



**We're switching ride companies
for your transportation benefit.**
See what's changing and improving.

<Date>

<First Name> <Last Name>
<Address>
<City>, <State> <Zip Code>

Customer ID: <number>

Hello <First Name> <Last Name>,

Starting August 1, 2023, Modivcare will provide rides for your Cigna plan's transportation benefit. Here's why. Periodically, we review the companies we work with. And we believe by changing to Modivcare, you'll have a better overall experience.

We've made the change to Modivcare easy for you:

- › Use the same phone number for booking rides. For rides in July, Access2Care will continue to assist you. For rides in August, Modivcare will assist you.
- › No need to re-book your existing ride reservations for August 1 and later; we'll transfer them to Modivcare.
- › Book your routine health-related rides Monday – Friday, 8 a.m. – 8 p.m. (except on national holidays).

Plus, you'll get these services 24/7, 365 days a year:

- › Rides for hospital discharges & urgent/same-day appointments.
- › Customer service agent access (but after 8 p.m., you'll have to book rides online).
- › Ride-scheduling through Member.Modivcare.com and their smartphone app. Download the Modivcare App from Google Play® or the Apple App Store®.

We're here to help. If you have questions, please call the phone number on the back of your Cigna ID card.

Thank you for being a valued Cigna customer.

Healthy regards,

Cigna



Scan this code to
schedule rides online.