Completing a Daily Trip Log for Manual Billing

Overview

Click here to view the Processing ATMS Batches in the Transportation Provider Portal eLearning course!

This job aid provides a step-by-step explanation of how to complete a daily trip log manually. This is a useful process to know if your digital billing process is ever unavailable. There are three phases to this process, outlined here:

- Part 1: Billing administrator pre-work
- Part 2: Driver tasks
- Part 3: Billing administrator post-work

Part 1: Billing administrator pre-work

Important Note: Steps 1-4 are completed by the billing administrator

1. Enter the following **PROVIDER INFORMATION** at the top of the NEMT Trip Log Form: provider name, provider ID, driver's name, state, and week ending date.

2. Next, check yes or no:
   - Select **Yes** if you're mailing paper trip logs to the Virginia billing office for reconsideration
   - Select **No** if you're submitting paper trip logs via the TP Billing Portal

3. Now, fill in following information in the **RECORD OF TRIPS** section: Vehicle VIN (Last 6 digits), Trip Date, Job # A or B, Member Name.

Completing a Daily Trip Log for Manual Billing

4. Next, fill in the total trip mileage, based on the mileage listed on the trip manifest. Verify the accuracy of the trip mileage by using Google Maps.

   If there is a discrepancy between the listed total mileage and the actual mileage, submit a mileage adjustment request to the routing team PRIOR to billing for the trip. Once a trip is billed, we're unable to adjust mileages.

RECORD OF TRIPS

	Vehicle VIN (Last 6 digits)	Trip Date	Job # A or B	Member Name	Pick-Up Time	Drop-Off Time	Will Call Time	Total Trip Milage	Late Reason Code (FL ONLY)	Per Trip Billed Amount	Member or Attendant's Signature
1											
2											
3											

5. Lastly, enter the full amount billed for each leg of transport, including any cost adjustments. This information is important for billing and auditing purposes.

RECORD OF TRIPS

	Vehicle VIN (Last 6 digits)	Trip Date	Job # A or B	Member Name	Pick-Up Time	Drop-Off Time	Will Call Time	Total Trip Milage	Late Reason Code (FL ONLY)	Per Trip Billed Amount	Member or Attendant's Signature
1											
2											
3											

6. You're ready to hand off the trip log to your driver! Do that now.

Completing a Daily Trip Log for Manual Billing

Part 2: Driver tasks
Important Note: Steps 5-8 are completed by the driver

7. The driver will fill in the following information during their shift, as each event occurs: pick-up time, drop-off time, will call time , and Late Reason Code (in Florida only).

   Important details for time entry:
   - Times should be entered in military time. Example: 1:15PM = 13:15
   - Pick-up time: the time when the member enters the vehicle
   - Drop-off time: the time when the member arrives at their drop-off location/address
   - Will call time is used when members have multiple appointments, and the pickup time is unknown. In this event, the member will contact Modivcare, communicate their desired pickup time, we will contact you, and the driver will notate the will call time.

RECORD OF TRIPS

	Vehicle VIN (Last 6 digits)	Trip Date	Job # A or B	Member Name	Pick-Up Time	Drop-Off Time	Will Call Time	Total Trip Milage	Late Reason Code (FL ONLY)	Per Trip Billed Amount	Member or Attendant's Signature
1											
2											
3											

8. Next, the driver will collect the member's signature. In lieu of a signature, the members can also tell the driver their date of birth.

   If they refuse these two options, contact the routing department to let them know.

RECORD OF TRIPS

	Vehicle VIN (Last 6 digits)	Trip Date	Job # A or B	Member Name	Pick-Up Time	Drop-Off Time	Will Call Time	Total Trip Milage	Late Reason Code (FL ONLY)	Per Trip Billed Am	Member or Attendant's Signature
1											
2											
3											

9. In West Virginia only, drivers are required to fill in beginning and ending odometer readings. TPs in other states are welcome to use this section, however, this is not required.

West Virginia Beginning and Ending Odometer Readings

	Beginning Odometer	Ending Odometer		Beginning Odometer	Ending Odometer
1			5		
2			6		
3			7		
4			8		

In the above, trips in the state of WV, provide the beginning and ending odometer readings for the corresponding number trip listed under RECORD OF TRIPS.

Completing a Daily Trip Log for Manual Billing
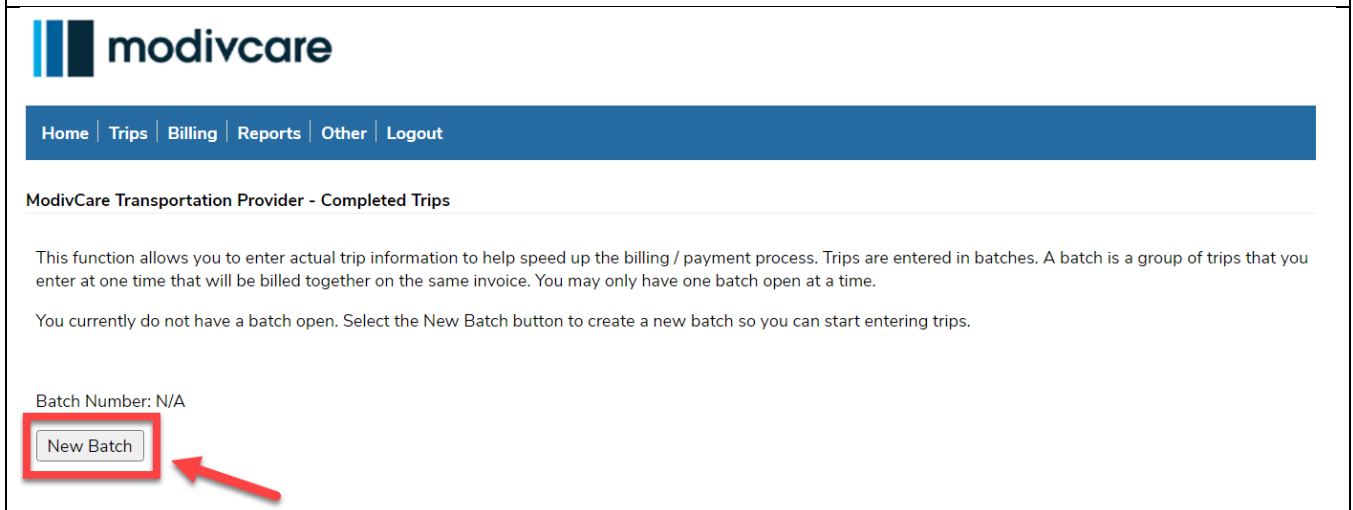
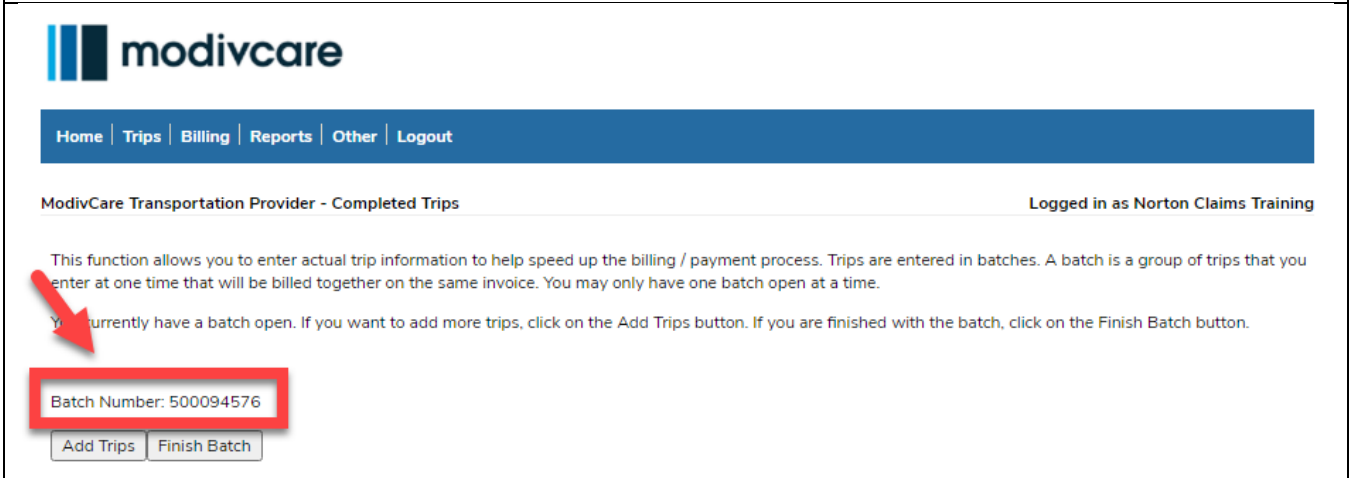| **Part 3: Billing administrator post-work** |
|---|
| Important Note: The following steps are completed by the billing administrator |
| If ATMS is down, follow these steps: |
| 10. Create a batch by hovering the mouse over the Billing Tab and clicking Completed Trips. |
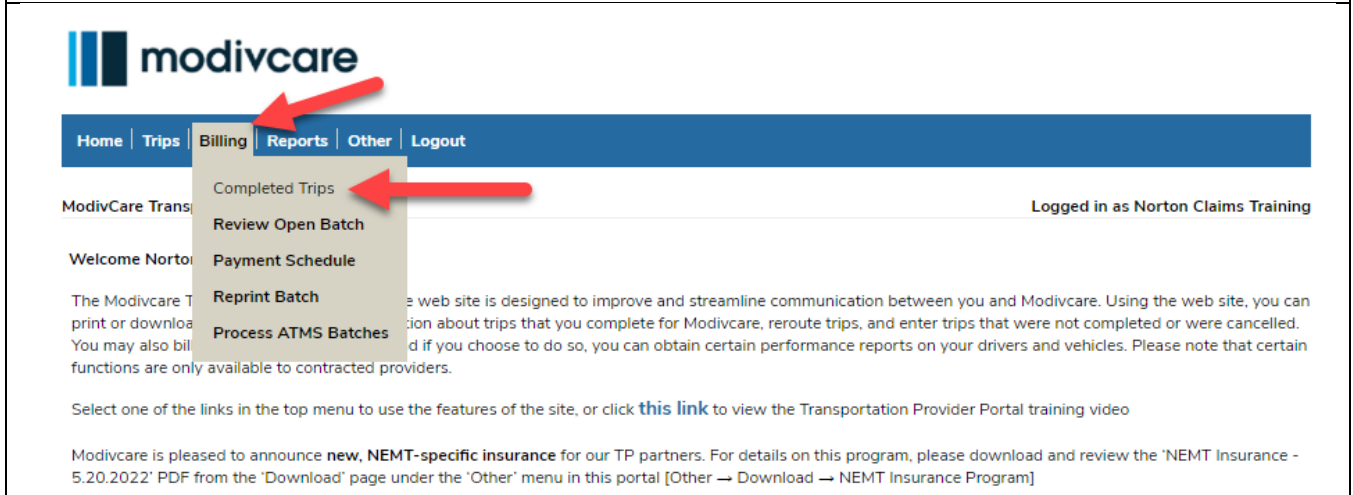
11. Next click New Batch.

Completing a Daily Trip Log for Manual Billing

12. Next, record the Batch Number for your internal records.

13. Next, click the Upload Trip Log button, click Choose File, and attach your trip log(s) as a PDF document.
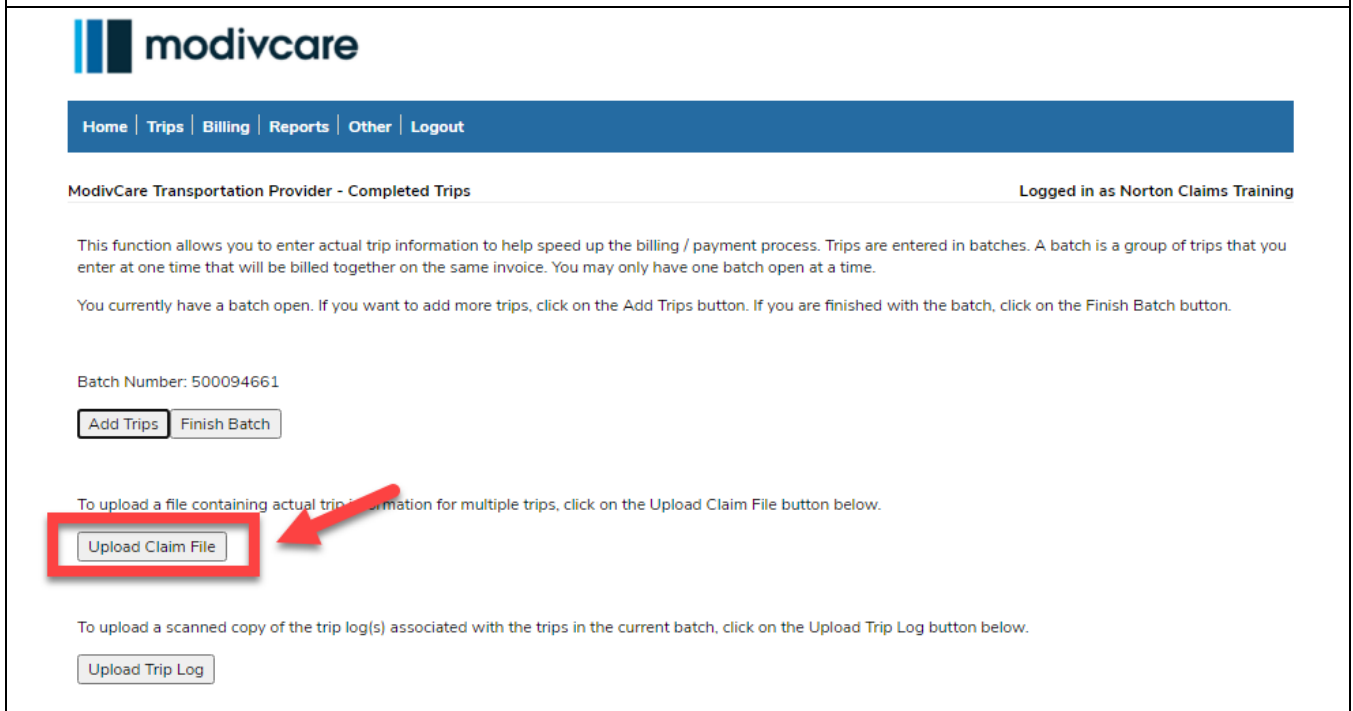
Completing a Daily Trip Log for Manual Billing

14. Select one of the options below. Option 1: Record all trip/trip leg information using a CSV or Excel file. This option is generally more efficient. Continue to step 15. Option 2: Manually enter each trip/trip leg into the TP Billing Portal. This option will only be used if you're NOT uploading a CSV or Excel File (Option 1). Skip to steps 20 and 21.
15. Click Upload Claim File

16. Open the CSV or Excel template and fill in all information required on the form.

- Important note: for the Excel file, in column K, use the following shorthand:
  - 1 = yes
  - 0 = no

17. Once the CSV or Excel file has been complete, click Choose File and upload the document you just completed. From the File Type dropdown menu, select the type of the document you've uploaded.

Completing a Daily Trip Log for Manual Billing

18. Be certain the file you've uploaded has a header, then click the "My file has headers" box.

Important note: the downloadable CSV and Excel files have headers by default, so you'll typically click this box.

19. Click Continue. Skip to Step 22 on this job aid for next steps.

Completing a Daily Trip Log for Manual Billing

20. Next, you'll manually enter each trip leg by clicking Add Trips.

21. Fill in the following information for each trip detail: Server ID, Trip Date, Trip Number, Trip Leg. Click Submit.

   *Each leg within that trip needs to be billed individually.

Completing a Daily Trip Log for Manual Billing

22. Once you've entered all trip legs for that batch, click Finish Batch.

   *Each batch limit is 500 legs, batches will automatically close after 10 days.

23. Click Accept to certify the accuracy of your batch.

Completing a Daily Trip Log for Manual Billing

24. Lastly, click Review Completed Trips and save a copy of the web batch report. Keep this document for your records!

Modivcare Transportation Provider Network
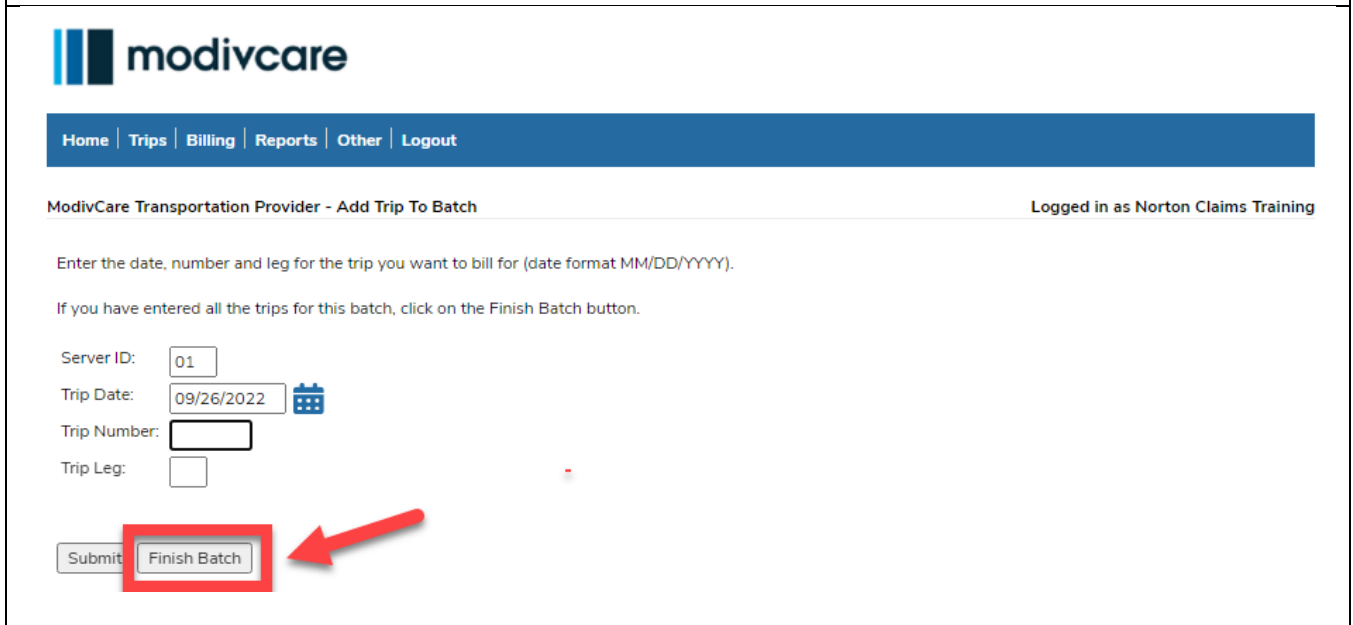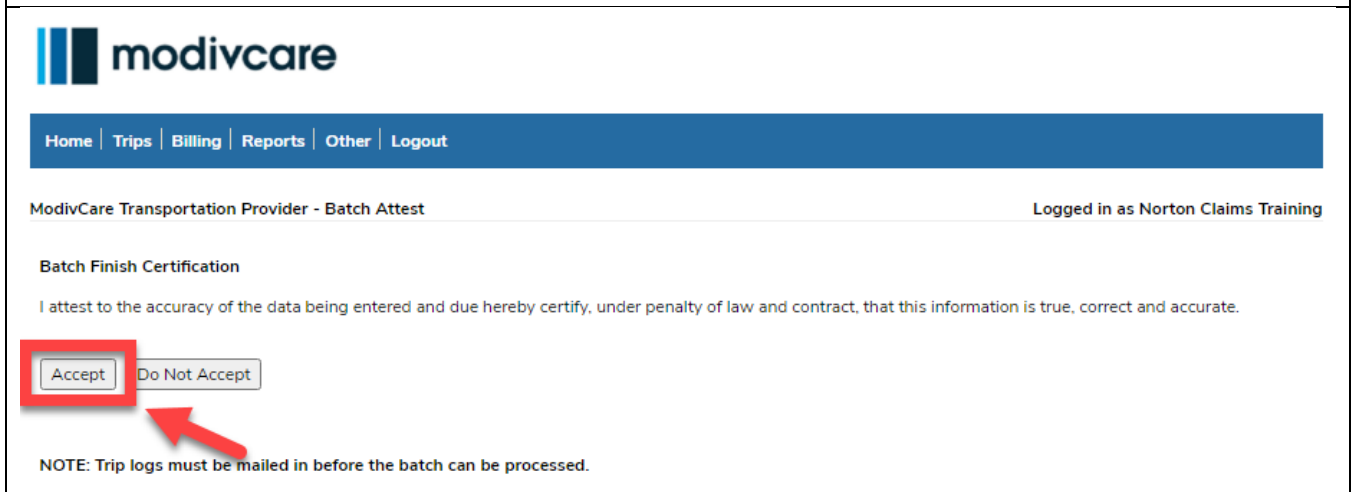
SOONER TRANSIT LLC
Modivcare Web Batch Report

Batch Number: 500094578
Provider Number: 208045
Provider Name: SOONER TRANSIT LLC
Date Finished: 9/27/2022

NOTE: Trip completion is subject to review and this report may not reflect the final payment. The estimated payment shown below used an average mileage for any trips with zero miles. This is only an estimate. Further research by the billing staff is needed.

Charges included on this billing document include all applicable state and local sales and use taxes applicable to this transaction.

You have finished a batch of completed trips successfully. Print and sign this report, attach all related driver logs and note any issues that need to be corrected by Modivcare. Include this report and logs with your invoice.

Trip Date	Trip ID	Leg	LOS	PU Time	DO Time	Miles	Billed Amt.	Est. Payment	Notes
09/26/2022	101455	A	W	10:00	10:45	10.0	$22.00	$22.00	

Summary

Total Number of Trip Legs Processed: 1

Provider Billed Amount: $22.00

Estimated Payment: $22.00

Average Billed Amount Per Paid Trip Leg: $22.00

Average Est. Payment Per Paid Trip Leg: $22.00

Average Payment of Paid Trip Legs Per Level of Service (LOS)

LOS	Paid Legs	Avg. Billed Amount	Avg. Payment
Wheelchair	1	$22.00	$22.00

If ATMS and the TP Portal is down, follow these steps:

25. In the very rare situation when all technology is down, email your trip log to:
Email: virginia.billingoperations@modivcare.com

Still need help?

We are here for you! Please don't hesitate to reach out. Simply reach out to your PRM and they will promptly assist you with any questions or issues.