

Filing a Complaint about MTM – Suggestions for Agencies and Client Advocates

WI Department of Health Services has a contract with MTM to provide Medicaid transportation to those who are eligible. **In order to continue to make improvements in the program and hold MTM and providers accountable, it is extremely important to make sure that poor service or improper denials of service are documented.**

- I. It is very important to file a complaint. You can file on behalf of a family member or client with their permission, if they are not able to do so. Below are ways to file a complaint.
 1. Call MTM’s “WeCare” line at 866-436-0457. Telling your complaint to a Customer Service Representative will not result in your complaint being recorded.
 2. Fill out the convenient form [here](#).
 3. Write to MTM at:
MTM, Inc.
Attn: Quality Management
5117 W. Terrace, Suite 400
Madison, WI 53718
 4. You can ask to be elevated to the MTM Ombudsman.
- II. If it is suspected that due to denial of service or lack of service, the vendor has committed fraud, members, advocates, or providers can **document their complaint with the Office of the Inspector General at this link.** <https://www.reportfraud.wisconsin.gov/RptFrd/>

Additional help with resolving NEMT problems:

- Agencies and advocates helping members may prefer to call the **Facility Line at MTM 1-866-907-1497**. This line is for anyone who is not an actual member. There is a misconception that this line is for medical facilities only, and that is not the case. Benefit specialists, mobility managers, social workers and others calling on behalf of a member may use this line. Staff at the Facility Line have more experience and are able to trouble-shoot problems with scheduling or mode of transportation. They do not follow a script. The Facility Line can help resolve issues more quickly. **It is extremely important to note that if someone calls the Facility Line, they are not logging an official complaint.** In order for a complaint to be filled, you must also call the We Care line at 1-866-436-0457 or use the online complaint form.
- DHS has staff responsible for contract oversight. Tip Pom can be contacted to resolve NEMT issues. He can be reached at Tip.Pom@dhs.wisconsin.gov.
- It is good practice to also have the member alert their local legislator to the issues they are having. You can locate the correct legislator at: <http://legis.wisconsin.gov/Pages/waml.aspx>.

If you feel you and/or a local organization, tribal council, committee or facility will benefit from an in-person or phone conference with an MTM Education, Training and Outreach Manager, please contact Paul Skoglund, Sr. Manager Education, Training and Outreach, CO-WI@mtm-inc.net.