

Date

Dear Member:

Welcome to MTM's MasterCard gas program. This program is for members of West Virginia Medicaid non-emergency medical transportation (NEMT) service. Thank you for using gas reimbursement for your trips. You will be reimbursed for your gas through a MasterCard. This option gives you:

- Freedom
- Flexibility
- The opportunity to plan your appointments with Medicaid providers at the time that is easiest for you

**Please follow these important steps to participate in the program:**

**Step 1:** Watch the mail for a letter from a company called Comdata. A picture of the envelope is on the right. This letter has your MasterCard and instructions. Do not throw the letter away. This could delay your entry into the program.



**Step 2:** Read the instructions. The letter will tell you how to activate your card. Do not try to use your card before it is activated. Your card will be denied.

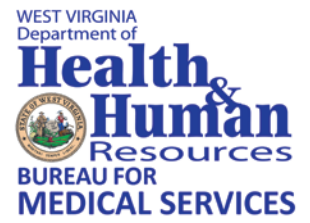
**Step 3:** Use the trip log form in the envelope to track your travel. Instructions are on the form. Have your medical provider sign the form for each appointment. Mail or fax the form using the contact information in the upper right-hand corner. Make copies of the form for future use. You can also download and print the form at [www.mtm-inc.net](http://www.mtm-inc.net).

**Step 4:** Funds are loaded on to the card on the 15<sup>th</sup> and 30<sup>th</sup> of each month for all verified trips. This will include approved trips from previous months. You must return your trip logs to get reimbursement. **Members can use this card to withdraw cash or for any type of Point of Sale (POS) purchase. In addition, this card can be used for the cash back option. This card receives one free transaction at an Allpoint ATM and one free POS transaction after each load.**

**An example would be:** A \$24 gas mileage reimbursement is loaded on the Comdata card October 30<sup>th</sup>. The member withdraws \$10 at an Allpoint ATM and then completes a \$5 POS transaction at a grocery store. Any other transactions with the Comdata card before the **next** gas mileage reimbursement payment is loaded on the card will be charged a small fee.

**Step 5:** Keep the instructions for future use. They tell you how to check your balance, make purchases, and contact Cardholder Services.

**Step 6:** Read the enclosed brochure for more information. You will find helpful hints on using your card.



We hope you find the MasterCard program easy to use and helpful. If you have any questions, please call MTM at 866-331-6004.

Sincerely,

David Cross  
West Virginia Program Director

