



Avoid Card Fees

As with any debit or credit card, you will be charged fees for certain purchases. Only use



ATMs with a green Allpoint™ logo to avoid fees when using your MasterCard.

Other tips:

- Do not use your card before it is activated.
- Check your balance online at www.cardholder.comdata.com. You can also call Cardholder Services at **1-888-265-8228**.
- Choose credit instead of debit when making a purchase.
- Do not use the card for a purchase that is greater than your balance unless you know the balance. Tell the salesperson to deduct the balance amount from the card. Use other funds to pay for the rest of your purchase.



Questions?

If you have questions about the gas reimbursement process, please call MTM at **1-888-513-0703**.



www.mtm-inc.net

Mileage Reimbursement

Your West Virginia Medicaid non-emergency transportation mileage reimbursement process is about to get easier



Reimbursement via Mastercard

MTM distributes gas reimbursement on a Comdata® MasterCard. Funds will be loaded onto your card on the 15th and the 30th of each month. The new process offers many benefits:

- **Saves money.** No more check cashing fees.
- **Convenience.** You can use the card anywhere that accepts MasterCard.
- **Reliability.** Nothing will get lost in the mail.
- **Certainty.** Funds are loaded onto the card each month.



Watch the Mail

You will receive an envelope with your MasterCard. You will also get important details on:

- How to activate your card.
- How to check the card balance.
- How to make purchases with the card.

Please watch for the package and read all instructions carefully. This will help you access the benefits of the program.

Funds are loaded on to the card on the 15th and the 30th of each month for all verified trips. This will include approved trips taken in previous months.



Scheduling

To schedule trips to your Medicaid health care providers, call toll-free at **1-844-549-8353**. You must call this number to qualify for the gas program. The MasterCard makes it easier to get funds after your appointment.



Lost or Stolen Cards

Always keep your card in a safe place. Call **1-888-513-0703** if your card is lost or stolen. We will order a new card. It can take up to six weeks to receive a new card.