



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 Alivi at the number below
<or book on the AliviRide Mobile Application>.



Where's My Ride
Call Alivi at the number below.



Member Forms
Access all your forms at
www.alivi.com/sunshine-health or fax
them to 1-855-621-8962.



Languages and TTY
We offer over 240 language translations.
For TTY call 711.

LTC / COMP – 888.863.0248

MMA – 844.352.0134

Sunshine Health Mindful Pathways –
844.352.1485

Sunshine Health Power to Thrive –
888.588.9413



Contact Us to Learn More

<https://alivi.com/sunshine-health/>



How it Works 4 EASY STEPS

BOOK A TRIP

1 To Book a Trip call Alivi 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 Alivi to request a pick up.

CONFIRMATION

4 You are given the trip details.

It is that simple!



This information is available for free in other formats and 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.

Sunshine Health complies with applicable Federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, age, disability, sex, pregnancy or sexual orientation. 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). We provide free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact us at the number above. 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, sex, pregnancy or sexual orientation, you can file a grievance with: 1557 Coordinator, P.O. Box 31384, Tampa, FL 33631, Phone: 1-833-236-9680 (TTY 711), Fax: 1-866-388-1769, Email: SM_Section1557Coord@centene.com.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our 1557 Coordinator 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 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, D.C. 20201, 1-800-368-1019, 800-537-7697 (TTY). Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>. This notice is available at Sunshine Health's website: SunshineHealth.com/non-discrimination.

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).

Ces informations sont disponibles gratuitement dans d'autres langues. Veuillez contacter les services aux membres au 1-866-796-0530, TTY 1-800-955-8770 du lundi au vendredi, de 8 heures à 20 heures.

Queste informazioni sono disponibili gratuitamente in altre lingue. Contattare il Servizio Membri al 1-866-796-0530, TTY 1-800-955-8770 dal lunedì al venerdì, dalle 8:00 alle 20:00

Эту информацию можно бесплатно получить на других языках. Обращайтесь в Отдел обслуживания по телефону 1-866-796-0530, телефону с текстовым дисплеем 1-800-955-8770 с понедельника по пятницу с 8:00 до 20:00.