VIVA MEDICARE

Welcome to
MODIVCARE
Your 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.

In 2026, VIVA MEDICARE *Extra Value* (HMO SNP) and VIVA MEDICARE *Extra Care* (HMO SNP) members get **24 one-way rides or 12 round-trip rides**. Each ride can be up to 60 miles from your pick-up location. 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 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.

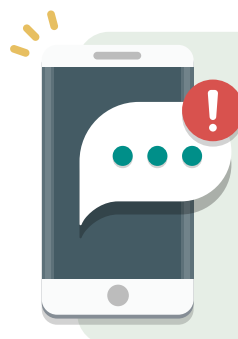**To do this, you may get picked up in a car, van, taxi, or rideshare service (like Uber or Lyft).**

modivcare

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 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. **NOTE:** *Your request to book a ride will be followed up with a confirmation via text, message in the app, or a phone call at least 24 hours before your scheduled ride. Your ride is not considered fully booked until you get a confirmation from Modivcare.*

- If you use a wheelchair, walker, or other medical equipment (like an oxygen tank), tell Modivcare when you book your trip. You must be able to get from your pick-up location to the car or other vehicle on your own. Weight limits do apply.

- You can go up to 60 miles from your pick-up location. You cannot pay for extra miles. You must be picked up from your home or other covered location (doctor's or dentist office, in-network gym, pharmacy, etc.).

- A caregiver can ride with you if you need extra help. Drivers are not allowed to enter your home or medical facility, or carry you. If you are unable to walk, a ramp must be available to transport you to the vehicle.

- 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 Modivcare at 866-907-5195. Your ride should arrive within an hour to pick you up.

- Your rides could be delayed if there is unexpected or heavy traffic. If your driver is more than 15 minutes late, call Modivcare at 866-907-5195.

- If you need emergency care, call 911.

Use the Modivcare app to easily book, change, cancel, and track your ride. Find out how to download and use the app at **vivahealth.com/medicare/events/videos** and type **"Modivcare"** in the search box.

At least 2 business days before your ride is needed:
Request your ride using the Modivcare app, online at MyModivcare.com, or by calling 866-907-5195 (TTY: 711).

At least 24 hours before your ride:
Watch for a text message, a message in the app, or a phone call letting you know your ride is confirmed.

On the day of your ride and appointment:
Watch for a text message or notification in the app letting you know that your driver is on the way, type of vehicle, and other ride details.*

*Day-of phone calls are the responsibility of the transportation provider and are not guaranteed.

When you're ready to go back
Call Modivcare at 866.907.5195 (TTY: 711).

VIVA MEDICARE

Schedule your ride today.

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

VISIT MyModivcare.com

DOWNLOAD the App