

Mileage Reimbursement Guidelines

Alivi reimburses mileage for non-emergency medical appointments through its Mileage Reimbursement Program.

Mileage reimbursement trips should be scheduled as a normal trip is scheduled by calling the Alivi Reservation Line (Monday through Friday 8 a.m. – 5 p.m. Eastern)

Alivi Reservation Line – LTC/COMP	786-724-1976
Alivi Reservation Line – LTC/COMP (Toll-Free)	888-863-0248
Alivi Reservation Line (Toll Free) – MMA (Toll-Free)	844-352-0134
Alivi Reservation Line (Toll Free) – SMI (Toll-Free)	844-352-1485
Alivi Reservation Line (Toll Free) – CW (Toll-Free)	844-352-0414
Alivi Reservation Line (Toll Free) – HIV/AIDS Toll-Free)	888-588-9413

Mileage reimbursement trips may be scheduled up to 30 days before but no later than 24-hours before the appointment. Back-dated mileage reimbursement trip requests will not be paid for.

Please note that for trips over 100 miles, an authorization code is required by Sunshine Health. Alivi will need at least 24-hours to request the authorization code and process.

Member must not have another means of transportation to qualify. Members, spouses, or parents/guardians cannot get gas mileage reimbursement. They must have a friend, relative or neighbor, etc. with a valid Driver’s License to transport the member.

Alivi will reimburse the driver in accordance with IRS guidelines.

The member will be given a trip number after the trip is scheduled. This becomes the members’ Mileage Reimbursement trip number. It is found as the “Trip ID #” on the reimbursement form.

- Only trips that include this number on the reimbursement form will be processed for reimbursement.
- There are two ways a member can find a reimbursement form
 - Alivi Member Services team can email or fax a form to the member.

The form can be found on the Alivi website: <https://alivi.com/members/> Members must fill out the entire reimbursement form except the section titled: “Medical Provider Verification.” The facility will complete this section.



Members must take their reimbursement form to their medical appointment. It MUST be signed by either the attending physician or clinician or the member's mileage reimbursement trip request will not be reimbursed.

Processing Mileage Reimbursement forms:

Medical Provider's office must submit the form to Alivi on the day of the medical appointment. Form must be faxed within 5 business days, or the driver will not be paid for. Below are the three options to submit the form to Alivi.

Fax:

855-621-8962

Attention: Member Services Department (Mileage Reimbursement)

Email:

Memberservices@alivi.com

Subject line: MemberFirst_LastName

Payments will be mailed out within 30 days of Alivi's receipt of completed mileage reimbursement forms.

If you have any questions regarding the Mileage Reimbursement submission process, please call Alivi Member Services department at the numbers listed above and select option 3, (Monday through Friday from 8 a.m. to 5 p.m. Eastern).



Sunshine Health provides free aids and services to people with disabilities, such as qualified sign language interpreters, written information in other formats (large print, audio, accessible electronic and other formats), and free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

This information is available for free in other languages. Please contact Member Services 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.

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).

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).