

Member Q&A: Lyft transportation



What to expect when using Lyft Services:

- Whenever you schedule a trip, you will receive a text message confirming. If for any reason you are not going to the appointment, please reply CANCEL or contact Access2Care to cancel the trip.
- On the day of your appointment, you will receive the first text message informing you the driver is on the way, driver's name, vehicle make, model and license plate number.
- Within the first text message there will be a link titled "My Lyft is on the Way". When this link is opened it will show a map of where the driver is, your location and the ETA of the driver.
- You will receive another text message informing you as soon as the driver arrives.
- The driver will wait at the pickup location for five minutes. If no contact is made with the member, the Lyft driver will cancel the transportation request.
- If you are having difficulty locating the driver, you can call or text the driver with the number provided in the link.
- To request a return ride, you have two options:
 - You will receive a text message from Access2Care with a link to request the next portion of the scheduled trip.
 - You may also request the next ride by calling **855-817-0444** to speak with our Lyft Rideshare Team.



**Please contact
Access2Care to
learn more about
Lyft services.**

Medicaid Molina, TX
866-462-4857

MMP Molina, TX
866-462-4856

What should I do if the driver does not show, or I miss the driver?

- Contact Access2Care to have another Lyft dispatched to your location.

What are the benefits of using Lyft?

- Significant reduction in transport wait times.
- Text messaging with ride information such as ETA, driver info and transport notifications.
- Push button request link for return ride home.

Is Lyft right for me? Yes, if you:

- Do not need assistance to or from vehicle or into a vehicle
 - This service is for ambulatory members who are not using a wheelchair or require special assistance as this is a true curb-to-curb service.
- Are not under 18 years old riding alone
- Live in an area where Lyft services are available
- Have cell phone with SMS text messaging capabilities.

What if I am not satisfied using Lyft?

- If at any point in time you decide that you do not want to use Lyft, just call us and we can make certain that we do not assign them any longer.