



VEYO UPDATE

July 2022

Veyo provides non-emergency medical transportation (NEMT) services for Wisconsin Medicaid and BadgerCare Plus members. As a reminder, NEMT provides rides to covered Medicaid and BadgerCare Plus appointments if you have no other way to get there. Rides may be on public transportation (such as a city bus), in specialized medical vehicles, or in other types of vehicles depending on your medical and transportation needs.

DON'T FORGET: ONE PHONE NUMBER FOR ALL NEMT CALLS

Veyo uses one phone number for members to schedule rides, check on scheduled rides, and file complaints. When you call Veyo at 866-907-1493 (or TTY 711), an automated menu gives you the following choices:

- Schedule a new trip
- Request pickup for your return trip after an appointment
- Find out where your scheduled ride is if it has not shown up
- Change a trip reservation
- Cancel a trip reservation
- File a complaint

TO SCHEDULE A RIDE:

You can request a routine ride by calling Veyo at 866-907-1493, Monday through Friday, 7:00 a.m. – 6:00 p.m. Central Time (CT).

Learn more about Wisconsin Medicaid and BadgerCare Plus Non-Emergency Medical Transportation at <https://wi.ridewithveyo.com>.

DO YOU HAVE ACCESS TO A CAR? TRY VEYO'S GAS MILEAGE REIMBURSEMENT PROGRAM

If you, a family member, or a friend can drive you to your appointment, you may be able to get gas mileage reimbursement (money for gas). How does Gas Mileage Reimbursement work?

1. Schedule a trip with Veyo on or before the day of the appointment. Call 866-907-1493, Monday through Friday, from 7 a.m. to 6 p.m. Central Time (CT) to schedule a trip.
2. Print out and take the Mileage Reimbursement Trip Log with you to your appointment. Ask your provider to date, sign and print/stamp their name on the form.
3. Fill out and return the Mileage Reimbursement Trip Log to Veyo. Payment for approved trips will be made by check or electronic funds transfer (EFT) to your bank account within 3 weeks.

Download the form and learn more about Gas Mileage Reimbursement at <https://wi.ridewithveyo.com/mileage-reimbursement>

REGISTER FOR TEXT MESSAGES FROM VEYO

When you schedule a ride by phone, tell the agent that you want to sign up for text alerts. Once you sign up, Veyo will send you text messages about your trips. These text messages will contain important information such as:

- A confirmation number and trip details after you schedule a ride
- A reminder 24 hours before your pick-up time
- An alert when a driver is on the way to pick you up
- Details about your trip, which may include:
 - The driver's name
 - The driver's phone number
 - The vehicle license plate number
 - The make, model, and color of the vehicle
- An alert when the driver has arrived
- A text asking you to rate your ride afterward

You will also be able to cancel an upcoming ride or request a return ride by responding to a Veyo text.

Note: If you sign up for Veyo text messages, your phone carrier may charge you standard SMS text messaging rates. To stop Veyo text messages at any time, reply stop or unsubscribe to any Veyo text message.

TRY VEYO'S MOBILE-FRIENDLY ONLINE PORTAL FOR SCHEDULING TRIPS AND MORE

Veyo has an online portal that you can use on a computer, smart phone, or other mobile device. You can use the portal to book rides and view trip and driver information. Details are below:

- To use Veyo's online portal, go to member.veyo.com. The first time you use the portal, you must create an account using your name, ForwardHealth ID number, date of birth, and email address.
- You can use the portal to book a routine ride from a list of your last five appointments (to the same health care provider at the same address).
- You must book by phone for urgent rides and rides to appointment destinations not on your list.
- You can use the portal to see driver and vehicle information including:
 - The driver's name and phone number.
 - The driver's photo if they have provided one.
- You can use the portal to request pickup for a ride home after your appointment if you have not already scheduled a return ride. (You can also request a return ride by phone.)

Go to <https://support.ridewithveyo.com> for more information about the portal, including instructions for use and answers to frequently asked questions (FAQs).

VEYO ACQUISITION

Veyo has been acquired by MTM. The purchase is pending approval. We expect approval later this summer. Nothing will change for NEMT members, transportation providers, or medical facilities at this time. Your NEMT program will remain the same. This includes contact methods, forms, and how you schedule a ride. Learn how Veyo and MTM plan to improve the NEMT industry together: <https://www.mtm-inc.net/transforming-nemt-together-mtm-announces-acquisition-of-veyo/>

English: For help to translate or understand this, please call **1-866-907-1493** (TTY).

Spanish: Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono **1-866-907-1493** (TTY).

Russian: Если вам не всё понятно в этом документе, позвоните по телефону **1-866-907-1493** (TTY).

Hmong: Yog xav tau kev pab txhais cov ntaub ntauv no kom koj totaub, hu rau **1-866-907-1493** (TTY).

Laotian: ເພື່ອຊ່ວຍໃນການແປ ຫລື ເຂົ້າໃຈເນື້ອຫາໃນນີ້, ກະລຸນາໂທຣະສັບຫາ **1-866-907-1493** (TTY).