

Glossary of Terms

Abuse: (A) Physical and verbal abuse; the willful infliction of intimidation or injury resulting in physical harm, pain, or mental anguish. (B) Program abuse; member and contractor practices that are not medically necessary and consequently result in an unnecessary cost to the Medicaid program; improper or excessive use or treatment (e.g., no shows).

Accident: An unexpected and unfortunate medically important bodily event causing loss or injury to a person. Accidents may also involve loss of property (e.g., automobile).

ADA: American with Disability Act.

Attendant / Transportation Attendant: A person provided by the transportation provider to assist the driver and to accompany a member or group of members during transport to ensure the safe operation of the vehicle and the safety of the member.

Bariatric Transport: Motorized winch and ramps for loading passengers. Designed to provide safe transportation for people with body weight in excess of standard equipment limitations (300 lbs.); a wheelchair with a wheelbase wider than 32 inches; or a combined passenger/wheelchair weight of 800 lbs. or more.

Business Day: Business days are Monday through Friday from 9 a.m. to 5 p.m. local time, and do not include weekends and public holidays.

Cancelled Trip: A trip that a member cancels prior to the scheduled pick-up time.

CMS: Centers for Medicaid and Medicare Services.

Complaint: A complaint is a statement by an individual saying that they are unhappy or upset about something. A complaint can be about many different things like a late pick-up, the condition of the vehicle the member rode in, the behavior of another passenger, or the courtesy of Veyo's Contact Center agents.

CPR: Cardiopulmonary Resuscitation.

Critical Transportation: Transportation to life sustaining appointments related to dialysis, cancer treatment, and transplants.

Curb-to-Curb Service: Transportation from curb at origin to curb at destination. Includes providing assistance to passengers entering and exiting the vehicle if necessary.

Day: A calendar day, unless specifically identified as a business day.



Demand Response: Transportation that involves using contractor-dispatched vehicles in response to requests for individual or shared one-way trips.

Destination: The location or point to which a member has been authorized to travel to obtain medical services.

DHS: Wisconsin Department of Health Services.

Distance Verification Form (DVF): The Distance Verification Form is required when a member is requesting transportation to seek health care at a distant Wisconsin Medicaid/BadgerCare Plus health care provider (beyond 100 miles).

Door-to-Door Service: Transportation provided to people who need help to move safely from the door of the vehicle to the door of the pick-up point or healthcare location.

Emergency Transportation: Transportation for needs that are immediate. Transportation typically includes providing medical care while the individual is being transported, examples include transportation for a heart attack, stroke, serious injury from a car accident, and other life-threatening situations.

Escort: A medically necessary adult or service animal that accompanies a person receiving a ride to provide necessary mobility or personal assistance during the time that transportation and healthcare services are provided. Veyo will verify medical necessity with the member's health care provider.

Fixed Route: Designated public transportation on which a vehicle is operated along a prescribed route according to a fixed schedule.

ForwardHealth Policy: Wisconsin Department of Health (DHS) policy for health care and nutritional assistance benefit programs.

Gas Mileage Reimbursement (GMR): If a member has a car and can drive themselves to their appointment, they may be eligible for gas mileage reimbursement. The mileage rate can be multiplied by the number of miles per trip to determine the reimbursement amount.

Gas Mileage Reimbursement (GMR) Trip Log: The Gas Mileage Reimbursement Trip Log is a form used to ask for payment of mileage if a member drives themselves to an appointment. Each entry on the trip log must be signed by the healthcare provider for the entry to be valid.

Health Care Provider: A health care provider is an individual health professional, or a health facility organization licensed to provide health care diagnosis and treatment services including medication, surgery, and medical devices.



HMO: Health Maintenance Organization.

Immediate Family: Immediate family includes the following: Someone's spouse, parents and grandparents, children and grandchildren, brothers and sisters, mother-in-law and father-in-law, brothers in law, sisters in law, daughters in law and sons in law, adopted, half, and stepfamily members.

Incident: An allegation substantiated by Veyo records, transportation or medical provider records, and witnesses.

Independent Driver-Provider (IDP)/Owner Operator Provider: Independent contractors who have been credentialed as healthcare transportation providers and use their own vehicles to transport eligible members to authorized healthcare appointments.

Late Trip: A late trip is defined as transportation arriving fifteen (15) or more minutes after the scheduled pick-up time.

Level of Need (LON) form: The LON form will be used to determine the patient's most appropriate mode of transportation based on his or her functional abilities and limitations, including whether they are able to use public transportation.

Long Distance Trip: Transportation outside of a member's local medical market (defined as greater than 100 miles) for the purpose of receiving healthcare services that are not available in the member's community.

Mass Transit: Public transportation by bus, rail, air, ferry, or intra-city bus either publicly or privately owned, which provides general or special service transportation to the public on a regular and continuing basis.

Attendant/Escort Medically Necessary Form: This form is used to determine if an attendant/escort is required to escort a member with physical, developmental, cognitive, or mental health needs.

Members: Individuals covered by Medicaid and/or BadgerCare Plus who do not have any other means of transportation to covered, medically necessary healthcare services and receive NEMT under this program.

Network of Providers: An entity or group of providers set up by a transportation manager to transport eligible members to authorized healthcare appointments.

No Show: (A) A member who does not respond within ten minutes of the time the transportation provider arrives at the designated pick-up point and scheduled time and announces his/her presence. (B) A transportation provider who fails to perform agreed



services resulting in the member missing their appointment, including if the provider does not show up within 15 minutes after the scheduled pick-up time.

Non-Emergency Medical Transportation (NEMT): NEMT is a service that can help you get to health care appointments. This service connects you with free rides in public transportation (like a city bus), specialized medical vehicles, or other types of vehicles depending on your needs. This coverage is called “non-emergency medical transportation,” because it does not involve a medical emergency.

One-Way Trip: Transportation of a person from point of origin to destination.

Origin: The location at which the transportation provider is authorized to pick up the member at the start of the trip.

Parental Consent Form: A parent, legal guardian, or caregiver is required to travel with any child under 16 years of age. If the child is traveling by themselves, the parents/guardians must complete one of the following forms: a Parental Consent Form for Children Ages 4-11 or a Parental Consent Form for Children 12-15.

Passenger Assistance: Assistance which enables a member to walk, enter or exit a vehicle, or transfer from a wheelchair; does not include lifting or carrying the member.

Person-to-Person Service: Service where the driver must get acknowledgement from another person at both the pick-up and drop off. At pick up, the acknowledgement is that the passenger is going with the driver and at drop-off, that a responsible person is at the location. This is also known as Hand-to-Hand Service.

Routine Medical Transportation: Authorized health care transportation trips that do not have priority status to and/or from a facility where healthcare needs will be met.

Service Animal: A trained guide dog, signal dog, or other animal to aid an individual with a disability.

Shared Ride: Transportation, excluding mass transit, for multiple passengers traveling in the same direction with appointments set up within one hour of each other.

SMS: Short Message Service (SMS), and it's the most common form of text messaging used today.

Specialized Medical Vehicle (SMV): Specialized Medical Vehicles are used to transport recipients with a documented physical or mental disability that prevents them from traveling safely in a common carrier or private motor vehicle to Medicaid-covered services.



Stretcher Service: Service for members who must be transported in a supine (laying) position, but do not require the medical services of an ambulance. Members must be medically stable to be transported by stretcher service.

TDD: Telecommunications device for the deaf.

Third-Party Reviewer: The third-party reviewer does not work for Veyo. If a member calls to request a ride and the request is denied, they will have the option to speak immediately to the third-party reviewer to have them review the denial.

Transportation Manager: Transportation vendor responsible for establishing a network of transportation providers, operating a central call center, implementing screening to validate eligibility of member and trip for coverage, determining the most appropriate mode of transportation, maintaining quality assurance, reporting encounter data, and paying transportation claims for a NEMT program.

Transportation Provider Ombuds: The Transportation Provider Ombuds works for Veyo and will help answer provider questions about partnering with Veyo, facilitate complaints from transportation providers, and help build and strengthen relationships with the department of social services, health care facilities, state agencies, and constituent work groups.

TTY: A TTY (Teletypewriter) is a device that allows users to send typed messages across phone lines. Many people who are Deaf, deafened, hard of hearing, or who are deafblind may use TTYs to call other individuals.

Urgent Transportation: An urgent trip is an unscheduled episodic situation in which there is no immediate threat to life or limb, but the member must be seen on the day of the request and treatment cannot be delayed until the next day. This may include hospital discharges as well. Valid requests for a ride to an urgent appointment will be provided in three hours or less.

Veyo Member Portal: An online portal that you can use on a computer, smart phone, or other mobile device to book rides and view trip and driver information. To use Veyo's online portal, go to member.veyo.com.

Veyo Ombuds (formerly Ombudsman): The Ombuds will help answer member questions about obtaining NEMT services, help members through the complaint process, and advocate on behalf of the member

Veyo RideView Portal: RideView, Veyo's facility portal, can be used by health care facilities to book and manage trips. To learn more, please visit veyo.com/rideview.



Will-Call: The return trip from an appointment without a pre-scheduled pick-up time. Once Veyo has received a request for a will-call trip, they have 60 minutes to pick up the member.