



TRANSPORTATION BENEFIT



Your VIVA MEDICARE *Extra Value* (HMO SNP) plan comes with non-emergency transportation benefits.

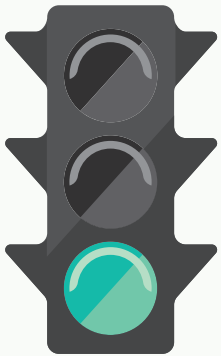


You can use your rides to go to your doctor and dentist appointments, the pharmacy, gym, VIVA MEDICARE meetings, or to get to most other covered services within 60 miles of your home.

You get 12 round-trip rides or 24 one-way rides per calendar year at no cost to you.

Weight limits and other restrictions apply.

Tips for Using Your TRANSPORTATION BENEFIT



PLAN YOUR RIDE

- To schedule your ride, call Medical Transport of Alabama (MTA) at **1-888-318-6362**. TTY users dial 711.
- When you call, you'll need to provide:

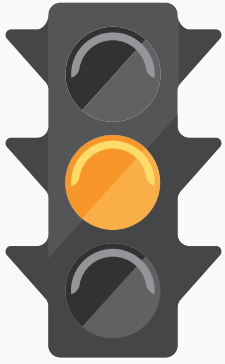
Your Information

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

Appointment Information

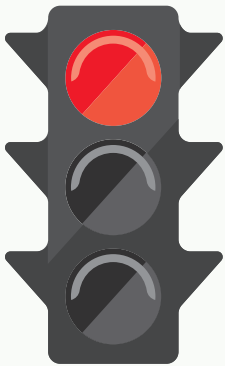
- Date and time
- Name, address, and phone number of doctor, dentist, pharmacy, gym, or VIVA MEDICARE meeting, or other covered service

- 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 escort with you.
- MTA will take your calls 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.
- Call to schedule your ride 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.
- Call MTA for your return ride home as soon as you are finished with your appointment. Call **1-888-318-6362**, and press **Option 3**. TTY users dial 711.



KNOW BEFORE YOU GO

- Rides cannot be used for pick up after surgeries or emergencies. If you have an emergency, call 911.
- You cannot be transported while sitting on a 3-wheeled scooter. All medical equipment, such as oxygen, must be small enough to fit properly in the vehicle and be fully secured during the ride.
- Always allow plenty of time for your trips. MTA will try to arrive at your home within 30 minutes of your scheduled pick-up time. MTA may arrive earlier than your pick-up time if travel delays are expected.
- 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.
- Transportation drivers are not medically trained or approved to lift or carry members, including members who use wheelchairs.
- You are responsible for all of your belongings.



THE DAY YOU GO

- Be sure to stay at your pick-up location so MTA can find you and you do not miss 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 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 to pick you up, your ride will be canceled and you will be charged for 1 ride.
- Remember to call MTA for your return ride home as soon as you are finished with your appointment. **Call 1-888-318-6362**, and press **Option 3**. TTY users dial 711.

[See important rules and limitations on the next page >>](#)

To find out how many rides you have left during the year, please call

MTA at: **1-888-318-6362**
TTY users dial 711

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

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

1-800-633-1542. TTY users call 711.

Hours are Monday - Friday, 8:00 a.m. - 8:00 p.m.
From October 1 - March 31, we are available seven days a week from 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
- 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 seatbelt usage
- Any criminal conduct

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

LIMITATIONS:

- Transportation services are provided for routine, non-emergency medical appointments that do not require the use of a gurney or a reclining position. Transportation cannot be provided for outpatient or inpatient surgeries.
- **Transportation drivers do not receive any form of medical training.** They are not approved to lift or carry members, including members who use wheelchairs. Drivers cannot assist you up or down more than 3 steps (including landing) at the front entry of your home. You cannot be picked up from the rear entrance of your home.
- Transportation is provided by a multi-passenger van or a medical transport 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.

Remember:

Your non-emergency transportation benefit gives you up to
24 one-way rides or 12 round-trip rides per year.

If you have questions about how many trips you have left during the year,
please call MTA at: **1-888-318-6362** | TTY users dial **711**
Hours: 8am - 6pm, Monday - Friday | 10am - 4pm on Saturdays