

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

In 2014, the State implemented several new procedures for oversight and quality control, including a mandate that MTM decrease the number of rides not provided because MTM claims no provider is available. Advocacy groups are keeping a close eye on the number and content of complaints, because it is clear that many service failures are not being properly documented by MTM. **It is extremely important at this time to make sure that poor service or improper denials of service are recorded.** Please use both procedures I and II below:

- I. First, 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. You can **contact MTM directly at the We Care line at 1-866-436-0457**. Ask to be transferred to the Quality Assurance department. Telling your complaint to a Customer Service Representative will not result in your complaint being recorded. You may also file a complaint online at <http://www.mtm-inc.net/wisconsin-website/wisconsin-home/>. You can ask to be elevated to the MTM Ombudsman, John Maurer. If they do not transfer you, call or email directly. jmaurer@mtm-inc.net, (888) 561-8747 ext, 3561.

- II. Second, members, advocates, or providers should **document their complaint with the Legislative Audit Bureau (LAB) Fraud, Waste and Mismanagement Hotline**. Accurate information about problems will help the LAB determine if this program is working for Wisconsin citizens. All information provided on this line is completely confidential by law. The hotline is at <http://legis.wisconsin.gov/LAB/hotline/> or call 1-877-FRAUD-17 (1-877-372-8317).

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: <http://www.mtm-inc.net/wisconsin-website/wisconsin-home/>.
- 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.
- DHS has a contract with Hewlett Packard (HP) to provide additional complaint resolution. The HP representative is Shawn Fredrickson (not to be confused with Shawn Thomas of DHS) at Shawn.Frederickson@wisconsin.gov or by writing Wisconsin Medicaid and BadgerCare Plus

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Transportation Advocate, c/o HP Enterprise Services, 313 Blettner Boulevard, Madison, WI 53714. *****Note: third party oversight and how it works continues to be discussed by DHS so this information is subject to change.**

- 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 either Dana Schultz at dschultz@mtm-inc.net or Jessica Krueger at jkrueger@mtm-inc.net or by phone at 608-227-4071 or 1-866-831-4130.