Lyft with Prevea360 Health Plan

Thank you for putting your health first with Prevea360 Health Plan!

We know that getting access to care when you need it is important, which is why we are proud to partner with Lyft to make it easier to get to your medical appointments.

Lyft Pass lets Prevea360 Health Plan cover the cost of your ride, so it's easier for you to get from A to B. And don't worry about a thing — eligible rides apply to the pass automatically.

If you haven't received your mobile app code for free rides* to medical appointments, please contact our Customer Care team Monday - Thursday: 7:30 am - 5 pm, Friday: 8 am - 4:30 pm CST.

Medicare Advantage members:
1-877-232-7566 (TTY: 711)

Individual and Marketplace members:
1-800-230-7555 (TTY: 711)

**Please note that free Lyft rides are only available to Medicare Advantage and Individual plan members.*

What you need to know

- Lyft Passes provided by Prevea360 Health Plan are for **medical rides only.**
- Your new Lyft code can only be used in your Lyft mobile account. Do not share your code. Once your code is redeemed, it cannot, and should not, be used in any other account.
- Each month, your code is re-loaded with credit to get you to all the rides you need for the month.
- You will be required to enter a credit card to keep on file in order to register for a Lyft account. However, you will not be charged for any rides while using the Lyft Pass for Health Plans.

Getting Started

1. **Download the Lyft app** from your **Apple App Store** or your **Android Play Store**
   Note: If you already have the app, make sure it has been updated from 4/1/2021 or sooner

   Open your phone's camera app and scan the code at right for your iPhone or Android to be directed to the app download. You should see a pop up to **"View in App Store"** or **"Play Store Link"** to click on.

2. **Create an account with Lyft.** Please follow the directions as given through the Lyft mobile app.

iPhone **Android**

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Getting Your Lyft Pass

Questions? Call us...

Medicare Advantage members:
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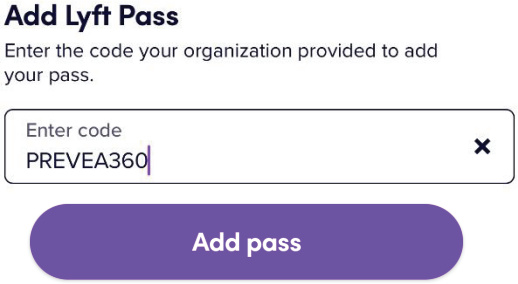
3. Claim your Lyft Pass in the app

a. Tap the 3 lines in the upper left corner

b. **Select Payment**

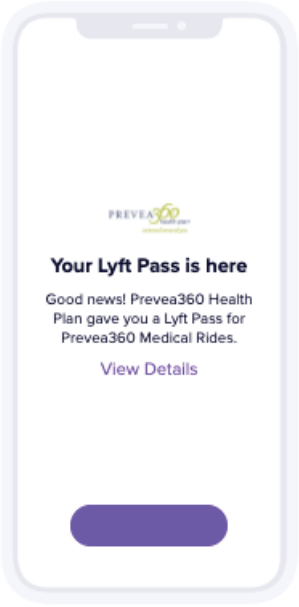
c. Select **"+ Add Lyft Pass"** under the Lyft Pass category

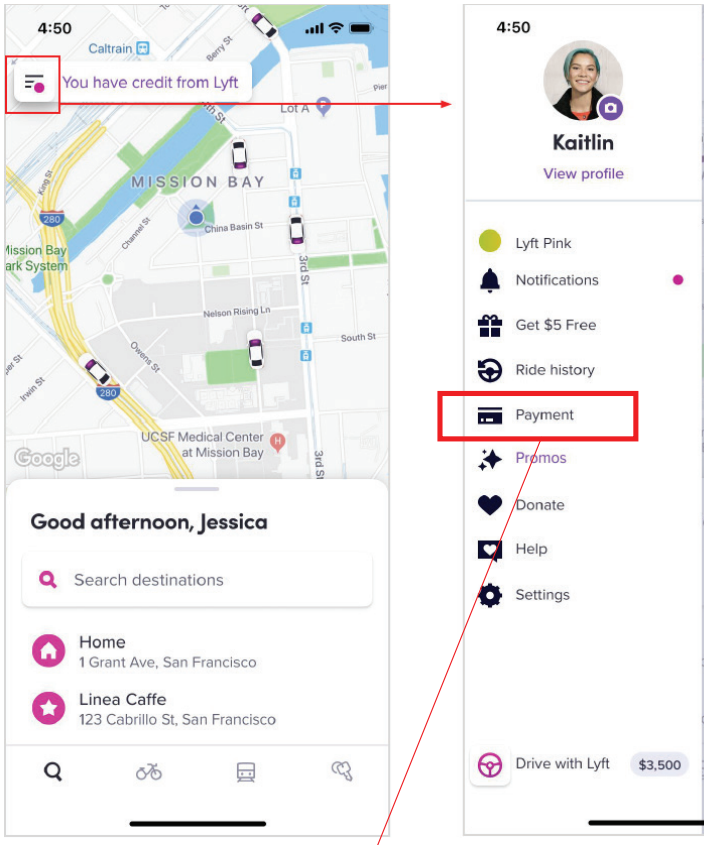
d. Enter your unique **code**

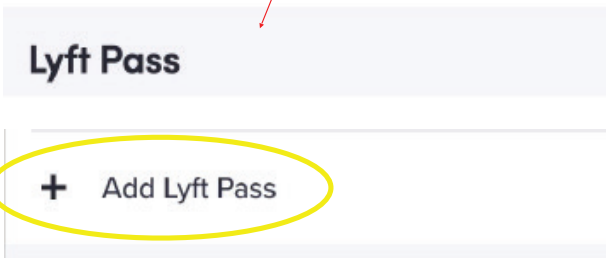


(Please enter the unique code given to you by our customer care team. The code used in this image is for demonstration purposes only)

e. Receive confirmation and **select Done**







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Credits and Ride Requests

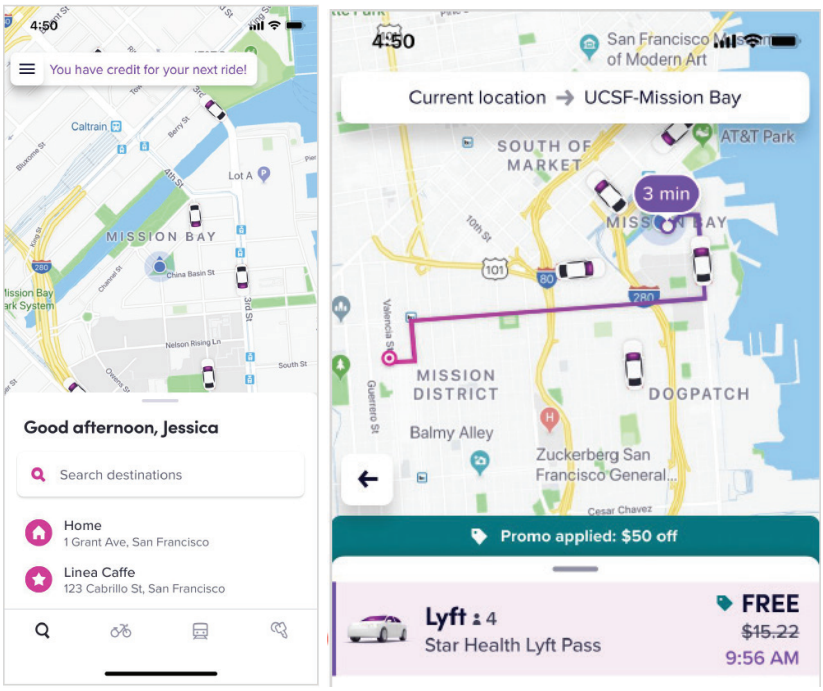
Questions? Call us...

Medicare Advantage members:
1-877-232-7566 (TTY: 711)
Individual and Marketplace members:
1-800-230-7555 (TTY: 711)

Requesting a Ride

Now that your Lyft account is all setup, you're ready to request your first ride!

On the home page of your Lyft app, you can enter your destination by name or by address in the search bar. A banner will appear under the ride, displaying **Prevea360 Health Plan Lyft Pass with a FREE ride.** Click **"Select Lyft"** to request your ride.



Need to use Lyft for non-medical rides?

You can still use your Lyft account for regular rides! If you are scheduling a non-medical Lyft ride, be sure to select the rides that **do not display "FREE"** with Prevea360 Health Plan Lyft Pass below.

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