



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 for members who do not require assistance

How to Contact Alivi



Schedule a New Trip
Call Alivi at the number below
<or book on the AliviRide Mobile
Application>.



Where's My Ride
Call Alivi at the number below.



Member Forms
Access all your forms at
www.alivi.com/sunshine-health or fax
them to 1-855-621-8962.



Languages and TTY
We offer over 240 language translations.
For TTY call 711.

LTC / COMP – 888.863.0248

MMA – 844.352.0134

Sunshine Health Mindful Pathways –
844.352.1485

Sunshine Health Power to Thrive –
888.588.9413



Contact Us to Learn More

<https://alivi.com/sunshine-health/>



How it Works 4 EASY STEPS

BOOK A TRIP

1 To Book a Trip call Alivi Monday
through Friday from
8 a.m. - 5 p.m. Eastern.

ON THE DAY OF TRIP

2 Driver will come 1 hour before your
appointment.

REQUESTING RETURN RIDE

3 When you're ready to go home, call
Alivi to request a pick up.

CONFIRMATION

4 You are given the trip details.

It is that simple!