Gas Mileage Reimbursement (GMR) and Driver Registration Submission FAQs

Important GMR Reminders

- ✅ Your driver must be registered and approved before we can issue payment.
- ✅ You must submit a copy of the front and back of the driver's license with new registrations.
- ✅ Trip Logs should be submitted within 60 days of the appointment.

Who can drive me to my appointments?

If you, a family member, or a friend has access to a personal vehicle, you may be eligible for GMR. This means MTM Health will reimburse you for mileage driven to an approved appointment. Please note, payments can only be issued to the member. If a friend or family member drives you, we cannot pay them directly. We will issue GMR to you, and you must pay the driver. If the member is 17 years old or younger, payment can be issued to a parent or legal guardian.

What does my driver need to do before I can get mileage reimbursement?

All drivers must be registered and approved before we can reimburse you. MTM Health needs the following documents for your driver:

1. Completed Driver Registration Form. The form must include:
    a. The driver's full name, even if it is yourself.
    b. All required attestations.
2. A copy of the front and back of the individual's driver's license.

Please notify MTM Health if:

- The individual's driver's license is revoked, suspended, expires. or becomes invalid. You will need to submit new copies of the license when it is reinstated.
- The individual's vehicle receives a new license plate. You will need to submit a new Driver Registration Form with updated vehicle information.

How do I submit a new or updated Driver Registration Form?

You can send these documents to MTM Health using any of the following methods:

Email	MTM Link Member Portal	Mail	Fax
nhgmr@ mtm-inc.net	Upload the completed form and driver's license; the documents will be sent to our processing team	MTM Health Attn: Credentialing 16 Hawk Ridge Circle Lake St. Louis, MO 63367	844-239-5971

Note: If you submit a Trip Log with your Driver Registration Form, the Trip Log will be sent to our Claims Department after registration has been processed.

How do I submit Trip Logs?

If your driver is already registered, you simply need to submit your Trip Logs. Please note the following:

- Trip Logs must be submitted within 60 days of the first appointment date listed.
- Trip Logs received after 60 days may still be reviewed for consideration.
- All fields of the Trip Log must be completed. This includes all trip details. You must also have a signature from a healthcare professional verifying you went to the appointment.

Send your completed Trip Logs to MTM Health using any of the following methods:

Email	Mail	Fax
payme@mtm-inc.net	MTM Health Attn: Claims 16 Hawk Ridge Circle Lake St. Louis, MO 63367	888-513-1610

You can also use the MTM Link Member mobile app to submit your claims without a paper Trip Log. Visit https://www.mtm-inc.net/mileage-reimbursement/ for more information.

How can I check if my forms were received and processed?

You can use the MTM Link Member Portal to see if we received your forms. To check, follow these instructions:

1. Log into your MTM Link Member Portal account. Visit mtm.mtmlink.net to log in.
2. Select People under Account Information.
3. Click the Credentials tab.
4. Look for NH Driver Registration Form under Credential Type.

You will see the date the form was submitted. You will also see an expiration date. You will need to submit a new form before this date passes to continue receiving reimbursement.

If you submitted your form more than 10 business days ago and do not see it in your account, please email nhgmr@mtm-inc.net.