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FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

January 15, 2021

Provider Type(s): All

Sunshine State Health Plan, Inc. Non-Emergent Transportation Vendor Change Effective 2/1/2021

Effective February 1, 2021, EpicMD Technologies, LLC dba Alivi NEMT Network (Alivi) will begin providing non-emergent transportation services statewide for Sunshine State Health Plan, Inc. Long-Term Care (LTC)-only and Comprehensive (have both Managed Medical Assistance (MMA) and LTC) enrollees.

All pre-scheduled and standing appointments for dates of service on or after February 1, 2021 will be automatically transferred to Alivi.

Logisticare Solutions, LLC (Logisticare) will continue to handle transportation services for Sunshine's MMA-only and Child Welfare (CW) Specialty Plan enrollees. To make a transportation appointment with Logisticare, please continue to call 1 -877-659-8420.

To make an appointment for a transportation service for LTC-only or Comprehensive enrollees on or after February 1, 2021, contact Alivi at 1-888-863-0248.

For general inquiries relating to this transition, call Sunshine Health Provider Services at 1-844-477-8313.

*Logisticare is in the process of changing their name to [ModivCare](#). For questions regarding their name change, please contact Logisticare: brandquestions@modivcare.com.

QUESTIONS? FLMedicaidManagedCare@ahca.myflorida.com

COMPLAINTS OR ISSUES? ON LINE <http://ahca.myflorida.com/Medicaid/complaints/> | CALL 1-877-254-1055 

The Agency for Health Care Administration is committed to its mission of providing "Better Health Care for All Floridians." The Agency administers Florida's Medicaid program, licenses and regulates more than 48,000 health care facilities and 47 health maintenance organizations, and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA_FL\)](#) and [YouTube\(AHCAFlorida\)](#).

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