



Mass Transportation Benefit Program

DoD National Capital Region (NCR) Mass Transportation Benefit Program (MTBP) Conversion to SmartBenefits®

ATTENTION DOD NCR MASS TRANSPORTATION BENEFIT PROGRAM (MTBP) PARTICIPANTS

SUBJECT: CHANGE to MONTHLY CLAIM PROCEDURES and CONVERSION to SMARTBENEFITS®

WHAT?

Big changes are coming to how you claim and receive your benefits. The DoD NCR MTBP will be converting to a *monthly electronic claims process* and *benefit issuance via SmartBenefits®*.

WHO?

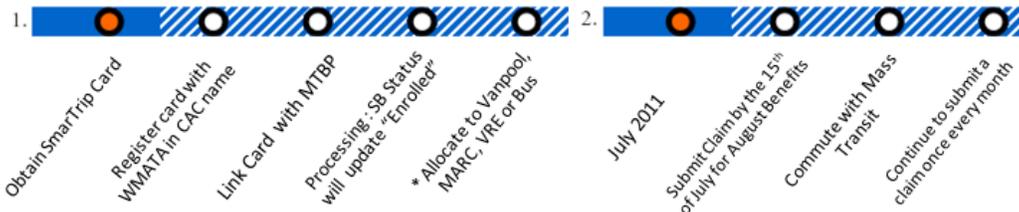
Proof of concept organizations: Only the following organizations have been selected to participate. DARPA, DCMA, DFAS, DLA, DoDCC, DODEA, DPMO, DTIC, DTRA, NGA, WHS

WHEN?

Electronic claims will begin in July for an August issuance. Submit your registered SmarTrip card information now for an August 2011 start. Deadline to link your card is July 8.

WHAT?

ACTIONS TO TAKE TO ENSURE YOU RECEIVE YOUR BENEFITS FOR AUGUST 2011



* For riders of Vanpools, MARC, VRE, MARTZ, MTA Commuter busses, and others. See below

1. Join SmartBenefits®.

A general tutorial is available at

<http://www.whs.mil/DFD/Info/documents/MTBPWebTutorial-CurrentlyEnrolled-6-6-11.pdf>

A. Obtain a SmarTrip® card

Use your current or purchase one. <http://www.wmata.com/fares/purchase/where.cfm>

B. Register your SmarTrip® card with WMATA in your CAC name using the following link:

<https://SmarTrip.wmata.com/Registration/Register.aspx>

Note: SmarTrip® registration and your CAC name must match exactly in order for NCR MTBP to make benefits available on your card. To verify your CAC name, click on the following link <https://mtbp.whs.mil/Participant/Status.aspx>. Your CAC name will display under "Enrollment Status" on the top of the page.



Note: If you already have a registered SmarTrip® Card, you can verify the WMATA registration matches your CAC name by emailing: SmarTrip@wmata.com or by calling 1-888-SMARTRIP (1-888-762-7874).

- C. **Link** your registered SmarTrip® card number with NCR MTBP at <https://mtbp.whs.mil/Participant/Status.aspx> .
- Select the “Link SmarTrip® Card” button and follow the prompts to enter and submit your SmarTrip® Card Number. It will take a few days to process the request and update your status.
- D. **Processing.** After a processing time of a few days, check back to verify your SmartBenefits® enrollment Status. Your Status will change from “Account not established” to “Enrolled” <https://mtbp.whs.mil/Participant/Status.aspx> .
- E. **Allocate.** If necessary.
After your SmartBenefits® Status changes from “Account not established” to “Enrolled” .
- If your commute includes **MARC** or **VRE** you will need to set up an account with CommuterDirect.com. Commuter Direct will mail MARC or VRE passes to your home or allow you to use SmartBenefits at a Commuter Store location.
<http://www.CommuterDirect.com> (click on SmartBenefits)
 - If your commute includes **Vanpools, National Coach Works/ MARTZ , Quicks Bus, Metro Access, Dillon Bus, Keller Bus, EYRE Bus** or other companies that are not SmarTrip® enabled, you will need to establish an allocation account with WMATA. More information regarding allocations and instructions can be found at: http://www.wmata.com/business/employer_fare_program/vanpool_transit.cfm

JULY 2011: ACTIONS YOU MUST TAKE IN JULY TO ENSURE YOU RECEIVE YOUR BENEFITS FOR AUGUST 2011

2. **Monthly Claim** – Between the 1st – 15th of **every month** you will need to submit an electronic claim to receive benefits for the following month. Between July 1-15, you will submit your first monthly claim for August benefits. **If you do not make an electronic claim every month, you will not receive benefits for the following month.** You will 3 receive monthly claim reminders. Click below to view an example of the claims process:
<http://www.whs.mil/DFD/PSD%20Services/ClaimInstructions.cfm>
- A. Between **July 1-15** go to the NCR MTBP web application to submit a monthly “Claim” for **August** benefits <https://mtbp.whs.mil>
- B. Select “**Submit a Claim**” button and follow the screen prompts through submitting a claim. Example of the process: <http://www.whs.mil/DFD/PSD%20Services/ClaimInstructions.cfm>
- C. **Commute** the month of August with an electronically delivered transit benefit.
- D. **Continue** to submit a claim, every month in order to continue receiving benefits.
3. **For more information**, please visit our website at <http://www.whs.mil/DFD/Info/SmartBenefitsProofofConcept.cfm>
Frequently asked questions (FAQ) SmartBenefits®
<http://www.whs.mil/DFD/Info/SmartBenefitsFAQ.cfm>

