



STATE OF WISCONSIN

## Legislative Audit Bureau

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Joe Chrisman  
State Auditor

DATE: April 22, 2014

TO: Senator Robert Cowles and  
Representative Samantha Kerkman, Co-chairpersons  
Joint Legislative Audit Committee

FROM: Joe Chrisman  
State Auditor 

SUBJECT: Proposed Audit of Non-Emergency Medical Transportation Complaints

At your request, we have gathered some background information the Joint Legislative Audit Committee may find useful in considering an audit of non-emergency medical transportation complaints.

Effective August 1, 2013, Medical Transportation Management, Inc., (MTM) began providing services as the non-emergency medical transportation manager under contract with the Department of Health Services (DHS). DHS reports that, under this contract, MTM manages non-emergency transportation services for more than 900,000 participants eligible for covered services in the Wisconsin Medicaid and BadgerCare Plus programs.

DHS indicates that MTM is required to follow federal and state law and can only schedule and pay for rides to covered appointments when participants are unable to drive themselves or to obtain free rides from a neighbor, friend, relative, or volunteer organization. DHS further states that, based on each participant's medical and transportation needs, MTM is required by federal law to provide the least costly type of ride, which may be public transportation on a bus.

Complaints about matters such as access to rides, long wait times, or drivers who are late for pick up are referred by DHS to MTM, which also accepts complaints directly by phone, online, or in writing. DHS indicates that MTM is required to provide a written decision and/or resolution to all complaints within 30 business days of receipt. DHS reports that less than one percent of the approximately 200,000 rides performed each month result in a complaint, and indicates that DHS staff routinely review all monthly complaint summaries submitted by MTM. In February 2014, DHS reported receiving monthly complaint summaries from MTM for the period from August 2013 through December 2013.

Since February 2014, MTM has been operating under a corrective action plan, which addresses issues associated with failure to provide transportation services and establishes goals for reducing the number of instances in which transportation is not provided or is not timely.

Concerns have arisen about the management of non-emergency medical transportation, including the process used to receive and resolve complaints. An audit of non-emergency medical transportation complaints could include:

- an evaluation of the process used to receive and resolve complaints from participants and providers;
- an analysis of complaints, including monthly complaint summary reports and corrective actions taken, to identify trends, patterns, and relationships; and
- a review of the efforts of DHS to monitor and oversee non-emergency medical transportation complaints.

I hope you find this information helpful. If you have any additional questions, please contact me.

JC/sw

cc: Senator Mary Lazich  
Senator Alberta Darling  
Senator Kathleen Vinehout  
Senator John Lehman

Representative Howard Marklein  
Representative John Nygren  
Representative Jon Richards  
Representative Melissa Sargent

Kitty Rhoades, Secretary  
Department of Health Services