



## Family & Friends Gas Mileage Reimbursement Program Update Effective February 1, 2026

### What's Changing:

Beginning February 1, 2026, members who utilize the Family & Friends mileage reimbursement benefit must have their designated driver(s) registered with MTM (Medical Transportation Management, Inc.) **before reimbursement funds can be issued.**

### Why This Matters:

This requirement ensures MTM can validate drivers and process reimbursement payments without delays. Many members rely on this benefit to attend medical appointments, so your support in sharing this information is greatly appreciated.

### Key Details for Providers to Share with Patients:

To continue receiving gas mileage reimbursement, members must:

- **Register all Family & Friends drivers in advance**
- **Complete a separate driver registration form for each individual driver**
  - Forms are available at [www.mtm-inc.net](http://www.mtm-inc.net) or <https://www.nhhealthyfamilies.com/members/medicaid/resources/handbooks-forms.html> (under the *Member Forms* section)
- **Submit a copy of the driver's license** along with the form
- **Email or fax all documents directly to MTM**
- Members who self-drive **must also register themselves as a driver**

**All required forms must be on file with MTM by February 1, 2026** for reimbursement to continue without interruption.

### Updated Mileage Reimbursement Trip Log – Important Notice:

To support the new registration process, we have **enhanced the current Mileage Reimbursement Trip Log form.**

### What's new:

- A **dedicated section to record driver information** has been added
- The layout has been updated to align with MTM's new verification and reimbursement procedures
- The updated form should be used for all trips occurring on or after **February 1, 2026**
  - Forms are available at [www.mtm-inc.net](http://www.mtm-inc.net) or <https://www.nhhealthyfamilies.com/members/medicaid/resources/handbooks-forms.html> (under the *Member Forms* section)

We encourage providers to share the updated form with patients and remind them to use it moving forward.

