

## **TRIP FAQs - COVID-19**

**We know you are focused on your health and safety right now. While most Transit and Parking authorities are returning to pre-COVID19 operations beginning the month of August, here are additional tips to determine the best course of action for managing your TRIP account.**

If you need to make changes to your TRIP account, visit [totalcomponline.com](https://totalcomponline.com) and click 'TRIP and Spending Accounts' on the top right of the page.

If you need additional help in updating your order, you can contact Optum Financial via ConnectOne at (800) 881.3938. Representatives are available to help you 24/7.

For additional information on commuter benefit information click on the following link: <https://commuterbenefits.com/wp-content/uploads/2020/03/COVID-19QuickGuide.pdf>

### **TRIP Transit**

#### **How can I receive a credit or refund for future orders?**

Beginning August 1, 2020, most Transit and Parking Agency return policies will be reverting to pre COVID-19 guidelines. Policies for Transit credits can be found here: [Transit Credit Policy List](#)

Each Transit Authority has their own policy, and since the TRIP benefit is a member owned account, you should reach out to your Transit Authority directly for a credit inquiry. The Optum Financial Care Center is open 24/7 and can assist you with connecting to your Transit Authority.

#### **What is the deadline to cancel my order?**

For Metro-North Railroad and Long Island Rail Road, the deadline to cancel your order is the 4<sup>th</sup> of the month. For all other providers, the deadline to cancel your order is the 10<sup>th</sup> of the month. You can access your order any time before that date to cancel or modify accordingly. To access your TRIP account, visit [totalcomponline.com](https://totalcomponline.com) and click 'TRIP and Spending Accounts' on the top right of the page.

#### **If I have questions about my TRIP order, am I able to call Optum Financial directly to inquire on my TRIP policy for the Transit Authority I use?**

Yes. The Optum Financial Care Center is open 24/7 and is fully prepared to answer any and all questions around the TRIP benefit. Optum Financial Care Center Representatives have full access to all the latest policies for all participating Transit Authorities.

#### **Can Optum Financial connect me to my Transit Authority in order to assist with changing or canceling my TRIP order?**

Yes. All Optum Financial Client Service Representatives can transfer you to the Transit Authority of your choice.

## **TRIP Parking**

### **Can I receive a credit or refund for future Monthly Parking orders?**

Beginning August 1, 2020, most Transit and Parking Agency return policies will be reverting to pre COVID-19 guidelines. Each Parking Authority has their own policy, and since the TRIP benefit is a member owned account, you should reach out to your Parking Authority directly for a credit inquiry. The Optum Financial Care Center is open 24/7 and can assist you with connecting to your Parking Authority.

### **Can I receive a refund or credit on TRIP Parking Commuter Vouchers?**

TRIP Parking Commuter vouchers do not expire for 15 months, so you will not receive credits for TRIP Parking Commuter Vouchers. You can however use the Voucher at any time within the 15 month time period.

### **If I have questions about my TRIP order, am I able to call Optum Financial directly to inquire on my TRIP policy for the Parking Authority I use?**

Of course! The Optum Financial Care Center is open 24/7 and is prepared to answer any and all questions regarding your TRIP order. Optum Financial has full access to the latest policies for all participating Parking Authorities. Care Center representatives can also help you with changing, suspending or deleting your TRIP Parking order.