



Member Email Notification- Generic Version - Copy Only

Subject Line:

IMPORTANT CHANGE TO YOUR MEDICAL TRANSPORTATION BENEFITS

Email Body:

Your health plan helps you go to the doctor, dentist, eye doctor, get medicine, and more. It also helps you get a ride to your appointments.

Starting on **<date>**, your rides will be set up by **Modivcare** instead of **<old company name>**.

Modivcare will get you to your medical appointments at no cost to you. You can get a ride to the doctor, the lab, dialysis, physical therapy, or other places your plan covers.

It's easy to get a ride with the **Modivcare App** on your phone. You can:

- Book, change, and cancel a ride
- See where your driver is
- Book rides for more than one member

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

Thanks for being a **<plan name>** member!

Sincerely,
<plan name>