

ALABAMA MEDICAID AGENCY

Non-Emergency Transportation (NET) Program

Frequently Asked Questions (FAQ's) about Electronic Benefit Transfer (EBT) System:

Benefit Availability Date

You will receive a monthly statement listing the ride payments you have been issued during the month. These payments are available after your transportation requests have been processed by the Medicaid NET (Non-Emergency Transportation) staff. Please keep in mind that your ride payment may take between one and three months for Medicaid to process. If you have questions about your ride payment, call Medicaid at 1-800-362-1504. To quickly see your payments, go to our website at www.ebt.acs-inc.com. Enter your EBT card number and PIN.

Benefit Expiration Date

Your Medicaid NET (Non-Emergency Transportation) benefits will expire if not used within 90 days from the date the reimbursements are added to your EBT card. Medicaid will not reissue expired benefits.

Customer Service Phone Numbers

Customer Service Phone Number	Toll Free: 1-877-391-4757 (English/Spanish)
TTY	Toll Free: 1-800-253-0799
Medicaid Recipient Call Center	Toll Free: 1-800-362-1504
Social Security Administration (SSA)	Toll Free: 1-800- 772-1213

How to change your PIN

You can select or change your PIN on this website by clicking on the **PIN Select** link or by calling the Customer Service number at 1-877-391-4757.

Incorrect PIN tries

When using your card for a cash benefit transaction, you have 4 tries each day to enter your correct PIN. After 4 incorrect tries, your card will be “locked.” You will be unable to make any more tries until after midnight. If you cannot remember your PIN, wait until after midnight and try again, or select a new PIN by calling our Customer Service number at 1-800-391-4757.

Lost, stolen or damaged cards

If your card is lost, stolen or damaged, call a Customer Service Representative (CSR) to cancel your card. The replacement card will be mailed directly to your home. You should receive your card within 3-5 business days.

Once your card is cancelled, you can never use it again even if it is found or returned to you.

Your Address is Important!

If your address has changed or Medicaid never had your correct address, call a Customer Service Representative (CSR) at the Medicaid Recipient Call Center to update your address. If you are certified for Medicaid by the Social Security Administration (SSA) you must call 1-800-772-1213 to update your address. Your new card or a replacement card will be returned if mailed to an incorrect address. Also, you will not receive your Monthly statements if your address is incorrect.

Security and care of your card

Your EBT card is like cash. Keep it safe!

- Do not throw your card away.
- Do not bend or fold your card.
- Never lend your card to anyone; your benefits will not be replaced.
- Keep your card clean, but do not wash it or get it wet.
- Keep the magnetic stripe on the back of your card clean and free from scratches.
- Keep the card away from cell phones, iPods®, magnets, TVs, stereos, VCRs, or microwaves.
- Keep your card out of direct sunlight.
- Store your card in a purse or wallet.
- Put your card away as soon as you finish using it.
- Know your balance
- Follow directions on how to use a POS terminal

Security and care of your PIN

Protect your PIN. If someone knows your PIN and uses your card, your benefits will not be replaced. If you think that someone knows your PIN, change your PIN on the website (click PIN Select) or by calling our Customer Service number.

- Keep your PIN a secret
- Memorize your PIN
- Do not write your PIN on your card or card sleeve
- Do not let anyone see your PIN as you enter it at the POS terminal, not even a store cashier
- ❖ NEVER tell anyone your PIN.

Transaction Disputes

What do I do if.....

I feel I was charged too much for an item?

For example, you were charged \$5.20, but you feel you should only have been charged \$4.80. Since this is a possible clerk error, return to the store and talk to them. Remember to take your receipt with you.

I was charged more than once for the same transaction?

Please call Customer Service. They will help you with this problem.

I was charged by a store that did not give me any merchandise?

Please call Customer Service. They will help you with this problem.

My transaction history shows a transaction that I did not do?

Please call Customer Service. They will help you with this problem.

Using your EBT Card at a POS Terminal

Your card will work in most terminals that display the Quest logo. Tell the clerk you wish to pay with a Quest card. Ask the clerk if you can withdraw cash benefits at this store.

When using a POS terminal, you must have your card with you and you must know your PIN. You cannot make a purchase or receive cash in a store if you do not have your card with you.

1. These steps may be different for each type of POS terminal. Ask the cashier for help if you need it. Slide your card through the terminal.
2. Enter the purchase or withdrawal amount.
3. Check the amount that shows in the display window. If the amount is correct, enter your PIN.
4. Press ENTER. Take your card, receipt, and merchandise or cash when you leave the store.
 - ❖ NEVER tell your PIN to anyone. Do not tell the clerk your PIN or have them enter it for you.

What if my benefits are not on my card?

If your benefits are not on your card 90 days from the date you requested transportation assistance, contact the Alabama Medicaid Recipient Call Center at 1-800-362-1504.

You should allow at least 30-90 days for your transportation request to be processed by Medicaid staff.

Where to use your card?

You can use your card in most stores that display the Quest logo.

Using your card Out-of-State

You can use your EBT card for cash purchases in all states except Wyoming. If you are not sure if you can use your card or not, try a balance inquiry before using your card. If you are able to get your balance, you will be able to use your card at that store.

When to call Customer Service or your Worker

Call customer service at 1-877-391-4757 if...	Contact the Medicaid Recipient Call Center (RCC) at 1-800-362-1504 if...
You lose your card; your card is stolen or damaged and no longer works	You have any questions on the amount of benefits you receive
You were charged more than once for the same transaction	Your address is going to change
You were charged by a merchant but did not receive any groceries	You want to know when your first benefits are going to be on your card
There are transactions on your account that you did not do	Your worker told you that your benefits would be on your card on a specific day, but you did not get the benefits

Alabama Medicaid District Offices

Please call the Medicaid RCC (Recipient Call Center) before contacting a Medicaid NET District Office worker. The RCC will transfer to District Office Worker as necessary.

Local Office ID	District Local Office Name and Counties Served	General Phone	Office Hours
Central Office	Medicaid Recipient Call Center (RCC) Montgomery	1-800-362-1504	8:00-4:30 CT
71	Birmingham: Jefferson (Except UAB Dialysis and UAB Obstetric Complications Clinic)	(205) 414-9413	7:30-4:30 CT
72	Florence: Colbert, Franklin, Lamar, Lauderdale, Lawrence, Limestone, Marion, Winston	(256) 740-6109	7:30-4:30 CT
73	Decatur: Cullman, Fayette, Jackson, Madison, Marshall, Morgan, Walker	(256) 584-4109	7:30-4:30 CT
74	Dothan: Barbour, Coffee, Covington, Crenshaw, Dale, Geneva, Henry, Houston, Pike	(334) 702-3102	7:30-4:30 CT
75	Gadsden: Blount, Calhoun, Cherokee, Cleburne, DeKalb, Etowah, Shelby, St. Clair, UAB Dialysis, UAB Obstetric Complications Clinic	(256) 549-7702	7:30-4:30 CT
76	Mobile: Baldwin, Clarke, Conecuh, Escambia, Mobile, Washington	(251) 472-4370	7:30-4:30 CT
77	Montgomery: Autauga, Bullock, Elmore, Montgomery	(334) 242-3871	7:30-4:30 CT
78	Auburn: Chambers, Clay, Coosa, Lee, Macon, Randolph, Russell, Tallapoosa,	(334) 502-5468	7:30-4:30 CT

Local Office ID	District Local Office Name and Counties Served	General Phone	Office Hours
	Talladega		
79	Tuscaloosa: Greene, Hale, Pickens, Sumter, Tuscaloosa	(205) 391-6771	7:30-4:30 CT
80	Selma: Bibb, Butler, Chilton, Choctaw, Dallas, Lowndes, Marengo, Monroe, Perry, Wilcox	(334) 418-6610	7:30-4:30 CT
89	Central Office		8:00-5:00 CT

- Will the recipient receive a PIN number in the mail after the card is received or do they need to choose one?
Recipients will not be issued a PIN Number. This may be selected by logging into the Internet at www.ebt.acs-inc.com or dialing the SIVR at the number listed on the back of their cards (1-877-391-4757) and following the prompts to select a PIN.
- How long can the funds remain on the card before it is void if unused?
After the travel request has been processed and the reimbursements are loaded on the recipient's EBT Card, the funds are available for 90 days from the date loaded to the Card. The funds will be void if not used within this timeframe.
- Can the card be used after the Medicaid is inactive if funds are still available?
Yes, as this is a reimbursement for travel expenses, the benefits are available for up to 90 days after loaded to the EBT card. The funds will be void if not used within this timeframe.
- Once there is a balance on the card, when are the funds available? **Example:
Recipient called to check card balance, it gave a \$78 dollar balance but she is declined when she tries to use the card.
Funds are available the day after the date the funds are loaded to the card at 10:00 A.M. Example: A request was approved on Monday April 5th for \$45.00. The recipient checks the Website or calls the SIVR and confirms that \$45.00 was added for April 5th, the funds will be available on April 6th after 10:00 A.M. In your example, the date may be a date in the future as we have the option of loading the cards with funds for future appointments if necessary. Normally funds are available after 10:00 A.M. the day after loaded to the card.
- EBT cards have funds available, but recipient cannot access the funds.
The Medicaid NET EBT card requires PIN activation before it can be used to make purchases at stores that display the Quest logo. One thing to note is that not all stores that accept Quest will accept the Medicaid EBT card. EBT-only stores accept Quest for food stamps but not for cash. The cardholder must use a Third Party Processor (TPP) when using the NET EBT card. The NET EBT Card may be used at Quest retailers to make a purchase and/or to make a purchase with cash back. Medicaid has requested a Retailer Listing which will list all stores that will accept the EBT card for cash withdrawal purchases. The Retailer Listing has been shared with the Recipient Call Center.
- Regions Bank and other places are charging a fee to use the EBT cards.
Medicaid cannot regulate policies and procedures for banks and stores that are charging a fee or surcharge to use/process the EBT cards. We believe the Retailer Listing will help to direct recipients where they can use their NET EBT cards without fees being applied.

- EBT card not working **inside** the gas stations.
Again Medicaid cannot regulate the policies and procedures for outside companies, however, the NET EBT cards should be accepted inside gas stations that display the Quest logo and allow EBT cash purchases through a Third Party Processor. We encourage the cardholder to ask stores, banks or gas stations whether they use a TPP to process Cash EBT cards. This is a challenge in educating the cardholder about processing EBT card reimbursements where the Quest logo is displayed.
- PIN not working **inside** the bank.
Currently, the NET EBT cards cannot be used inside banks. . EBT Cards may be used at ATMs, however, if fees apply, they are the responsibility of the EBT card holder.
- What is the timeframe to receive an EBT card once the request has been approved?
Once the transportation request is processed by NET staff, recipients should expect to receive an EBT card and informational brochure within two weeks of their benefits being approved by Medicaid. Recipients will receive a monthly statement verifying the reimbursement amount after the transportation request is processed by NET staff.
- Do I sign my name or the baby's name, since the card is for my baby and the name is printed on the card?
Medicaid cards and benefits are issued in the name of the recipient. Therefore, when the EBT Card is for a minor child we suggest that the mother of the minor child sign the card with the child's name and her name. Example: Minor child's name is Hugh Sharpie and Mother's name is Nancy Sharpie; the card should be signed **Hugh Sharpie by Nancy Sharpie** or **Nancy Sharpie for Hugh Sharpie**.
- Alabama Medicaid doesn't allow alternates, but the card is for my child and my child's name is the only one on the account. Will this cause problems when I use it at the store?
One reason for suggesting that the name of the minor child and name of the parent (see example above) be signed on the EBT Card is to try to prevent issues with using the cards to redeem the funds. Hopefully, with the parent's signature on the EBT Card and signature on the parent's ID, which should be presented when using the EBT Card, problems should be averted.
- Who do I submit my receipts to?
Medicaid included a statement on the Recipient Brochure to request the recipients keep their receipts in the event of problems and for balance reference. The receipts do not need to be submitted to Medicaid; instead recipients are urged to maintain their receipts for issues with their accounts. See statement from the Recipient Brochure below:

- ✓ ***Always save your receipt to make sure the information is correct. Receipts are your proof if there is a problem with your account.***
 - ✓ *Wait for your receipt and check it while still with the clerk.*
 - ✓ *If it is wrong, tell the clerk right away.*
 - ✓ *If it is okay, keep it so you'll know your balance next time you use your card.*
- Will the recipient receive a PIN number in the mail after the card or do they need to choose one?
Recipients will not be issued a PIN Number. This may be selected by logging into the Internet at www.ebt.acs-inc.com or dialing the SIVR at the number listed on the back of their cards (1-877-391-4757) and following the prompts to select a PIN.
 - How long can the funds remain on the card before it is void if unused?
After the travel request has been processed and the reimbursements are loaded on the recipient's EBT Card, funds are available for 90 days from the date loaded to the Card. The funds will be void if not used within this timeframe.
 - Can the card be used after the Medicaid is inactive if funds are still available?
Yes, as this is a reimbursement for travel expenses, the benefits are available for up to 90 days after loaded to the EBT card. The funds will be void if not used within this timeframe.
 - Once there is a balance on the card, when are the funds available? ****Example:** Recipient called to check card balance, it gave a \$78 dollar balance but she is declined when she tries to use the card.
Funds are available the day after the date the funds loaded to the card at 10:00 A.M. Example: A request was approved on Monday April 5th for \$45.00. The recipient checks the Web site or calls the SIVR and confirms that \$45.00 was added for April 5th; the funds will be available on April 6th after 10:00 A.M. Normally funds are available after 10:00 A.M. the day after loaded to the card.
 - If I get a ride from someone else, for example my neighbor, can I get reimbursed for that?
Medicaid's NET Program is set up to help pay for rides for Medicaid recipients to and from a doctor's office, clinic or other place for medical care that can be planned ahead of time. This ride can be in a car, bus or van and can be given by a friend, neighbor or family member. Recipients can also get a ride on a city bus or from a group in your town or area and may be reimbursed for these types of transports, if assistance is requested and approved.

- Will the client have to pay the driver/transportation service first out of pocket and then they will be reimbursed the funds later on their card?

In order for Medicaid to pay for a ride, the person who is going to the doctor or clinic must be covered by Medicaid for the visit they are going to make and will be approved for the ride, in most instances, after the appointment has been verified that it was kept. There are some Transporters that will actually wait until Medicaid processes the transportation request for payment and other Transporters will request upfront payment from the recipient. In any event, if the recipient actually keeps their appointment(s) and the Medicaid worker determines the recipient meets all eligibility requirements, transportation benefits will be approved and added to the recipient's EBT Account. If transportation was provided by a Transporter, and the recipient did not make an upfront payment, the Transporter will receive reimbursements through Direct Deposit funded through the recipient's EBT Account.

- How does the driver/transporter get their reimbursements from Medicaid?
Recipients must call the Medicaid Recipient Call Center to request transportation assistance which must be approved before reimbursement is provided. With the implementation of the NET EBT Program effective April 1, 2010, Medicaid now reimburses Transporters, at the request of Medicaid recipients, through Direct Deposit funded through the recipient's EBT Account. Vouchers are no longer available to recipients or Transporters.

- If the client calls the Medicaid Recipient Call Center, can they discuss how the transporter will get paid?
The Medicaid Recipient Call Center has been informed that Transporters will no longer receive vouchers on behalf of NET recipients. The Call Center is aware and has been instructed that Transporters will receive NET reimbursements through Direct Deposit funded through the recipient's EBT Account.

- How do they get vouchers?
With the implementation of the NET EBT Program effective April 1, 2010, vouchers are no longer available to recipients or Transporters for rides to and from Medicaid covered services. Recipients will receive benefits through an Electronic Benefit System (EBT) on an EBT Card and Transporters will receive reimbursements through Direct Deposit funded through the recipient's EBT Account.