reimbursement-Trip-Log-2016_06_15.pdf)

### **How do I schedule a ride?**

At least **2 days** (excluding Saturdays and Sundays) before your appointment, call MTM at **1-866-907-1493**. You should be ready to give them your (or your child's) ForwardHealth ID number, your name and address, and the name and address of your provider. If you have regularly scheduled appointments, you can schedule these rides online at [www.mtm-inc.net/wisconsin-website/wisconsin-home/](http://www.mtm-inc.net/wisconsin-website/wisconsin-home/)

### **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**.

**\*\*Keep in mind that you are responsible for having a car seat or booster seat for your child!**

### **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.**

### **Can my other children ride with me to the appointment?**

No, 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 [www.mtm-inc.net/wisconsin-website/wisconsin-home/](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)