December 29, 2021

Dear Umpqua Health Alliance Member:

Welcome to the MTM Currency program. MTM Currency provides you with funds for driving yourself or taking public transit to get to your Oregon Health Plan (OHP) appointments. You will be given funds for your gas or public transit passes through the MTM Currency Focus Card. This is a reloadable debit card issued by U.S. Bank. By driving yourself or using public transit to your appointments, you receive:

* Freedom and flexibility in your travel plans
* The opportunity to plan your appointments at the time that is easiest for you

**Please follow these important steps to participate in the MTM Currency program:**

**Step 1**: Watch the mail for your Cardholder Packet. For your security, your packet will come in a plain white envelope. The envelope will have an Indianapolis, Indiana return address. This packet has your MTM Currency Focus Card and instructions. Do not throw the packet away. This could delay receiving your funds.

**Step 2**: Read the instructions carefully. The packet will tell you how to activate and use your card. Do not try to use your card before it is activated, or your card will be denied.

**Step 3:** You must call MTM at 1-855-735-1188 to schedule your gas reimbursement or public transit trips. Please call at least 2 business days before your trip.

**Step 4 (Gas Reimbursement)**: Use a Gas Mileage Reimbursement Trip Log to track your travel. You can download and print a Trip Log at [www.memberportal.net](http://www.memberportal.net). Enter your zip code to find the correct form. Instructions are on the form. Have your healthcare provider sign the Trip Log for each appointment. Mail, email, or fax the completed form to MTM. Once you submit your Trip Log, MTM will verify the information. Funds will be loaded after your trip is verified.

**Step 5 (Public Transit):** MTM will add funds for your pass or ticket in advance of your trip. Use these funds to purchase your fare online or at a local transit depot.

**Step 6**: Be sure to save your card for future trips. This is not a one-time use card. New funds will be loaded as you take more trips.

**Step 7**: Keep the instructions in the packet for future use. They tell you how to check your balance, make purchases, contact Cardholder Services, and more.

We hope you find the MTM Currency program easy-to-use and helpful. Read the enclosed brochure for more information. You will find helpful hints on using your card. If you have any questions, please call Cardholder Services at 888.863.0681.

*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.*

*Si usted, o alguien a quien usted esté ayudando, tiene preguntas acerca de MTM, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 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).*

Puede obtener esta carta en otro idioma, formato, letra grande o servicios de interpretación sin costo para usted. Llame al 541-229-4842 (TTY 711).

You can get this letter in another language, format, large print, or interpretation services at no cost to you. Call 541-229-4842 (TTY 711).

500 SE Cass Ave – Suite 101 ⎪ Roseburg OR 97470 ⎪ 541-229-4842