



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.

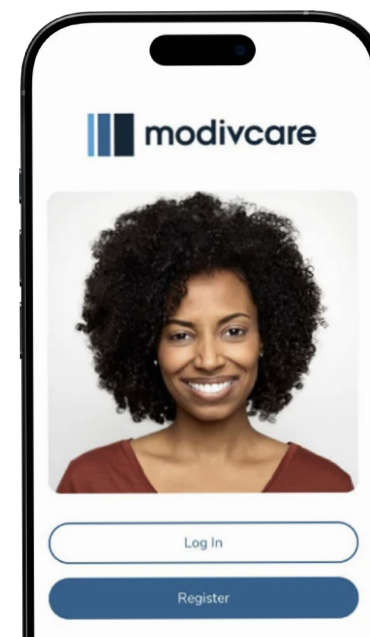
[Download the app >](#)



Ride booking made easy



Modivcare is leading the transformation to better connect people with care, wherever they are. We facilitate non-emergency medical transportation to provide greater access to health care for all people, reduce costs, and improve health outcomes.



A resource for HMSA members

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Modivcare is an independent company providing non-emergency transportation benefits management on behalf of HMSA

# 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**
- **Chatbot**
- **Online portal**
- **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!

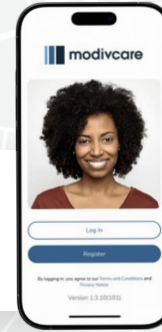
## What members can expect from Modivcare:

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

# Make a Reservation

Manage and track your trips on the go.

Download the app >



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## Additional ways to book:

- **Online at [www.MyModivcare.com](http://www.MyModivcare.com)**
- **By phone**
  - Ride Assist: 1 (800) 440-0640 toll-free
  - TTY: 1 (866) 288-3133 toll-free

For medical emergencies please call **911**.

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

- Your HMSA QUEST membership card
- Name and address of medical providers
- Appointment day and time



# FAQs

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

**Will there be wheelchairs provided?** Members must provide their own wheelchair.

**Is there a mileage limit?** No, there is no mileage limit on your benefit plan.

**Where can I go?** Any facility or destination covered or approved by HMSA.

**What if my appointment is canceled or rescheduled?** Please call as soon as you're able and let Modivcare know the change in your 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)**