

Wisconsin Medicaid and BadgerCare Plus Non-Emergency Medical Transportation

How do I schedule a ride?



Non-emergency medical transportation is a service that can help you get to health care appointments if you have no other way to get there. This service connects you with free rides on public buses, specialized medical vehicles, or other types of vehicles depending on your needs.

Veyo is Wisconsin's Medicaid and BadgerCare Plus transportation manager. Veyo schedules and pays for rides to health care services covered by Medicaid and BadgerCare Plus.

Please note: If you have a medical emergency, you should call 911.

Ways to Schedule a Ride

You can schedule rides over the phone or online.

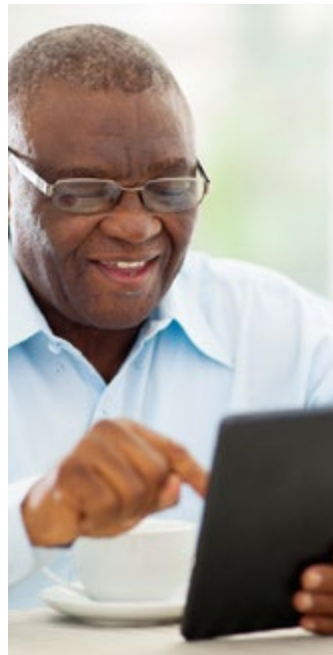
Over the Phone

Call 866-907-1493 or 711 (TTY) to schedule your ride. When you call, you should have the following:

- Your name, date of birth, home address, and phone number
- Your ForwardHealth member ID (the 10 numbers listed on your ForwardHealth ID card)
- Your phone number and the street address where you want to be picked up
- The name, phone number, address, and zip code of the health care provider you are seeing
- The date and start time of your appointment
- The end time of your appointment, if you know it
- Any special ride needs, including if you are bringing your child or a medically necessary escort
- The general reason for the appointment (checkup, eye appointment, etc.)

Online

You can schedule rides online at member.veyo.com. You will need to schedule rides at least two full business days before your appointment.



To schedule a ride online, you will need to create an account. You will need your name, ForwardHealth ID, date of birth, and email address.

Rides can only be scheduled online for appointment locations you have already had a ride to with Veyo. If you want to schedule a ride to a new appointment location, please call Veyo at 866-907-1493 (voice) or 711 (TTY).

Types of Rides

Veyo is required by federal law to use the least costly type of ride to get you to your appointment based on your needs.

Use Your Own Car and Get Paid for Gas

If you have a car and are able to drive yourself to your appointment but cannot afford to pay for gas, you may be eligible for mileage reimbursement (money for gas).

You may be eligible to get 24 cents a mile for every mile you drive to get to your appointment.

Bus Rides



You will be required to use the bus if:

- You live within half of a mile of a bus stop.
- You are going to an appointment within half of a mile of a bus stop.
- You do not meet any of the exceptions listed below.

You will not be required to ride a bus if:

- You do not live within half of a mile of a bus stop.
- There is not a bus stop within half of a mile of your destination.
- You are unable to ride a bus or get to a bus stop because of a physical or mental health condition (for example, if you are going to a dialysis appointment or have a broken leg).
- You are a parent or caregiver traveling with a member age 4 or under to their appointment.
- You are age 15 or under and are traveling alone.
- You are age 70 or older and use a walker, crutches, or a cane.

Rides in a Car, Specialized Medical Vehicle, or Other Type of Vehicle

If you cannot ride a bus and are not able to use your own car, a ride with the best type of vehicle based on your medical and transportation needs will be scheduled.

Rides may include a specialized medical vehicle or another type of vehicle. You may be required to share a ride with another rider during your trip to your appointment.

Rides for Minors Traveling Alone

Members age 17 and under are minors. All rides for minors traveling to a covered appointment must be made by an adult. Minors usually need a parent or caregiver to go with them on their ride. The parent or caregiver is responsible for the minor for the whole trip and at the appointment.

The following minors may travel without a parent or caregiver:

- Minors age 16-17 years old when traveling by bus or a vehicle
- Minors age 12-15 years old with a signed Parental Consent Form on file with Veyo when traveling by a vehicle only
- Minors age 4-11 years old with a signed Parental Consent Form on file with Veyo when traveling by a vehicle only with at least one other child to the same day-treatment or center-based behavioral treatment program

Rides to Veterans Medical Facilities

Veyo can schedule and pay for rides to a veterans facility for a Medicaid or BadgerCare Plus member who is a veteran if the medical service could be covered by Medicaid or BadgerCare Plus.

Rides to Pick Up Pharmacy and Disposable Medical Supplies

If you need to fill a prescription or pick up disposable medical supplies (DMS) after a covered appointment, you should try to do so on the way back from your appointment, if possible.

All stops must be preapproved. See "Extra Stops" below.

You can schedule a separate ride to fill your prescription or pick up your DMS if you cannot get it after your appointment and the pharmacy cannot mail it to you for free.

How to Schedule Different Types of Rides

Routine Rides

A routine ride is a ride to an appointment that does not require you to be seen right away, such as a yearly checkup or a vision exam. Most rides will be routine.

You must schedule routine rides at least two business days before your appointment. For bus passes, it is best to call at least 7 business days before your scheduled appointment to make sure you get your bus pass on time.

You can schedule a routine ride by calling 866-907-1493 or 711 (TTY), Monday through Friday, from 7 a.m. until 6 p.m. You can also schedule your ride online at member.veyo.com if you took the same trip recently.

If you do not schedule a routine ride two business days before your appointment, you will not be able to get a ride, and you will need to reschedule your appointment. Holidays and weekends are not counted as business days. Business days include the day that you schedule the appointment but not the day of your appointment.

For example: If your appointment is on Monday, August 12, you must schedule a ride by 6 p.m. on Thursday, August 8, to allow for the weekend days.

Recurring Rides


If you have regularly scheduled appointments, your health care provider can help you set up those rides. Recurring rides can be set for up to three months at a time. If you have dialysis appointments, you or your health care provider can schedule regular rides for those appointments for six months at a time.

Urgent Rides

An urgent ride can be for:

- A health situation in which you do not need to call 911 for immediate help but you cannot wait two business days before seeing a health care provider.
- A hospital discharge.
- A follow-up appointment that is for the same health care issue as your last appointment and is scheduled within two days of that appointment.

An urgent ride will be provided in three hours or less.



You can schedule an urgent ride by calling the reservation number at 866-907-1493 (voice) or 711 (TTY). The phone line is open 24 hours a day, 7 days a week.

Please Note: Urgent rides cannot be scheduled online. You must call Veyo at 866-907-1493 (voice) or 711 (TTY) to schedule urgent rides.

Extra Stops

Extra stops will only be allowed for covered health care services, such as going to a second appointment on the same day or stopping at the pharmacy to pick up a prescription or medical supplies on the way back from your appointment.

If you are getting a ride in a vehicle, all extra stops must be approved ahead of time. You can call Veyo while you are at your appointment and ask for any extra stops to be approved. The driver will not make any stops that are not approved.

Canceling Rides

If you are not able to go to your appointment, you must cancel your ride as soon as possible. This includes bus trips and gas mileage reimbursement.

To cancel an upcoming ride, you can:

- Call the reservation line at 866-907-1493 (voice) or 711 (TTY).
- Respond to a trip reminder by text if you have opted in for text messages from Veyo.
- Go online to member.veyo.com if you already have an online account.

For More Information

For more information about scheduling rides, meals and lodging, complaints, new rules, denied transportation, or fair hearings:

- Visit wi.ridewithveyo.com or call 866-907-1493 (voice) or 711 (TTY).
- See your ForwardHealth Enrollment and Benefits handbook, P-00079 (dhs.wisconsin.gov/library/P-00079.htm).
- See your Member Updates at dhs.wisconsin.gov/forwardhealth/resources.htm.
- Call Member Services at 800-362-3002.



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