



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.

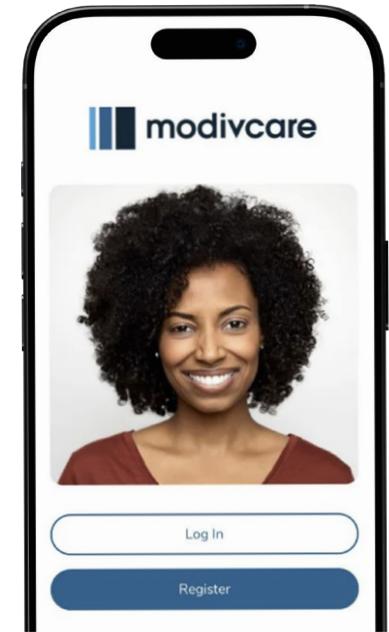
[Download the app >](#)



Ride booking made easy



Modivcare is leading the transformation to better connect people with care, wherever they are. We facilitate non-emergency medical transportation to provide greater access to health care for all people, reduce costs, and improve health outcomes.



A resource for HMSA members

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**
- **Chatbot**
- **Online portal**
- **Text/Call**

Share your information

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

We'll get to work

We'll select the most appropriate ride option and schedule your trip.

You're on your way

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

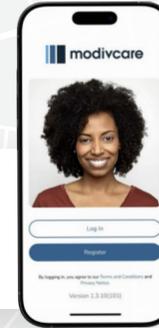
What members can expect from Modivcare:

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

Make a Reservation

Manage and track your trips on the go.

Download the app >



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Additional ways to book:

- **Online at www.MyModivcare.com**
- **By phone**
 - Ride Assist: 1 (800) 440-0640 toll-free
 - TTY: 1 (866) 288-3133 toll-free

For medical emergencies please call **911**.

Please have the following available when making your reservation:

- Your HMSA QUEST membership card
- Name and address of medical providers
- Appointment day and time



FAQs

Who can call to arrange my transportation? A member, a relative, caregiver or medical provider.

Will there be wheelchairs provided? Members must provide their own wheelchair.

Is there a mileage limit? No, there is no mileage limit on your benefit plan.

Where can I go? Any facility or destination covered or approved by HMSA.

What if my appointment is canceled or rescheduled? Please call as soon as you're able and let Modivcare know the change in your schedule, ideally at least one day before the scheduled pick up time.

For any additional questions or concerns, please visit us online at www.mymodivcare.com/help-and-faqs