



TRANSPORTATION FAQ FOR WISCONSIN DIALYSIS PROVIDERS AND PATIENTS DURING THE COVID-19 PANDEMIC

Midwest Kidney Network (Renal Network 11) is here to help dialysis providers and patients. We are continuing to gather resources and provide updates on transportation for dialysis patients.

Who is working to coordinate Wisconsin transportation options for dialysis patients? Please contact MTM (Medical Transportation Management) at 1-866-907-1493 <https://www.mtm-inc.net/Wisconsin/>. Please call 2 – 3 days in advance to arrange non-emergency transportation.

How does transportation work for patients receiving Medicaid in Wisconsin? If you are a Wisconsin Medicaid beneficiary, you should contact the Medicaid insurer directly or MTM at 1-866-907-1493 to arrange transportation. You can find the insurer contact information on the back of your Medicaid insurance card. To verify your Medicaid status or eligibility, you can call 1-800-362-3002.

What steps are being taken to ensure the safety of the patients being transported? Transportation companies are working to limit one passenger per vehicle whenever possible. Transportation companies must follow CDC recommended sanitizing protocols before and after each trip or passenger <https://www.cdc.gov/coronavirus/2019->

[ncov/community/organizations/disinfecting-transport-vehicles.html](https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/disinfecting-transport-vehicles.html)

Will transportation companies transport COVID-19 positive patients? Some Wisconsin transportation companies are providing transportation for COVID-19 positive patients, please check with your transportation company directly or call MTM for additional information.

What other resources are available to arrange alternative transportation options for patients? You can utilize 211 Wisconsin Services at <https://211wisconsin.communityos.org/>

What if we are unable to secure transportation for a dialysis patient? You can contact MTM's WeCare line at 1-866-436-0457 or go to <https://www.dhs.wisconsin.gov/nemt/index.htm>

Reach out to Midwest Kidney Network (Renal Network 11) for more information and patient or provider resources.

Midwest Kidney Network
1360 Energy Park Drive, Suite 200
Saint Paul, MN 55108
Phone: 1-800-973-3773
www.midwestkidneynetwork.org