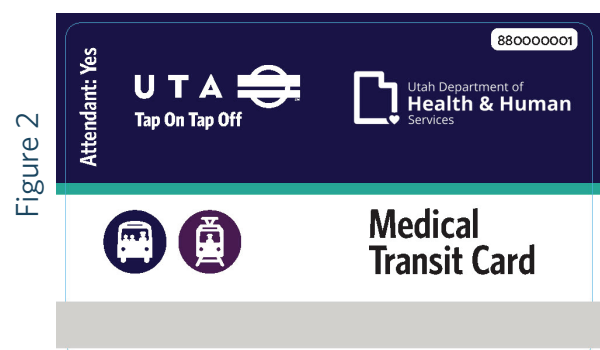
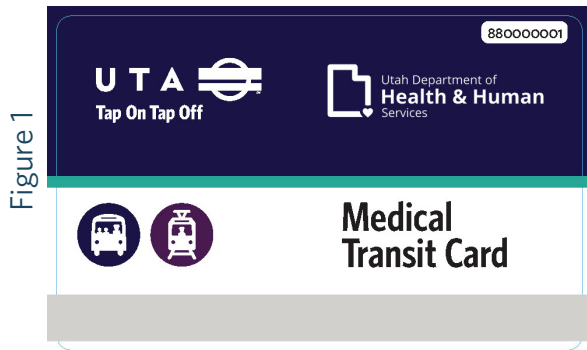


UTA Medical Transit Card for Medicaid Members

“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, Salt Lake PC Connect, 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

