



# WELCOME TO MODIVCARE

## Your New Ride Service Company



Modivcare leads the nation in making sure Medicare members have safe, on-time transportation to the care they need when it is needed. VIVA MEDICARE is excited to partner with Modivcare to bring their high-quality ride service to our members in Alabama.

In 2024, VIVA MEDICARE *Extra Value* (HMO SNP) and VIVA MEDICARE *Extra Care* (HMO SNP) members get **24 one-way rides or 12 round-trip rides**. VIVA MEDICARE *Classic* (HMO) members get **10 one-way rides or 5 round-trip rides**. Each ride can be up to 60 miles from your home. Get rides to:

- Doctor appointments
- Dentist appointments
- Pharmacies
- Hearing aid tests
- Gyms
- VIVA MEDICARE meetings
- And other plan-approved places

Book your ride at least 2 business days ahead of time by calling Modivcare at 866-907-5195 (TTY: 711). They can take your call Monday – Friday, 8am - 8pm. You can also go to [MyModivcare.com](https://www.MyModivcare.com) to book your trip online or download the Modivcare App, using the QR code on the other side of this flyer.



VIVA MEDICARE and Modivcare want to make sure you get picked up and taken where you need to go on time.

To do this, you may get picked up in a car, van, taxi, or rideshare service (like Uber or Lyft).

### When you book your ride, you will be asked for this information:

- ✓ Your first and last name, date of birth, address, and phone number
- ✓ Your VIVA MEDICARE member number (*Shown on your ID card*)
- ✓ Date and time of your doctor, dentist, or other appointment
- ✓ Name, phone number, and address of where you need to go
- ✓ General reason for the appointment
- ✓ If you need help walking or have a wheelchair
- ✓ Pick-up time and location
- ✓ If you need a one-way or round-trip ride
- ✓ Any special instructions, like medical equipment you are bringing





## Tips for having a great ride with Modivcare:

- Book your ride at least 2 business days before it is needed. Rides can be booked up to 60 days ahead of time.
- If you use a wheelchair, walker, or other medical equipment (like an oxygen tank), tell Modivcare when you book your trip.
- You can go up to 60 miles from your pick-up location. You cannot pay for extra miles.
- A caregiver can ride with you if you need extra help. Drivers are not allowed to enter your home or medical facility.
- If your appointment is canceled or rescheduled, call Modivcare as soon as you can to let them know.
- If you are not sure of your return trip time, let Modivcare know when you book your ride. When your appointment is over or you are ready to leave, call the Ride Assist Help Line Number at 866-907-5195. Your ride should arrive within an hour to pick you up.



When you book your ride, Modivcare will ask if you would like to get **text reminders and updates** about your ride. This is a great way to keep all the details about your ride right in the palm of your hand.

- Your rides could be delayed if there is unexpected or heavy traffic. If your driver is more than 15 minutes late, call the Ride Assist Health Line Number shown above.
- If you need emergency care, call 911.



## SCHEDULE YOUR RIDE TODAY



**866-907-5195 (TTY: 711)**  
Monday – Friday, 8am - 8pm



Visit  
**MyModivcare.com**



Download  
**the App**

Note: Transportation is not available for non-covered services. 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). H0154\_mcdoc3993A\_C\_09/15/2023