

# Modivcare Electronic Web Billing



modivcare

# TP Web Portal



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# Billing Via Modivcare TP Portal

The TP Portal can be accessed by all transportation providers who perform trips directed by Modivcare. The portal gives providers the ability to:

- Bill for trips with a Modivcare Trip ID
- View daily trip list
  - Ability to cancel trips
  - Ability to reroute trips
  - Ability to submit trip corrections
- Access Payment Detail Report
  - Historical for 6 months

# Access and Logging Into Modivcare TP Portal

To obtain access to the TP portal contact your PRM



### Welcome Norton Claims Training

The Modivcare Transportation Provider secure web site is designed to improve and streamline communication between you and Modivcare. Using the web site, you can print or download your trip list, enter information about trips that you complete for Modivcare, reroute trips, and enter trips that were not completed or were cancelled. You may also bill Modivcare using this site, and if you choose to do so, you can obtain certain performance reports on your drivers and vehicles. Please note that certain functions are only available to contracted providers.

Select one of the links in the top menu to use the features of the site, or click [this link](#) to view the Transportation Provider Portal training video

Modivcare is pleased to announce **new, NEMT-specific insurance** for our TP partners. For details on this program, please download and review the 'NEMT Insurance - 5.20.2022' PDF from the 'Download' page under the 'Other' menu in this portal [Other → Download → NEMT Insurance Program]

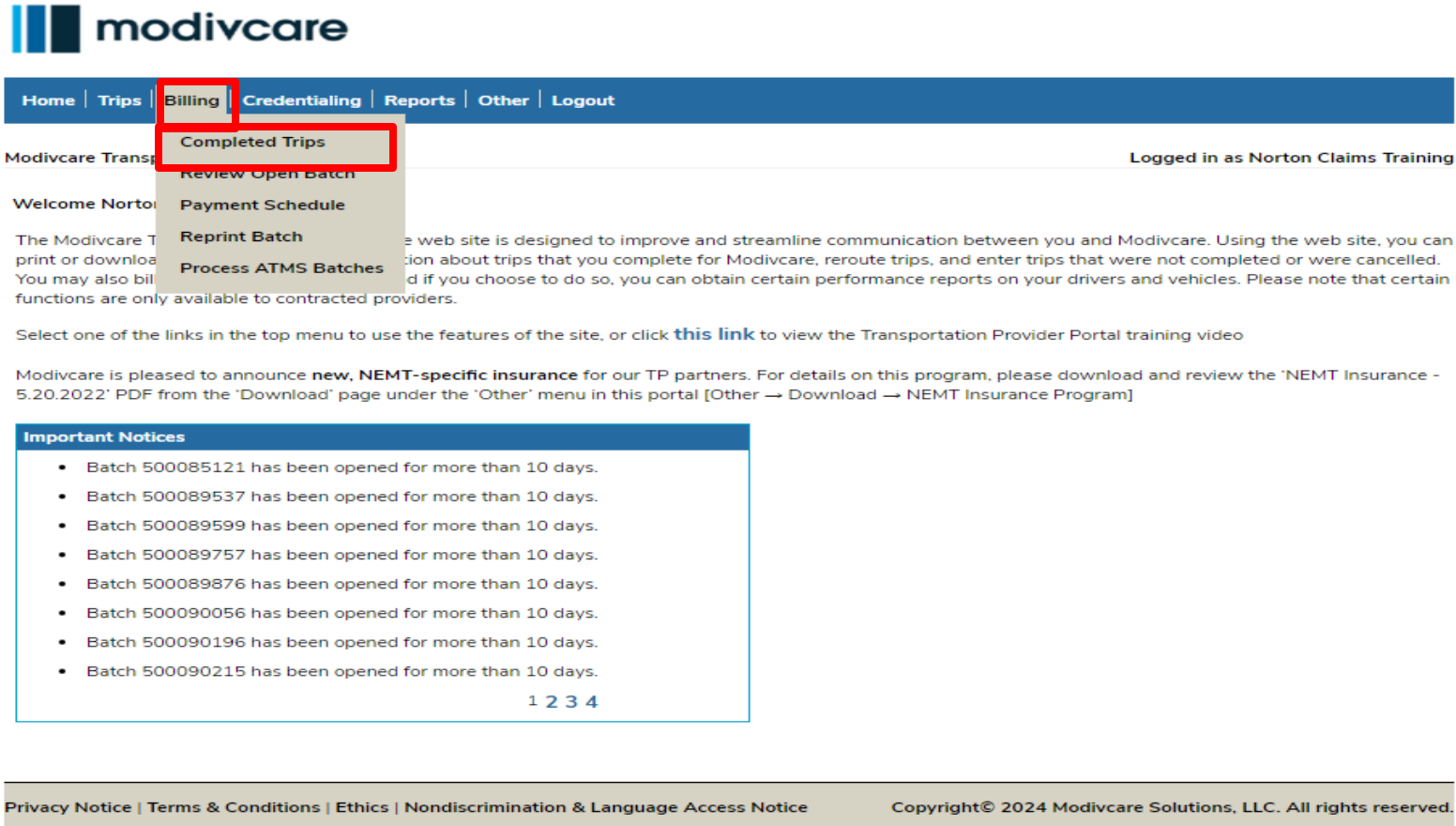
**Important Notices**

- Batch 500085121 has been opened for more than 10 days.
- Batch 500089537 has been opened for more than 10 days.
- Batch 500089599 has been opened for more than 10 days.
- Batch 500089757 has been opened for more than 10 days.
- Batch 500089876 has been opened for more than 10 days.
- Batch 500090056 has been opened for more than 10 days.
- Batch 500090196 has been opened for more than 10 days.
- Batch 500090215 has been opened for more than 10 days.

1 2 3 4

# Billing For Completed Trips with Modivcare Trip ID

After logging into the TP portal, navigate to **BILLING -> COMPLETED TRIPS**.



The screenshot shows the Modivcare TP portal interface. At the top, the Modivcare logo is on the left, and a navigation menu is on the right. The menu items are: Home, Trips, Billing, Credentialing, Reports, Other, and Logout. The 'Billing' menu item is highlighted with a red box, and a dropdown menu is visible below it. The dropdown menu contains the following items: Completed Trips (highlighted with a red box), Review Open Batch, Payment Schedule, Reprint Batch, and Process ATMS Batches. The user is logged in as 'Norton Claims Training'. Below the navigation menu, there is a welcome message and a list of important notices. The footer contains links for Privacy Notice, Terms & Conditions, Ethics, and Nondiscrimination & Language Access Notice, along with the copyright notice for Modivcare Solutions, LLC.

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Home | Trips | **Billing** | Credentialing | Reports | Other | Logout

Modivcare Transp... **Completed Trips** Logged in as Norton Claims Training

Review Open Batch

Welcome Norton... Payment Schedule

The Modivcare T... Reprint Batch

You may also bil... Process ATMS Batches

functions are only available to contracted providers.

Select one of the links in the top menu to use the features of the site, or click [this link](#) to view the Transportation Provider Portal training video

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1 2 3 4

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# Create a New Batch

First a batch must be created. Select **NEW BATCH**.



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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 do not have a batch open. Select the New Batch button to create a new batch so you can start entering trips.

Batch Number: N/A

[New Batch](#)

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# Upload Trip Logs

Select **UPLOAD TRIP LOG -> CHOOSE FILE.**



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Modivcare Transportation Provider - Completed Trips

Logged in as

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 entered 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 Number: 500095476

[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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Modivcare Transportation Provider - Upload Trip Log

Logged in as Norton Claims T

This function allows you to upload electronically scanned trip log(s) for the current batch of trips. Select the Browse button to choose your PDF formatted file, and select the Continue button to upload your file and attach it to the current batch. Scanned trip logs attached to the current batch can be viewed on the [Complete Trips](#) page.

NOTE: You should only attach the trip log(s) that are associated with the trips on the current batch. Trips submitted for payment that are not listed on the trip log will be denied.

Click the Browse button to select your file.

[Choose File](#) No file chosen

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

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# Option 1: Manually Add Trips To Batch

There are two options to adding trips to a batch. The first option includes manually keying each trip into a batch. To key in each trip, select **ADD TRIPS**.

The screenshot displays the Modivcare web application interface. At the top, the Modivcare logo is visible. Below it is a navigation menu with links for Home, Trips, Billing, Credentialing, Reports, Other, and Logout. The user is logged in as Norton Claims Training. The main content area shows the 'Modivcare Transportation Provider - Completed Trips' section. A message explains that this function allows entering actual trip information to speed up billing. It states that a batch is a group of trips entered at one time. Below this, it says '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.' The 'Batch Number: 500095476' is displayed. Two buttons are shown: 'Add Trips' (highlighted with a red box) and 'Finish Batch'. Below these are instructions for uploading a claim file and a trip log, each with a corresponding button.

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Home | Trips | Billing | Credentialing | Reports | Other | Logout

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: 500095476

**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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# Option 1: Add Trip

When entering each trip, the trip date, number and leg must be entered.

After entering the first trip, select **SUBMIT**.

\*Note, each trip leg will need to be keyed in.




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Modivcare Transportation Provider - Add Trip To Batch

Logged in as |

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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# Option 1: Add Trip Details



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Modivcare Transportation Provider - Trip Actuals

Logged in as Norton Claims Training

Enter the actual information about the completed trip. Remember, this information will be verified by Modivcare.

Trip ID:	03/05/2024 101174-A
Rider Name:	ARGUETA CANALES, LANQING
Pickup Location:	315 W Dewey Ave Blackwell, OK
1 Vehicle:	100761
2 Driver:	BLUBAUGH, SHARILYN (SHERRY) D
3 Signature Received:	Rider Signature Received
4 Pickup Time:	08:00
5 Drop Off Time:	08:30
Drop Off Next Day:	<input type="checkbox"/>
6 Billed Amount:	20.00 (DD.CC for dollars and cents)
7 Billing Notes:	Billing Notes go here

Submit

Back

Next, enter information about the trip leg:

- 1) Vehicle ID
- 2) Driver Name
- 3) Signature Status
- 4) Pick Up Time
- 5) Drop Off Time
- 6) Billed amounts
- 7) Any Billing Notes

Once complete, select **SUBMIT**.

Note: If the vehicle or driver is not available as a selection please contact your Modivcare operations department. Be sure to include the transportation company name, state of service, date of service of the trip, the driver name as listed on the driver license, and the last six digits of the VIN of the vehicle.

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# Option 1: Review Trips



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Modivcare Transportation Provider - Add Trip Finish

Logged in as Norton Claims Training

Trip 03/05/2024-101174-A Add Completed Successfully

To make changes to this trip, click on the trip ID.

Trip ID	Vehicle	Driver	Signature Received	PU Time	DO Time	Rider Call Time	Copay	Billed Amount
<a href="#">03/05/2024-101174-A</a>	100761	BLUBAUGH, SHARILYN (SHERRY) D	Rider Signature Received	08:00	08:30			\$20.00
Billing Notes: Billing Notes go here								

Review the trip information for accuracy. If a correction is needed, select the **Trip ID** to return to the previous screen.



If no corrections are needed or to finish the batch, select **CONTINUE**.



To add additional trips or finish the batch select the Continue button.

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# Option 1: Submit Batch or Key Additional Trips




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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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If another trip needs to be entered into the batch, key in the next trip. If all trips have been entered into the batch, select **Finish Batch**.

## Option 2: Add Trips To Batch via CSV Claim File

There are two options to adding trips to a batch. The second option includes uploading trips into a batch through a CSV claim file. Choose "Upload Claims File", upload document and reformat when prompted. The trip logs will also need to be uploaded. Once documents are uploaded, click Finish Batch.



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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: 500095476

[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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# Attest and Submit Batch

Attest to the batch by selecting **ACCEPT**.



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Modivcare Transportation Provider - Batch Attest

Logged in as Norton Claims Training

## Batch Finish Certification

I attest to the accuracy of the data being entered and due hereby certify, under penalty of law and contract, that this information is true, correct and accurate.

**NOTE:** Trip logs must be mailed in before the batch can be processed.

If you failed to upload your trip logs, please contact 800-830-9060 for assistance.

# Confirmation

Once the batch has been submitted, the batch report is generated. To view the batch report, select **REVIEW COMPLETED TRIPS**.



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Modivcare Transportation Provider - Completed Trips Review

Logged in as Norton Claims Training


When finished reviewing the PDF report, click your browser's back button to return to this page. Then select a link from the top menu for your next operation.

[Review Completed Trips](#)

Click here to download a free PDF reader if no PDF reader is currently installed.



# Web Batch Report Example – print or save a copy.

Modivcare Transportation Provider Network										
MAGIC TAXI										
Modivcare Web Batch Report										
Batch Number: 500095476 Provider Number: 100849 Provider Name: MAGIC TAXI Date Finished: 3/6/2024										
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	
03/05/2024	101174	A	A	08:00	08:30	18.0	\$20.00	\$20.00		
Summary										
Total Number of Trip Legs Processed:				1						
Provider Billed Amount:				\$20.00						
Estimated Payment:				\$20.00						
Average Billed Amount Per Paid Trip Leg:				\$20.00						
Average Est. Payment Per Paid Trip Leg:				\$20.00						
Average Payment of Paid Trip Legs Per Level of Service (LOS)										
LOS	Paid Legs	Avg. Billed Amount		Avg. Payment						
Ambulatory	1	\$20.00		\$20.00						



# 837 Submission Process



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# Billing Via 837 File

Modivcare allows for billing ambulance claims that may or may not have directed by Modivcare via a switch house, *Integrated Imaging*. The method allows ambulance providers the ability to:

- Bill for trips with or without a Modivcare Trip ID
- View payment and remittance details (835)

# Access and Logging Into Modivcare Switch House

To obtain access to the contact: [jennifer.baker@modivcare.com](mailto:jennifer.baker@modivcare.com). Once access has been obtained, log in via [modivcarecpe.com](https://modivcarecpe.com).

---



Please log in to continue.

User ID:

Password:

[Forgot your password?](#)

# Upload 837

Select **Non Emergent Claim Processing/837 Upload**.

Modivcare - [Log Out](#)

TEST NC

Logisticare Provider Menu

## Completed Claims



**Explanation of Payment**

*Explanation of Payment Lookup ...*

## Claims Processing



**Emergent Claim Processing**

*Upload and Status Reporting of Electronic Claims ...*



**Electronic Remittance**

*Download Electronic Remittance ...*



**Non Emergent Claim Processing / 837 Upload**

# Upload 837

Select **CHOOSE FILE** to select 837 file.

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## Upload 837

Provider:

All Providers

Date Uploaded (>=):

Show Printed?

Line of Business:

All

TEST NC

Upload Type

837 Upload

Upload New 837 File:

No file chosen

Uploaded 837s:

<input type="checkbox"/>	Date Uploaded	Who Uploaded	File Name	Total Claims	Total Errors	Total Processed
No billing files have been uploaded						
				0	0	0
<input type="button" value="Refresh"/>	<input type="button" value="Export to Excel"/>	<input type="button" value="Print Selected"/>	<input type="button" value="CheckData"/>			

# Upload 837

Once file has been selected, click **UPLOAD**.

Modivcare • [Back](#)

## Upload 837

Provider:

All Providers

Date Uploaded (>=):

Line of Business:

All

Show Printed?

TEST NC

Upload Type

837 Upload

Upload New 837 File:

00011415.DAT



Uploaded 837s:

<input type="checkbox"/>	Date Uploaded	Who Uploaded	File Name	Total Claims	Total Errors	Total Processed
--------------------------	---------------	--------------	-----------	--------------	--------------	-----------------

No billing files have been uploaded

0

0

0

# Upload 837 – Confirmation

If file was successfully uploaded, a confirmation page will appear.

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## Upload 837

Provider:

All Providers

Date Uploaded (>=):

Line of Business:

Show Printed?

All

TEST NC

Upload Type

837 Upload

Upload New 837 File:

Choose File No file chosen

**Data saved successfully**

Uploaded 837s:

<input type="checkbox"/>			Date Uploaded	Who Uploaded	File Name	Total Claims	Total Errors	Total Processed	Total Claimed
<input type="checkbox"/>			3/12/2024	Jennifer Baker	00011415.DAT	1	0	0	
						1	0	0	

# Explanation of Payment

Modivcare - [Log Out](#)

TEST NC

Logisticare Provider Menu

## Completed Claims



### **Explanation of Payment**

*Explanation of Payment Lookup ...*

## Claims Processing



### **Emergent Claim Processing**

*Upload and Status Reporting of Electronic Claims ...*



### **Non Emergent Claim Processing / 837 Upload**



### **Electronic Remittance**

*Download Electronic Remittance ...*



# Explanation of Payment

click the blue paper to download or print a copy

Modivcare • [Back](#)


## Explanation of Payment Lookup

Check Date Range:

LGI Number:

04/01/2024 <-> 04/05/2024

Search

LGI Number	Check Date
 CA0405LGI-24	4/5/2024



# 835 Electronic Remittance

Modivcare - [Log Out](#)

TEST NC

Logisticare Provider Menu

## Completed Claims



### [Explanation of Payment](#)

*Explanation of Payment Lookup ...*

## Claims Processing



### [Emergent Claim Processing](#)

*Upload and Status Reporting of Electronic Claims ...*



### [Non Emergent Claim Processing / 837 Upload](#)



### [Electronic Remittance](#)

*Download Electronic Remittance ...*

# 835 Electronic Remittance

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## Electronic Remittance

Check Date Range:

<->

LGI Number:

LGI Number	Check Date
No data to display	



# 835 Electronic Remittance

Provider can download an 835 remit file for posting

Modivcare [Back](#)

## Electronic Remittance

Check Date Range:  <->  LGI Number:

LGI Number	Check Date	
 CA0405LGI-24	4/5/2024	 <a href="#">Download</a>

# Questions



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