

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 – Sunshine Health LTC/COMP	786-724-1976
Alivi Reservation Line – Sunshine Health LTC/COMP (Toll-Free)	888-863-0248
Alivi Reservation Line (Toll Free) – Sunshine Health MMA (Toll-Free)	844-352-0134
Alivi Reservation Line (Toll Free) – Sunshine Health Mindful Pathways (Toll-Free)	844-352-1485
Alivi Reservation Line (Toll Free) – Sunshine Health Pathway to Shine (Toll-Free)	844-352-0414
Alivi Reservation Line (Toll Free) – Sunshine Health Power to Thrive (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/sunshine-health/>.



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 at the numbers listed above, (Monday through Friday from 8 a.m. to 5 p.m. Eastern).



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.