



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Your Non-Emergency Medical Transportation

New Transportation Manager and
Service Improvements

Agenda

- New NEMT Manager
- Service Improvements
- Policy Improvements

New NEMT Manager

Veyo in Wisconsin

Wisconsin Offices

- Over 100 Wisconsin based staff
- Madison Office
 - Market Operations
 - Call Center
- Milwaukee Office
 - Market Operations

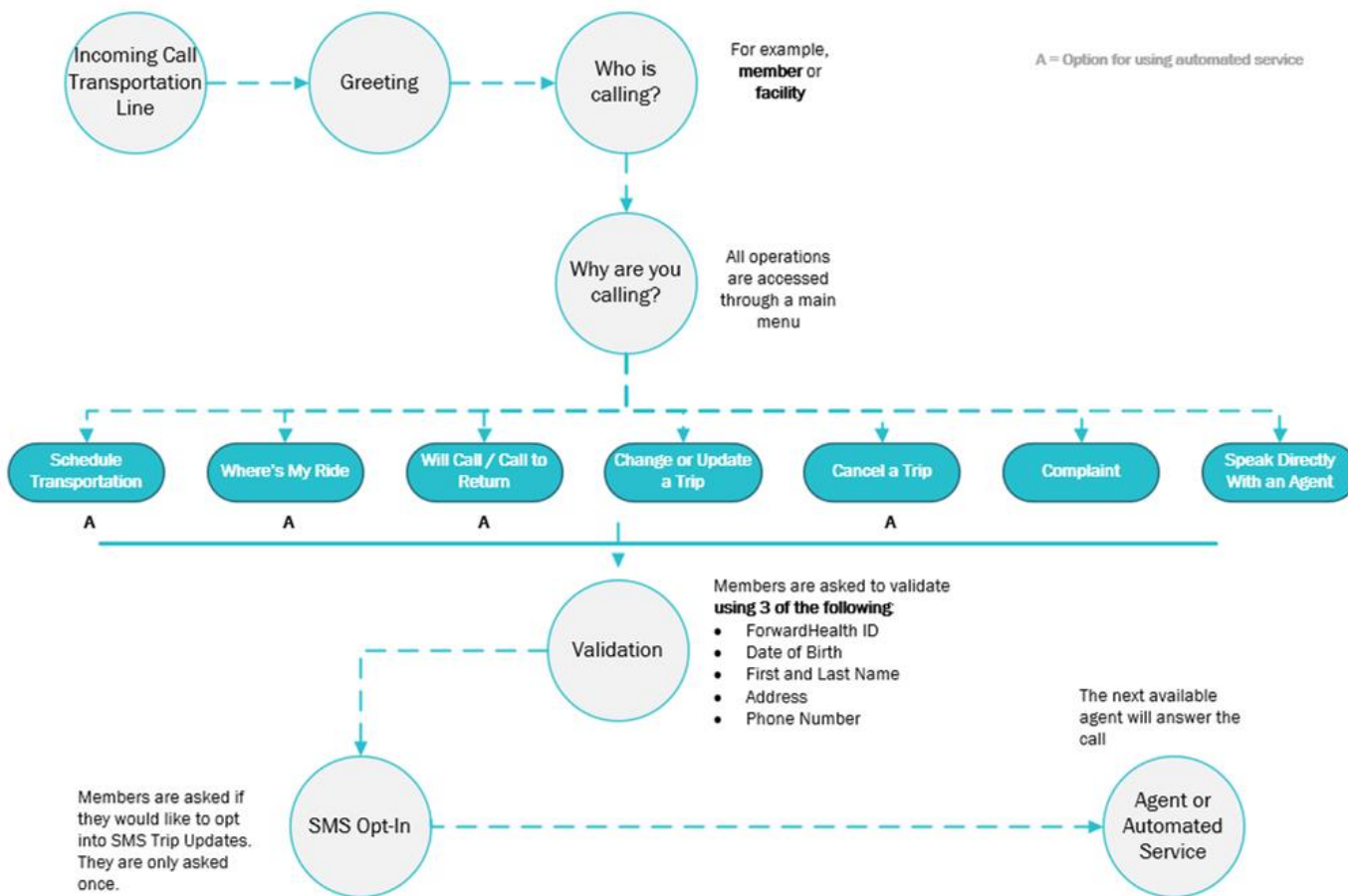
NEMT Vendor Contact Points

- Member & Health Providers Contact
 - Book Trips or Submit Grievances
 - Tel: 866-907-1493
- Transportation Providers Contact
 - Becoming a Transportation Provider with Veyo
 - Tel: 608-673-3870
 - Email: providerswi@veyo.com

Service Improvements

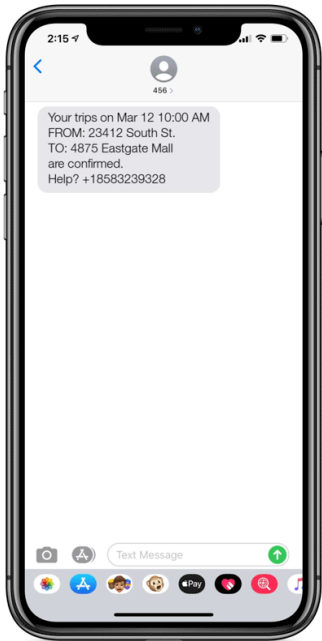
Interactive Voice Response (IVR)

Flow Overview



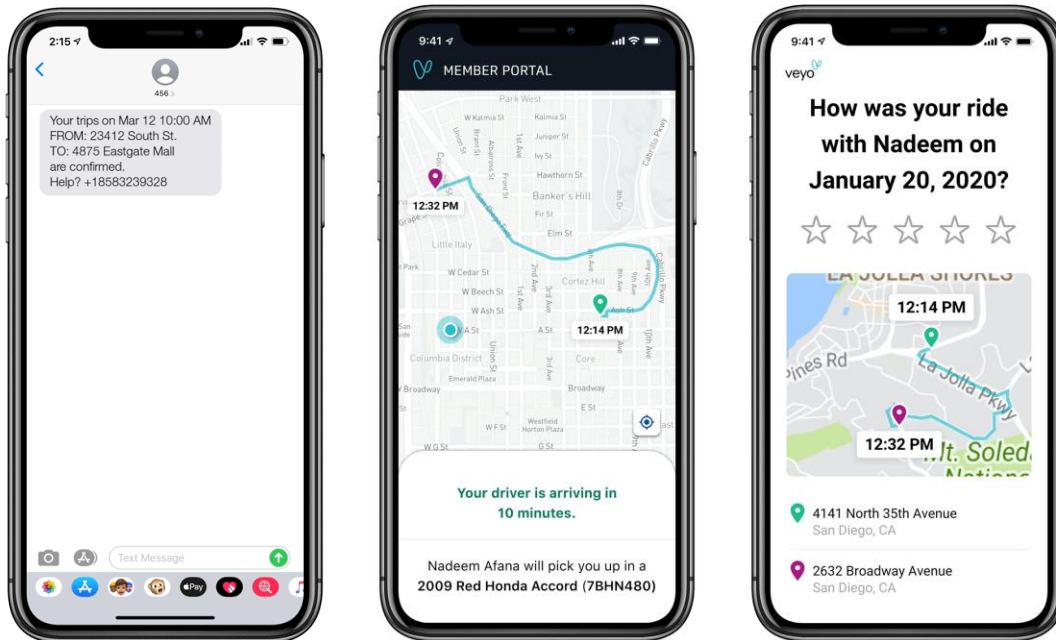
Information contained in this presentation is considered confidential and can not be shared without the express written consent of Veyo and DHS

Want to Receive Text Messages About Your Ride?



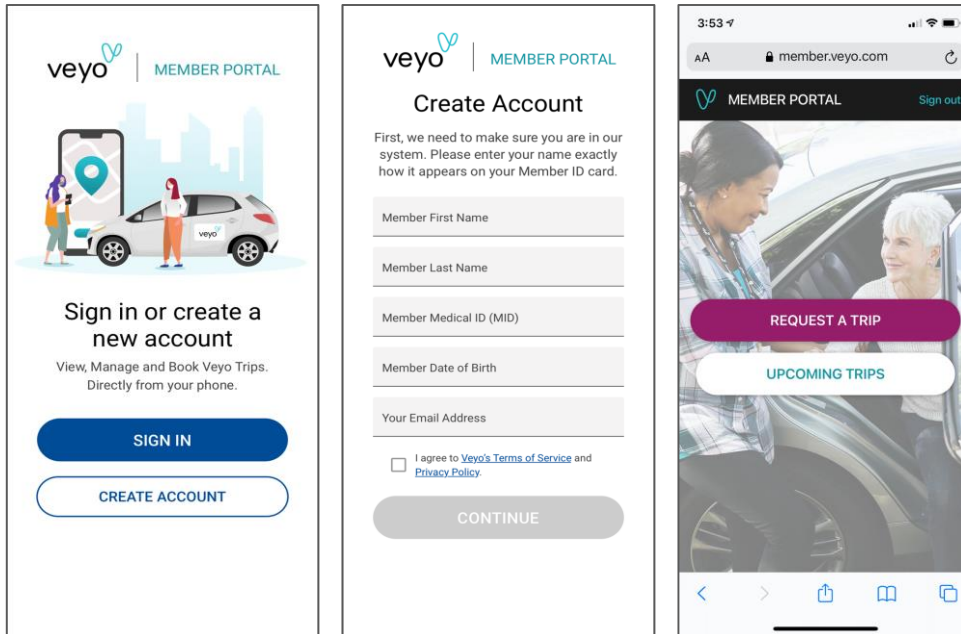
- When you call Veyo for the first time to schedule a ride, the agent will ask you whether or not you would like to receive text message notification.
- You will receive the following types of notifications:
 - A booking confirmation after a ride has been booked
 - A reminder 24 hours prior to pickup
 - A notification when your driver is en route
 - Details about your driver, such as: name, contact number, license plate, vehicle description
 - A notification the driver has arrived
 - An opportunity to rate the ride after it has been completed

Receiving Veyo Text Messages



- You can cancel an upcoming ride by responding to the reminder text.
- If you have not scheduled a ride home from your appointment, you will have the ability to request a return ride with a text message.
- You can opt out of text messages at any time by responding STOP or UNSUBSCRIBE.

Veyo Member Portal



The first screenshot shows the desktop version of the Veyo Member Portal. It features the Veyo logo and the text 'MEMBER PORTAL'. Below this is an illustration of a car and a person. The text 'Sign in or create a new account' is prominently displayed, followed by the subtext 'View, Manage and Book Veyo Trips. Directly from your phone.' There are two buttons: 'SIGN IN' and 'CREATE ACCOUNT'.

The second screenshot shows the desktop version of the 'Create Account' page. It includes the Veyo logo and the text 'MEMBER PORTAL'. The heading 'Create Account' is followed by the instruction: 'First, we need to make sure you are in our system. Please enter your name exactly how it appears on your Member ID card.' Below this are five input fields: 'Member First Name', 'Member Last Name', 'Member Medical ID (MID)', 'Member Date of Birth', and 'Your Email Address'. At the bottom, there is a checkbox for 'I agree to Veyo's Terms of Service and Privacy Policy' and a 'CONTINUE' button.

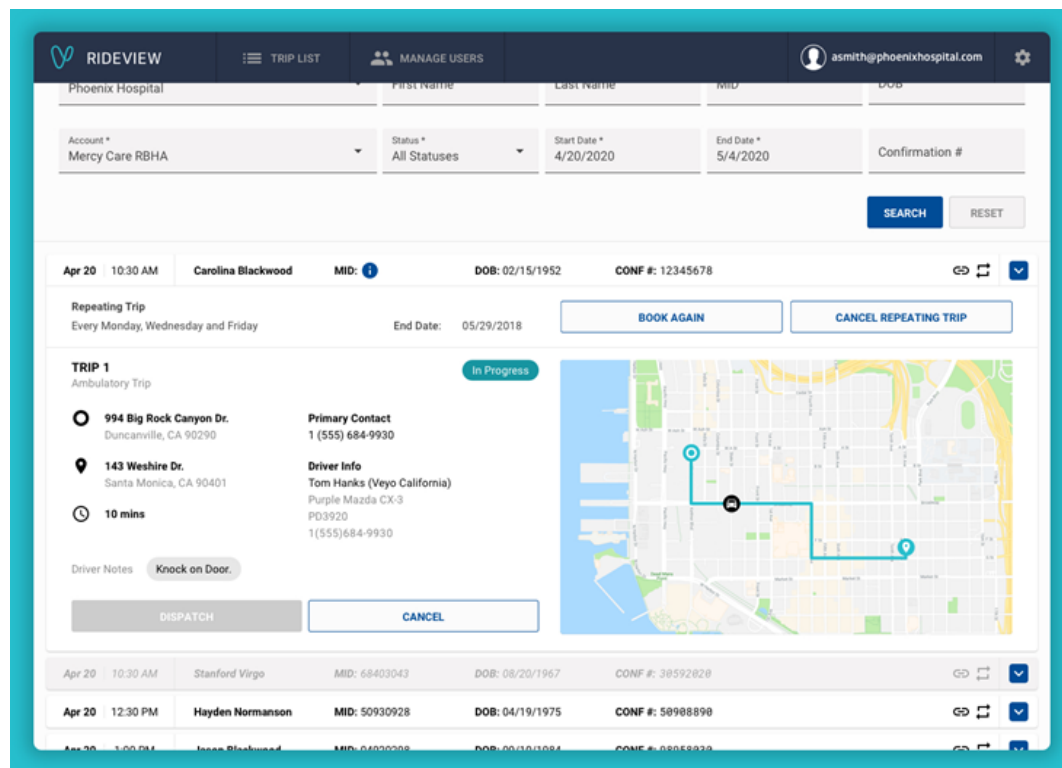
The third screenshot shows the mobile version of the Veyo Member Portal. It displays the Veyo logo and the text 'MEMBER PORTAL' with a 'Sign out' link. Below this is a large image of two people in a car. There are two buttons: 'REQUEST A TRIP' and 'UPCOMING TRIPS'.

- 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.
- To use Veyo's online portal, go to member.veyo.com (available on November 1).

Rideview Facility Portal

RideView is a web-based portal available to all health care providers. It enables real-time visibility and trip management capability, including:

- Real-time arrivals
- Will-call / dispatch requests
- Trip management
- Trip booking
- Facility management
- Mode mix
- Public transit options



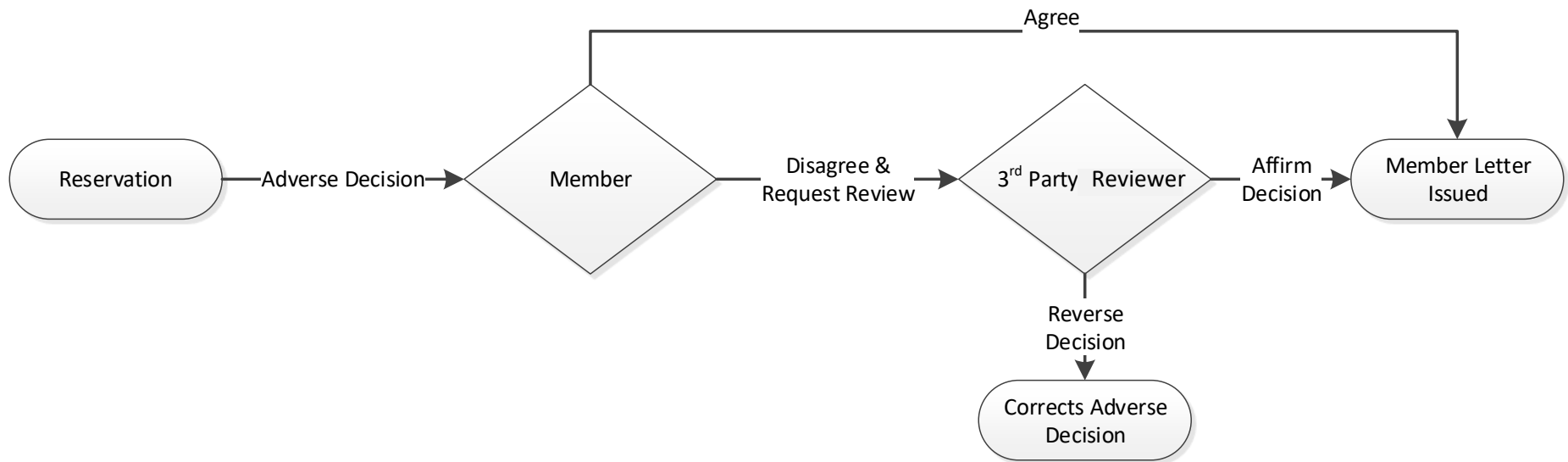
Veyo's Facilities Training and Outreach Manager will assist with Rideview integrations. Email WIFacility@veyo.com for more information.

A New Critical Care Team

- Veyo is implementing a Critical Care Team to identify and manage transportation to critical appointments such as dialysis, cancer treatment, and hospital and dental appointments.
- Rides to these appointments are scheduled like normal.
- This unit proactively identifies these rides and provides another layer of oversight to ensure critical trips are successful.

Policy Improvements

New Third-Party Review Process for Denials



Improving Your Experience: Public Transportation

We've set new standards to ensure reasonable public transportation.

- You will not be dropped off more than 90 minutes before your appointment.
- You will have 3 or fewer transfers.
- There will be at least 45 minutes from when your appointment ends to arrive at the pick up location.
- Total travel time will be no more than 45 minutes longer than the average travel time when using direct transport.

Improving Your Experience: Additional Riders

- Veyo will accommodate additional riders who are not medically necessary when:
 - Additional rider(s) are requested by a healthcare facility.
 - Additional rider(s) are under the care of the member.
 - Additional rider(s) are legal dependents of the member.
 - An additional rider acting as a support person for the member is needed.
- Accommodations will be based on the number of seats available in the approved mode of transportation.

Additional Resources

[Dhs.wisconsin.gov/aboutdhs/alerts.htm](https://dhs.wisconsin.gov/aboutdhs/alerts.htm)

Sign up for DHS email alerts and updates on a range of topics

[Dhs.wisconsin.gov/badgercareplus/NEMT/index.htm](https://dhs.wisconsin.gov/badgercareplus/NEMT/index.htm)

DHS NEMT member webpage with updates, fact sheets, videos

[Forwardhealth.wi.gov/WIPortal/Subsystem/KW/Display.aspx?ia=1&p=1&sa=129](https://forwardhealth.wi.gov/WIPortal/Subsystem/KW/Display.aspx?ia=1&p=1&sa=129)

ForwardHealth Provider Handbook that contains detailed NEMT policies. You must accept a user agreement before accessing the content.

[Dhs.wisconsin.gov/forwardhealth/partners.htm](https://dhs.wisconsin.gov/forwardhealth/partners.htm)

Updates for community partners on changes in policy and coverage.

[Forwardhealth.wi.gov/WIPortal/Subsystem/Publications/ForwardHealthCommunications.aspx?panel=Updates](https://forwardhealth.wi.gov/WIPortal/Subsystem/Publications/ForwardHealthCommunications.aspx?panel=Updates)

Updates for providers on changes in policy and coverage.

Additional Resources

Veyo Websites

- WI.ridewithveyo.com
 - Links and resources for providers and members
- Member.veyo.com
 - Mobile-friendly member portal
- Veyo.com/rideview
 - Facility-based website

Thank You!