

# Resource Guide

At Veyo, our goal is to ensure that Wisconsin Medicaid and BadgerCare Plus members receive the best care. We have several dedicated resources that are focused on our health care provider partnerships. Below you'll find information on scheduling a ride, filing a complaint, and contacting our Education, Training, and Outreach (ETO) Coordinator. Visit [wi.ridewithveyo.com](http://wi.ridewithveyo.com) for more on Veyo's non-emergency medical transportation (NEMT) program in Wisconsin.

## For Facilities/Case Management Entities:

## For Members/Individuals Scheduling Rides on Behalf of a Member:

To schedule a routine ride with at least two business days' advance notice:

Call Veyo at 866-907-1493 between 7 a.m. and 6 p.m. CT, Monday through Friday and follow the facility-related prompts.

or

Book the ride using Veyo RideView.

Call Veyo at 866-907-1493 between 7 a.m. and 6 p.m. CT, Monday through Friday.

or

Use the Veyo Member Portal\* at [member.veyo.com](http://member.veyo.com).

To schedule an urgent ride:

Call Veyo at 866-907-1493, 24 hours a day, 7 days a week, and follow the facility-related prompts.

Call Veyo at 866-907-1493, 24 hours a day, 7 days a week.

To schedule a return ride:

Call Veyo at 866-907-1493 and follow the facility-related prompts.

or

Request a return ride using Veyo RideView.

Call Veyo at 866-907-1493 and follow the prompts.

or

Request a return ride by responding to the appropriate text message.<sup>†</sup>

or

Request a return ride using the Veyo Member Portal.\*

To cancel a ride:

Call Veyo at 866-907-1493 and follow the facility-related prompts.

or

Cancel the ride using Veyo RideView.

Call Veyo at 866-907-1493 and follow the prompts.

or

Cancel the ride by responding to the appropriate text message.<sup>†</sup>

or

Cancel the ride using the Veyo Member Portal.\*

<sup>†</sup> Members must be enrolled in Veyo's text messaging program.

\* Members must have registered to use the Veyo Member Portal.

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## **To contact our Facility Education, Training, and Outreach (ETO) Coordinator:**

Our Wisconsin ETO is Jonathan Liegeois and he can be reached at [wifacility@veyo.com](mailto:wifacility@veyo.com).

## **To report a ride that is more than 15 minutes late:**

Call the Veyo Call Center at 866-907-1493 and follow the prompts for the 'Where is My Ride' option.

## **To learn more about how Veyo RideView can help you improve your transportation booking process:**

Visit [veyo.com/rideview](http://veyo.com/rideview) or contact Veyo's Wisconsin ETO at [wifacility@veyo.com](mailto:wifacility@veyo.com).

## **To file a comment/complaint, you can:**

- Call Veyo at 866-907-1493
- Fill out our convenient online form at [wi.ridewithveyo.com](http://wi.ridewithveyo.com)
- Write to Veyo at:

Veyo  
Attn: Quality Assurance  
8383 Greenway Blvd, Suite 400  
Middleton, WI 53562

## **To appeal a denial or ask for a fair hearing:**

- If you or a member are on the phone scheduling a ride and the request is denied, you can ask to be transferred to an independent reviewer regarding your case for reconsideration.
- If a member was denied a transportation service by Veyo, and you do not think it should have been denied, you have several options to request additional review. The member will receive a letter with more information on their appeal options, which may include:
  - Appealing to the Veyo Ombuds.
  - Filing a fair hearing request with the Division of Hearings and Appeals.
  - Contacting the Wisconsin Medicaid and BadgerCare Plus Transportation Advocate.

## **To access the following forms, visit our website at [wi.ridewithveyo.com](http://wi.ridewithveyo.com):**

- |   |   |
|---|---|
| • Attendant / Escort Medical Necessity Form | • Meals and Lodging Request Forms                   |
| • Distance Verification Form                | • Mileage Reimbursement Trip Logs                   |
| • Level of Need (LON) Forms                 | • Authorization to Release Confidential Information |
| • Parental Consent Forms                    |   |

## **To cancel rides due to holiday closures:**

Visit <https://facilitysupport.veyo.com/hc/en-us/requests/new>, select "Holiday Closure Schedules," and submit your holiday schedule.

## **To report suspected fraud:**

- Call the Wisconsin Department of Health Services (DHS) at 877-865-3432
- Visit DHS' fraud website at [www.reportfraud.wisconsin.gov](http://www.reportfraud.wisconsin.gov)