



**For Immediate Release**

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## **Devoted Health, Alivi and Lyft Partner to Provide Florida Seniors with Rides to Doctor Offices, Pharmacies and the Gym**

*Service offered to reduce missed medical appointments and access to care*

**FT. LAUDERDALE, Fla. [April 4, 2019]** —[Devoted Health](#) today announced a partnership with transportation provider [Alivi](#), and Lyft to ensure its members in certain Florida counties have reliable rides to places where they receive routine medical and health care. For example, this transportation benefit covers rides to doctor’s offices and pharmacies in the Devoted Health network, as well as to the gym.

Every year, [roughly 3.6 million Americans](#) miss their medical appointments due to the lack of affordable and reliable transportation options. This problem is especially prevalent with senior citizens, including those who may choose to no longer drive themselves. To reverse this trend, the Centers for Medicaid and Medicare Services (CMS) is now allowing Medicare Advantage plan companies like Devoted Health to offer non-emergency transportation as a covered benefit for their members.

“This partnership allows us to provide a real solution for our members, one which hopefully removes some of the stress of planning these appointments and allows our members to focus on what matters most: their health,” said Dariel Quintana, Florida market president for Devoted Health.

The locations included in the benefit must be in the member’s service area, or within 100 miles of their home. The total number of rides covered per month depends on the member’s plan.

Alivi’s transportation platform, EpicRide, offers on-demand medical transportation services designed to ease the frustrations of traditional models for getting people to and from medical care appointments. Its rider data shows the percentage of missed trips falls to under 15-percent for members with non-emergency medical transportation services as part of their medical benefits.

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“Our EpicRide platform is patient-centered and focused on serving seniors who need safe and reliable transportation,” said Manuel Leon, Vice President of Business Development for Alivi. “For Devoted Health, we’re collaborating with credentialed transportation providers and our partners at Lyft to meet a growing need.”

According to Lyft’s [2019 Economic Impact Report](#), 31-percent of its riders in Florida have previously used Lyft to access healthcare services. Thirty-seven percent (37%) stated that without Lyft, they would less likely make it to their appointments regularly.

“Our new partners have established reputations for providing quality transportation services,” Quintana said. “In terms of quality of service, the percentage of negative complaints received about Alivi’s transportation services is very low. That consistent commitment to ensuring passengers reach their appointments safely and on time aligns with the Devoted Health philosophy of treating each of our members with the same respect and care we’d give our own parents.”

“Our goal is to improve the member/patient experience by ensuring passengers arrive at their appointments safely and promptly in order to receive the care they need,” said Leon. “We’re excited to provide Devoted Health’s members with the quality of service they deserve.”

#### **About Devoted Health**

Devoted Health is on a mission to provide simple, seamless, and affordable healthcare. They are a new company offering Medicare Advantage plans to Floridians — the kind of plans and care they’d want for their own families. They support the health and wellness of their members by providing members with guides who help them navigate the healthcare system, by utilizing world-class technology that powers a simplified member experience, and through partnerships with trusted providers. For more information, visit [Devoted.com](http://Devoted.com).

#### **About Alivi**

Alivi is a Healthcare Solutions Company that manages the provision and coordination of healthcare benefits through our suite of products, ranging from Ancillary Networks to Benefit Management. EpicRide, our transportation platform, leverages on-demand technology to provide all levels of medical transportation in a quick and effective manner. Our goal is to improve the member/patient experience by ensuring passengers arrive at their appointments safely and promptly to receive the care they need. Learn more at <http://alivi.com>

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### **About Lyft**

Lyft was founded in 2012 by Logan Green and John Zimmer to improve people's lives with the world's best transportation, and is available to 95 percent of the United States population as well as select cities in Canada. Lyft is committed to effecting positive change for our cities by offsetting carbon emissions from all rides, and by promoting transportation equity through shared rides, bikeshare systems, electric scooters, and public transit partnerships.

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