

Non-Emergency Medical Transportation



Gas Mileage Reimbursement

If you, a friend, or a family member can drive you to your appointments, you may be able to get paid gas money. The process is called gas mileage reimbursement (GMR). You must request it ahead of time and get our approval. You must also record trip details before, during, and after.

Here's how it works.

Step 1: Before your ride

Get your trip approved

Use the MTM Link app or call [866-907-1493](tel:866-907-1493) no later than 11:59 p.m. the day of the trip. We must approve your trip first so you can be reimbursed later. If your trip is over 40 miles, you can't use the app to schedule your trip—you have to call.

Step 2: On the day of your appointment

Use the MTM Link app

The MTM Link app makes it easy to enter details about your trip and send in your claim.

1. Open the app on your phone and select **I'm Leaving** when you get in the car to start the trip.
2. When you arrive at your appointment, select **I'm Here** to end the trip.
3. The app will check that you're at the appointment location and display **Location Verified**.
4. Select the **Submit Reimbursement** button to send in your claim.
5. You'll get a message that says **Mileage Reimbursement Submitted via Mobile App**.

Use a paper trip log

Instead of using your phone, you can use a paper trip log to record and send in trip information.

1. Download and print a GMR Trip Log before you leave at mtm-inc.net/wisconsin/members.
2. Fill it out completely.
3. Take the form to your appointment and have your health care provider sign it.
4. Once your trip is done, go to mtm-inc.net/wisconsin/members. Select **Submit Your GMR Trip Logs Online** and fill out the online request form. You'll need to scan or photograph the form and save it first so you can attach it.
5. Follow the instructions on the form if you prefer to submit it by mail or fax.

Step 3: Getting your payment

Your reimbursement will be loaded on a debit card issued by U.S. Bank. If you prefer, you can also choose to get your funds by direct deposit or paper check. Log in at mtm-inc.net/wisconsin/members or call 866-907-1493 to change your reimbursement method.

Reimbursement Method	Time Frame
MTM Link app	Funds are issued within 7 business days after trip verification
Paper trip log	Funds are issued within 15 business days after trip verification

More about MTM Currency

- If you don't have a card when you first request a GMR trip, we'll send one to you. Watch your mail—it will be in a plain white envelope with an Indianapolis, Indiana return address.
- Make sure to follow the instructions included to activate your card before you use it.
- Keep your card after you've spent the funds so we can reload it in the future if you have other rides.



Contact us

- If you have questions about the reimbursement process, call 866-907-1493.
- If you need help using the MTM Link Member mobile app or have trouble logging into the app, call MTM's Navigator Line at 888-597-1189.
- If you have questions about your MTM Currency card, call U.S. Bank Cardholder Services at 888-863-0681.