



## Member Email Notification- Generic Version - Copy Only

Subject Line:

IMPORTANT CHANGE TO YOUR MEDICAL TRANSPORTATION BENEFITS

Email Body:

<Plan name> covers your doctor and hospital visits, dental and vision care, prescriptions, transportation to and from doctor's appointments, and much more. Transportation is an important part of your health plan and keeping you connected to your medical providers for in person visits. At <plan name>, we always look to improve your healthcare. As part of this improvement, we are partnering with Modivcare to provide your transportation benefits starting <date>. Modivcare will replace <insert previous NEMT company name> as your transportation provider manager.

Modivcare can arrange transportation to and from your medical appointments at no cost to you. You can schedule rides for medical appointments such as dialysis, physical therapy, primary care visits, and lab services if you have an appointment and the service is covered by <plan name>.

Booking a ride for your next visit to the doctor is easy with the Modivcare App. The Modivcare App helps you schedule non-emergency medical rides from a smartphone at any time. With the Modivcare app you can:

- Schedule a ride
- Cancel a ride if you need to
- See where your driver is
- Manage rides for more than one member

You can also schedule rides online at <http://www.mymodivcare.com> or by calling <insert phone number><Monday through Friday, 7 am - 7 pm CT, Saturday and Sunday, 9 am - 1 pm CT> for standard reservations, Hearing impaired (TTY) - 711.

Thank you for being a <plan name> member.

Sincerely,

<Plan name>

