



# BadgerCare Plus

ForwardHealth  
9999 9999 9999 9999  
I.M. Covered  
ID: 1234567890

## Ride Options for Medical Appointments

If you have no way to get to your medical appointment or the pharmacy and have BadgerCare Plus or another Medicaid program that uses the ForwardHealth Card, you can get:

• A ride



• Bus tickets



• Money for gas mileage



### To get a ride or bus tickets:

If you don't live near a bus stop, you can schedule a ride at least 2 business days before.

- Schedule in the MTM Link mobile app



- Schedule online [www.mtm-inc.net/mtm-link/](http://www.mtm-inc.net/mtm-link/)



- Call MTM at 866-907-1493 to get a ride or get bus passes



If you live half a mile or less from a bus stop, MTM will send you bus tickets. You can still get a ride for urgent care, or special circumstances

You must schedule 9 business days before your appointment so your bus tickets arrive on time.

### Do you go to the doctor weekly or monthly?

You or your clinic can set up rides for up to 3 months.

### Need someone to ride with you?

Call MTM, make your reservation online, or use the app 2 business days before your appointment to add riders.

#### Who can ride with you?

- Medical support person - You will need your doctor's name and phone number.
- Children - Bring your own car seats. Each child must have the correct car seat.



### Need an urgent ride?

You can get a same day ride to:

- Urgent care
- Home when you are released from the hospital
- A follow-up visit within 2 days of the first urgent visit

Call **866-907-1493** or **711** (TTY) to get an urgent ride in 3 hours or less. The phone line is always open.

Urgent rides can't be scheduled online.

**For an emergency, call 911.**

Extra riders can only come if there is space in the car.



## How to submit your trip for gas money:

### MTM Link Member Mobile App

Download and register your information in the MTM Link app.



1. Before you leave, click **I'm Leaving**. to start your trip. **You must click this button to begin your trip.**
2. When you arrive at your appointment, click **I'm Here**. You don't need a doctor's signature.
3. MTM Link will match your location with your appointment address. You will see a message that says **Location Verified**.
4. Click **Submit Reimbursement**. You will receive your payment within five business days. **Make sure you set up payments in the app.**

### If you're using MTM Link:

- You don't need a doctor's signature
- It's paperless
- You must use the same mobile device for the start and end of your trip.



### Trip Log Form

Use the trip log form to write down your trip information for appointments.

1. **Before your appointment**, call MTM at 1-866-907-1493. Ask for trip logs to be mailed to you or print a Mileage Reimbursement Trip Log at [www.mtm-inc.net/wisconsin/](http://www.mtm-inc.net/wisconsin/)
2. Fill out your trip log. At the appointment, ask a doctor, nurse, or the front desk to sign it. You can also include a trip to the pharmacy on your trip log.
3. Submit your Reimbursement Trip Log within one year.

**Online:** Go to [mtmgmr.zendesk.com](http://mtmgmr.zendesk.com) and click on "Submit a Gas Mileage Reimbursement Request" in the top right corner.

**Mail:** MTM, Attention: Trip Logs 16 Hawk Ridge Dr. Lake St. Louis, MO 63367

**Fax:** 1-877-318-1435



### Need help with your trip log?

You can ask the front desk at the doctor's office or call MTM at 866-907-1493 and ask for help.

## Choose how you want to get paid back:

Go online to [www.mtm-inc.net/wisconsin/](http://www.mtm-inc.net/wisconsin/) or use the MTM Link app. Navigate to **Payments**. Click **My Members** to set up your payment options. You can choose one of the following:

- Paper check mailed to you.
- Direct deposit.
- Reloadable Visa debit card.



**Questions about reimbursement?** Please call 866-907-1493 (TTY: 711)

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[www.coveringwi.org](http://www.coveringwi.org)