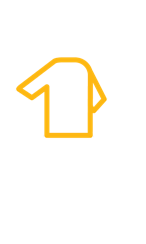
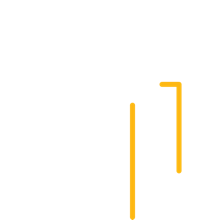
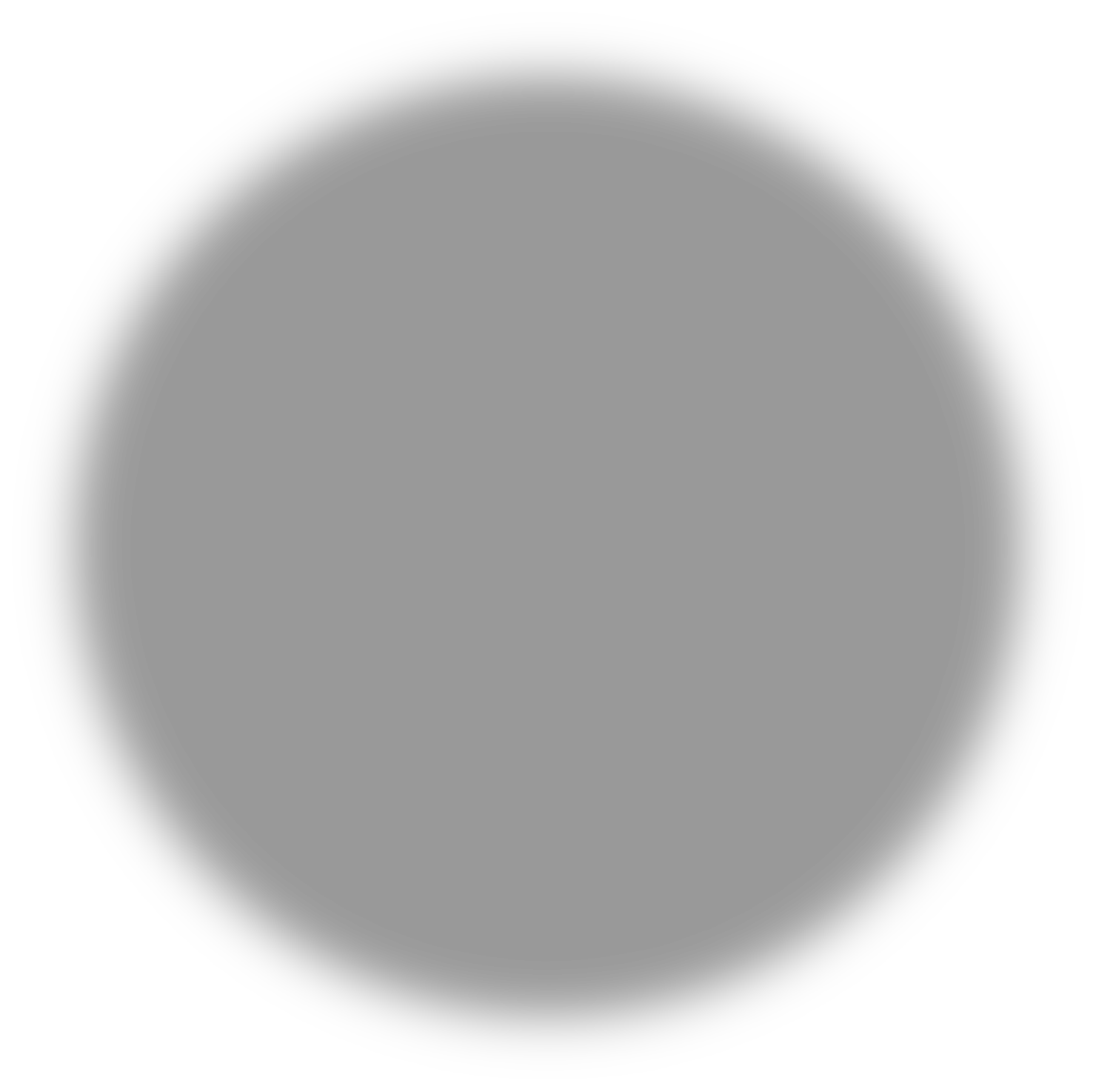
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Description automatically generated



## CURB-TO-CURB

On demand service requiring no assistance

## DOOR-TO-DOOR

Requires driver assistance

## 

## WHEELCHAIR

Requires special vehicle for wheelchair access

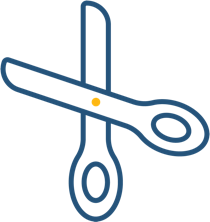
## STRETCHER TRANSPORT

Members require a stretcher to be transported

# Non-Emergency Medical Transportation (NEMT)

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

H1526\_SPA\_Alivi Member Welcome Letter\_1023C



How to Contact Alivi

**Schedule a New Trip**

Call [855-519-6684] or book on the AliviRide Mobile Application. For TTY call 711.

**Where’s My Ride**

Call [855-519-6684]. For TTY call 711.

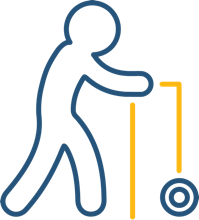
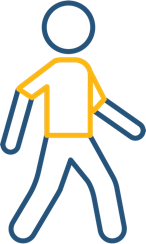
**Scheduling a Trip Methods** Call center or AliviRide Mobile Application. For TTY call 711.

**Submit a Complaint**

Call [855-519-6684] and speak to a representative. For TTY call 711.

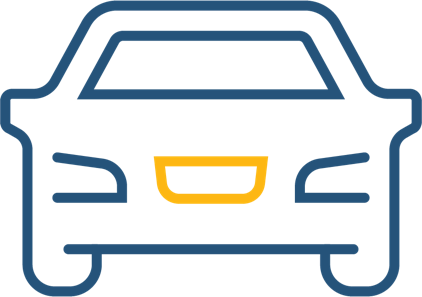
**Languages and TTY**

We offer over 240 language translations, call [855-519-6684]. For TTY call 711.

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How it Works

# 4 EASY STEPS

### BOOK A TRIP

1

To Book a Trip call [855-519-6684] [Monday through Friday 8am-5pm]. For TTY call 711.

### ON THE DAY OF TRIP

2

Driver will come 1 hour before your scheduled appointment.

### REQUESTING RETURN RIDE

3

When you are ready to go home, call [855-519-6684] to request a pick-up. For TTY call 711.

4

### CONFIRMATION

You are given the trip details.

Y0020\_WCM\_143657E\_C Internal Approved 01292024

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Contact Us to Learn More

[855-519-6684]. For TTY call 711 | [[**www.alivi.com**](http://www.alivi.com/)**]**