Gas Mileage Reimbursement (GMR) User Guide

Do you want freedom in the way you travel? If you, a friend, or a family member can drive you to your appointments, you may qualify for GMR. MTM will reimburse you or a driver for driving you to your covered appointments.

When you use GMR, you experience many benefits:

- You have independence and control of your health.
- You receive freedom and flexibility in your travel plans.
- You can plan your appointments at the time that is easiest for you.
- You don't have to wait for a transportation provider to pick you up.
- Friends, relatives, and neighbors can also be paid to take you to your medical appointments.

How is payment made?

Funds are paid through a reloadable debit card issued by U.S. Bank. This card is called MTM Currency. If you don't yet have a card when you request a GMR trip, MTM will request your card for you. Your card packet will come in a plain white envelope. The envelope will have an Indianapolis, Indiana return address. This packet has your card and instructions. Do not throw the packet away. This could delay receiving your funds. The packet will tell you how to activate and use your card. Do not try to use your card before it is activated. Your card will be denied.

How do I schedule a GMR trip?

MTM must approve the GMR trip before you take it. Call MTM to schedule your ride. To find the phone number to call for your health plan, visit www.memberportal.net. Enter your zip code and follow the prompts to find information about your transportation benefit, including the phone number to call to schedule a ride. You may also use the MTM Link Member mobile app to request your trip. You may request your trip the same day as your appointment, or further in advance if you know when you will travel.

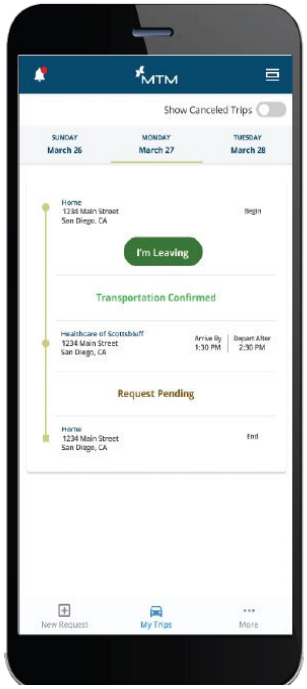
How do I submit a claim for payment?

You can submit a claim in one of two ways:

1. You can complete a paper Trip Log.
2. You can use the MTM Link Member mobile app.

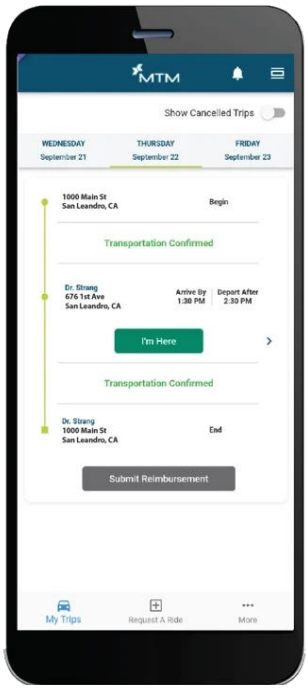
How do I submit a claim using the MTM Link Member mobile app?

If you use the app, you do not need to submit a paper Trip Log. Your claim will be automatically submitted to MTM. You will receive your payments quicker. Here's how it works:



1

When you begin your trip from your starting address, click 'I'm Leaving.' You must click this button to begin your trip.



2

When you arrive at your practitioner, click the green 'I'm Here' button. This will collect your location information. You must end the trip using the same mobile device you used to start the trip. If you use a different device, you will receive an error message that says we cannot process your request.

How do I submit a claim using a Trip Log?

1. Fill out the log completely. You must provide details about the member being driven, the person who should be paid for driving, and the member's appointment information.

2. The Trip Log must be signed by a healthcare professional at your appointment. This includes nurses, therapists, physician assistants, or nurse practitioner. It doesn't have to be the doctor.

3. You must submit your Trip Log no more than 60 days past the date of the first appointment on the log. Email, mail, or fax your completed log to MTM:

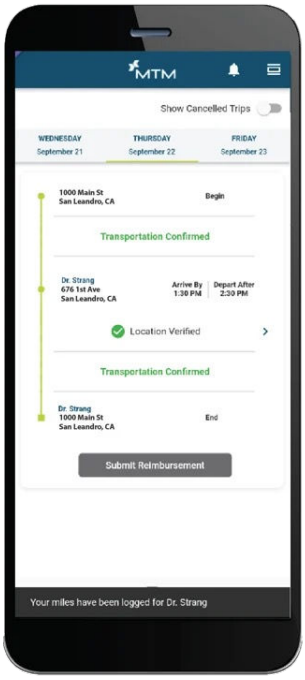
   Email: payme@mtm-inc.net

   Mail: MTM, Attn: Trip Logs
   16 Hawk Ridge Drive
   Lake St. Louis, MO 63367

   Fax: 1-888-513-1610

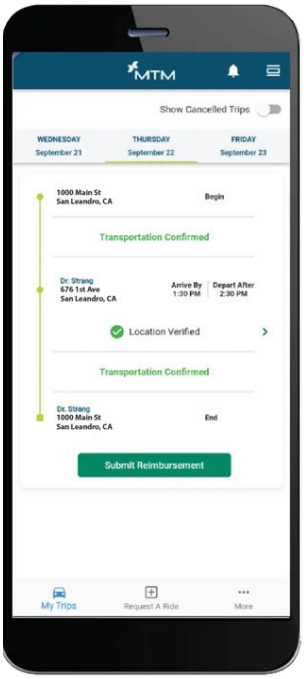
4. Once you submit your log, MTM will verify the information. Funds will be loaded to your MTM Currency card after your trip is verified.

   If you need a blank trip log, you can download and print it at **www.memberportal.net.** Enter your zip code and follow the prompts to find information about your transportation benefit. You may also call MTM and request one be mailed to you.



3

MTM Link will match your current location against your practitioner's. You will see a message that says 'Location Verified'.



4

Click the 'Submit Reimbursement' button after the location has been verified for all legs of your ride.

5

You will see a message that your claim was submitted.

How long will it take to receive my payment?

If you submit your claim using the MTM Link Member mobile app, you will receive your payment within five business days. If you submit a paper Trip Log, you will receive your payment within 15 business days.

How do I sign up for the MTM Link Member mobile app?

Visit **https://mtm.mtmlink.net/** to register for your MTM Link account. The MTM Link Member mobile app is available for free on the Apple and Google Play stores.

Who can I contact if I have questions?

- If you have questions about the reimbursement process, call MTM. To find the phone number to call for your health plan, visit **www.memberportal.net**. Enter your zip code and follow the prompts.
- If you need help using the MTM Link Member mobile app or have trouble logging into the app, call MTM's Navigator Line at **1-888-597-1189 (TTY: 711)**.
- If you have questions about your reloadable debit card, please call U.S. Bank Cardholder Services at **1-888-863-0681 (TTY: 711)**.

16 Hawk Ridge Drive | Lake Saint Louis, MO 63367 | phone. 636.561.5686 | mtminc.com