



Need a ride to your doctor or other covered services?  
**We'll give you a lift.**

We want you to get the care you need when it's needed, even if you don't have a ride. We've partnered with Ride Health to give you transportation to covered services at no cost to you.

**VIVA MEDICARE Classic** members get 10 one-way or 5 round-trip rides, and  
**VIVA MEDICARE Preferred** members get 24 one-way or 12 round-trip rides per year.  
**VIVA MEDICARE Extra Care** members get 24 one-way or 12 round-trip rides per year.

- ✓ Curb-to-curb car or SUV service, within 60 miles of your pick-up location
- ✓ Bring a friend, family member, or service animal, if needed
- ✓ Pickups may be scheduled for any day of the week or time of day
- ✓ Book your ride over the phone

Use your benefit across a wide range of health care locations and covered services, like:

- Doctor's offices (all specialties)
- Inpatient/outpatient hospitals
- Ambulatory surgical centers
- Outpatient surgical centers
- Dialysis centers
- Behavioral health facilities
- Nursing facilities
- Rehabilitation facilities
- Retail clinics/urgent care centers
- Laboratories
- Dentist offices
- Network gyms and fitness centers
- VIVA HEALTH Café events
- And more!

**IMPORTANT!** Bring a friend or family member with you if going to the emergency room, outpatient surgery, or an inpatient hospital admission. Transportation drivers are not able to assist members.

Book your ride at least 48 hours (2 days) before it's needed by calling:

**833-771-0885 (TTY: 711)**

They are available 24/7 to take your call, including holidays.

Other Physicians/Providers are available in our network. 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\_mcdoc3648A\_C\_08/31/2022

