



Need a **Ride?**

Your VIVA MEDICARE *Extra Value* (HMO SNP) plan gives you **FREE** rides to places that help keep you healthy.

Your plan gives you **12 round-trip rides or 24 one-way rides within 60 miles of your home to:**

- Doctors
- Dentists
- Pharmacies
- Hearing aid tests
- Gyms
- VIVA MEDICARE meetings



Rides cannot be used for surgeries or emergencies. Weight limits and other restrictions apply.

How to **schedule a ride**

Call Medical Transport of Alabama (MTA) to schedule a ride.

Local: 205-744-7475
Toll-free: 1-888-318-6362
TTY users: 711

When you call, be ready to tell them this information:

Your Information

- Name
- Street address
- Phone number
- VIVA MEDICARE member number (*shown on ID card*)

Appointment Information

- Date and time
- Name, address, and phone number of doctor, dentist, pharmacy, gym, or VIVA MEDICARE meeting, or other covered service



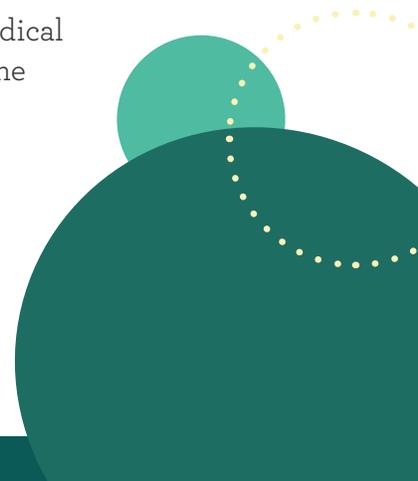
Before you call:

- Call MTA to schedule your ride between 8:00 a.m. and 6:00 p.m., Monday - Friday, and between 10:00 a.m. and 4:00 p.m. on Saturday.
- Rides must be scheduled by 2:00 p.m. the day BEFORE you need the ride.
- If your appointment is on a Saturday, Sunday, or Monday, call by 2:00 p.m. the Friday before.
- Let MTA know if you need a special type of vehicle, such as a wheelchair van, or if someone will be riding with you. You can bring one adult to help you.



Know before you go:

- Rides cannot be used for pick up after surgeries or emergencies. **If you have an emergency, call 911.**
- You cannot ride while sitting on a 3-wheeled scooter. All medical equipment, such as oxygen, must be small enough to fit in the vehicle and be fully secured during the ride.
- Always allow plenty of time for your trips. MTA will try to be at your home within 30 minutes of your scheduled pick-up time. MTA may arrive earlier than your pick-up time if travel problems are expected.





Know before you go: (continued)

- You may want to bring water and a snack with you in case there is a delay, especially if you have a medical condition such as diabetes.
- MTA drivers are not medically trained or approved to lift or carry members, including members who use wheelchairs.
- You are responsible for any items you bring on your ride, like cell phones, keys, medicine, wallets, purses, etc. Make sure you have all your items before you leave the MTA vehicle.



The day of your ride:

- Watch for the MTA vehicle, and go to it right away. **If you are not at your pick-up location when MTA arrives, they cannot wait for you or go back to pick you up.**
- Follow MTA's Conduct Rules while riding in their vehicles (*see more on page 4*).
- If you need to cancel your ride, you must call MTA at least 2 hours before your pick-up time or you will be charged for the ride.
- If you schedule a round-trip (drop off and pick-up), MTA will pick you up at the same location where you were dropped off. MTA cannot pick you up from a different location on a round-trip ride.
- If MTA arrives to pick you up at the address you provided when you scheduled your ride, and is then asked to go to a different address, your ride will be canceled, and you will be charged for 1 ride.

Important Rules & Information

To find out how many rides you have left during the year or to schedule a ride, call MTA:

Local: 205-744-7475

Toll-free: 1-888-318-6362

TTY users: 711

Hours: 8am - 6pm, Monday - Friday
10am - 4pm on Saturdays

For general questions about your ride benefit, call VIVA MEDICARE Member Services toll-free at

1-800-633-1542 | TTY: 711

Hours: Monday - Friday, 8:00 a.m. - 8:00 p.m.
(October 1 - March 31, 7 days a week
8:00 a.m. - 8:00 p.m.)

CONDUCT RULES:

The following are **never allowed** when riding on MTA:

- Smoking or vaping
- Inappropriate displays of affection or sexual advances
- Riding under the influence of alcohol or illegal drugs
- Littering
- Profanity, foul language, or discriminatory language.
- Exposing others to bodily fluids or waste
- You must be fully clothed at all times.
- Playing radios or other devices without the use of headphones
- Threats of physical harm to self or others
- Verbal, nonverbal, or physical harassment
- Unauthorized use or willful damage to vehicle or equipment
- Refusing to abide by Alabama State law regarding seat belt usage or mask rules. MTA drivers will abide by local, city, and/or state rules.
- Any criminal conduct

IMPORTANT INFORMATION:

- Rides are for routine, non-emergency medical appointments that do not require the use of a gurney or a reclining position. Rides cannot be provided for outpatient or inpatient surgeries.
- **MTA drivers do not receive any form of medical training.** They are not approved to lift or carry members, including members who use wheelchairs. Whenever possible, drivers will assist members up or down a few steps. You cannot be picked up from the rear entrance of your home.
- You will ride in a multi-passenger van or a medical transport vehicle that can hold wheelchairs, walkers, oxygen tanks, and service animals.
- Mileage for one-way trips over 60 miles or rides you ask for after your 12 round-trip rides are used must be paid for by you. Call MTA for rates.

NOTE: If you break the rules, you may not be allowed to ride anymore.

Remember:

You get **12 round-trip rides or 24 one-way rides each year.** All rides must be scheduled ahead of time. We are not able to offer rides the same day they are scheduled or on-demand.

If you have questions about how many trips you have left during the year, please call MTA:

Local: 205-744-7475 | Toll-free: 1-888-318-6362 | TTY users: 711

Hours: Monday - Friday 8am - 6pm, Saturdays 10am - 4pm

VIVA HEALTH complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-633-1542 (TTY: 711). 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電. 1-800-633-1542 (TTY: 711).

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