

Wisconsin Medicaid and BadgerCare Plus Non-Emergency Medical Transportation

Who Can Get Non-Emergency Medical Transportation

Please Note: The following information is about non-emergency medical transportation. If you have a medical emergency, you should call 911.

Non-emergency medical transportation is a public transportation and shared ride service. Rides can include public transportation (such as a city bus), rides in specialized medical vehicles, or rides in other types of vehicles depending on your medical and transportation needs. If public transportation is not available, you will not be required to take it.

Medical Transportation Management (MTM), Inc., is Wisconsin's Medicaid and BadgerCare Plus transportation manager. MTM, Inc., schedules and pays for rides to Medicaid- and BadgerCare Plus-covered health care services.

You may be able to get a ride to your Medicaid- or BadgerCare Plus-covered health care service if you have no other way to get to your appointment and you are enrolled in one of the following programs:

- Wisconsin Medicaid (including IRIS)
- BadgerCare Plus
- Family Planning Only Services
- Tuberculosis-Related Services Only Benefit
- Express Enrollment for BadgerCare Plus or Family Planning Only Services

Please Note: MTM, Inc., is required to follow federal and state law and can only schedule and pay for rides if you are not able to get a free ride.

Mileage Reimbursement (Gas Payment)

If you have a car and are able to drive yourself to your appointment but cannot afford to pay for gas, you may be able to be paid for gas. Contact MTM, Inc., before you go to your appointment to see if you can be reimbursed for mileage.

For More Information

Information provided is general. For more information about scheduling rides, meals and lodging, complaints, new rules, denied transportation, or fair hearings:

- Contact MTM, Inc., at <https://www.mtm-inc.net/wisconsin/> or 1-866-907-1493 (voice) or 711 (TTY).
- See your ForwardHealth Enrollment and Benefits handbook, P-00079 (the handbook is also online at dhs.wisconsin.gov/library/P-00079.htm).
- See your Member Updates at dhs.wisconsin.gov/forwardhealth/resources.htm.
- Call Member Services at 1-800-362-3002.



State of Wisconsin
Department of Health Services
Division of Health Care Access and Accountability