

Editing Existing Billing Contracts - Overview

Overview

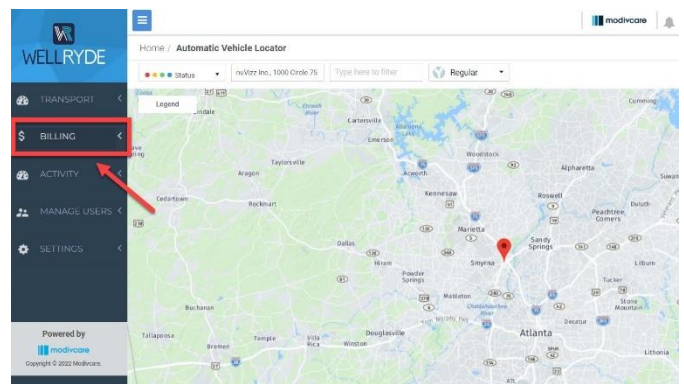
This job aid provides an overview of the following information:

- [How to edit existing billing contract with new rates](#)
- [How to edit surcharges](#)

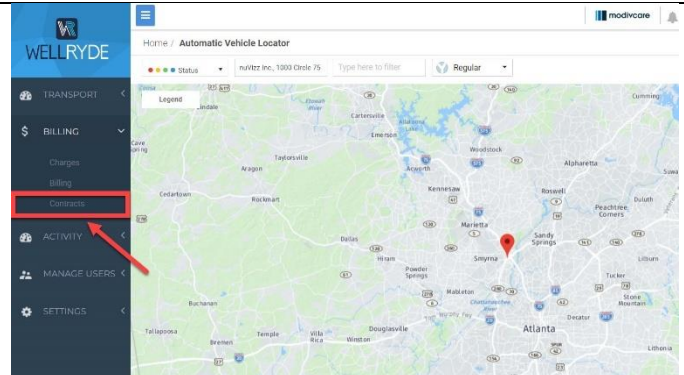
Note: Any unbilled trips prior to updating billing contract with new rates will need to be manually adjusted in WellRyde. Job aid on how to bill trips manually be can found in the “[WellRyde Billing Part 1 - Processing Billing in WellRyde](#)” training course.

Editing Existing Billing Contract with New Rates

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



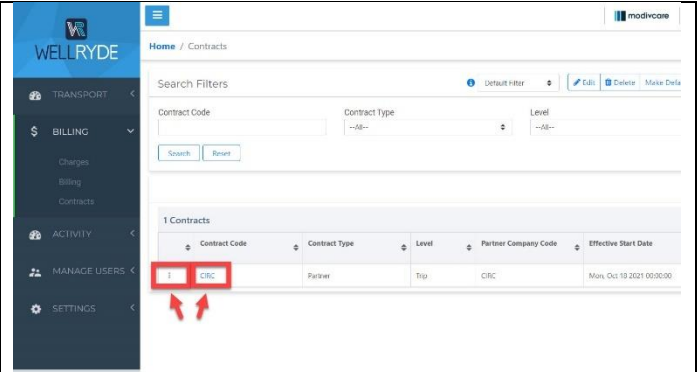
2. Click **Contracts**, the third option down on the “Billing” dropdown menu



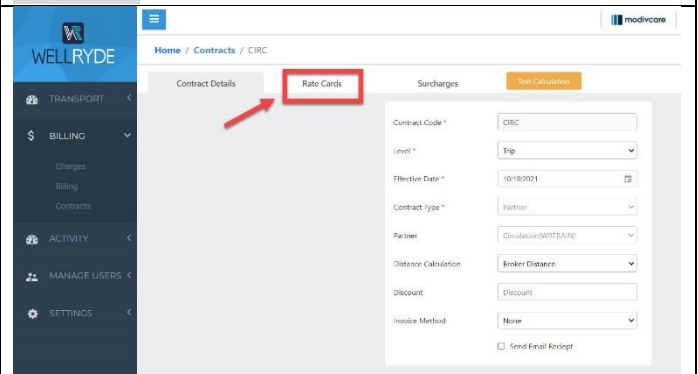
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3. Select the contract you'd like to edit by either:

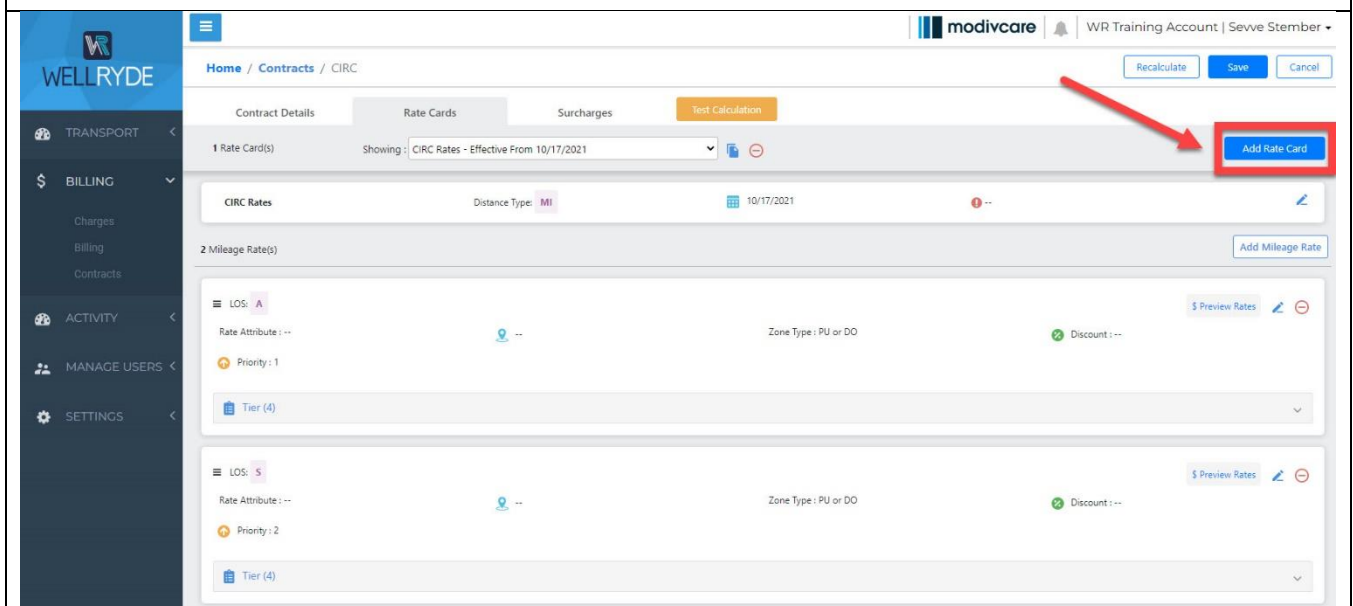
- clicking the **three dots** and selecting **Edit** from the popup menu, or
- clicking the **blue contract link/name**



4. Click the **Rate Cards** tab, second from the left

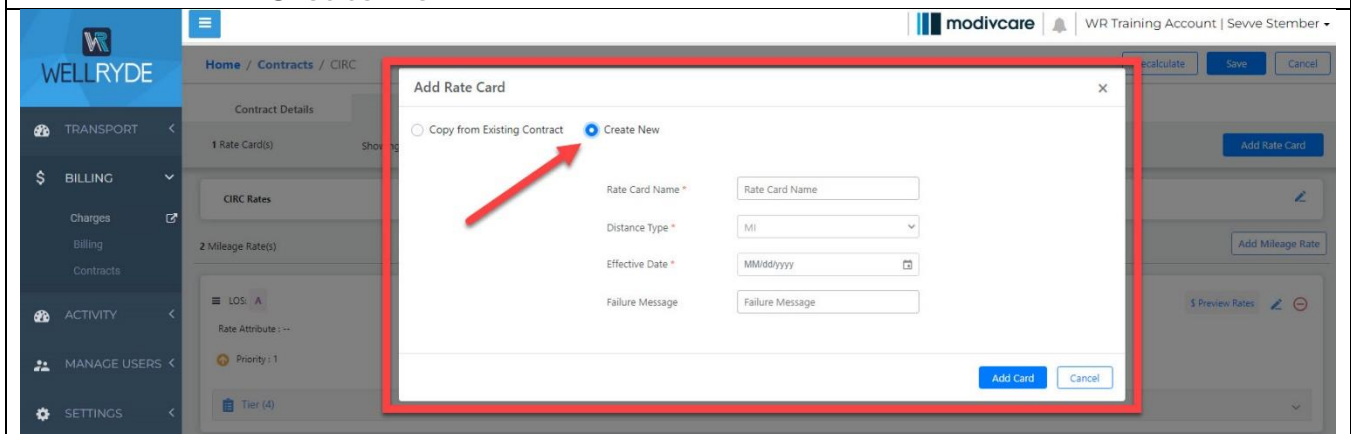


5. Click **Add Rate Card**



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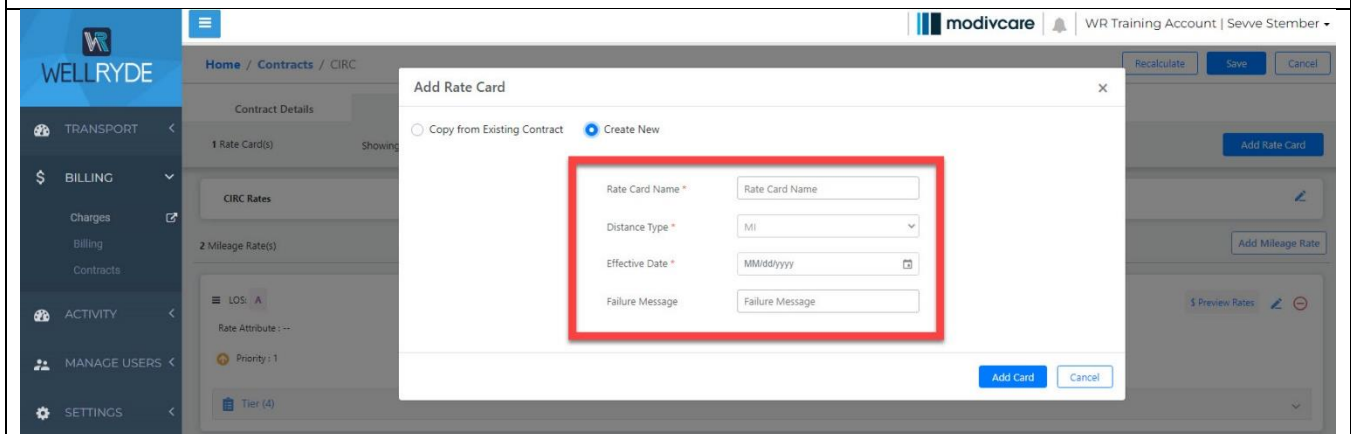
6. Click the **Create New** bubble



7. Fill in the following fields:

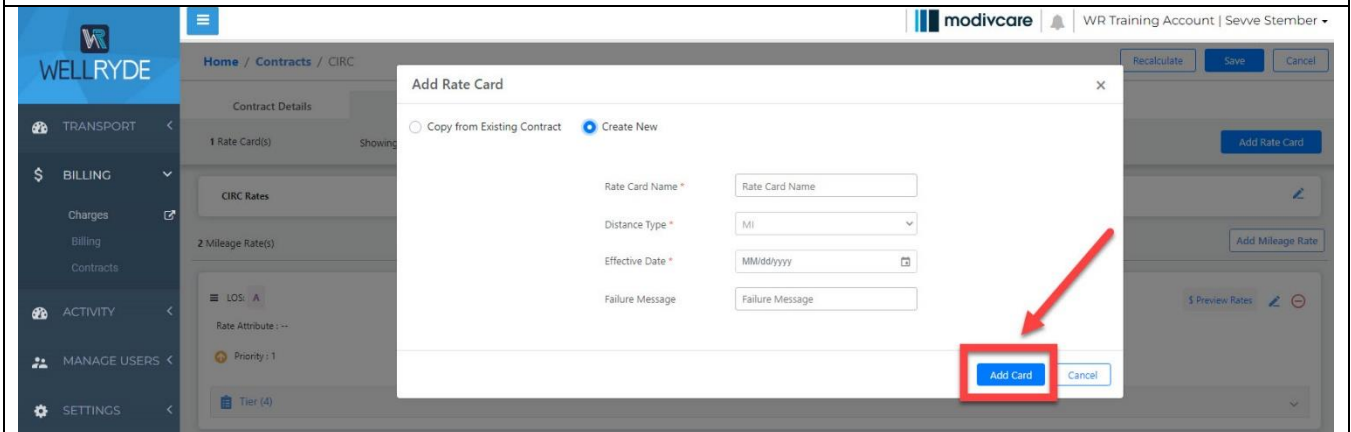
- a. Rate Card Name
- b. Distance Type: MI (miles)
- c. Effective Date: The effective date of the Modivcare contract or the following business day (if the effective date has already passed)
- d. Failure Message: Not being used at this time

Note: Any unbilled trips prior to updating billing contract with new rates will need to be manually adjusted in WellRyde. Job aid on how to bill trips manually be can found in the [“WellRyde Billing Part 1 - Processing Billing in WellRyde”](#) training course.

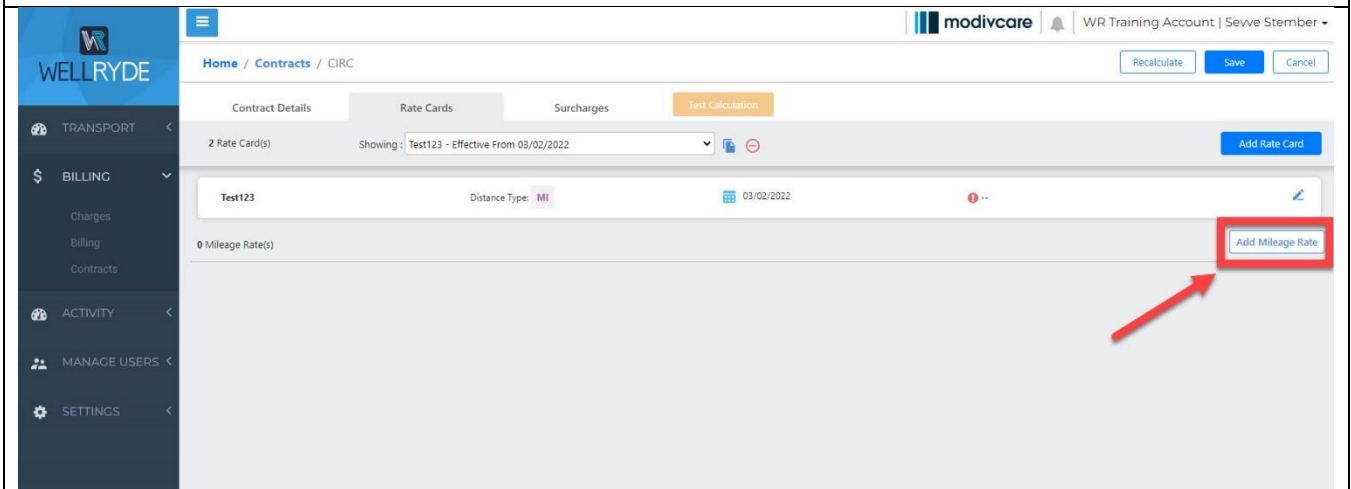


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8. Click Add Card



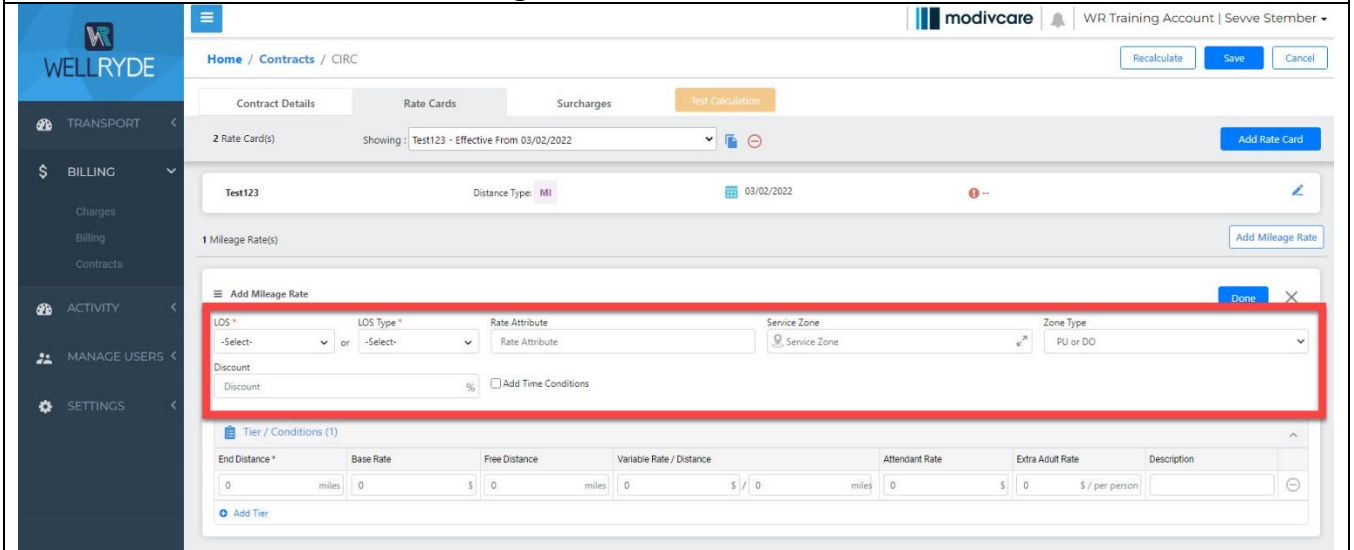
9. Click Add Mileage Rate



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10. Fill in the following fields

- a. LOS
- b. LOS Type
- c. Rate Attribute
- d. Service Zone
- e. Discount: Not being use at this time



The screenshot shows the 'Add Mileage Rate' form in the Wellryde Modivcare system. The form is titled 'Add Mileage Rate' and includes the following fields:

- LOS * (dropdown menu)
- LOS Type * (dropdown menu)
- Rate Attribute (dropdown menu)
- Service Zone (dropdown menu)
- Zone Type (dropdown menu)
- Discount (input field with a percentage sign)
- Add Time Conditions

The fields for LOS, LOS Type, Rate Attribute, Service Zone, and Zone Type are highlighted with a red box, indicating they are the focus of the task. 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	0 miles \$ / 0	0 miles	\$ 0	\$ / per person

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11. Fill in the following fields to reflect your new rates:
- End Distance: the maximum distance a tier is valid for
 - Example: a tier with an end distance of 3 is valid from 0 to 3 miles
 - For unlimited enter "99999"
 - Base Rate: the dollar amount charged for a specific mileage tier
 - Free Distance: the number of miles a tier gives for free to avoid charging double for a mileage threshold
 - Variable Rate/Distance: a dollar amount charged per mile above and beyond a specific mileage range (for example, 0-10 miles)
 - 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
 - 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 * LOS Type * Rate Attribute Service Zone Zone Type
 Selected (1) or -Select- Rate Attribute Service Zone PU or DO

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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12. Click **Done** in the upper right portion of your screen

2 Mileage Rate(s) Add Mileage Rate

Edit Mileage Rate

LOS * LOS Type * Rate Attribute Service Zone Zone Type

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

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	

Help

13. Repeat steps 6 through 12 for any other LOS in need of edits/updates

Home / Contracts / CIRC

Contract Details Rate Cards Surcharges Test Calculation

2 Mileage Rate(s)

LOS: A Rate Attribute: -- Zone Type: PU or DO

Priority: 1

Tier (4)

LOS: S Rate Attribute: -- Zone Type: PU or DO

Priority: 2

Tier (4)

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14. Click **Save** in the upper right corner of your screen to save all edits you've made to your rates

Note: Once the new rate card with the new effective date has been saved, the old rate card is replaced with the new one.

Note: Any unbilled trips that were completed prior to updating the billing contract will need to be manually adjusted in WellRyde. A job aid on how to bill trips manually can be found in the [WellRyde Billing Part 1 - Processing Billing in WellRyde](#) training course.

The screenshot shows the WellRyde web application interface. The top navigation bar includes the WellRyde logo, a menu icon, and the user's account information: "WR Training Account | Seve Stember". The main content area is titled "Home / Contracts / CIRC" and contains several tabs: "Contract Details", "Rate Cards", "Surcharges", and "Test Calculation". The "Rate Cards" tab is active, showing "1 Rate Card(s)" and "Showing: CIRC Rates - Effective From 10/17/2021". A red box highlights the "Save" button in the top right corner, with a red arrow pointing to it. Below the tabs, there are sections for "CIRC Rates" and "Mileage Rate(s)". The "Edit Mileage Rate" form is visible, with fields for "LOS*", "LOS Type*", "Rate Attribute", "Service Zone", and "Zone Type". A "Done" button is located in the top right of the form. At the bottom, there is a table with 4 columns: "End Distance*", "Base Rate", "Free Distance", and "Variable Rate / Distance". The table contains 4 rows of data.

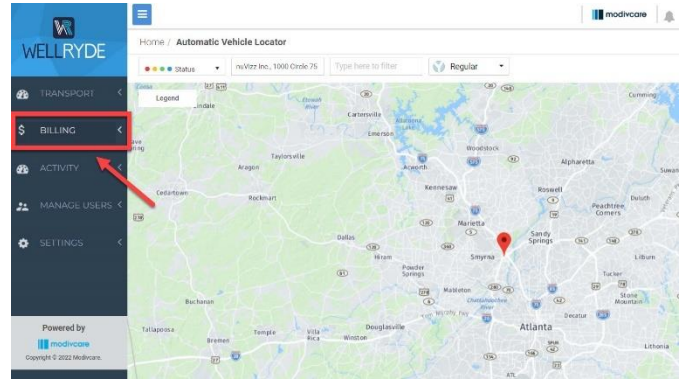
End Distance *	Base Rate	Free Distance	Variable Rate / Distance	Attendant Rate	Extra Adult Rate	Description
3 miles	5.25	\$ 0	miles 0 \$ / 0	0 miles	\$ 0 \$ / per person	
6 miles	10.25	\$ 0	miles 0 \$ / 0	0 miles	\$ 0 \$ / per person	
10 miles	15.25	\$ 0	miles 0 \$ / 0	0 miles	\$ 0 \$ / per person	

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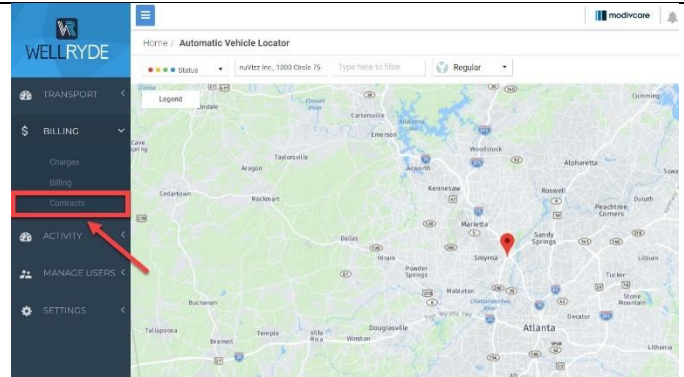
Editing Surcharges

Important note: Surcharge edits should be completed after all rides have taken place for the calendar day to avoid inaccurate billing transactions

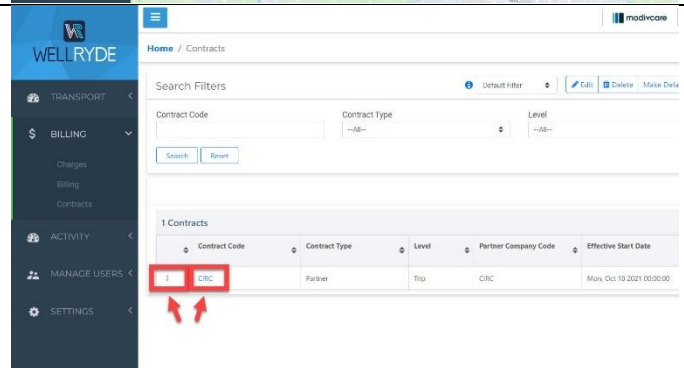
1. Click **Billing** on the left sidebar



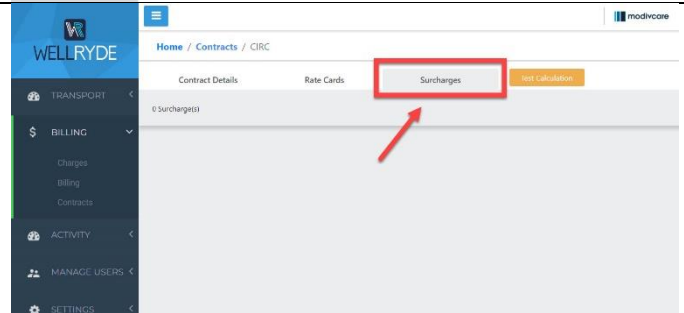
2. Click **Contracts**, the third option down on the "Billing" dropdown menu



3. Select the contract you'd like to edit by either:
 - a. clicking the **three dots** and selecting **Edit** from the popup menu, or
 - b. clicking the **blue contract link/name**

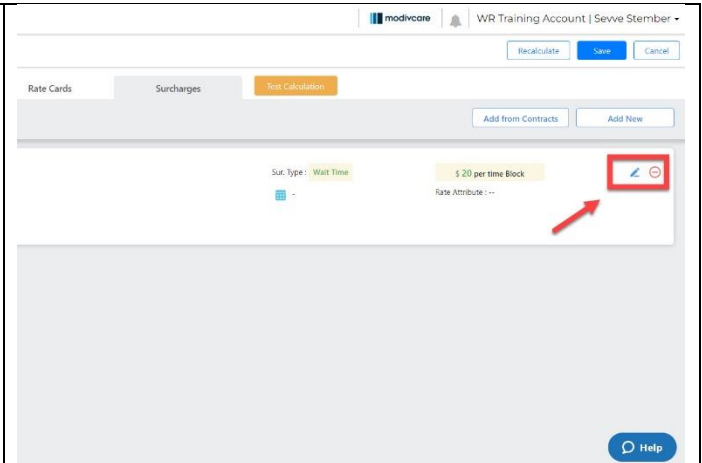


4. To edit existing surcharges, click the **Surcharges** tab in the upper center of the screen

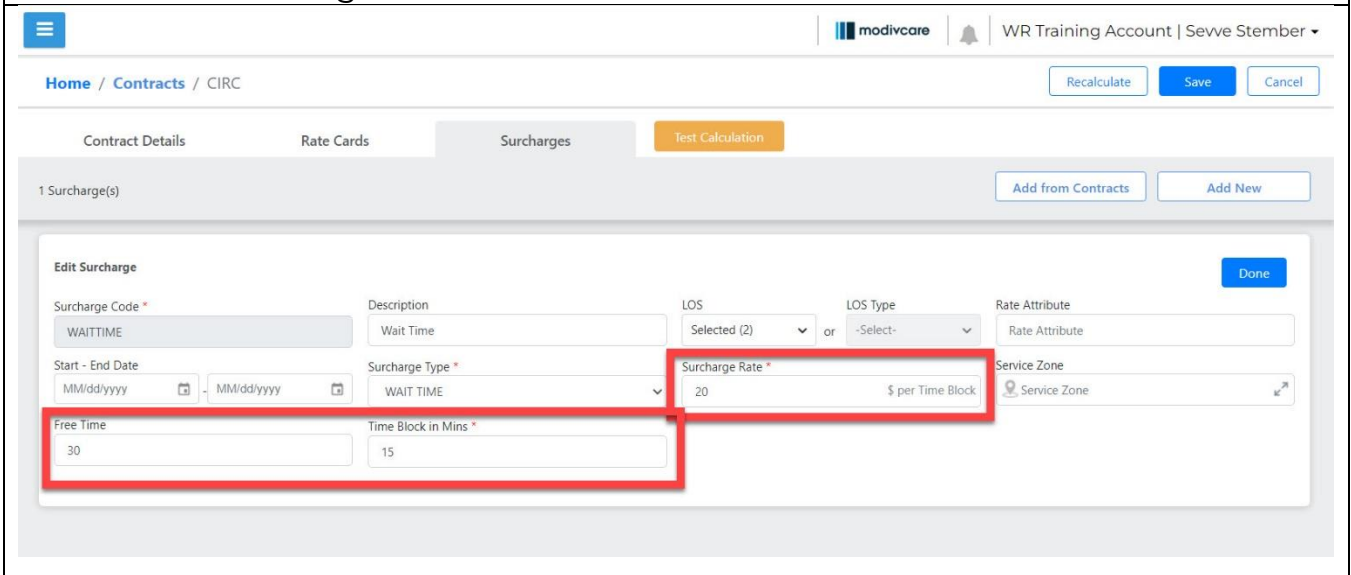


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- Click the **pencil icon** on the far-right side of the screen for the surcharge you'd like to edit



- Edit the necessary fields of the surcharge. Common edits include:
 - Free time
 - Time Block in Mins
 - Surcharge Rate



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

The screenshot shows the 'Edit Surcharge' form with the following fields:

- Surcharge Code: WAITTIME
- Description: Wait Time
- LOS: Selected (2)
- LOS Type: -Select-
- Rate Attribute: Rate Attribute
- Start - End Date: MM/dd/yyyy - MM/dd/yyyy
- Surcharge Type: WAIT TIME
- Surcharge Rate: 20 \$ per Time Block
- Service Zone: Service Zone
- Free Time: 30
- Time Block in Mins: 15

The 'Done' button is highlighted with a red box and a red arrow pointing to it.

8. Click **Save** in the upper right corner of your screen

The screenshot shows the 'Save' button in the top right corner of the interface, highlighted with a red box and a red arrow pointing to it. The 'Recalculate' and 'Cancel' buttons are also visible.

Still need help?

We are here for you! This job aid covers standard contract edits. Sometimes, there are more advanced features within a contract that you'll need help with.

In these situations, please don't hesitate to reach out! Simple email support@wellryde.com and we will promptly assist you with any questions or issues.