



The Modivcare App makes it easy to book your rides.



### Three ways to download the app:

1. Look for the Modivcare App on the AppStore or Play Store
2. Scan the QR code below
3. Go to **Modivcare.app** and click the link



Manage and track your trips on the go.  
Download the app >



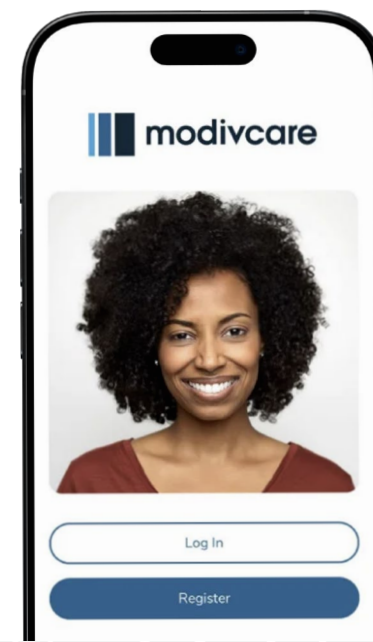
Modivcare is leading the transformation to better connect people with care, wherever they are.

We serve the most underserved by facilitating non-emergency medical transportation to enable greater access to care, reduce costs and improve health outcomes.

To learn more about the Modivcare App and your health plan benefits visit [Place Holder for Co-Branded Landing Page Link]



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# Ride Booking Made Easy

Plan Logo

A Resource for  
<Healthcare Plan>  
Members

# Routine Transportation

## What to Expect When Booking

### Connect with Us

Schedule, confirm or change an appointment by using these easy-to-use options:

- **Mobile App**
- **Online Portal**
- **Chatbot**
- **Text/Call**

### Share Your Information

We will ask questions to better understand where you need to go and what your needs are.

### We'll Get to Work

We'll select the most appropriate ride option and schedule your trip.

### You're on Your Way

If you're ready, you can book a ride now!

## What Members Can Expect from Modivcare:

- Protected personal & medical info
- Courteous drivers
- Professional service
- On-time transportation

# Make a Reservation

## Ride Booking Made Easy

With the Modivcare App, you can do everything all in one place!



### Additional ways to book:

- **Online at [www.MyModivcare.com](http://www.MyModivcare.com)**
- **By phone**
  - Ride Assist: X-XXX-XXX-XXXX
  - Hearing Impaired: TTY 1-866-288-3133

For medical emergencies please call **911**.

### Please have the following available when making your reservation:

- Your Member ID number
- Name and address of medical providers
- Appointment day and time

Get the Modivcare App by scanning this picture with your phone:

## FAQs

**Who can call to arrange my transportation?** A member, a relative, caregiver or medical facility staff member.

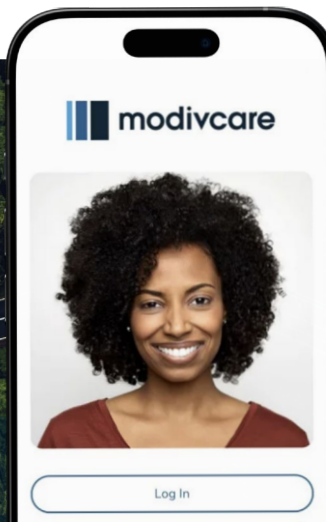
**Wheelchairs?** Members must provide their own wheelchair.

**Is there a mileage limit?** Yes. The maximum one-way mileage depends on your plan benefit.

**Where can I go?** Any facility or destination covered or approved by the member's health plan.

**What if my appointment is canceled or rescheduled?** Please call as soon as you're able and let Modivcare know the change in schedule, ideally at least one day before the scheduled pick up time.

**For any additional questions or concerns, please visit us online at [www.mymodivcare.com/help-and-faqs](http://www.mymodivcare.com/help-and-faqs)**



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