FREQUENTLY ASKED QUESTIONS: US BANK BUS CARD AND PROGRAM

MTM is Nevada's Medicaid non-emergency transportation (NET) broker. MTM arranges NET using various transportation providers and modes. This includes public transit. If you use the fixed route bus, the following information may be helpful.

How do I get bus passes for my trips?

To receive bus passes for your medical trips, you must schedule your trip through MTM. You can schedule your trip through MTM by:

- Calling the Customer Care Center at 1-844-879-7341
- Using the web chat option available at www.memberportal.net

What types of bus passes are available?

MTM provides daily and monthly passes. Daily bus passes are valid for 24 hours. Monthly bus passes are valid for 30 days. The type of pass you receive depends on the number of trips you schedule each month.

How do I get daily bus passes?

You will receive a reloadable US Bank Card in the mail. The card will arrive in a plain white envelope.

How often are funds loaded on my card?

Funds are placed on your card two business days prior to your trip. Save your card for future trips.

Where can I purchase a day pass with my US Bank card?

Each public transit agency has several ways for you to purchase day passes. These ways are outlined below. Contact your transit agency for more details.

RTC Southern Nevada

- Visit the Bonneville Transit Center and the South Strip Transfer Terminal
- Access https://www.rtcsnv.com/transit/fare-information/where-to-buy-a-pass-around-town/ to see a list of locations where you can purchase day passes
- Download the rideRTC app on your smartphone

MTM

RTC Northern Nevada
- Access https://www.rtcwashoe.com/public-transportation/buy-passes/ to order bus passes online and see a list of locations where you can purchase day passes
- Download the Token Transit app on your smartphone

DART Transportation
- Purchase your day pass on a bus or from a Ticket Vending Machine found at all DART Rail stations
- Access http://www.dart.org/fares/fares.asp to see a list of locations where you can purchase day passes
- Download the GoPass app on your smartphone

How do I check my card balance or view account activity without an explanation of payment?

There are four ways to check your balance and view your account activity for **FREE**:

1. Register for an account at www.cardholder.USBank.com. You must enter your US Bank card number. You must also enter an activation code like your birth date or phone number.
   - In your account, go to "Account Activity." Then go to "Detail View". You can view all transactions within the last 30 days, 60 days, 90 days, or a specific date range.
2. Sign up for text message alerts. Sign up when you activate your card, when you call US Bank Customer Service, or at www.cardholder.USBank.com. You will receive a text message each time money is funded to your card. You will also receive a text message when you make a purchase. Text message alerts will display the amount of the deposit/purchase and your total card balance.
3. Download the US Bank Prepaid Mobile App from the Apple App Store or Google Play Store. You must first register an account at www.cardholder.USBank.com. The app uses the username and password you create for your online account.
   - In the app, click the three lines on the top left. Select "Cards." Then select "Transactions" or "Balance" to view your account history.
4. Call US Bank's automated system. This phone number is 1-888-863-0681. You will be asked to enter your US Bank card number followed by "#." You must also enter an activation code like your birth date or phone number. The system will state your card's current balance. When prompted, press "1" for transaction history. *Note: the phone system will only give you details for the last 10 deposits (trips) and transactions from the last 30 days. For a complete list, try one of the three other methods listed above.*

When should I reach out to US Bank?

Call US Bank at 1-888-863-0681 instead of MTM to:

- Access cardholder information, such as card balance
- Obtain transaction history
- Dispute a transaction
- Report a lost or stolen card

How do I get a monthly bus pass?

If you have three or more medical trips a week, MTM will provide you with a 30-day bus pass. Monthly bus passes can be picked up at Division of Welfare and Support Services (DWSS) offices. You can pick up passes on Tuesday, Wednesday, and Thursday from 8 a.m. to 4:30 p.m.

Tuesday	Wednesday and Thursday
Owens District Office	Flamingo District Office
1040 West Owens Avenue	3330 East Flamingo Road, Suite 55
Las Vegas, NV 89106	Las Vegas, NV 89121
Enter through the NEON Lobby	Enter through the Main Entrance – look for MTM Non-Emergency Transportation signage

Am I required to provide any documentation to obtain bus passes?

You must submit a trip log as proof that you saw your doctor to receive bus passes for upcoming scheduled trips. You can download and print blank trip logs at www.mtm-inc.net/nevada.

What if I still have questions?

Call MTM at 1-844-879-7341. A Customer Care Representative will assist you.

If you, or someone you're helping, has questions about MTM, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 888-561-8747.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-569-1746 (TTY: 7-1-1).

Non-discrimination. The client has a right to receive services in compliance with Title VI of the Civil Rights Act of 1964, 42 U.S.C.A., 2000d, et seq; 504 of the Rehabilitation Act of 1973, 29 U.S.C.A. 794; the Americans with Disabilities Act of 1990, 42 U.S.C.A. 12101, et seq; and all amendments to each, and all requirements imposed by the regulations issued pursuant to these Acts, in particular 45 C.F.R. Part 80 (relating to race, color, national origin), 45 C.F.R. Part 84 (relating to handicap), 45 C.F.R. Part 86 (relating to sex), and 45 C.F.R. Part 91 (relating to age).