How to Avoid Card Fees

Just as with any debit or credit card, you will be charged fees for certain transactions. To avoid fees when using your Comdata® MasterCard only use ATMs with a green Allpoint™ logo.

Other tips:

- Do not use your card before it is activated.
- Check your balance by going online (www.cardholder.comdata.com) or calling Cardholder Services (1-888-265-8228).
- Choose “credit” instead of “debit” when making a purchase.
- Do not use the card for a purchase amount that is greater than your balance unless you know the balance amount. Tell the salesperson to deduct the balance amount from the card and use other funds to pay for the rest of your purchase.

Questions?

If you have questions about the mileage reimbursement process, please call MTM, Inc. at 1-866-907-1493.

Mileage Reimbursement

Your non-emergency medical transportation mileage reimbursement process is about to get easier.
No More Checks

We are introducing a new process to distribute mileage reimbursement funds. You will no longer receive checks for your mileage. Instead, we will issue you a Comdata® MasterCard and the funds owed to you will be loaded onto your Comdata® MasterCard on a weekly basis. 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 week.

Watch the Mail

Within the next few days, you will receive a package containing your Comdata® MasterCard along with important information about the card. You will receive 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, so you can access all the benefits of the new process.

All verified mileage reimbursement funds for the prior week will be loaded onto your card the following week - no more wondering when you will receive your check. Any money owed to you for the prior week will go onto your card the next week.

Scheduling

You still need to call 1-866-907-1493 to schedule your trip and qualify for mileage reimbursement. That part of the process has not changed. We have just made it easier for you to get your funds after your covered appointments.

Lost or Stolen Cards

Please call 1-866-907-1493 if your card is lost or stolen. We will order a replacement card. Please note, it can take up to four to six weeks to receive a replacement card, so always keep the card in a safe place.