

## UTA Transit Card for Medicaid Members Frequently Asked Questions

### Do I qualify for a UTA Transit Card?

You qualify for a UTA Transit Card if:

- You are a current Medicaid member, enrolled in Traditional Medicaid, and
- You live within the service areas of the Utah Transit Authority (UTA), and
- You do not have regular access to a working, personal vehicle.

**Parents:** Children age 5 and younger do not need a UTA Transit Card to use UTA services. Parents or legal guardians of children, age 5 and younger, will need a UTA Transit Card in order to ride with their children. Parents or legal guardians of Medicaid eligible children under the age of 18 can request a UTA Transit Card. This will be limited to two parents/guardians per household.

### How do I get a UTA Transit Card?

Go to your MyBenefits account (<https://mybenefits.utah.gov/>) and follow the UTA Transit Card request instructions.

- If you do not have a MyBenefits account, please call a Health Program Representative (HPR) at 1-844-238-3091 and request a card.
- UTA Transit Cards will be mailed out Monday-Friday, except for holidays. Any cards requested on weekends won't be processed until the next business day.

### How do I get a UTA Transit Card for an eligible child?

Go to your MyBenefits account (<https://mybenefits.utah.gov/>) and follow the UTA Transit Card request instructions.

### What if my address is incorrect?

Call the Department of Workforce Services (DWS) at 1-866-435-7414 or an HPR at 1-844-238-3091.

### Will I get a new card each month?

No, you will use this same UTA Transit Card as long as you are eligible for Medicaid. Please do not lose or damage your card.

### When can I use the UTA Transit Card?

The UTA Transit Card is ONLY for medically necessary appointments with Medicaid providers. If you use the UTA Transit Card for non-medical reasons, it may be turned off.

### How many rides are on the UTA Transit Card?

The UTA Transit Card has up to 30 monthly rides for medically necessary appointments with Medicaid providers.

**How long am I eligible for my UTA Transit Card?**

The UTA Transit Card eligibility follows the same process as your Medicaid eligibility. It is on a month-to-month basis with the addition of a 30-day grace period. If you have questions about your eligibility, please call DWS at 1-866-435-7414.

**What if my UTA Transit Card gets lost, stolen, or damaged?**

Go to your MyBenefits account (<https://mybenefits.utah.gov/>) and follow the instructions for requesting a replacement UTA Transit Card. If you do not have a MyBenefits account, please call an HPR at 1-844-238-3091 and request a new card.

**What if my UTA Transit Card is turned off?**

Please contact an HPR at 1-844-238-3091. If you have questions about your eligibility, please call DWS at 1-866-435-7414.

**Who qualifies for a UTA Transit Card that allows for attendants?**

Members that require assistance during transportation for medical reasons (physical or mental).

**How does an attendant get a UTA Transit Card?**

Attendants do not need cards as long as they are accompanying a member who is authorized to have an attendant.

- Members who are authorized to have an attendant will have that noted on their UTA Transit Card with the words: "Attendant :Yes".
- Only one attendant is allowed to ride with a member at any given time.
- Attendants that are riding alone must pay their own UTA fare.
- If you feel you need an attendant and do not have a card permitting one, please contact an HPR at 1-844-238-3091.