

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.