

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.



Non-Emergency Transportation Trip Log

Completed forms are to be submitted through the Modivcare Transportation Portal at transportationco.modivcare.com

Week Ending _____

PROVIDER INFORMATION

Provider Name	Provider ID	Driver Name	State
---------------	-------------	-------------	-------

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



Non-Emergency Transportation Trip Log

Completed forms are to be submitted through the Modivcare Transportation Portal at transportationco.modivcare.com.

Week Ending _____

PROVIDER INFORMATION

Provider Name	Provider ID	Driver Name	State
---------------	-------------	-------------	-------

The below trips have been previously denied are being resubmitted for reconsideration.

Yes

NO

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.

RECORD OF TRIPS

	Vehicle VIN (Last 6 digits)	Trip Date	Job # A or B	Member Name
1				
2				
3				

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- 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 Mileage	Late Reason Code (E, S, LY)	Per Trip Billed Amount	Member or Attendant's Signature
1											
2											
3											

- 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 Mileage	Late Reason Code (E, S, LY)	Per Trip Billed Amount	Member or Attendant's Signature
1											
2											
3											

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

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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 Amount	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.

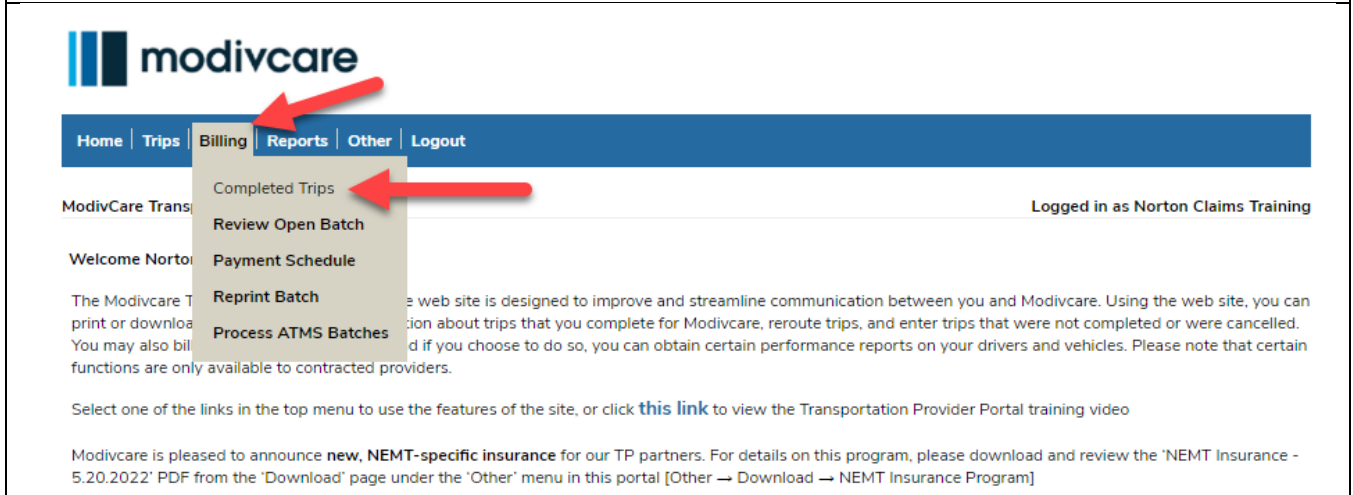
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Part 3: Billing administrator post-work

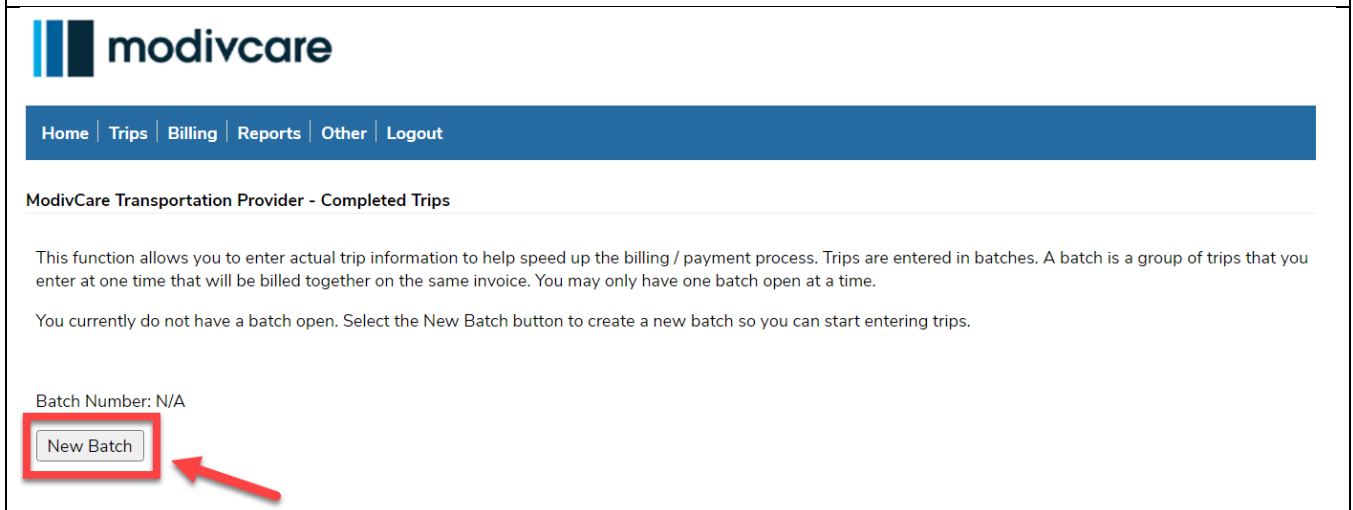
Important Note: The following steps are completed by the billing administrator

If ATMS is down, follow these steps:

10. Create a batch by hovering the mouse over the Billing Tab and clicking Completed Trips.

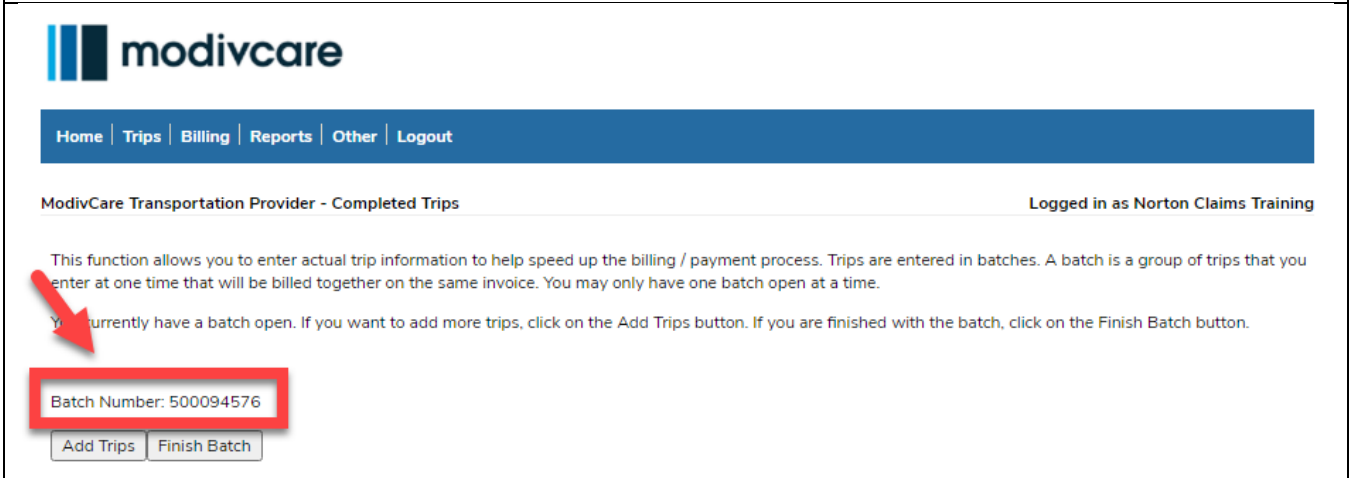


11. Next click New Batch.



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



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ModivCare Transportation Provider - Completed Trips Logged in as Norton Claims Training

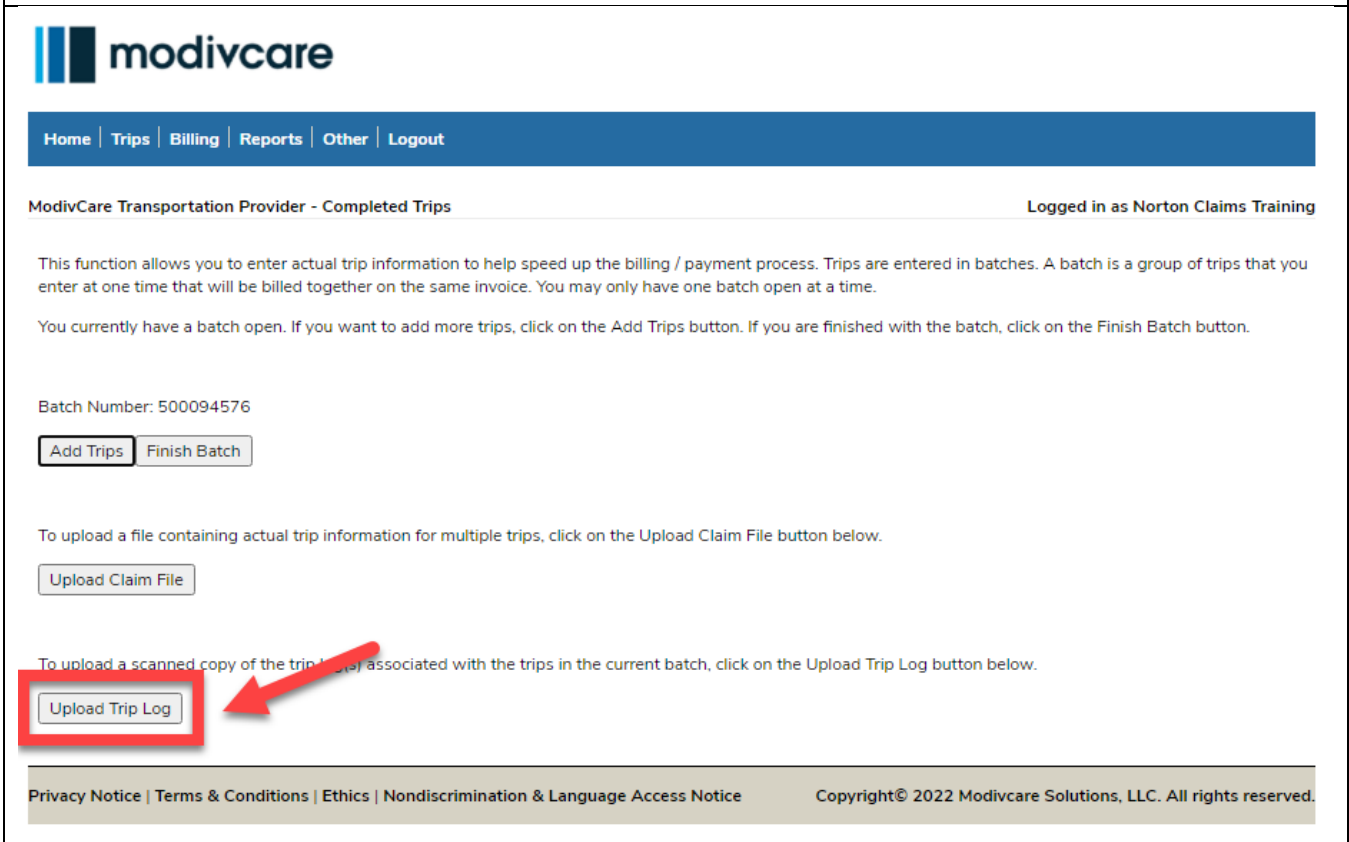
This function allows you to enter actual trip information to help speed up the billing / payment process. Trips are entered in batches. A batch is a group of trips that you enter at one time that will be billed together on the same invoice. You may only have one batch open at a time.

You currently have a batch open. If you want to add more trips, click on the Add Trips button. If you are finished with the batch, click on the Finish Batch button.

Batch Number: 500094576

Add Trips Finish Batch

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



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ModivCare Transportation Provider - Completed Trips Logged in as Norton Claims Training

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You currently have a batch open. If you want to add more trips, click on the Add Trips button. If you are finished with the batch, click on the Finish Batch button.

Batch Number: 500094576

Add Trips Finish Batch

To upload a file containing actual trip information for multiple trips, click on the Upload Claim File button below.

Upload Claim File

To upload a scanned copy of the trip log(s) associated with the trips in the current batch, click on the Upload Trip Log button below.

Upload Trip Log

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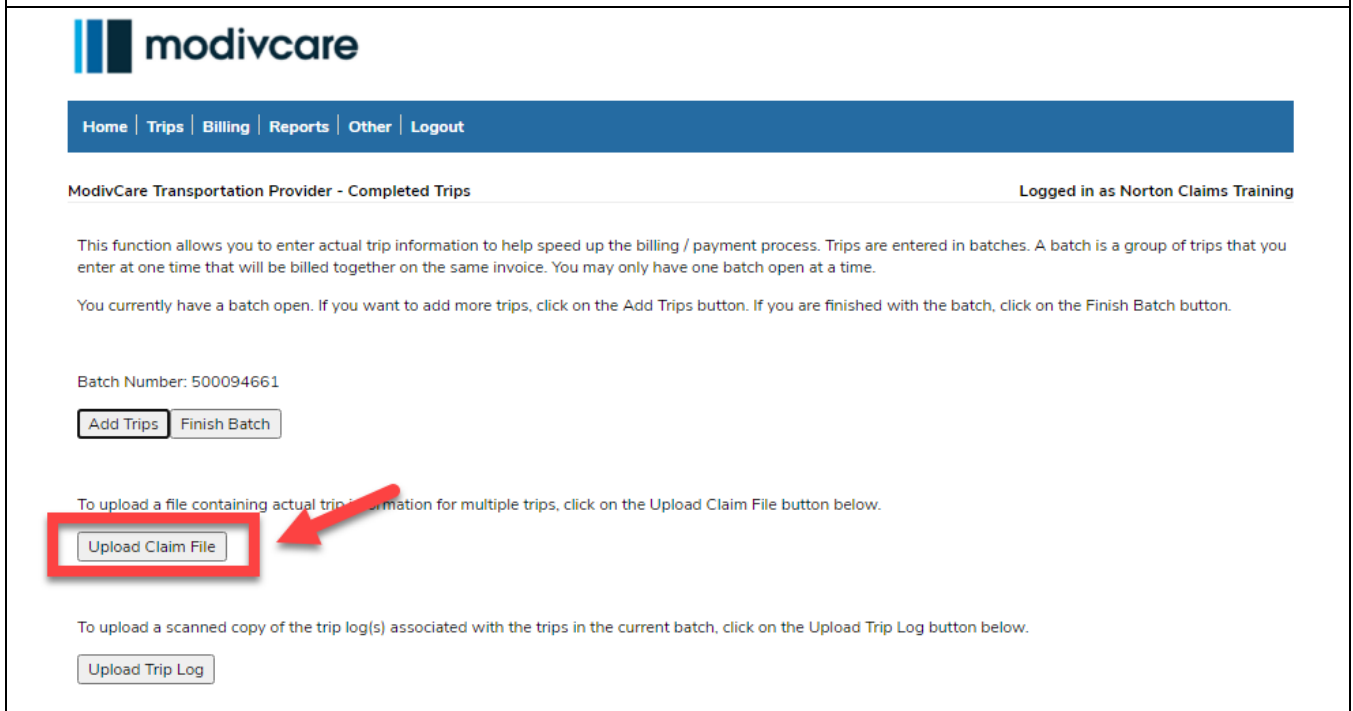
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14. Select one of the options below.

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



The screenshot shows the ModivCare TP Billing Portal interface. At the top left is the ModivCare logo. Below it is a navigation bar with links for Home, Trips, Billing, Reports, Other, and Logout. The page title is "ModivCare Transportation Provider - Completed Trips" and the user is logged in as "Norton Claims Training". The main content area contains instructions for entering trip information in batches. It includes a "Batch Number: 500094661" and two buttons: "Add Trips" and "Finish Batch". Below this, there is a red box around the "Upload Claim File" button, with a red arrow pointing to it from the text above. At the bottom, there is another button labeled "Upload Trip Log".

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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

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ModivCare Transportation Provider - Upload Claims File Logged in as Norton Claims Training

Select the type of file you would like to upload then select the Browse button to choose the file to upload. Select the Continue button to upload the file for processing.

All uploaded 837 files are batch processed periodically throughout the day; you can check back on the [Completed Trips](#) page to see the status of your file.

File must conform to the defined file formats.
 The CSV definition template, with an example row, can be downloaded here: [\(CSV file link\)](#)
 The Excel definition template, with an example row, can be downloaded here: [\(Excel file link\)](#)
 The signature type definitions for the Signature Received column can be downloaded here: [Signature Types Definition File](#)

File Type: ---- Please select a file type ---- ▼

Click the Browse button to select your file.
 No file chosen

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.

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File Type: Excel Spreadsheet File ▼

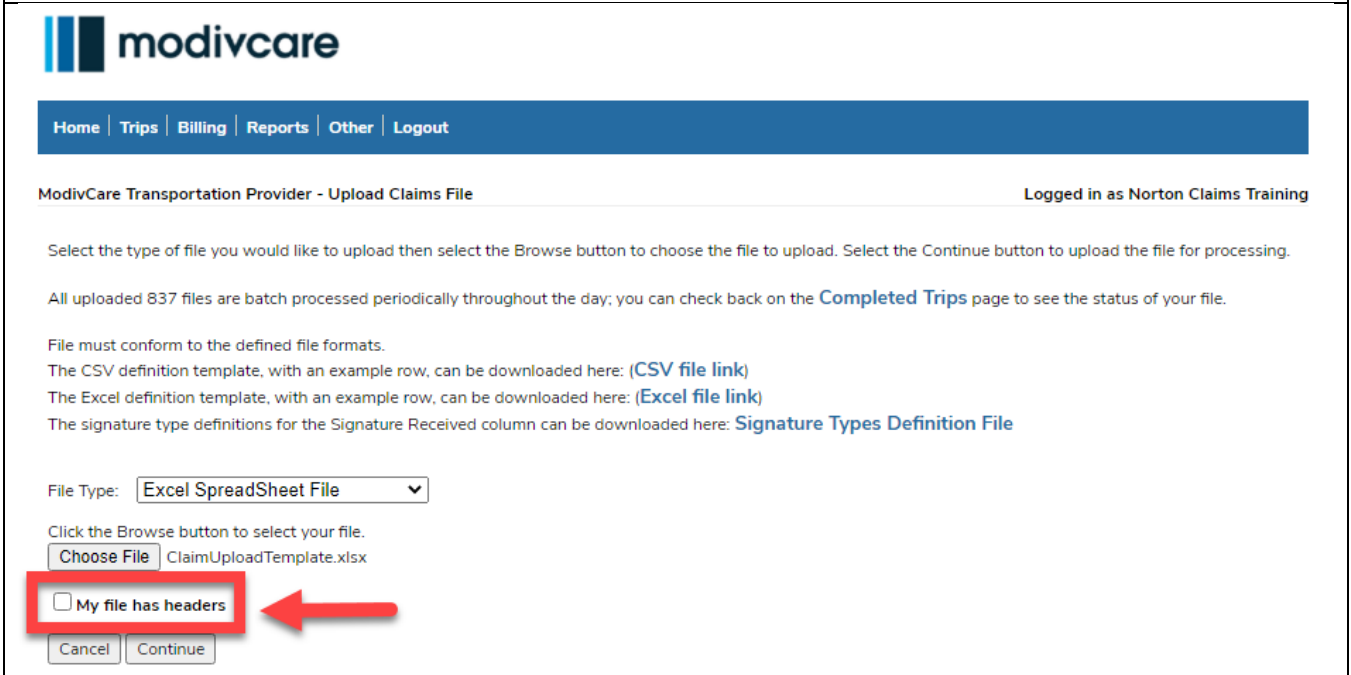
Click the Browse button to select your file.
 ClaimUploadTemplate.xlsx

My file has headers

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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.



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ModivCare Transportation Provider - Upload Claims File Logged in as Norton Claims Training

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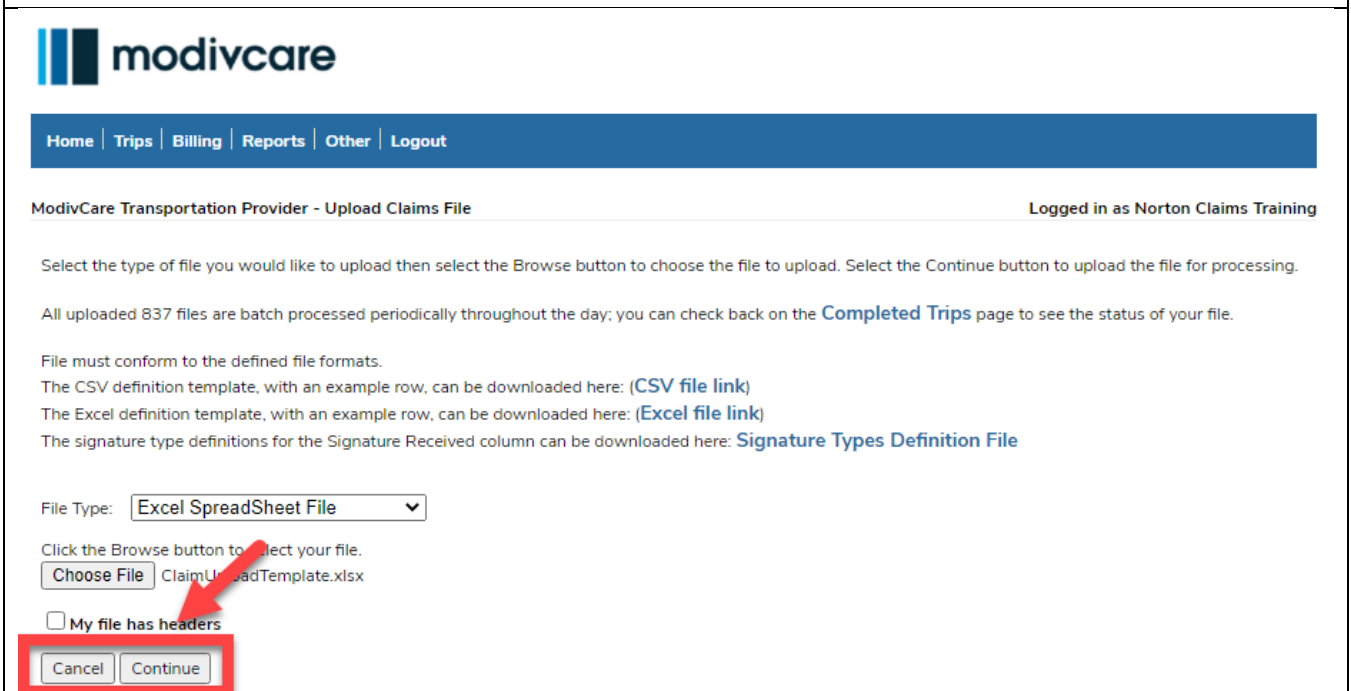
File Type: Excel Spreadsheet File

Click the Browse button to select your file.
[Choose File](#) ClaimUploadTemplate.xlsx

My file has headers

[Cancel](#) [Continue](#)

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



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ModivCare Transportation Provider - Upload Claims File Logged in as Norton Claims Training

Select the type of file you would like to upload then select the Browse button to choose the file to upload. Select the Continue button to upload the file for processing.

All uploaded 837 files are batch processed periodically throughout the day; you can check back on the [Completed Trips](#) page to see the status of your file.

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File Type: Excel Spreadsheet File

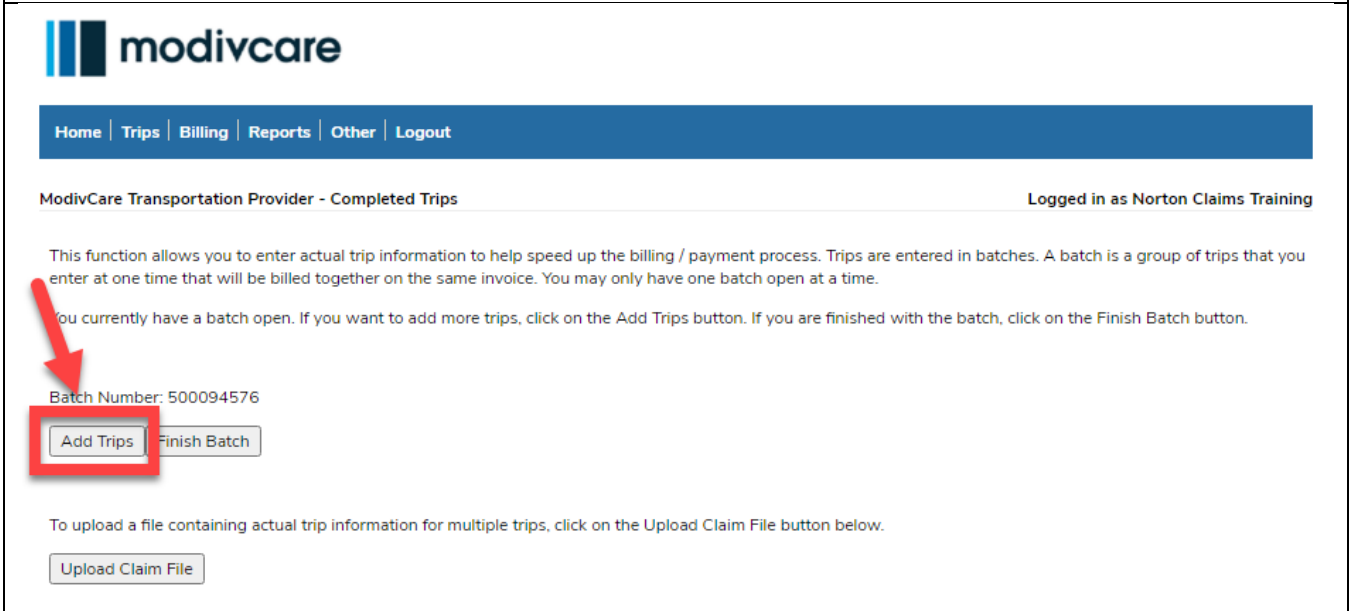
Click the Browse button to select your file.
[Choose File](#) ClaimUploadTemplate.xlsx

My file has headers

[Cancel](#) [Continue](#)

Completing a Daily Trip Log for Manual Billing

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



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ModivCare Transportation Provider - Completed Trips Logged in as Norton Claims Training

This function allows you to enter actual trip information to help speed up the billing / payment process. Trips are entered in batches. A batch is a group of trips that you enter at one time that will be billed together on the same invoice. You may only have one batch open at a time.

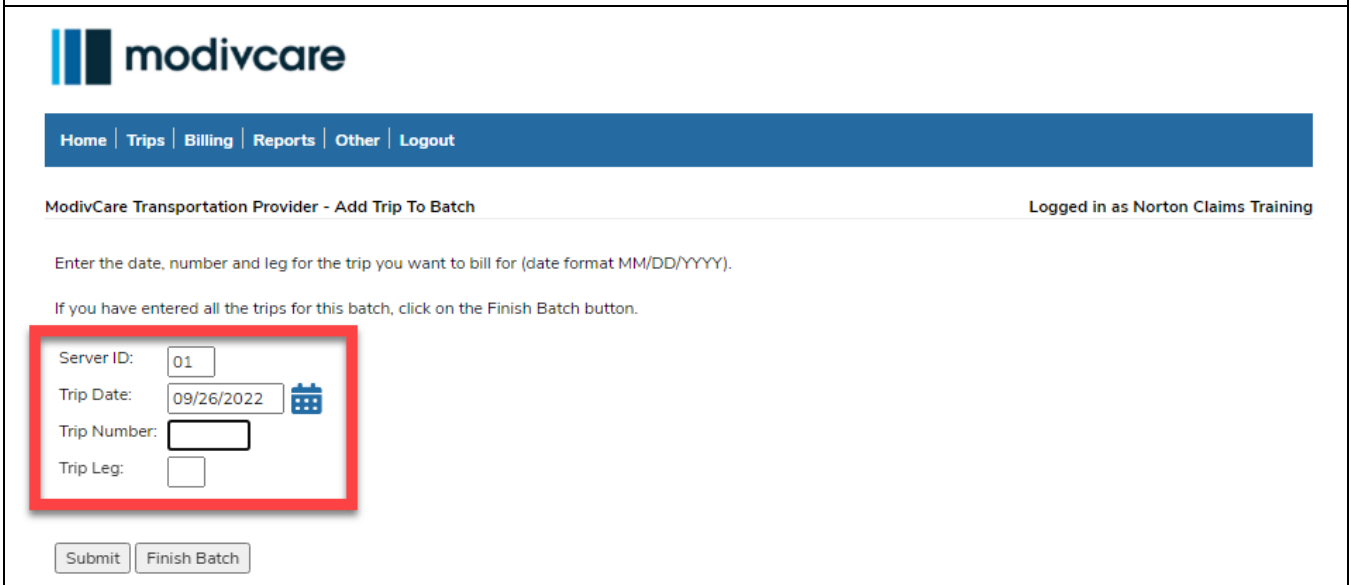
You currently have a batch open. If you want to add more trips, click on the Add Trips button. If you are finished with the batch, click on the Finish Batch button.

Batch Number: 500094576

To upload a file containing actual trip information for multiple trips, click on the Upload Claim File button below.

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.



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ModivCare Transportation Provider - Add Trip To Batch Logged in as Norton Claims Training

Enter the date, number and leg for the trip you want to bill for (date format MM/DD/YYYY).

If you have entered all the trips for this batch, click on the Finish Batch button.

Server ID:

Trip Date: 

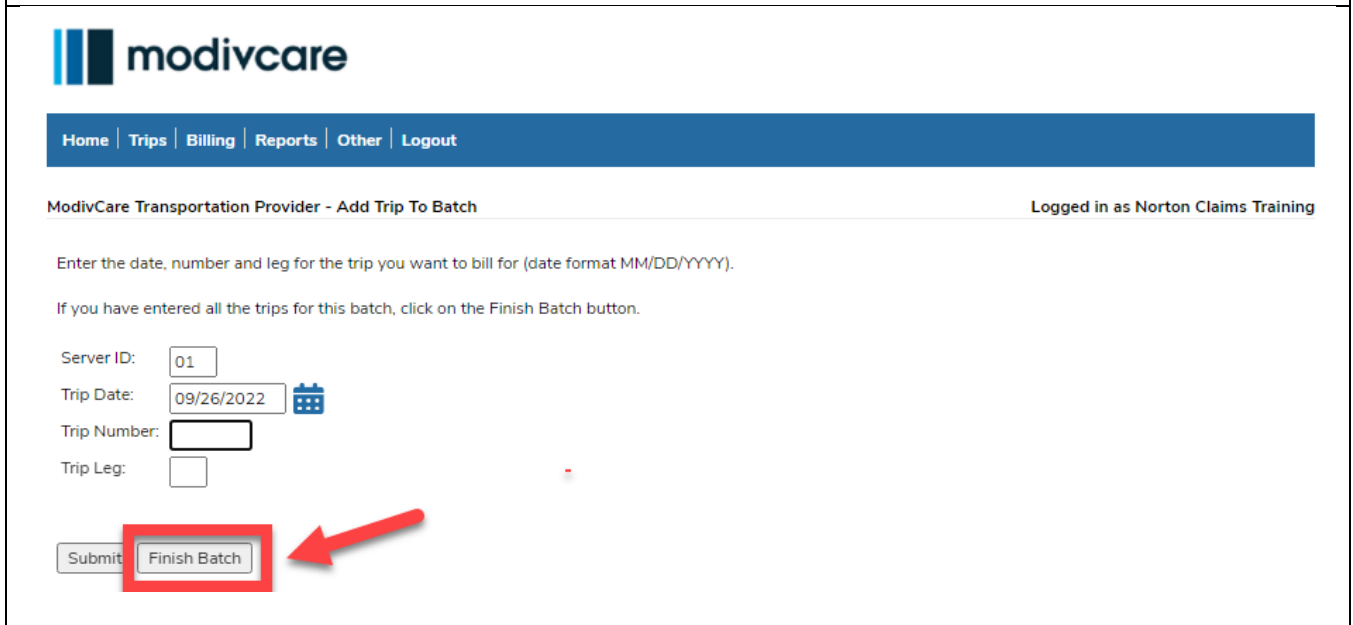
Trip Number:

Trip Leg:

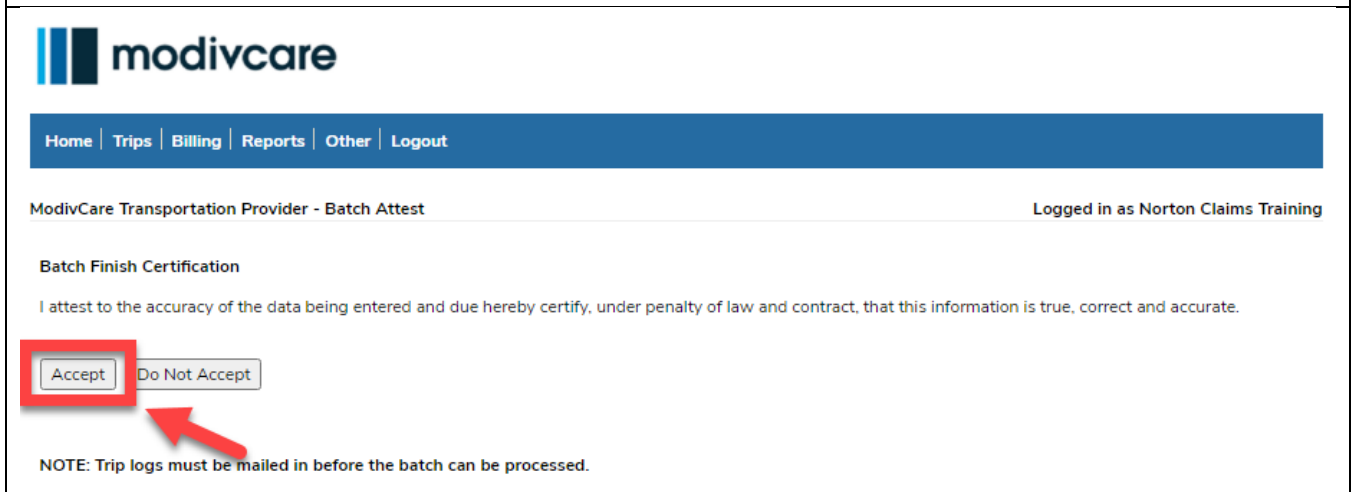
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22. Once you've entered all trip legs for that batch, click Finish Batch.

*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.