



The Modivcare
App makes it easy
to book your rides.



Three ways to download the app:

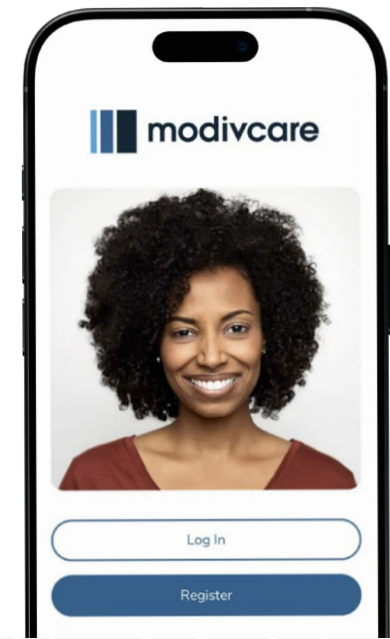
1. Look for the Modivcare App on the AppStore or Play Store
2. Scan the QR code below
3. Go to **Modivcare.app** and click the link



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



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Ride Booking Made Easy

Plan Logo

A Guide for
<Healthcare Plan>
Members

RL: 4th Grade

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**

Tell Us About Your Trip

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

We Set It Up

We'll select the best ride option and book your trip.

You're Ready to Go

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

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**
- **By phone**
 - Ride Assist: X-XXX-XXX-XXXX
 - Hearing Impaired: Dial 711 (TTY relay)

For medical emergencies please call **911**.

When you call or book online, please have:

- Your Health Plan Member ID
- Name and address of your medical provider
- Day and time of your visit

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

FAQs

Who can book a ride? You, a family member, caregiver or doctor's office can call us.

Can I bring a wheelchair? Yes, but you must provide your own.

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

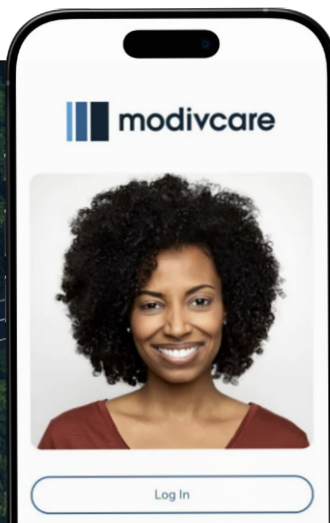
Where can I go? Any medical office or location approved by your health plan.

What if my appointment is canceled or changed? Please call Modivcare as soon as you can, or at least one day before your ride.

For more information, please visit us online at www.mymodivcare.com/help-and-faqs

What Members Can Expect from Modivcare:

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



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