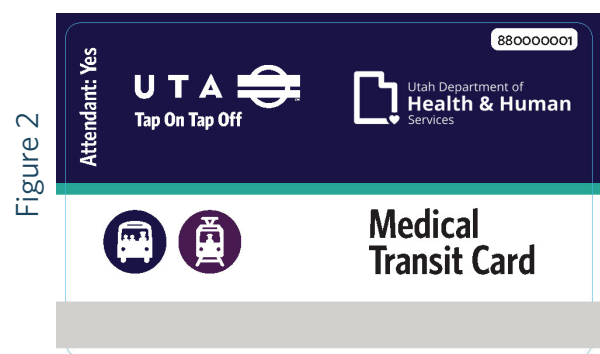
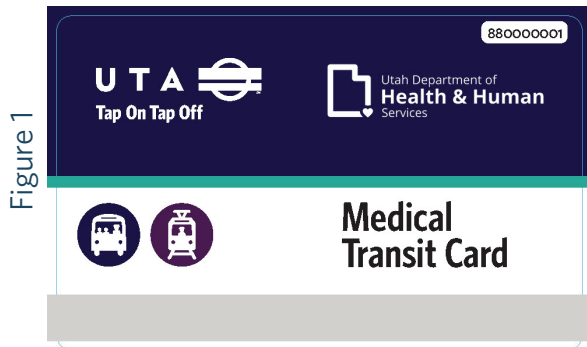


# UTA Medical Transit Card for Medicaid Members

## “Medical Transit Card”

### 1. How is the Medicaid Punch Pass Changing?

- The updated Medicaid Pass will be an Electronic Fare Collection (“EFC”) card. Previously, the pass was a paper punch pass.
- The updated pass will be referred to as a “Medical Transit Card”



### 2. When will the updates to the UTA Transit Card for Medicaid Members go into effect?

- July 1, 2022

### 3. Will a member receive a new card each month?

- No, member will use this same UTA Transit Card if he/she is eligible for Medicaid.

### 4. What UTA services is the Medical Transit Card Valid on?

- Card is valid on Regular Bus, TRAX, Streetcar, BRT, and On-demand Services.

### 5. How many rides are on the Medical Transit Card?

- The pass has up to 30 monthly rides for medically necessary appointments with Medicaid providers. For additional questions about this, please call 1-844-238-3091.

### 6. How will the Medicaid member pay fare using an EFC pass?

- The member must tap his/her pass on a card reader upon riding UTA services.

### 7. What should the member do if he/she receives a red light when tapping on a valid UTA service (see question 4 for valid services)

- The card may be damaged- refer to question 19
- The pass may have been shut off by Medicaid - member should contact 1-844-238-3091

### 8. Is the Medical Transit Card valid on Frontrunner, Ski, and Paratransit Services (“Premium Services”)

- No. (see question 4 for valid services)

# UTA Medical Transit Card for Medicaid Members

## 9. What will happen if members try to tap on Premium service?

- Medicaid members will receive a red light when tapped on premium services.

## 10. Will Medicaid members be able to use a paper pass still?

- All Medicaid Passes will be issued as Electronic Fare Cards beginning July 1, 2022 and paper passes will no longer be available to Medicaid members.

## 11. How is the Medical Transit card issued?

- Members will use his/her MyBenefits account (<https://mybenefits.utah.gov/>) and follow the UTA Transit Card request instructions. *Note: those without a MyBenefits account may call 1-844-238-3091 and request a card.*

## 12. Can Medicaid members ride with a personal care attendant?

- Yes, eligible Medicaid members will have the words "Attendant: Yes" printed on their pass (see figure 2, above).

## 13. Will a personal care attendant have his/her own EFC tap pass?

- No. A PCA is not required to show proof of fare if they are accompanying an eligible member with "Attendant: Yes" printed on their pass (Refer to Question 12 and See figure 2 above).

## 14. Will dependents have their own UTA Transit Card?

- Yes, dependents will have their own pass.

## 15. Can a Medical Transit Card be "passed back?"

- The Medicaid card cannot be passed back to someone else or tapped twice, to pay for more than one person. The card will receive a red light when tapped on the system in a pass back scenario.
- *Note: Pass Back means when a card is passed back to someone else behind the boarding customer; to use the same pass as their fare*

## 16. Is the client's picture printed on the pass?

- No. (See Figure 1 and 2)

## 17. Will the passes have a member's name printed on them?

- All Medicaid cards have a signature strip on them, where their name can be printed (See Figure 1 and 2).

## 18. Will the Medicaid Member be required to show the pass after tapping on the UTA system?

- A member will only show his/her pass if asked by the operator, Fare Inspection Officer or other authorized UTA Representative.

# UTA Medical Transit Card for Medicaid Members

## 19. How do Medicaid members get a replacement pass for a lost/stolen/broken card?

- Customer should call UTA Lost and Found.
- If not found, customer will go to his/her MyBenefits account (<https://mybenefits.utah.gov/>) and follow the instructions for requesting a replacement UTA Transit Card. *Note: If member does not have a MyBenefits account, member may call 1-844-238-3091 and request a new card.*

## 20. How does a Medicaid member request additional trips be added to his/her Medical Transit Pass?

- If you are a current Medicaid member, you automatically qualify for UTA's reduced fare program. Please apply here: <https://rideuta.com/Fares-And-Passes/Reduced-Fare>
- Or member may call 1-844-238-3091 and speak to a MyBenefits Representative

## 21. Can Medical Transit Passes be used for upgrades or transfers to Premium Service, ie. FrontRunner and/or Express Bus service?

- No. (see question 4 for valid services)

