



Transportation Medicaid Covered

721 Oxford Ave, Room 1130
Eau Claire WI 54703
(715) 839-4735

Non-Emergency Medical Transportation Manager

Veyo is the provider for non-emergency medical transportation for those who have full benefit Medical Assistance. Veyo will provide transportation for any service that is reimbursed by medical assistance such as: medical, dental, and counseling appointments.

If eligible, Veyo will either:

- Mail you a bus pass,
- Provide mileage reimbursement OR
- Arrange for transportation



Contact (800)-362-3002 to verify if you are eligible for this transportation benefit.

How to schedule a ride with Veyo

Rides can be scheduled over the phone or online;
Phone: (866)-907-1493 Online: member.veyo.com

You must schedule at least 2 business days prior to your appointment.
Call Center hours are Monday - Friday: 7am - 6pm
Rides to urgent appointments may be scheduled 24 hours a day, 7 days a week.

When scheduling your appointment you will need:

- Forward Health Identification Number
- Your name, home address, date of birth, and phone number
- Name, phone number, address including zip code of the health care provider
- The address where you want to be picked up, if different than your home address
- Date and start time of the appointment
- End time of your appointment, if you know it
- Any special ride needs, including if you are bringing your child or a medically necessary escort
- The General reason for the appointment

Service Issue or Concern with Veyo

If you would like to file a complaint you can:

- Log a complaint online at wi.ridewithveyo.com
- Call Veyo at (866)-907-1493 or 711 (TTY)
- Write to Veyo at:
Veyo
Quality Assurance
8383 Greenway Blvd.
Suite 400
Middleton WI 53562