

# Alivi

## Transportation Tips

We appreciate your ongoing partnership to improve health outcomes for our Comprehensive and Long Term Care members, your patients. Our team is here to help you understand and solve the complex needs of our members.

### NEW!

#### Sunshine Health Member Advocacy Escalations:

1-866-796-0530  
ext. 6037559

#### For unresolved problems/complaints:

Reach out to our Member Advocacy Escalations Team  
Monday–Friday, 8 a.m.–8 p.m. (Eastern)

#### Alivi Reservations

1-888-863-0248

#### Standard routine reservations:

##### Monday–Friday, 8 a.m.–5 p.m. (Eastern)

Members must give 24 hours advance notice (one business day), including the day of the call but not the day of the appointment.

Members can make reservations up to 30 days in advance. Standing orders can be scheduled for a period of 90 days at a time.

Unlimited rides to any covered long-term care related services.

\*Comprehensive members also receive unlimited rides to and from medical appointments.

#### Urgent and same day reservations:

**24 hours a day, 7 days a week.** Requests for urgent trips, hospital discharges and transfers between facilities will be handled the same day.

#### Other ways to schedule rides

- Alivi secure portal: [app.epicnemt.com/auth/login](http://app.epicnemt.com/auth/login)  
(Please note: the above is for providers to schedule/book trips).
- Schedule and check the status of trips using a member mobile app: [alivi.com/mobileapp](http://alivi.com/mobileapp).

#### Real-time ride assistance line:

**Help for rides in progress.** 24 hours a day, 7 days a week.

# Transportation Requirements

## Transportation Requests

Transportation requests can be made by members 18 years and older.

- Member's parent or legal guardian
- Authorized representative
- Health plan case manager/other health plan representative
- Healthcare providers/facilities

## Types of Rides

- There are no limits to the number of trips that you may schedule during the year to take you to medical appointments, healthcare facilities or pharmacies.
- Transportation to and from all your medical appointments. This could be a bus, a van that can transport people with disabilities, a taxi or other kinds of vehicles.
  - Transfers between hospitals or facilities
  - Escorts when medically necessary
- Members 18 and older can schedule one round trip per month for non-medical trips like shopping or social events.
- \*Comprehensive members also receive unlimited rides to and from medical appointments.
- \*LTC members can get rides to and from all of your LTC program services. This could be on the bus, a van that can transport disabled people, a taxi, or other kinds of vehicles.

## Timely Service Commitment

- Leg A (originating location) pickups will be fulfilled within 15 minutes of scheduled time.  
Leg B (provider location) pickups will be fulfilled within 30 minutes of scheduled time.
- Trips over 100 miles one-way and out of the service areas/state require prior authorization, which Alivi will request from Sunshine Health's Utilization Management department.