



## Non-Emergency Medical Transportation (NEMT)

Our services are tailored to your needs, ensuring timely pick up and arrivals to and from medical appointments.



**Curb-to-Curb**  
On demand service requiring no assistance



**Door-to-Door**  
Requires driver assistance



**Wheelchair**  
Requires special vehicle for wheelchair access



**Stretcher Transport**  
Members requiring a stretcher to be transported



**Mileage Reimbursement**  
Family members or friends can take you to and from appointments and be reimbursed for miles



**Public Transportation**  
Public transportation forms are available for members who do not require assistance

# How to Contact Alivi



Schedule a New Trip  
Call 1-888-863-0248  
<or book on the AliviRide Mobile Application>.



Where's My Ride  
Call 1-888-863-0248.



Scheduling a Trip Methods  
Call center, email, fax <or AliviRide Mobile Application>.



Submit a Complaint  
Call 1-888-863-0248 and speak to a representative or fill out a complaint form at [www.alivi.com/members](http://www.alivi.com/members).



Member Forms  
Access Mileage Reimbursement and Public Transportation Forms at [www.alivi.com/sunshine-health](http://www.alivi.com/sunshine-health) or fax forms to 1-855-621-8962.



Languages and TTY  
We offer over 240 language translations, call 1-888-863-0248. For TTY call 711.



## How it Works 4 EASY STEPS

### BOOK A TRIP

**1** To Book a Trip call 1-888-863-0248 Monday through Friday from 8 a.m. - 5 p.m. Eastern.

### ON THE DAY OF TRIP

**2** Driver will come 1 hour before your appointment.

### REQUESTING RETURN RIDE

**3** When you're ready to go home, call 1-888-863-0248 to request a pick up.

### CONFIRMATION

**4** You are given the trip details.



# alivi

Contact Us to Learn More

1-888-863-0248 | [info@alivi.com](mailto:info@alivi.com)

Or visit us online at [www.alivi.com](http://www.alivi.com)

It is that simple!

This information is available for free in other languages. Please contact our customer service number at 1-866-796-0530, TTY 1-800-955-8770 Monday through Friday, 8 a.m. to 8 p.m.

Esta información está disponible en otros idiomas de manera gratuita. Comuníquese con nuestro número de servicio al cliente al 1-866-796-0530, TTY 1-800-955-8770 de lunes a viernes, de 8 a.m. a 8 p.m.

#### Notice of Non-Discrimination

Sunshine Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Sunshine Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Sunshine Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Sunshine Health at 1-866-796-0530 (TTY 1-800-955-8770). If you believe that Sunshine Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Grievance/Appeals Unit Sunshine Health, PO Box 459087 Fort Lauderdale FL 33345-9087, 1-866-796-0530 (TTY 1-800-955-8770), Fax, 1-866-534-5972. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Sunshine Health is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TTY).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**Spanish:** Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Sunshine Health, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-866-796-0530 (TTY 1-800-955-8770).

**French Creole:** Si oumenm, oubyen yon moun w ap ede, gen kesyon nou ta renmen poze sou Sunshine Health, ou gen tout dwa pou w jwenn èd ak enfòmasyon nan lang manman w san sa pa koute w anyen. Pou w pale avèk yon entèprèt, sonnen nimewo 1-866-796-0530 (TTY 1-800-955-8770).

**Vietnamese:** Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Sunshine Health, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-866-796-0530 (TTY 1-800-955-8770).

**Portuguese:** Se você, ou alguém a quem você está ajudando, tem perguntas sobre o Sunshine Health, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-866-796-0530 (TTY 1-800-955-8770).

**Chinese:** 如果您，或是您正在協助的對象，有關於 Sunshine Health 方面的問題，您有權利免費以您的母語得到幫助和訊息。如果要與一位翻譯員講話，請撥電話 1-866-796-0530 (TTY 1-800-955-8770)。

**French:** Si vous-même ou une personne que vous aidez avez des questions à propos d' Sunshine Health, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-866-796-0530 (TTY 1-800-955-8770).

**Tagalog:** Kung ikaw, o ang iyong tinutulongan, ay may mga katanungan tungkol sa Sunshine Health, may karapatan ka na makakuha nang tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-866-796-0530 (TTY 1-800-955-8770).

**Russian:** В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Sunshine Health вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-866-796-0530 (TTY 1-800-955-8770).

**Arabic:** تكلفة حول أسئلة تساعد شخص لدى أو لديك كان إذا مترجم م للتحدث Health Sunshine في الحق لديك ، الحصول اتصل ب 1-866-796-0530 (TTY 1-800-955-8770) أية دون من بلغتك الضرورية والمعلومات المساعدة على الحصول اتصل ب (8770).

**Italian:** Se lei, o una persona che lei sta aiutando, avesse domande su Sunshine Health, ha diritto a usufruire gratuitamente di assistenza e informazioni nella sua lingua. Per parlare con un interprete, chiami l' 1-866-796-0530 (TTY 1-800-955-8770).

**German:** Falls Sie oder jemand, dem Sie helfen, Fragen zu Sunshine Health hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-866-796-0530 (TTY 1-800-955-8770) an.

**Korean:** 만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Sunshine Health 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-866-796-0530 (TTY 1-800-955-8770) 로 전화하십시오.

**Polish:** Jeżeli ty lub osoba, której pomagasz, macie pytania na temat planów za pośrednictwem Sunshine Health, macie prawo poprosić o bezpłatną pomoc i informacje w języku ojczystym. Aby skorzystać z pomocy tłumacza, zadzwoń pod numer 1-866-796-0530 (TTY 1-800-955-8770).

**Gujarati:** જ તમને અથવા તમે જમે ની મદદ કરી રહ્યા હોય તેમને, Sunshine Health વધશે કોઈ નુસૂ હોય તો તમને, કોઈ ખર્ચ વધના તમારી ભાષામાં મદદ અને માવહતી પ્રાપ્ત કરવાની અધિકાર છે. દુભાવણ્યા સાથે વાત કરવા માટે 1-866-796-0530 (TTY 1-800-955-8770) ઉપર કોલ કરો.

**Thai:** หากทว่า นหรือ พหุ้ ที่ าว์ นให้ค้ความชว ยเหลือ อยใ้ นขณะน้ไม่คิ ากามเกยี้ วกัับ Sunshine Health ทว่า นมสี ติ ธิที่ ี ะไดรั้บความชว ยเหลือ และชอ้ มลู่ ในภาษาชองทว่า น โดยไม่เ่ สยิ คอ่ ไขล้ าว์ ยใด ๆ หน้ สนึ้ หากตอ้ งการใ้ช้ รักิ ารลา่ ม กรณ ้าโทรศ้พทด์ ติ ตอ้ ทที่ มายเลข 1-866-796-0530 (TTY 1-800-955-8770).