

Creating Contracts - Overview

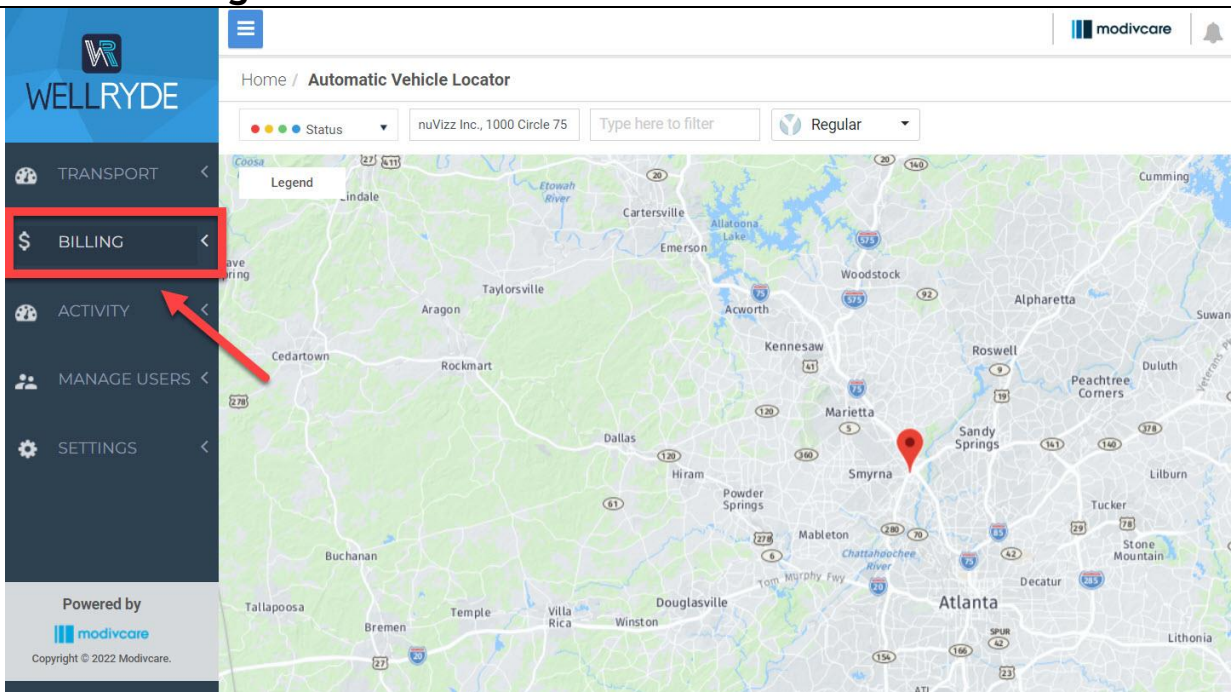
Overview

WellRyde has an Advanced Billing feature that calculates the billed amount automatically for each completed trip, reducing manual calculations and inputting billed amount. To set up the advanced billing feature, you will need to create a new contract in WellRyde.

This job aid provides an overview of how to [create new contracts](#).

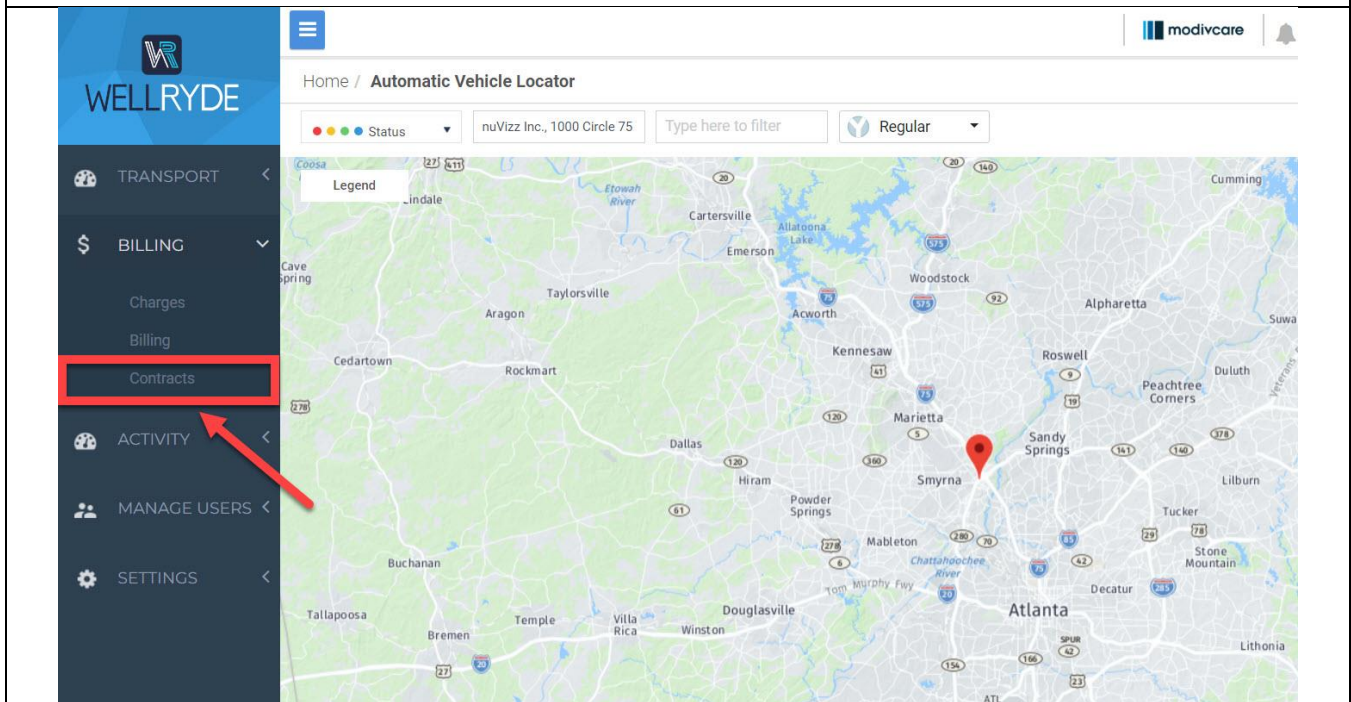
Creating New Contracts

1. Click **Billing** on the left sidebar

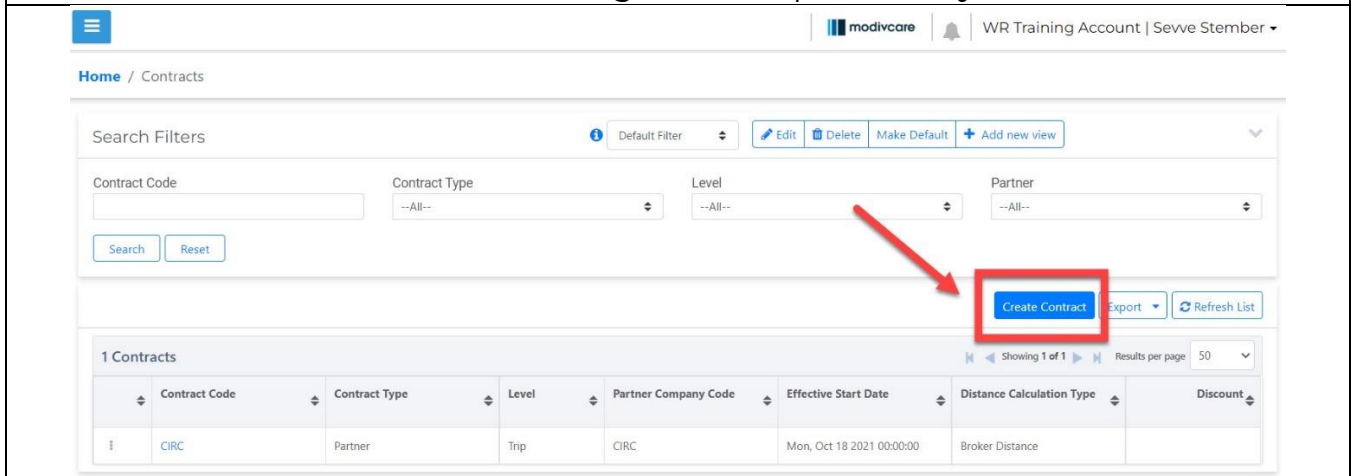


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2. Click **Contracts**, the third option down on the “Billing” dropdown menu

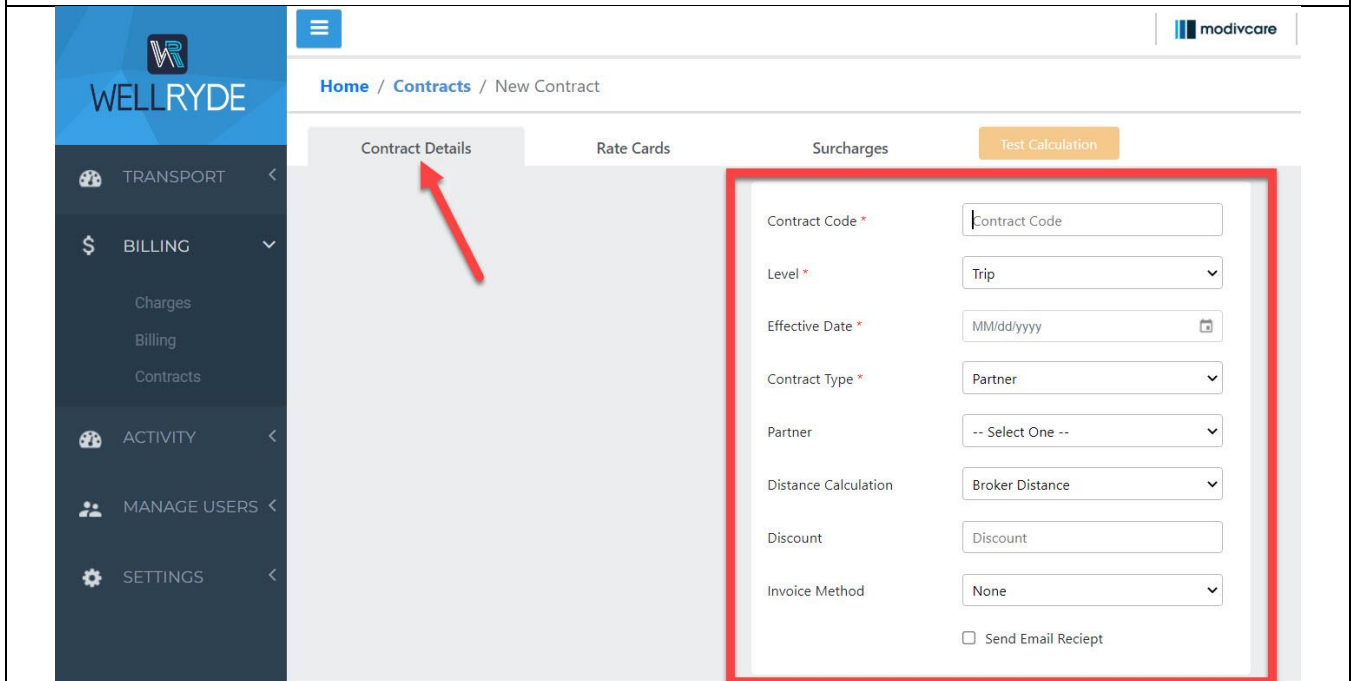


3. Click **Create Contract** on the right-center portion of your screen



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4. Fill in all text fields in the **Contract Details** tab:
 - a. Contract Code = Circulation
 - Don't include any spaces or special characters in this field
 - b. Level = Trip
 - c. Effective Date = Date contract began
 - d. Contract Type = **Partner**: any broker trip; **Self**: any other trip source
 - e. Partner = Broker Name (e.g. **Circulation**)
 - f. Distance Calculation = **Broker Distance**
 - g. Discount = Not applicable
 - h. Invoice Method =
 - Select the default option (**None**)
 - If processing private pay trips with credit cards, select **Rider Credit Card Payment** (rider payment subscription required)



The screenshot shows the 'New Contract' page in the Wellryde application. The 'Contract Details' tab is active, and its form fields are highlighted with a red border. A red arrow points to the 'Contract Details' tab label. The form fields are as follows:

Field	Value
Contract Code *	Contract Code
Level *	Trip
Effective Date *	MM/dd/yyyy
Contract Type *	Partner
Partner	-- Select One --
Distance Calculation	Broker Distance
Discount	Discount
Invoice Method	None

There is also a checkbox for 'Send Email Receipt' which is currently unchecked.

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5. Click the **Rate Cards** tab

The screenshot shows the 'New Contract' page in the Wellryde system. The 'Rate Cards' tab is highlighted with a red box, and a red arrow points to it. The page includes a sidebar with navigation options like TRANSPORT, BILLING, ACTIVITY, MANAGE USERS, and SETTINGS. The main content area has tabs for Contract Details, Rate Cards, and Surcharges. A 'Test Calculation' button is visible. The 'Rate Cards' section contains several form fields: Contract Code (text input), Level (dropdown menu with 'Trip' selected), Effective Date (date picker), Contract Type (dropdown menu with 'Partner' selected), Partner (dropdown menu with '-- Select One --' selected), Distance Calculation (dropdown menu with 'Broker Distance' selected), Discount (text input), Invoice Method (dropdown menu with 'None' selected), and a checkbox for 'Send Email Receipt'.

6. Click **Add Rate Card**

The screenshot shows the 'New Contract' page with the 'Rate Cards' tab selected. The 'Add Rate Card' button is highlighted with a red box, and a red arrow points to it. The page shows '0 Rate Card(s)' and a 'Showing:' dropdown. A message states 'There are no Rate Cards added to this Contract'. The 'Save' and 'Cancel' buttons are visible in the top right corner.

7. Once the Rate Card opens, click **Create New**

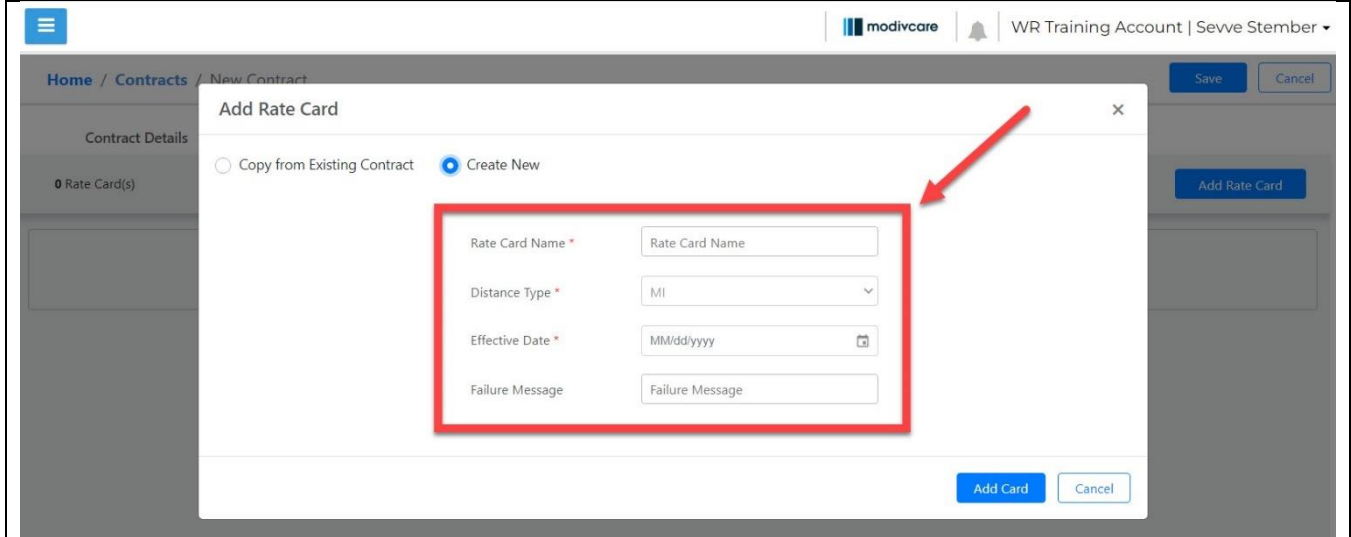
The screenshot shows the 'Add Rate Card' modal window. The 'Create New' radio button is highlighted with a red box, and a red arrow points to it. The modal includes a 'Quick Search' field and a table with the following data:

	Contract	Rate Card Name	Effective Date From	Distance Type
<input type="radio"/>	CIRC	CIRC Rates	Sun, October 17 2021	mi

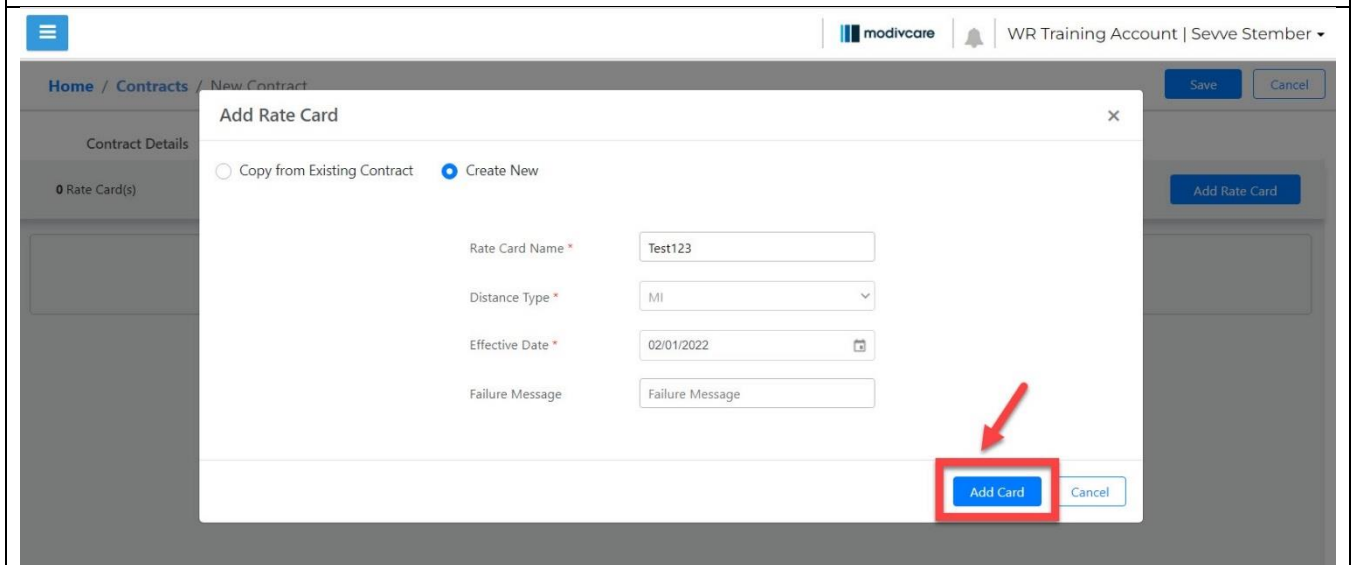
The modal also has 'Add Card' and 'Cancel' buttons at the bottom.

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8. Fill in the information in the text fields to add a new Rate Card:
 - a. Rate Card Name = Contract Name
 - b. Distance Type = MI (this is automatically selected)
 - c. Effective Date = Effective date on the contract
 - d. Failure Message = Not applicable

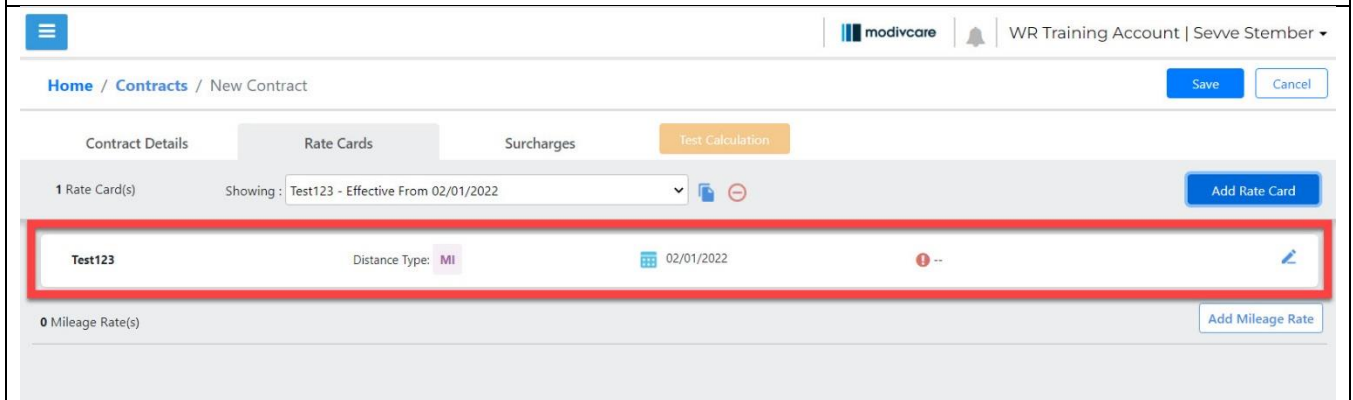


9. Click **Add Card**



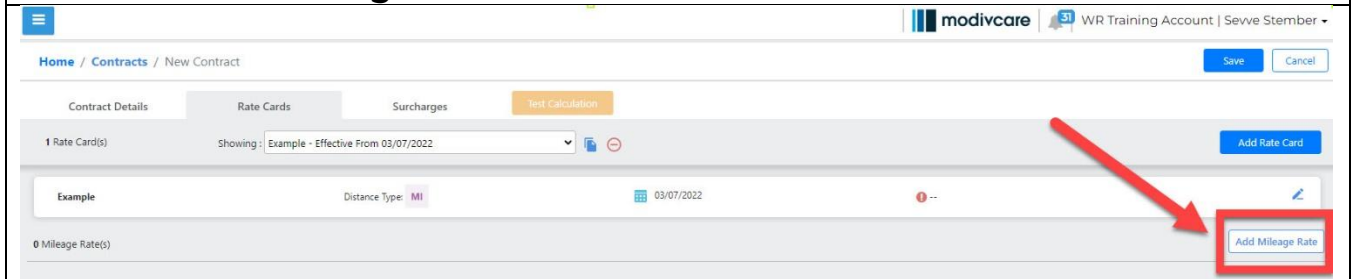
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10. Your Rate Card has been added



The screenshot shows the 'New Contract' page in the ModivCare system. The 'Rate Cards' tab is active, and a single rate card named 'Test123' is listed. The rate card details include a distance type of 'MI' and an effective date of '02/01/2022'. A red box highlights the entire rate card entry. Below the rate card, there is a section for 'Mileage Rate(s)' with a count of '0' and an 'Add Mileage Rate' button.

11. Click **Add Mileage Rate**



This screenshot is similar to the previous one but shows a different rate card named 'Example' with an effective date of '03/07/2022'. A red arrow points from the right side of the screen towards the 'Add Mileage Rate' button in the 'Mileage Rate(s)' section, which is highlighted with a red box.

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12. Fill in the following fields to reflect your new rates:

- a. End Distance: the maximum distance a tier is valid for
 - i. Example: a tier with an end distance of 3 is valid from 0 to 3 miles
 - ii. For unlimited enter "99999"
- b. Base Rate: the dollar amount charged for a specific mileage tier
- c. Free Distance: the number of miles a tier gives for free to avoid charging double for a mileage threshold
- d. Variable Rate/Distance: a dollar amount charged per mile above and beyond a specific mileage range (for example, 0-10 miles)
- e. Attendant Rate: a dollar amount charged for members that require a licensed health professional(s) (such as a stretcher assistant) to be transported to their health appointment
- f. Extra Adult Rate: a dollar amount charged for additional adults (such as a spouse) being transported with the member

Important notes:

- If you need additional rate tiers for the given LOS, click "Add Tier" and enter the appropriate information
- For any questions regarding Modivcare rates, please reach out to your Provider Relations Manager (PRM)

2 Mileage Rate(s) Add Mileage Rate

Edit Mileage Rate Done

LOS * Selected (1) or -Select- Rate Attribute Rate Attribute Service Zone Service Zone Zone Type PU or DO

Discount Discount % Add Time Conditions

Tier / Conditions (4)

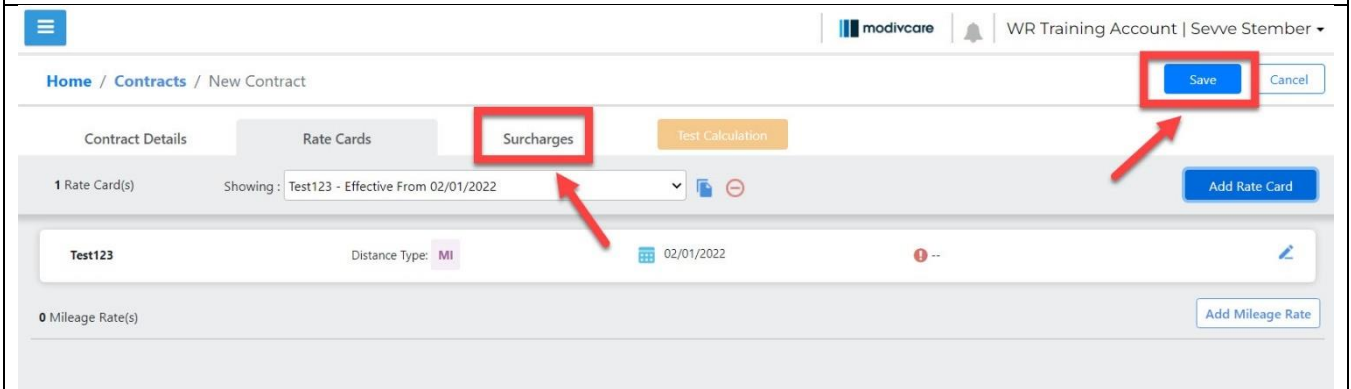
End Distance *	Base Rate	Free Distance	Variable Rate / Distance	Attendant Rate	Extra Adult Rate	Description
3 miles	5.25 \$	0 miles	0 \$ / 0 miles	0 \$	0 \$ / per person	
6 miles	10.25 \$	0 miles	0 \$ / 0 miles	0 \$	0 \$ / per person	
10 miles	15.25 \$	0 miles	0 \$ / 0 miles	0 \$	0 \$ / per person	
99999 miles	15.25 \$	10 miles	2 \$ / 1 miles	0 \$	0 \$ / per person	

Add Tier Help

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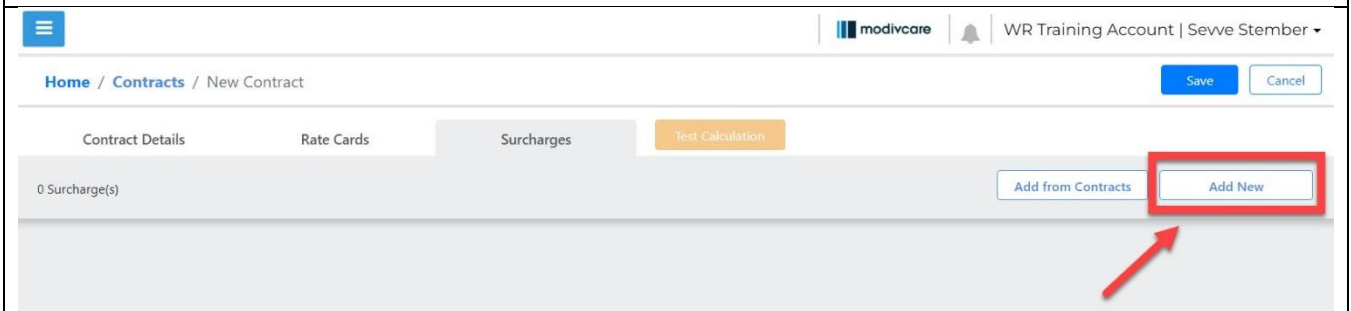
13. If you use surcharges (extra fees outside of normal rates like after hours, wait time, or cancellation fees), click the **Surcharges** tab.

If you don't need to add surcharges, click **Save** and you're done adding the contract.



The screenshot shows the 'New Contract' page in the Modivcare system. The 'Surcharges' tab is selected and highlighted with a red box. A red arrow points from this tab to the 'Save' button, which is also highlighted with a red box. The page shows one rate card selected, 'Test123 - Effective From 02/01/2022'. The 'Save' button is located in the top right corner of the main content area.

14. Click **Add New**



The screenshot shows the 'New Contract' page in the Modivcare system, specifically the 'Surcharges' tab. The 'Add New' button is highlighted with a red box, and a red arrow points to it. The page shows zero surcharges currently added. The 'Add New' button is located in the bottom right corner of the main content area.

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15. Fill in the following fields with the following information:
- Surcharge Code = Name of the surcharge (e.g. **WaitTime**)
 - Don't include any spaces or special characters in this field
 - Description = Description of the surcharge (e.g. **Wait Time**)
 - It's ok to include spaces in this field
 - LOS = select the level of service the surcharge will be applied to from the dropdown menu
 - LOS Type = Leave blank, not using LOS at this time
 - Rate Attribute = use for more complex rate structures
 - Start - End Date = Applicable dates the surcharge is effective during
 - Surcharge Type = Select the type of surcharge you're adding from the drop-down menu (e.g. **FLATRATE, CANCELLATION, WAIT TIME**, etc.)
 - Surcharge Rate = Enter the fee you're charging for the surcharge
 - Service Zone = Only used for rates in a specific geographic location

Home / Contracts / New Contract

Contract Details Rate Cards **Surcharges** Test Calculation

1 Surcharge(s) Add from Contracts Add New

Add Surcharge Done X

Surcharge Code * Description LOS LOS Type Rate Attribute

Surcharge Code Description -Select- or -Select- Rate Attribute

Start - End Date Surcharge Type * Surcharge Rate * Service Zone

MM/dd/yyyy MM/dd/yyyy MILEAGE Surcharge Rate \$ per mile Service Zone

Conditions (0)

Title / Description	Start - End Date	Days	Start - End Time
Add Tier			

16. Click **Add Tier**

Home / Contracts / New Contract

Contract Details Rate Cards **Surcharges** Test Calculation

1 Surcharge(s) Add from Contracts Add New

Add Surcharge Done X

Surcharge Code * Description LOS LOS Type Rate Attribute

Surcharge Code Description -Select- or -Select- Rate Attribute

Start - End Date Surcharge Type * Surcharge Rate * Service Zone

MM/dd/yyyy MM/dd/yyyy MILEAGE Surcharge Rate \$ per mile Service Zone

Conditions (1)

Title / Description	Start - End Date	Days	Start - End Time
Surcharge Title	MM/dd/yyyy	Su M Tu W Th F Sa	hh:mm am/pm
Add Tier			

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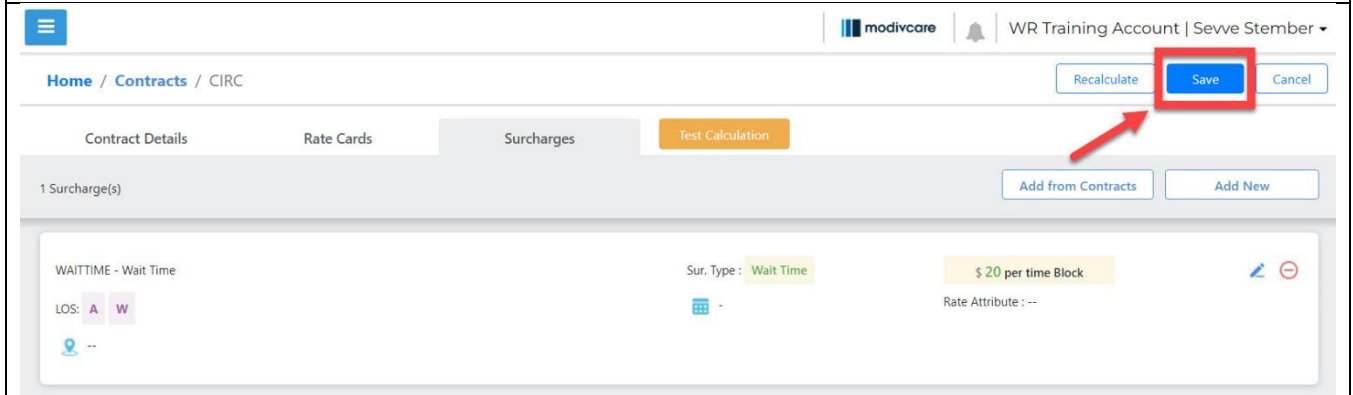
17. Fill in the following information for the tier:

- Title/Description = Enter a description of the tier you're creating
- Start – End Date = Applicable dates the tier is effective during
- Days = Applicable days the tier is effective during
- Start – End Time = Applicable times the tier is effective during

18. Click **Done** in the upper right corner of your screen

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19. Click **Save** in the upper right corner of your screen. You've completed your new contract!



The screenshot displays the ModivCare user interface for creating a contract. At the top right, the user is logged in as 'WR Training Account | Seve Stember'. The breadcrumb navigation shows 'Home / Contracts / CIRC'. In the upper right corner, there are three buttons: 'Recalculate', 'Save', and 'Cancel'. The 'Save' button is highlighted with a red rectangular box, and a red arrow points to it from the left. Below the navigation tabs, there is a section for '1 Surcharge(s)' with 'Add from Contracts' and 'Add New' buttons. The main content area shows a surcharge entry for 'WAITIME - Wait Time' with a rate of '\$ 20 per time Block' and a 'Sur. Type' of 'Wait Time'.