



## Wisconsin Medical Facility Resource Guide

MTM, Inc. is committed to partnering with Wisconsin medical facilities to ensure seamless, successful transportation delivery to Medicaid and BadgerCare Plus members. We want to be the best partner possible for your facility to ensure your members are served appropriately, and offer several dedicated resources to your staff for scheduling rides for members and delivering support services.

Use this Resource Guide as a convenient means for contacting MTM, Inc. with your needs. This guide also contains useful contact information for our members to utilize.

**To schedule a routine ride with at least two business days advance notice:**

Facilities should:

- Call our dedicated **Facility Line at 1-866-907-1497**
- Fax the transportation request form to our **fax line at 1-800-756-3039**
- Send the request via **email to WICSCOTFax@mtm-inc.net**

Members should:

- Call our **Reservation Line at 1-866-907-1493** between 7 a.m. and 6 p.m., Monday through Friday
- Visit our **website at [www.mtm-inc.net/wisconsin/](http://www.mtm-inc.net/wisconsin/)** to make a reservation online

**To schedule an urgent ride:**

Facilities should call our **Facility Line at 1-866-907-1497**

Members should call our **Reservation Line at 1-866-907-1493** 24 hours a day, seven days a week

**To report a ride that is more than 15 minutes late or schedule a return ride:**

Call our **Where's My Ride Line at 1-866-907-1494**

**To file a comment/complaint:**

Call our **We Care Line at 1-866-436-0457**

Visit our **website at [www.mtm-inc.net/wisconsin/](http://www.mtm-inc.net/wisconsin/)** to file the comment/complaint online

**To access important forms:**

Visit our **website at [www.mtm-inc.net/wisconsin/](http://www.mtm-inc.net/wisconsin/)**

**To contact our Madison operations center directly:**

Call our **local line at 1-866-831-4130**

**To report suspected fraud:**

Call the **Wisconsin Department of Health Services (DHS) at 1-877-865-3432**

Visit **DHS' fraud website at [www.reportfraud.wisconsin.gov](http://www.reportfraud.wisconsin.gov)**