



Non-Emergency Medical Transportation (NEMT)

Our services are tailored to your needs, ensuring timely pick up and arrivals to and from medical appointments.



Curb-to-Curb

On demand service requiring no assistance



Door-to-Door

Requires driver assistance



Wheelchair

Requires special vehicle for wheelchair access



Stretcher Transport

Members requiring a stretcher to be transported



Mileage Reimbursement


Family members or friends can take you to and from appointments and be reimbursed for miles




Public Transportation


Public transportation forms are available to members who do not require assistance


How to Contact Alivi


 Schedule a New Trip
Call <1-888-863-0249> <or book on the AliviRide Mobile Application>.

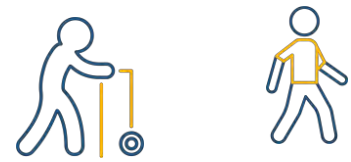
 Where's My Ride
Call <1-888-863-0249>.

 Scheduling a Trip Methods
Call center, email, fax <or AliviRide Mobile Application>.

 Submit a Complaint
Call <1-888-863-0249> and speak to a representative or fill out a complaint form at www.alivi.com/members.

 Member Forms
Access Mileage Reimbursement and Public Transportation Forms <at www.alivi.com/staywell,> or fax forms to <1-855-621-8962>.

 Languages and TTY
We offer over 240 language translations, call <1-888-863-0249>. For TTY call 711.



How it Works 4 EASY STEPS

BOOK A TRIP

1 To Book a Trip call <1-888-863-0249> Monday through Friday 8am-5pm Eastern.

ON THE DAY OF TRIP

2 Driver will come 1 hour before your scheduled appointment.

REQUESTING RETURN RIDE

3 When you are ready to go home, call <1-888-863-0249> to request a pick up.

CONFIRMATION

4 You are given the trip details.

It is that simple!



alivi

Contact Us to Learn More
<1-888-863-0249> | info@alivi.com
Or visit us online at www.alivi.com

Discrimination is Against the Law

Staywell complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Staywell does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Staywell:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, Braille, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Staywell at **1-866-334-7927** (TTY: **711**), Monday–Friday from 8 a.m. to 7 p.m., for help or you can ask Customer Service to put you in touch with a Civil Rights Coordinator who works for Staywell.

If you believe that Staywell has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Staywell, Grievance Department, P.O. Box 31384, Tampa, FL 33631-3384; Telephone **1-866-530-9491**; TTY number **711**; Fax: **1-866-388-1769**; **OperationalGrievance@wellcare.com**. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Staywell Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019**, **1-800-537-7697** (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATTENTION: If English is not your first language, we can translate for you. We can also give you info in other formats at no cost to you. That includes materials in other languages, Braille, audio, large print and provide American Sign Language interpreter services. Call us toll-free at **1-866-334-7927 (TTY 711)** Monday–Friday, 8 a.m. to 7 p.m.

ATENCIÓN: Si el español es su lengua materna, podemos brindarle servicios de traducción. También podemos proporcionarle información en otros formatos sin costo para usted, que incluye materiales en otros idiomas, braille, audio, letra de imprenta grande y servicios de interpretación de lenguaje de señas americano. Llámenos sin cargo al **1-866-334-7927 (TTY 711)**, de lunes a viernes de 8 a. m. a 7 p. m.

ATTENTION: Si votre langue maternelle est le français, nous pouvons faire la traduction. Nous pouvons également vous fournir l'information dans d'autres formats sans frais pour vous. Ceci comprend les documents dans les autres langues, en braille, en version audio et imprimé en gros caractères. Nous pouvons aussi fournir les services d'un interprète gestuel en langage ASL (American Sign Language). Il suffit de nous appeler au numéro sans frais **1-866-334-7927**. Pour les utilisateurs d'un ATS, composez le **711** du lundi au vendredi, de 8 h à 19 h.

ATANSYON: Si lang matènèl ou se Kreyòl, nou ka fè tradiksyon an pou ou. Nou kapab ba w enfòmasyon yo tou sou lòt fòm ki pa koute ou. Sa gen ladan l literati ki ekri nan lòt lang, sou fòm Bray, fòm odyo, gwo karaktè epitou nou ofri sèvis entèprèt Langaj Siy Ameriken. Annik rele nou nan nimewo pou apèl gratis la. Ou ka kontakte nou nan nimewo **1-866-334-7927**. Pou TTY, rele **711**. Lendi-Vandredi, depi 8 a.m. jiska 7 p.m.

ATTENZIONE: Se l'italiano è la tua prima lingua, possiamo tradurre per te. Possiamo anche darti informazioni in altri formati gratuitamente per te. Fra questi vi sono materiali in altre lingue, Braille, audio, stampa in grande formato e servizi di interpretariato nel linguaggio americano dei segni. Ti basta chiamarci gratuitamente. Puoi contattarci al numero **1-866-334-7927**. Per TTY, chiama il **711**. Orari: dal lunedì al venerdì, dalle 8 alle 19.

ВНИМАНИЕ: Если русский Ваш первый язык, мы можем перевести для Вас. Мы также можем предоставить для Вас бесплатную информацию в различных форматах, в том числе материалы на других языках, на шрифте Брайля, на аудионосителях, распечатанную крупным шрифтом, а также услуги по американскому сурдопереводу. Просто позвоните нам по бесплатному номеру **1-866-334-7927** (TTY **711**) с понедельника по пятницу, с 8 утра до 7 вечера.

ATENÇÃO: Se o Português for a sua língua materna, nós podemos traduzir para si. Também lhe podemos fornecer informações noutros formatos sem nenhum custo a você. Isso inclui materiais em outros idiomas, Braille, áudio, impressão grande e prestação de serviços de intérprete de língua gestual americana. Entre em contacto connosco através do número gratuito. Pode contactar-nos através do número **1-866-334-7927**. Para TTY, digite **711**. De segunda a sexta das 8 h às 19 h.

ACHTUNG: Wenn Deutsch Ihre Muttersprache ist, können wir für Sie übersetzen. Wir können Ihnen Infos auch in anderen Formaten kostenfrei anbieten. Dazu gehört Material in anderen Sprachen, Braille, Audio, Großdruck sowie die Bereitstellung von Dolmetscherservice in amerikanischer Gebärdensprache. Rufen Sie uns gebührenfrei an. Sie erreichen uns unter **1-866-334-7927**, Montag bis Freitag, 8.00 Uhr bis 19.00 Uhr. Für TTY wählen Sie **711**.

UWAGA: Jeśli język polski jest Twoim pierwszym językiem, możemy zapewnić Ci tłumaczenie. Możemy również udzielać informacji w innych formatach bez obciążania Ciebie kosztami. Obejmuje to materiały w innych językach, druk alfabetem Braille'a, materiały dźwiękowe, duży druk oraz usługi tłumacza języka migowego. Zadzwoń do nas bezpłatnie. Możesz kontaktować się z nami pod numerem **1-866-334-7927**. Numer dla osób korzystających z połączeń TTY to **711**. Od poniedziałku do piątku w godzinach od 8:00 do 19:00.

注意：如果中文是您的母語，我們可以為您翻譯。我們也可以免費用其他格式為您提供資訊，包括以其他語言提供的材料、布萊葉文、音頻及大字體，並提供美國手語翻譯服務。請撥打免費電話 **1-866-334-7927** (TTY **711**) 聯繫我們，服務時間為週一至週五，上午 8 點至晚上 7 點。

לתשומת לבך: אם שפת אמך היא עברית, אנו יכולים לתרגם עבורך. באפשרותנו למסור לך מידע - ללא תשלום - גם בצורות אחרות: כולל חומרים בשפות אחרות, כתב ברייל, שמע או מודפס באותיות גדולות, וכן שירות מתורגמנות בשפת הסימנים האמריקאית. הנך מוזמן/ת לטלפן אלינו בשיחת חינם לטלפון שמספרו **1-866-334-7927** (עבור TTY יש לחייג **711**) בימים שני-חמישי, בין 8 בבוקר ל-7 בערב.

PAUNAWA: Kung ang Tagalog ay iyong unang wika, maaari naming isalin ito para sa iyo. Maaari din naming magbigay sa iyo ng impormasyon sa iba pang pormat na walang gastos sa iyo. Kabilang dito ang materyales sa iba pang mga wika, Braille, audio, malalaking letra at maglaan ng American senyas na wika na serbisyong tagapagsalin. Tumawag sa amin nang walang bayad sa **1-866-334-7927 (TTY 711)** Lunes-Biyernes, 8 ng umaga hanggang 7 ng gabi.

تنبيه: إذا كانت لغتك الأولى هي اللغة العربية، فيمكننا الترجمة لك. يمكننا أيضاً تقديم المعلومات في أشكال أخرى لك مجاناً. وهذه تتضمن مواداً بلغات أخرى وبطريقة برايل ومواد صوتية وبالخط الكبير، كما نوفر خدمات الترجمة للغة الإشارة الأمريكية. اتصل بنا على الرقم المجاني **1-866-334-7927** (ولخدمة TTY، اتصل بالرقم **711**) من الاثنين إلى الجمعة من الساعة 8 صباحاً إلى الساعة 7 مساءً.

कृपया ध्यान दें: यदि हिंदी आपकी मातृ भाषा है, हम आपके लिए अनुवाद कर सकते हैं। हम अन्य प्रारूपों में भी आपको जानकारी बिना किसी कीमत के दे सकते हैं। इसमें अन्य भाषाओं में सामग्री, ब्रेल, ऑडियो, बड़े प्रिंट और अमेरिकी साइन लैंग्वेज दुभाषिया सेवाएं प्रदान करना शामिल है। बस हमें टोल-फ्री कॉल करें। आप **1-866-334-7927** पर हम से संपर्क कर सकते हैं। TTY के लिए, **711** पर सोमवार से शुक्रवार, 8 सुबह से 7 शाम तक कॉल करें।

CHÚ Ý: Nếu Tiếng Việt là ngôn ngữ chính của quý vị, thì chúng tôi có thể thông dịch cho quý vị. Chúng tôi cũng có thể cung cấp cho quý vị thông tin ở các định dạng khác mà quý vị không phải trả tiền ví dụ như tài liệu ở các ngôn ngữ khác, chữ nổi Braille, âm thanh, bản in cỡ lớn và cung cấp dịch vụ thông dịch Ngôn ngữ Ký hiệu Mỹ. Vui lòng gọi điện thoại cho chúng tôi theo số miễn phí **1-866-334-7927** (đối với TTY, hãy gọi **711**) từ Thứ Hai đến Thứ Sáu, từ 8 giờ sáng đến 7 giờ tối.