



AMERICAN CANCER SOCIETY RIDE PROGRAM WITH UZURV GUIDELINES

The American Cancer Society has asked UZURV to arrange rides with TNC drivers. These rides are for ACS clients who need rides for their cancer treatment (usually only one rider) but may also have a nurse, aid or family member with them. HIPAA laws prevent further information about the client.

These rides will be powered by UZURV, but paid to you on the LYFT app or the U360 app (if open in your state). The rider will not have or need a rideshare account, but the UZURV Headquarters in Richmond VA will send you a Lyft ping 5 min prior to the ride or when you indicate your arrival at the pick-up location.

Steps include:

- Mark EN ROUTE in the UZURV Driver app when you are on the way to the pick-up location and ARRIVED when you arrive. This alerts our staff that you are aware of the trip and will be expecting a Lyft ping soon.
- Stay offline with the Lyft app until you are near the pickup (or conduct on UZURV360 app as appropriate).
- Plan to arrive 5 minutes before the appointment. Drivers who are running late and do not communicate via chat or phone call to our call center at (804) 215-8155 [Driver Phone Number] may be suspended or lose trips if late or when trips are cancelled less than 2 hours prior to the reservation.
- You must accept the Lyft ping on your device prior to letting passenger in the car or putting the car in drive. In most cases the ping will come from "Care" with a UZURV logo.
- There is nothing you need to do to complete the trip in UZURV Driver app. Simply end the trip in Lyft and you are done (the trip will automatically complete in the UZURV Driver app, one hour after the scheduled pick-up time).
- If your passenger needs a round trip, you MAY be selected once interest for the trip is shown. However, you need to first, be selected for the trip in the UZURV Driver app and then receive the ping from Lyft before the rider enters your vehicle. This ensures that insurance and proper pay is in place. Personally arranging a return trip with the rider is prohibited. The rider should be instructed to contact our Call Center at (804) 510-0221.

Please do not assume you will receive the round trip. ACS has other vendors and drivers that may be available. Please do not give your phone number to the ACS clients as they are not paying for the trips. All trips must be authorized by ACS and UZURV prior to passenger information reaching you.

The Lyft app will pay you the normal fare (or with PrimeTime as the case may be). If you are selected, the UZURV Headquarters will send you instructions via the UZURV Driver app chat to remind you how to accept the ping on Lyft or U360 before the rider gets in your car.

This project is sure to enhance both part-time and full-time rideshare driver schedules. Each trip will also have an up-front tip, called an Incentive, that collects in your UZURV Driver app bank. Incentive totals are paid out to drivers once per month. Expect an e-mail from UZURV reminding you to fill out the form for PayPal so we can directly transfer your incentive funds at the end of each month.

All insurance is processed through the Lyft app or UZURV360 app in the event of an incident.

The rides occur during the day from 7:00 AM EST to 6:00 PM EST, Monday through Friday for reliable drivers with good time management.

To be considered for this program, please visit "[American Cancer Society Partners with UZURV](#)" Google Form. If you have additional questions or concerns, please contact support@uzurv.com and include "ACS" in the e-mail subject.

THANK YOU FOR DRIVING WITH UZURV AND THE AMERICAN CANCER SOCIETY!