



**modivcare**

Dear UnitedHealthcare Community Plan North Carolina Member,

We have enclosed a blank reimbursement form with this letter. Feel free to make copies of the blank form for any future trips. You can also contact the Modivcare Reservation Line to request blank copies of the form.

**Your health care provider must sign the form as proof that you were at your appointment.** You will not receive payment for your trip unless your form is complete. The rate will be [INSERT]. The distance will be the number of miles from your home to your medical appointment and back home, if applicable. The miles will be given to you during your reservation phone call. Here's how it works:

1. Call the Reservation Line to schedule your trip before your appointment date. The phone number is **(800) 349-1855**. When you call to schedule your trip you will receive a job number. This job number is required on the form. **Write down the job number and date of your trip on the form as soon as you get it from Modivcare!** Forgetting to add this is a common mistake. This will cause your reimbursement to be denied. Be sure to add it to your form before you forget!
2. You must fill out the entire form except for the space for "Physician / Clinician."
3. Take the form with you to your medical appointment and have your doctor or counselor sign it.
4. You may put up to eight one-way trips on one form.
5. **There may only be one driver on a form.** You must complete and send a different form for each of the people driving you to your medical appointments. Tell your reservation specialist if you are using more than one driver. Payment will be made to the person you named when making the trip reservation.
6. Once your form is complete, mail it to:

**Modivcare Claims Department  
North Carolina Mileage Reimbursement  
2552 W. Erie Dr, Suite 101  
Tempe, AZ 85282**

7. Your check will be mailed, according to the schedule below.
8. If you have any questions, issues or concerns, please call Modivcare Claims Department at **(877) 564-5665**. If a live person is unable to answer your call, please leave a detailed voice message. Voice messages will be returned within one business day. Be sure to leave the best phone number to reach you in the voice message.
9. The claims office cannot issue job numbers.

<b>Invoice due to claims center*</b>	<b>Date payment is mailed*</b>
Thursday, January 14, 2021	Friday, January 29, 2021
Thursday, January 28, 2021	Friday, February 12, 2021
Thursday, February 11, 2021	Friday, February 26, 2021
Thursday, February 25, 2021	Friday, March 12, 2021
Thursday, March 11, 2021	Friday, March 26, 2021
Thursday, March 25, 2021	Friday, April 9, 2021
Thursday, April 8, 2021	Friday, April 23, 2021
Thursday, April 22, 2021	Friday, May 7, 2021
Thursday, May 6, 2021	Friday, May 21, 2021
Thursday, May 20, 2021	Friday, June 4, 2021
Thursday, June 3, 2021	Friday, June 18, 2021
Thursday, June 17, 2021	Friday, July 2, 2021
Thursday, July 1, 2021	Friday, July 16, 2021

Thursday, July 15, 2021	Friday, July 30, 2021
Thursday, July 29, 2021	Friday, August 13, 2021
Thursday, August 12, 2021	Friday, August 27, 2021
Thursday, August 26, 2021	Friday, September 10, 2021
Thursday, September 09, 2021	Friday, September 24, 2021
Thursday, September 23, 2021	Friday, October 08, 2021
Thursday, October 07, 2021	Friday, October 22, 2021
Thursday, October 21, 2021	Friday, November 05, 2021
Thursday, November 04, 2021	Friday, November 19, 2021
Thursday, November 18, 2021	Friday, December 03, 2021
Thursday, December 02, 2021	Friday, December 17, 2021
Thursday, December 16, 2021	Friday, December 30, 2021
Thursday, December 30, 2021	Friday, January 14, 2022

**The Claims department adheres strictly to the pay schedule above. All trip logs must be received by the dates indicated in the left column. Please allow time for processing before calling us regarding a claim. Modivcare asks that you allow up to 10 business days to receive payment. Stop payments can only be placed when 10 business days have passed from the date of mailing. For all claims questions or concerns please call (877) 564-5665. Please remember to obtain all trip numbers from the Reservations department.**