

Advanced Billing – Adding After Hours Rates to Existing Contracts

Overview

WellRyde has an Advanced Billing feature that allows you to charge different rates for after-hours trips (Example: after 6PM). To automate this process you will need to add time conditions in WellRyde.

This job aid provides an overview of how to add time conditions to automate after-hours billing.

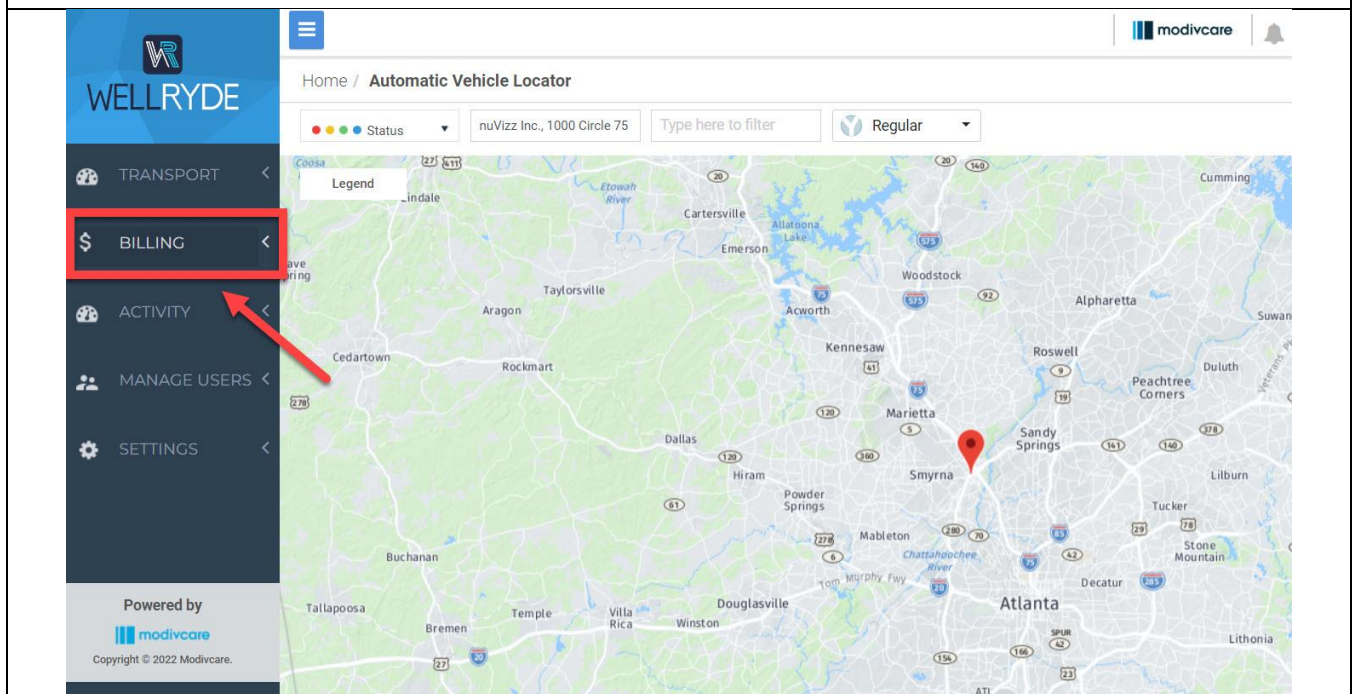
[Part 1: Adding Standard Rates Timeframe](#)

[Part 2: Adding PM After Hours Rates](#)

[Part 3: Adding AM After Hours Rates](#)

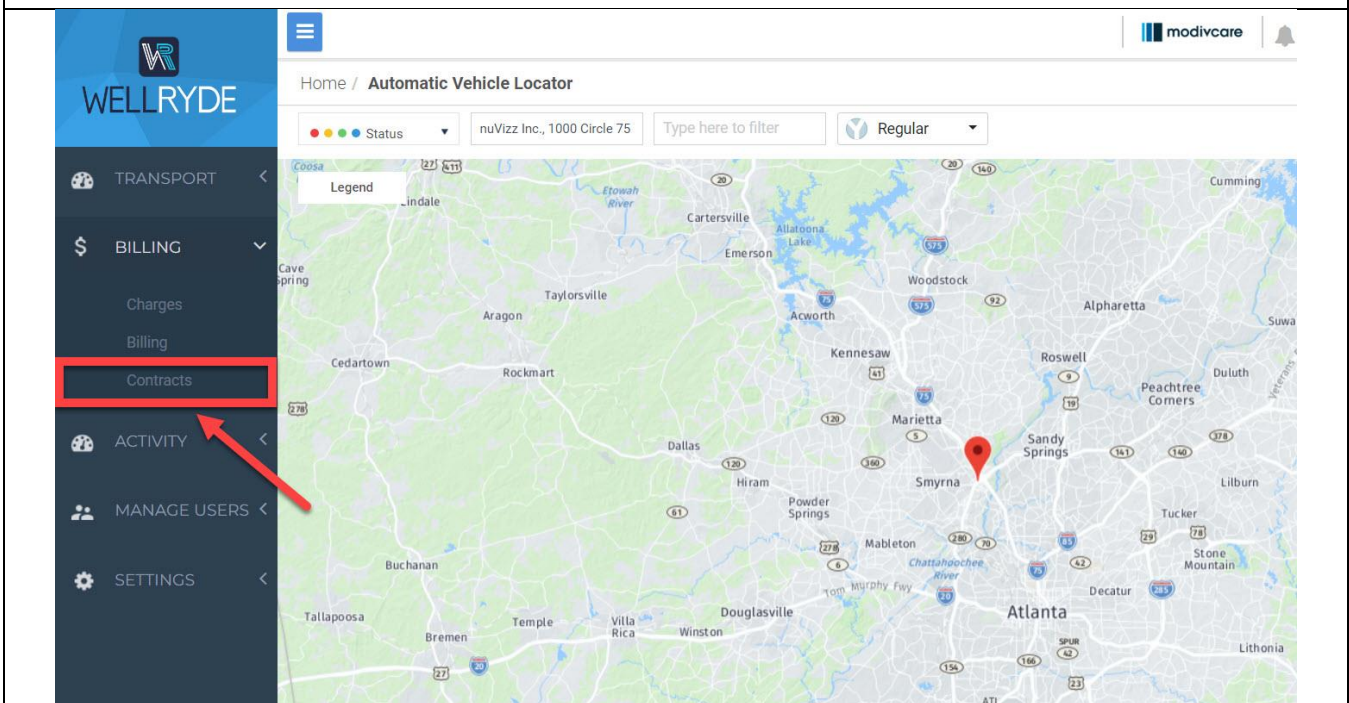
Part 1: Adding Standard Rates Timeframe

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

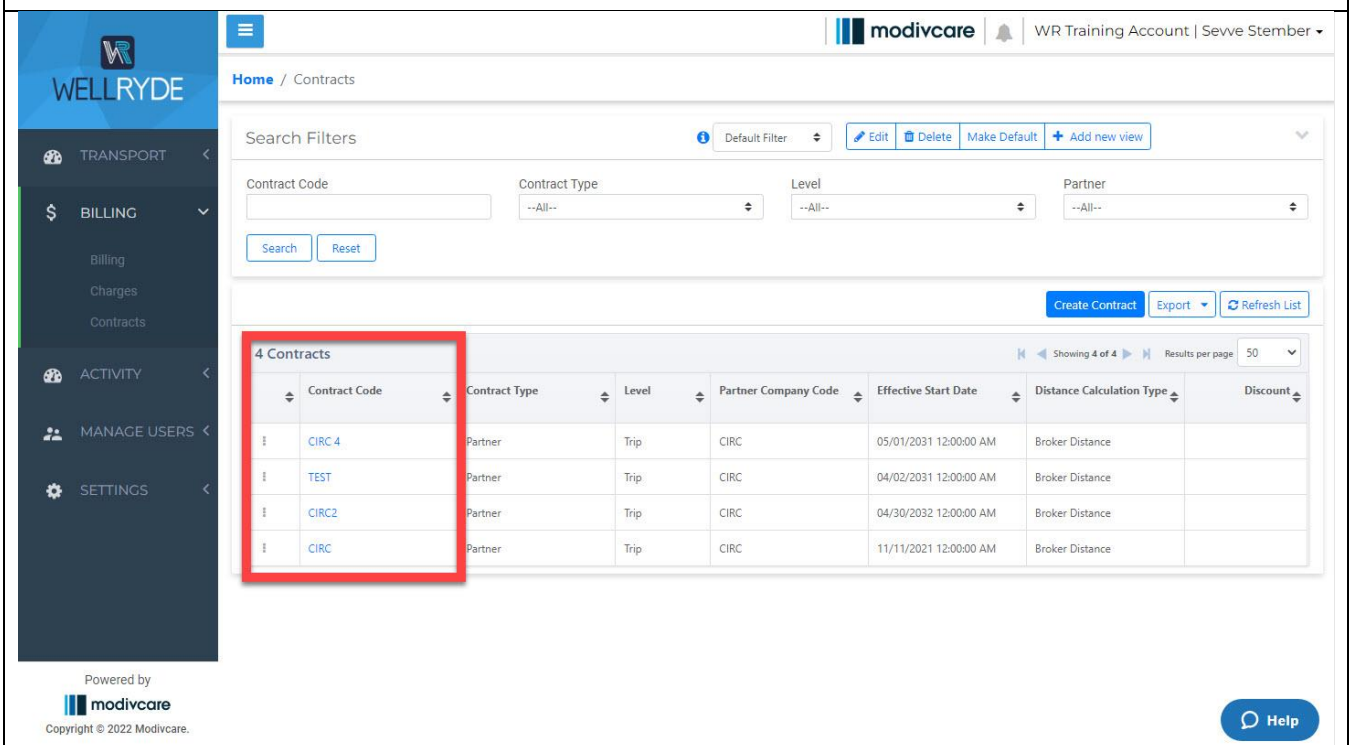


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2. Click **Contracts**, the third option down on the “Billing” dropdown menu



3. Select the contract you'd like to add after hours rates to



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4. 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 from the left. The page contains a form for entering contract details, including fields for Contract Code, Level, Effective Date, Contract Type, Partner, Distance Calculation, Discount, and Invoice Method. There is also a checkbox for 'Send Email Receipt'.

5. Select the LOS you'd like to add after hours rates to and click the pencil icon on the far-right side of the screen. Example: Wheelchair

The screenshot shows the 'CIRC' screen in the Wellryde system. The 'Rate Cards' tab is selected. The screen displays a list of rate cards. The second entry, labeled 'W', is highlighted with a red box. A red arrow points to the 'W' LOS, and another red arrow points to the pencil icon on the far right of the entry. The entry details include Rate Attribute, Zone Type, Discount, Priority, and Tier.

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- Click the “add time conditions” box found to the right of the discount field. You’ll notice a new row appears with date, day, and time fields. Optional: select a start and end date, as is necessary.

Home / Contracts / CIRC

Contract Details | Rate Cards | Surcharges | Test Calculation

Edit Mileage Rate Done

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

Discount % Add Time Conditions

End Distance *	Base Rate	Free Distance	Variable Rate / Distance	Attendant Rate	Extra Adult Rate	Description
4 miles	30 \$	0 miles	0 \$ / 0 miles	0 \$	0 \$ / per person	
6 miles	35 \$	0 miles	0 \$ / 0 miles	0 \$	0 \$ / per person	
10 miles	40 \$	0 miles	0 \$ / 0 miles	0 \$	0 \$ / per person	
99999 miles	45 \$	10 miles	1.5 \$ / 1 miles	0 \$	0 \$ / per person	

LOS: A Rate Attribute: -- Service Zone: -- Zone Type: PU or DO Discount: -- Priority: 3 06/14/2022 - 06/14/2024 Sun, Mon, Tue, Wed, Thu, Fri, Sat 12:00 am - 06:00 am

- Select the days of the week this rate is applicable for

Home / Contracts / CIRC

Contract Details | Rate Cards | Surcharges | Test Calculation

Edit Mileage Rate Done

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

Discount % Add Time Conditions

Start - End Date MM/dd/yyyy - MM/dd/yyyy Days of Week Su M Tu W Th F Sa Start - End Time hh:mm am/pm - hh:mm am/pm

End Distance *	Base Rate	Free Distance	Variable Rate / Distance	Attendant Rate	Extra Adult Rate	Description
4 miles	30 \$	0 miles	0 \$ / 0 miles	0 \$	0 \$ / per person	
6 miles	35 \$	0 miles	0 \$ / 0 miles	0 \$	0 \$ / per person	
10 miles	40 \$	0 miles	0 \$ / 0 miles	0 \$	0 \$ / per person	
99999 miles	45 \$	10 miles	1.5 \$ / 1 miles	0 \$	0 \$ / per person	

LOS: A Rate Attribute: -- Service Zone: -- Zone Type: PU or DO Discount: -- Priority: 3 06/14/2022 - 06/14/2024 Sun, Mon, Tue, Wed, Thu, Fri, Sat 12:00 am - 06:00 am

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- Fill in the start time field with the “standard rate” start time.
Example: 6:00 am

The screenshot shows the 'Edit Mileage Rate' form in the Modivcare Wellryde system. The 'Start - End Time' field is highlighted with a red box and a red arrow pointing to '06:00 am'. The form includes fields for LOS, LOS Type, Rate Attribute, Service Zone, Zone Type, Discount, and Days of Week. Below the form is a table for 'Tier / Conditions (4)'.

End Distance *	Base Rate	Free Distance	Variable Rate / Distance	Attendant Rate	Extra Adult Rate	Description
4 miles	30 \$	0 miles	0 \$ / 0 miles	0 \$	0 \$ / per person	
6 miles	35 \$	0 miles	0 \$ / 0 miles	0 \$	0 \$ / per person	
10 miles	40 \$	0 miles	0 \$ / 0 miles	0 \$	0 \$ / per person	
99999 miles	45 \$	10 miles	1.5 \$ / 1 miles	0 \$	0 \$ / per person	

- Fill in the end time field with the “standard rate” end time. Anything after the end time you’ve selected will be considered after hours.
Example 6:00 pm

The screenshot shows the 'Edit Mileage Rate' form in the Modivcare Wellryde system. The 'Start - End Time' field is highlighted with a red box and a red arrow pointing to '06:00 pm'. The form includes fields for LOS, LOS Type, Rate Attribute, Service Zone, Zone Type, Discount, and Days of Week. Below the form is a table for 'Tier / Conditions (4)'.

End Distance *	Base Rate	Free Distance	Variable Rate / Distance	Attendant Rate	Extra Adult Rate	Description
4 miles	30 \$	0 miles	0 \$ / 0 miles	0 \$	0 \$ / per person	
6 miles	35 \$	0 miles	0 \$ / 0 miles	0 \$	0 \$ / per person	
10 miles	40 \$	0 miles	0 \$ / 0 miles	0 \$	0 \$ / per person	
99999 miles	45 \$	10 miles	1.5 \$ / 1 miles	0 \$	0 \$ / per person	

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10. Click done

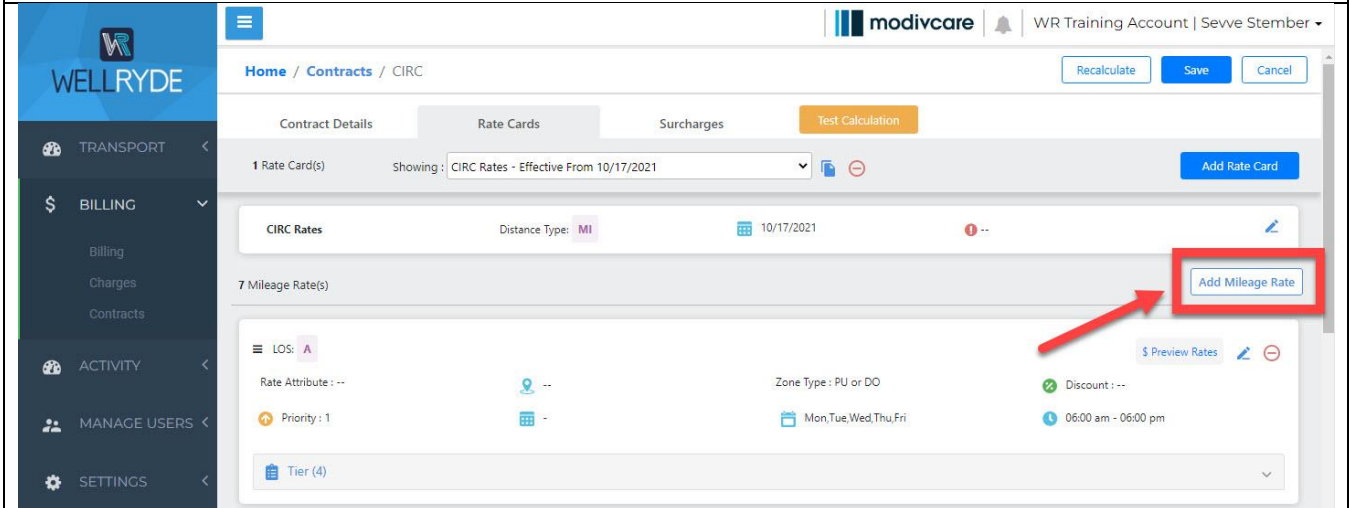
The screenshot shows the 'Edit Mileage Rate' form in the Wellryde Modivcare system. The form includes fields for LOS, LOS Type, Rate Attribute, Service Zone, and Zone Type. There is a 'Discount' field and a checked 'Add Time Conditions' checkbox. The 'Start - End Date' and 'Days of Week' (Su, M, Tu, W, Th, F, Sa) are also specified. A table below shows the 'Tier / Conditions (4)' with columns for End Distance, Base Rate, Free Distance, Variable Rate / Distance, Attendant Rate, Extra Adult Rate, and Description. The 'Done' button is highlighted with a red box and a red arrow points to it from the left.

End Distance *	Base Rate	Free Distance	Variable Rate / Distance	Attendant Rate	Extra Adult Rate	Description
4 miles	30 \$	0 miles	0 \$ / 0 miles	0 \$	0 \$ / per person	
6 miles	35 \$	0 miles	0 \$ / 0 miles	0 \$	0 \$ / per person	
10 miles	40 \$	0 miles	0 \$ / 0 miles	0 \$	0 \$ / per person	
99999 miles	45 \$	10 miles	1.5 \$ / 1 miles	0 \$	0 \$ / per person	

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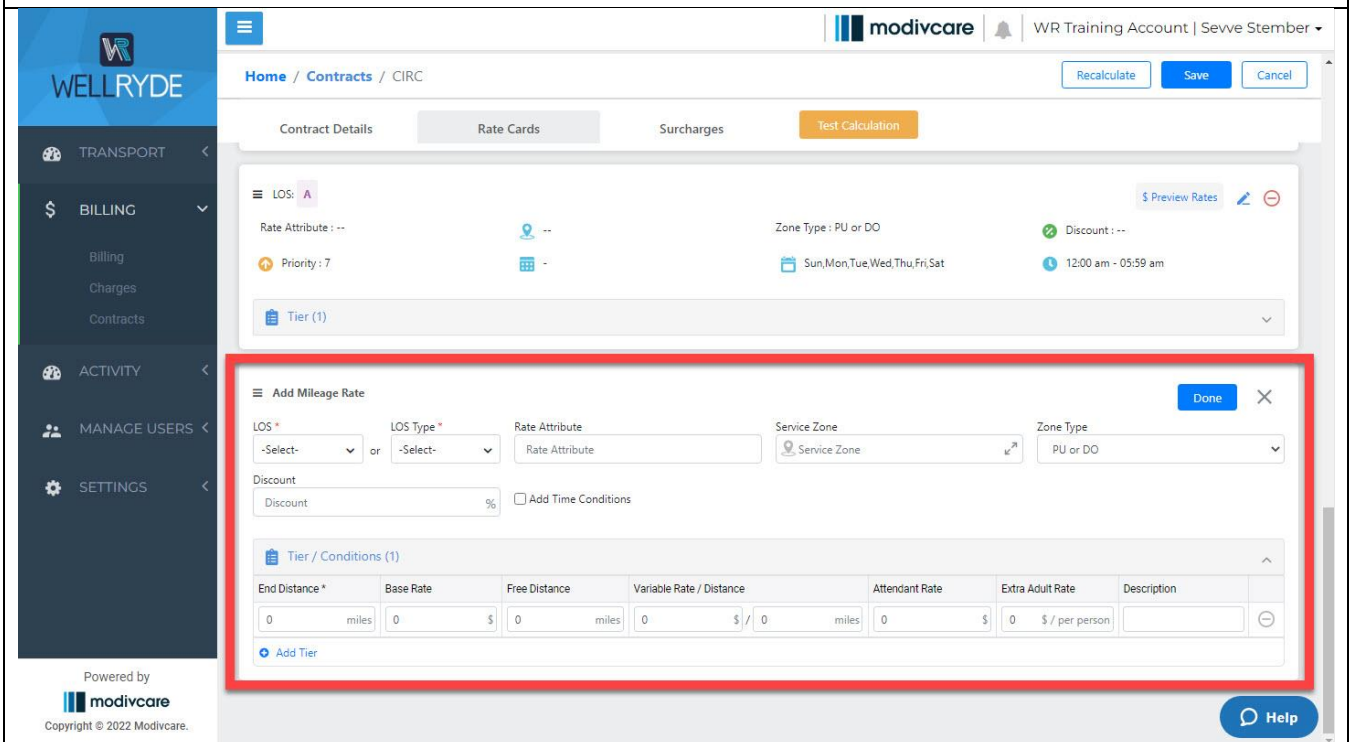
Part 2: Adding PM After Hours Rates

1. Scroll up to the top of the screen so you can see the Add Mileage Rate button and click it



2. Scroll down to the bottom of the screen to see the blank mileage rate card you've just added.

Note: after clicking the mileage rate button, you won't see the blank card popup until you scroll down to the bottom of the screen.



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3. Select the same Level of Service you did in Step 5 of Part 1.
Example: Wheelchair

The screenshot shows the 'Add Mileage Rate' dialog box in the WellRyde modivcare system. The 'LOS *' dropdown menu is open, showing a list of options: AMBULATORY, A, AMBI, ADD, S, W, WC, and ADD TIER. The 'WC' option is highlighted with a red box and a red arrow pointing to it. Other fields in the dialog include 'LOS Type *', 'Rate Attribute', 'Service Zone', and 'Zone Type'. Below the dialog, a table shows the 'Base Rate' and 'Variable Rate / Distance' for the selected rate.

4. [Repeat steps 6 and 7 of Part 1](#)

5. Fill in the start time field. Add one minute to your end time for the “standard rate”.
Example: if your end time is 6:00 pm for your service standard rate, your start time for the after hours rate will be 6:01 pm

The screenshot shows the 'Add Mileage Rate' dialog box in the WellRyde modivcare system. The 'Start - End Time' field is highlighted with a red box and a red arrow, showing '06:01 pm'. The 'Days of Week' field is set to 'Su M Tu W Th F Sa'. Below the dialog, a table shows the 'End Distance *', 'Base Rate', 'Free Distance', 'Variable Rate / Distance', 'Attendant Rate', and 'Extra Adult Rate' for the selected rate.

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6. Fill in the end time field as 11:59 pm

The screenshot shows the 'Add Mileage Rate' form in the WellRyde Billing system. The form includes fields for LOS, LOS Type, Rate Attribute, Service Zone, and Zone Type. A 'Start - End Time' field is highlighted with a red box and a red arrow pointing to the '11:59 pm' value. Below the form is a table for 'Tier / Conditions (1)' with columns for End Distance, Base Rate, Free Distance, Variable Rate / Distance, Attendant Rate, Extra Adult Rate, and Description.

End Distance *	Base Rate	Free Distance	Variable Rate / Distance	Attendant Rate	Extra Adult Rate	Description
0 miles	0 \$	0 miles	0 \$ / 0 miles	0 \$	0 \$ / per person	

7. Fill in the end distance field. If charging a flat rate (most common), fill in the end distance of “99999”.
If charging tiers (less common, more complicated) you’ll fill in tiers as covered in the [Updating Rates in WellRyde Billing Contract Job Aid Step 11](#).

The screenshot shows the 'Add Mileage Rate' form in the WellRyde Billing system. The 'End Distance' field in the 'Tier / Conditions (1)' table is highlighted with a red box and contains the value '99999'.

End Distance *	Base Rate	Free Distance	Variable Rate / Distance	Attendant Rate	Extra Adult Rate	Description
99999 miles	0 \$	0 miles	0 \$ / 0 miles	0 \$	0 \$ / per person	

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8. Complete the remaining information:

- Base Rate field. Example: \$45
- Variable Rate / Distance field. Example: \$1.50/ 1 mile
- Leave all other fields blank

The screenshot shows the 'Add Mileage Rate' form in a web application. The form includes fields for LOS, LOS Type, Rate Attribute, Service Zone, and Zone Type. There is a 'Discount' field and a checked 'Add Time Conditions' checkbox. The 'Start - End Date' and 'Days of Week' (Su, M, Tu, W, Th, F, Sa) are also visible. A 'Tier / Conditions (1)' table is shown below, with a red box highlighting the following row:

End Distance *	Base Rate	Free Distance	Variable Rate / Distance	Attendant Rate	Extra Adult Rate	Description
99999 miles	45	0 miles	1.50 \$ / 1 miles	0 \$	0 \$ / per person	

9. Click done

The screenshot shows the same 'Add Mileage Rate' form as above, but with a red box around the 'Done' button in the top right corner. A red arrow points from the left towards the 'Done' button, indicating the next step in the process.

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Part 3: Adding AM After Hours Rates

1. [Repeat steps 1 through 4 of Part 2](#)

2. Fill in the start time field as 12:00AM

The screenshot shows the 'Add Mileage Rate' form. The 'Start - End Time' field is highlighted with a red box and contains '12:00 am'. A red arrow points to the field.

3. Fill in the end time field. Subtract one minute from your start time for the “standard rate”.
 Example: if your start time is 6AM for your standard rate, your end time for the after hours rate will be 5:59AM

The screenshot shows the 'Add Mileage Rate' form. The 'Start - End Time' field is highlighted with a red box and contains '12:00 am' and '05:59 am'. A red arrow points to the end time field.

4. [Repeat steps 7 through 9 of Part 2](#)

5. Click Save

The screenshot shows the Wellryde system interface. The 'Save' button is highlighted with a red box and a red arrow points to it.