



modivcare

Facility Services Web Portal User's Guide

Modivcare Solutions, LLC

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Document Revision History

Version	Date	Description of Changes
1.0.0	02/04/2011	Beta release of FSW
1.0.1	04/27/2011	1.0.1 beta updates
1.0.3	09/01/2011	Minor revisions; Assistance Type, Usual Level of Service, Escort field and Preschedule days settings
1.0.5	01/05/2012	Minor revisions and re-branding to portal
1.1.0	04/07/2012	Added configurable fields
1.1.1	04/12/2012	Added Medical Necessity Form
1.1.2	05/31/2012	Updates for using Medical Necessity Form
1.2.0	08/23/2012	Added auto-fill capabilities
1.2.1	12/13/2013	Updated Firefox browser requirement, release updates to My Requests display, password resets
1.2.2	06/06/013	Minor revisions and corrections, added default facility selection, audio CAPTCHA, print function, validation
1.3.0	08/29/2013	Add assigned transportation provider, minor enhancements, user report (admin option)
1.4.0	12/19/2013	Minor updates (limited release member not on file)
1.4.1	02/20/2014	Software changes to allow customized request forms
1.6.0	10/02/2014	New attendance reporting function
1.6.1	11/06/2014	Minor changes to attendance reporting function
1.6.3	01/29/2015	Minor updates to Attendance Reporting

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Overview of the Modivcare Facility Services Web Portal

Modivcare is a transportation management company, with operations centers nationwide, managing over 2 million transports per month. Modivcare coordinates requests for non-emergency medical transportation (NEMT) on behalf of Medicaid and Medicare members and the health care facilities, medical groups, and hospitals serving those members.

The Modivcare Facility Services Web (FSW) portal supports transportation requests by healthcare facilities on behalf of their clients. The goal of this portal is to provide a system to request and manage trip requests online—without the need to call the call center.

The Facility Services Web lets you:

- Enter a single trip or standing order request for review and approval by a Modivcare Facility Representative
- Look up and view trip requests
- Modify or update pending requests
- Withdraw pending requests
- Manage Facility Services Web user accounts
- Verify and report monthly attendance

The secure login function, data encryption, and other security features are designed to protect your clients and your organization. The Modivcare Facility Services Web portal meets all requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) regarding Protected Health Information (PHI) to ensure the privacy and security of your data.

About this Guide

This guide explains how to use the Facility Services Web portal to enter, modify, and view requests for trip reservations and standing orders. It explains

- System requirements
- Processes to request reservations or standing orders
- Important terms and concepts

Tips for Using the Facility Services Web

This guide assumes that you are familiar with basic computer and Internet concepts, but here are some tips that will help you enter and review your trip requests more efficiently.

Moving between Fields

One way to move the cursor from one field to another is to use your mouse. Another method that you may find faster is to use the TAB key on your keyboard.

Using Shortcut Keys

Rather than clicking menu items or icons, use your keyboard to open drop down lists. Press the ALT + DOWN ARROW keys to open drop-down lists, and then use the UP ARROW and DOWN ARROW to move through the list.

Using Auto Complete

To select entries from a list, you can enter the first letter or first few characters. The system automatically completes the field with the first selection that matches your criteria. For example, if you enter "N" in the relationship field, the system fills in "Neighbor," which is the first possible match. You can use the down arrow to see the other possible matches, such as Nephew, Niece, and Nurse.

Using Auto Fill

Some fields will automatically be filled with data about you, the rider, or the request you entered previously.

- When a new request is entered, trip details and trip leg fields will be filled in automatically with information about the Rider or Facility that is known by Modivcare.
- After a request is entered, some data about you will be stored and reused when you enter the next request.
- After you enter a request, you can enter another request for the same user and reuse information about that user and request to complete the next request. Or, you can enter a request for a different member and reuse the information you entered about the trip date, facility, and other details.

Entering Formatted Fields

Some fields, such as member IDs, phone numbers, and dates, are formatted so you only need to enter the numbers or letters. Fields for phone numbers will show the dashes and date fields will show the slashes between the entries. You do not need to enter any dashes, slashes, or other separators. For example, you can enter 3015554420 in a phone number field and the system formats your entry as 301-555-4420.

Entering Dates and Using the Calendar

To enter dates, you can enter the date directly into the text box, which is formatted as / / so you don't need to enter any separators. Just remember to add zeros if the day or month is a single digit. For example, you can enter June 5, 2012 as 06052012.

Another way to enter a date is to use the calendar. The calendar opens automatically when you use the TAB key or click to enter a date. Click on the date in the calendar or click the arrows at the top of the calendar to scroll through the months and years if necessary.



Getting Help

If you need help with a request, have a question about a request or reservation, need to request an urgent trip, or need to cancel an existing reservation, contact your Modivcare Facility Representative.

If you need technical assistance, select **Contact Support** on the **Help** menu. Use the e-mail form to contact Modivcare Customer Support. Support hours are Monday through Friday 8:30 AM to 5:00 PM Eastern time. Please allow up to four business hours for a return call or e-mail.

Getting Started

This section explains what you need to access the portal and how to login using your user information. To get started using Modivcare's Facility Services Web, you will need Internet access and your user information.

System Requirements

To access the Facility Services Web portal, you must have a PC with an Internet connection and a supported web browser. The portal supports the following web browsers:

- Microsoft Internet Explorer (IE) Version 8 or higher with 128-bit Secure Sockets Layer (SSL) encryption installed and enabled.
- Mozilla Firefox Version 16 or higher with 128-bit Secure Sockets Layer (SSL) encryption installed and enabled.

For best results, the most current version of IE or Firefox with the latest security updates should be used.

The remainder of this document assumes you are using Microsoft Internet Explorer (IE) to access the portal. All instructions are based on IE, however, Firefox will work in a similar manner.

Accessing the Facility Services Web portal

To access the Facility Services Web portal, establish your Internet connection and open your browser. In the Address line of your browser, enter the Internet address <http://facility.Modivcare.com/> and then press ENTER or select the 'GO' action.

TIP! You can save the Facility Services Login page as a Favorite web location. On the Favorites menu in your browser, select the Add to Favorites option.

The Login page also provides notices of scheduled maintenance or system updates.

Logging in to the Facility Services Web portal

To log in to Facility Services, you will need the User Name and Password that you received from Modivcare when you signed up for the portal or from your system administrator or manager.

NOTE: Do not use another person's User Name and Password. Make sure you are using your own User Name and Password.

LogistiCare

LogistiCare Facility Services - Login

Please enter your user name and password and then click the Login button.

User Name

Password

[Forgot your password?](#)

[Sign Up information](#)

Announcements

Scheduled Maintenance Notice

This site is scheduled for weekly maintenance every Thursday night from 11:00 pm eastern to 6:00 am eastern Friday morning. The site may be available during these times but is subject to shutdowns as needed.

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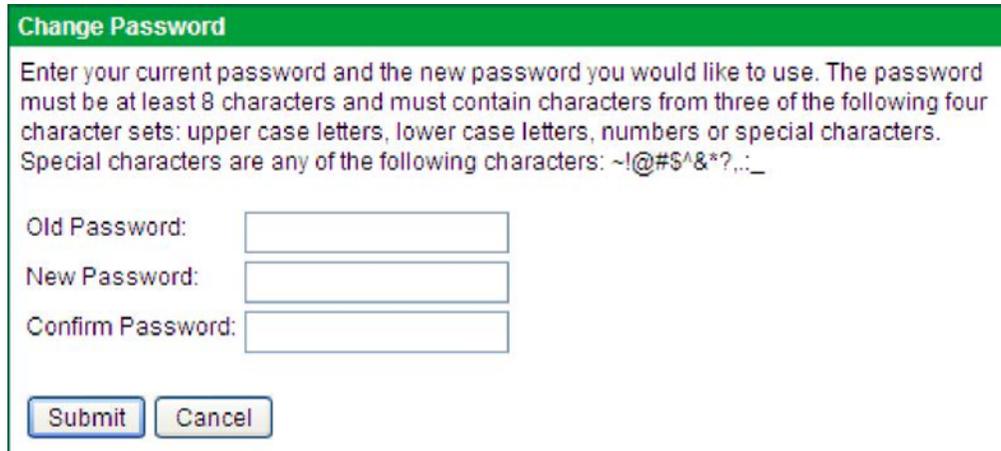
To log in to the Facility Services Web portal:

1. Enter your **User Name**.
2. Enter your **Password**. Your password is case sensitive.
3. Press ENTER or click **Login**.

The first time you log in to the Facility Services Web portal, you must change your password and answer the challenge questions that are used to verify your identity if you forget your password.

Changing Your Password

The first time you log in to the system, you are required to change your password. This is a security feature designed to protect you, your facility, and your clients.



Change Password

Enter your current password and the new password you would like to use. The password must be at least 8 characters and must contain characters from three of the following four character sets: upper case letters, lower case letters, numbers or special characters. Special characters are any of the following characters: ~!@#\$%^&*?.,:~

Old Password:

New Password:

Confirm Password:

1. Enter your current password in the **Current Password** field. This is the password you just used to log in to the Facility Services Web portal.
2. Enter a new password in the **New Password** and then in the **Confirm Password** fields. Your new password must follow these rules:
 - It may not be the same as your current password or any of your previous 5 passwords.
 - It must be at least 8 characters long.
 - It must contain characters from 3 of the following 4 groups:
 - Uppercase letters **A-Z**
 - Lowercase letters **a-z**
 - Numbers **0-9**
 - Special characters **~!@#\$%^&*?.,:~**
3. Tab to the **Submit** button and press ENTER, or click **Submit**.

Submitting Your Challenge Questions

Challenge questions are a security feature used to validate your identity when you need to reset your password. These questions are designed so the answers are easy for you to remember, but hard for someone else to guess.

The screenshot shows a web form titled "Manage Challenge Questions" with a green header. Below the header is a paragraph of instructions: "In case you forget your password and need it reset, you will be prompted to answer two security questions. Please specify an answer to at least four of the questions below. Security questions will be randomly presented to you when you attempt to reset your password." The form contains seven questions, each with a text input field to its right. The questions and their corresponding input values are: "In what city did you meet your spouse/significant other?" (empty), "In what city does your nearest sibling live?" (billings), "In what city or town was your first job?" (empty), "What city were you born in?" (san antonio), "What is the color of your first car?" (empty), "Which year were you born?" (empty), and "Who is your favorite author?" (empty). At the bottom of the form are two buttons: "Submit" and "Cancel".

To submit your challenge questions:

1. Enter the answer to at least the required number of challenge questions. Questions you answer are selected at random to use as the challenge questions if you forget your password.
2. Click **Submit** to save your answers.

You can change or update your security questions at any time.

The Facility Services Home Page

The Home page provides a snapshot of the current trip requests, and includes notifications and news of scheduled updates, maintenance, and system changes.

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HOME REQUESTS VERIFY ATTENDANCE MY PROFILE ADMIN HELP LOGOUT

LogistiCare Facility Services - Home Logged in as Amanda Bouvier

Dashboard

The list below summarizes the number of trip requests with upcoming dates of service by status.

Date of Service	Pending	Rejected	Approved	Denied
2/5/2011	1	0	0	0
2/7/2011	0	0	4	0
2/8/2011	0	0	1	0
2/14/2011	2	2	4	0
2/16/2011	0	0	1	0
2/18/2011	1	0	0	0
2/21/2011	0	0	1	0
2/25/2011	0	0	1	0
2/28/2011	1	0	0	0
3/1/2011	1	1	1	0

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Disclaimer of Liability

LogistiCare Solutions, LLC provides access to the data and information contained on this Web site as a service to our clients. While the data and information contained on this Web site are based upon actual trip data for each client, due to continuous updates to the data files, we make no warranty or guarantee concerning the accuracy or reliability of the content of the data or reports produced from this Web site.

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Navigating the Portal

From the **Home** page, use the menu at the top of the page to open the reservation request forms, view existing requests, and manage your Facility Services account. The menu is accessible from every page in the portal.



REQUESTS open a menu where you can select options to add reservation requests, standing order requests, or view existing requests.

- **New Reservation** opens a new trip request form.
- **New Standing Order** opens a new standing order request form.
- **My Requests** opens the My Requests page where you can search for trip requests by date, status, or member.

VERIFY ATTENDANCE opens the Monthly Attendance Manager Summary View page. Tabs on this page let you review and verify rider attendance by day or monthly by rider.

MY PROFILE provides links to change your password and challenge questions.

ADMIN opens the User Management page where Administrator and Peer Manager users can add and manage user accounts. This option is available only to users with administrative permissions.

HELP provides access to this User's Guide and information about how to contact Modivcare for additional support. The Help menu also include the **Forms and FAQ** link to the Modivcare Facility Resource Site, which provides state-specific forms and information.

LOGOUT logs you out of the Facility Services Web and returns to the Login page. You should always log out of the portal when you are not working in the system. As a security measure, you are automatically logged out after a period of inactivity.

Dashboard

The Dashboard summarizes the trip requests that you can manage by date and status. The display shows requests up to the next 90 days starting with the current date. The trips you can see depend on the permission levels set up at your facility.

Dashboard				
The list below summarizes the number of trip requests with upcoming dates of service by status.				
Date of Service	Pending	Rejected	Approved	Denied
12/29/2010	0	0	<u>6</u>	0
12/30/2010	0	<u>1</u>	<u>8</u>	0
12/31/2010	0	0	0	0
1/3/2011	0	0	<u>7</u>	0
1/4/2011	<u>1</u>	0	0	0
1/5/2011	<u>3</u>	0	0	0
1/6/2011	1	<u>1</u>	<u>8</u>	<u>1</u>
1/7/2011	<u>4</u>	0	<u>1</u>	0
1/10/2011	<u>3</u>	0	0	0
1/11/2011	<u>4</u>	0	0	0

1 2 3 Page Numbers

The list shows 10 days per page. Click the page numbers at the bottom of the list to view additional dates.

Click any of the underlined numbers under Pending, Rejected, Approved, or Denied to open the [My Requests](#) page and view the requests for the selected date and status.

Entering New Requests

To request a trip for a client, you will enter a new reservation or a new standing order. Select **REQUESTS > New Reservation** from the menu to enter a new request for a single trip.

Selecting the Member

Before you can enter or modify any request or reservation, you need to select the correct member. When you select **REQUESTS > New Reservation**, the **Find Member** dialog opens. All three fields are required to select the member requesting a trip.



The screenshot shows a dialog box titled "Find Member" with a green header. It contains three input fields: "Member ID:" (text box), "Member Last Name:" (text box), and "Insurance Type:" (dropdown menu). A "Search" button is located at the bottom left of the dialog.

1. Enter the **Member ID**. You do not need to enter any dashes or other separators used in the ID number.
2. Enter the **Member Last Name**. You do not need to capitalize the name, but it must be spelled correctly.
3. Select the member's **Insurance Type** from the list.
4. Click **Search**.

If the member is found, the Request a Reservation page opens and displays the member information at the top of the request form.

If there is no match to the criteria you entered, verify your entries, and then retry your search. If you are unable to locate the member record, call your Modivcare Facility Representative to submit your trip request.

Note: In certain locations, Modivcare does not receive a member file from the insuring agency. You will be prompted to enter additional rider information, including the member ID, name, address, and date of birth. When the request is submitted, Modivcare personnel will verify the member information with the insuring agency before completing the reservation.

Entering the Trip Details

The Request a Reservation page displays the Member ID, Name, Date of Birth, Gender, and Insurance Type in the Member section at the top of the form. Take a moment to verify that you have selected the correct member before completing the request.

Member						
Member ID	First Name	Middle Name	Last Name	Date of Birth	Gender	Insurance Type
004-62-9762	CANDACE	L	DAVIS	11/23/1983	F	ACME Health Plans
Requested By						
*Name Perry Pennington			Relationship <NONE>		*Contact Phone Number 405-691-9004	
Notification E-Mail: perry@facility.com					Fax Number - - -	
Reservation						
*Date of Service []						
Level of Service						
*Level of Service []						
Medical Provider Information						
*National Provider Identifier 1083617055				*National Provider Name OKC Rehabilitation Center		
Escorts						
Number of PCAs 0	Number of Adult Escorts 0	Number of Child Escorts 0	Number of Child Car Seats 0			
Patient Condition						
*Nature of Appointment rehab			Patient Condition []			
*Treatment Type Cardiac Rehab			Procedure Code(s) []			
Additional Information for ACME Health Plans						
Does the building have a ramp? Select Item			Where is the ramp located? Select Location			
Preferred Transportation Provider						
Preferred Transportation Provider Sooner Transit						
Comments						
Additional Comments []						
<input type="button" value="Continue"/>						

As you enter the trip information, the system processes certain fields to determine if additional information is needed. During these times, you will see the Please Wait processing message.



Complete the fields on the first page of the reservation request.

When you enter a new request, some fields in the trip details may be filled in automatically with information that Modivcare has on file about the facility you are associated with and the member requiring transportation. These fields include:

- Contact Phone Number (phone number for your facility)
- National Provider Identifier and Name (for your facility)
- Level of Service (member's usual level of service)
- Requested Transportation Provider (member's preferred transportation provider)
- Pick Up Address and Phone Number (member's residence address)
- Drop Off Address and Phone Number (for your facility)

As you work in FSW, some information may be stored after you enter a request and then reused during your session. This information may be different from the information that was prefilled from the facility or member data. For example, the phone number for your facility may be prefilled, but you may change it to your direct number. This information is not saved if you log out or disconnect from the FSW portal. Additional fields that may be prefilled in a request based on information that you enter include:

- Requested By fields (Name, Relationship, Contact Phone Number, Notification E-mail, Fax Number)
- National Provider Identifier and Name
- Treatment Type
- Trip Leg A Drop Off Address, Phone Number, Physician

Depending on the member's location and insurance type, additional fields may be displayed and required. These fields are usually located in the Additional Information section on the request page.

Fields listed in the following table in bold font are typically required to complete a reservation request. **Required fields are indicated on the reservation form with an asterisk ***.

Requested By	
Name	Your name is filled in from your login information.
Relationship	Select your relationship to the member.
Contact Phone Number	Prefilled with your facility phone number if it is available. Enter your 10-digit phone number. Include the area code, but do not add any separators.
Notification E-Mail	Prefilled from your user profile.

Fax Number Enter the 10-digit fax number that can be used to notify you or your client about the trip.

Reservation

Date of Service Enter a date up to 90 days in advance. Use the MMDDYYYY format or click the field to open the calendar and select the date. You do not need to enter the slashes or separators, but include zeros for single day and month entries. For example, enter May 5, 2012 as 05012012.

Level of Service

Level of Service Select the service required on this trip from the list. If the Level of Service is other than Ambulatory, you may need to submit a [Transportation Justification Request](#), also called a Medical Necessity Form, in order for Modivcare to complete the request.

Medical Provider Information

National Provider Identifier Prefilled with your facility information if available. Enter the National Provider Identifier (N PI) for the ordering medical provider. This information is required for certain member programs and may be validated against the entries in the Modivcare N PI database.

National Provider Name Prefilled with your facility information if available. Enter the name of the ordering medical provider. This information is required for certain member programs.

Escorts

Number of PCAs Select the number of Personal Care Attendants authorized for this trip.

Number of Adult Escorts Select the number of adult escorts for this trip.

Number of Child Escorts Select the number of children who will be accompanying the rider on this trip.

Number of Child Car Seats Select the number of children's car seats required for this trip.

Patient Condition

Nature of Appointment Enter a brief description of the treatment or service, such as clinic visit, dialysis, pharmacy visit, or dental appointment.

Patient Condition Enter a brief description if this client requires a level of service other than Ambulatory, such as "confined to wheelchair."

Treatment Type Select the type of treatment the member will be receiving from the list.

<p>Procedure Code(s)</p> <p>Can Member sign the driver's log? Is the member's inability to sign the log permanent? Please explain why the member's inability is permanent.</p>	<p>Enter the procedure codes if known.</p> <p>Optional questions to determine if a rider can sign the log. Click Yes or No to indicate if the member will be able to sign the driver's trip verification form. If the member is unable to sign, click Yes or No to indicate if this is a permanent situation. If the member's inability to sign is permanent, provide a brief explanation.</p>
--	--

Additional Information

This section contains any additional information requested by the member's insuring agency.

Preferred Transportation Provider

Prefilled from the rider's preferred provider if available.
Enter the preferred transportation provider for this member if one is requested.

Comments

Enter any additional comments, directions, escort information, or instructions. Comments are limited to 100 characters.

Click **Continue** to open the trip leg page.

Before opening the trip leg page, the system validates the required entries. If a required field is not entered or an error is found, the field name is shown in red and an error message is shown under the Continue button. Correct any errors and then click **Continue** again to recheck your entries and open the trip leg page.

The screenshot shows a web form with the following sections:

- Patient Condition** (green header):
 - *Nature of Appointment (text input field, highlighted in red)
 - Patient Condition (text input field)
 - Treatment Type (text input field)
 - Procedure Code(s) (text input field)
 - *Can Member sign the driver's log? (radio buttons for Yes and No, with Yes selected)
- Comments** (green header):
 - Additional Comments (text input field)
- Continue** button
- Below the button, an error message: **Please provide the Nature of Appointment.** (highlighted in red)

Entering the Trip Legs

Trip Leg A is the first section of the trip, from the initial pick up to the drop off location. Fields shown with the asterisk * are required.

Please complete the trip leg information below.
Member: CANDACE DAVIS **Date of Trip:** 8/20/2012 **Status:** Pending

Trip Leg A

PICK UP

Look Up Enter Manually

*From Location Name:

Requested Pick Up Time: AM PM

*Address: *City: Building: Apartment:

*State: *Zip: *Phone Number: Extension:

Name of Doctor:

*Type of Assistance:

Directions for the driver:

DROP OFF

Look Up Enter Manually

*To Location Name:

*Appointment Time: AM PM

*Address: *City: Building: Apartment:

*State: *Zip: *Phone Number: Extension:

Name of Doctor:

Directions for the driver:

Signature

I am requesting non-emergency transportation for the member named above only for those days when the member will receive a payable treatment at each facility named above. I affirm that the information entered is accurate.

Please type your name:

What the icons mean...

- Create or Update Round Trip
- Create or Update the Next Trip Leg
- Remove Trip Leg

The member's address will be prefilled in the Pick Up location fields if it is available, as many trips are made from the member's home to the facility. Your facility information will be prefilled in the Drop Off location fields if it is on file with Modivcare.

Prefilled fields are not active and cannot be edited directly. To make a change to the Pick Up or Drop Off location, select Look Up or Enter Manually to select or enter the location.

PICK UP

Look Up or Enter Manually

The member's address is automatically entered as the default pick up location if the residence address is found in the Modivcare system. The address fields are shaded and cannot be edited.

If the address is not found or the pick-up location is not the member's residence, you can use the Look Up function or enter address manually.

Look Up



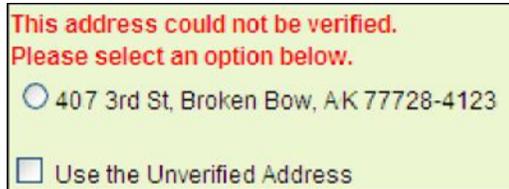
The Look Up button is the default selection. Click the **Look Up** icon to open the Location Look Up. Refer to the [Using the Location Look Up](#) section in this User's Guide for details on using this tool.

Enter Manually

Select **Enter Manually** to access the location fields and manually enter the pick up address.

Note

Addresses that you enter manually are validated in the Modivcare system when you save the trip leg. After validation, a message may display that gives you the option to choose a validated address or to continue with the unverified address that you entered.



***From Location Name**
***From Location Type**

Required. The **Location Name** is automatically filled when you select a location using the Location Look Up tool. If you are manually entering the pick up location, select the **Location Type** from the list.

***Address**

Required. Enter the street address of the pick up location.

***City**

Required. Enter the city name.

*State	Required. Select the state or territory.
*Zip	Required. Enter the five-digit zip code.
Name of Doctor	Enter the name of the physician or specialist being seen if this is a medically related trip.
Directions for the driver	Enter any information that will help the transportation provider find this location.
Requested Pick Up Time	Enter the requested pick up time and then click AM or PM. Enter the time using leading zeros if necessary (09:00). The actual pick up time scheduled by Modivcare for the A leg of the trip is based on the appointment time and other trip information used to generate the reservation.
Building	Enter the specific building at the street address entered.
Apartment	Enter the specific apartment or suite at the address entered.
*Phone Number	Required. Enter the phone number at the pick up location if it has not been prefilled with the member's home phone number.
Extension	Enter any extension for the number at the pick up location.

DROP OFF

Look Up or Enter Manually	 <p>Your facility address is automatically entered from the information on file with Modivcare. If the member will be traveling to a different location, use the Look Up or enter the new address manually.</p> <p>Look Up is the default selection. Click the Look Up icon to use the Location Look Up or click Enter Manually to type in the drop off address.</p>
*To Location Type	Required.
*To Location Name	
*Address	Required. Enter the street address of the drop off location.
*City	Required. The city name.
*State	Required. Select the state or territory.
*Zip	Required. Enter the five-digit zip code.

Name of Doctor	Enter the name of the physician or specialist being seen if this is a medically related trip. Enter the name as First Name Last Name or Last Name, First Name. Do not include Dr. or any other titles before the name.
Directions for the driver	Enter any information that will help the transportation provider find this location.
*Appointment Time	<p>Enter the time of the member's appointment and then click AM or PM. Enter the time using leading zeros if necessary (09:00). If you enter 24-hour (military) time, such as 13:30, it will be converted to AM/PM when you save the reservation.</p> <p>The actual pick up time scheduled by Modivcare is based on the appointment time and other trip information used to generate the reservation.</p>
Building	Enter the specific building at the street address entered.
Apartment	Enter a specific apartment or suite at the address entered.
*Phone Number	Required. Enter the phone number or the number at the drop off location.
Extension	Enter the extension for number at the drop off location.

Signature

Check the box and type your name to provide your "digital signature" and confirm the accuracy and validity of this trip request.

Note: You do not need to enter the digital signature until you have entered all of the trip legs and are ready to submit your request.

When you have entered the information for Trip Leg A, you can create a round trip, add multiple trip legs, or submit the request for a one-way trip.

For most trips, you will want to create a second trip leg, Trip Leg B, to get the member from the drop off location back to their residence. Click the **Create Round Trip** button to copy the information from Trip Leg A and create Trip Leg B for the member's round trip.



In some situations, the member needs transportation to multiple locations on the same day. This requires a reservation with multiple legs. Click the **Next Trip Leg** button to copy the drop off information from Trip Leg A and open Trip Leg B. After entering the Trip Leg B, you can repeat the process to enter additional legs (C, D, etc.).



In some situations, you may have a one-way trip and do not need to enter another trip leg. Click **Create Request** to submit your request and click **OK** at the prompt to confirm that this is a one-way trip.



When you click **Create Request** or the trip leg icons, the system validates the required fields. The field names for any entries that you need to correct change to red and the error messages display below the Create Request button. Make your corrections and then click **Create Request** or the trip leg icon again. The system rechecks your entries and creates the request or opens the next trip leg page.

Adding Additional Trip Legs

Additional trip legs follow the same format you used when you entered Trip Leg A with a few exceptions. The new trip leg uses the Drop Off location from the previous leg as the Pick Up location.

Trip Leg B

PICK UP

Look Up Enter Manually

***From Location Name**
OKLA ALLERGY/ASTHMA CLINIC

***Address**
750 Ne 13th St

***City**
Oklahoma City

***State**
OK

***Zip**
73104

Name of Doctor

Directions for the driver

Will Call

***Requested Pick Up Time**
[] AM [] PM

Next Day

Building **Apartment**

***Phone Number** **Extension**

DROP OFF

Look Up Enter Manually

***To Location Name**
Use Search Button

***Address** ***City**

***State** ***Zip**

Name of Doctor

Directions for the driver

Appointment Time
[] AM [] PM

Next Day

Building **Apartment**

***Phone Number** **Extension**

+
×

Enter the **Requested Pick Up Time** when the member should be picked up at this location or check **Will Call** if the member will call Modivcare when they are ready to be picked up for this leg of the trip.

Enter the **Drop Off information** for this leg. You cannot enter the Appointment Time if Will Call is selected.



Click the **Next Trip Leg** button to copy the drop off information from the current leg and open the next leg of the trip.



To remove a trip leg, click the **Cancel** button. This removes the current leg without changing any other trip legs.

When you have entered all of the trip legs, enter your **Signature** and then click **Create Request** to validate your entries and submit the trip request.

If you need to [submit a **Transportation Justification Request \(Medical Necessity Form\)**](#), the form may be displayed when you submit the reservation.

Trip Request Confirmation

When you have completed your entries and saved your request, the Confirmation page provides a summary of the trip, and displays the trip request number at the top of the page.

LogistiCare Facility Services - Confirmation Logged in as BG Davis

Your request for transportation has been submitted. Please allow up to 5 business days for LogistiCare to process your request. Once your request has been processed, the status will change to "Approved" with a calculated pick up time. Please check this web site often for changes.

Your request number: 500004081

Member: LOIS JOHNSON
Date of Service: 10/3/2012
Level of Service: Wheelchair

Trip Leg: A
Pick Up: Residence
Appointment Time: 2:00 PM
Drop Off: Foot & Ankle Spec

Trip Leg: B
Pick Up: Foot & Ankle Spec
Appointment Time: Will Call
Drop Off: Residence

[View all details](#)

[Create a new trip request for the same member](#)
[Create a new trip request for a different member](#)

To see additional trip details or to make any changes to the request, click the **View all details** link at the end of the confirmation notice to open the Trip Details page.

From the Confirmation page, you can choose to create another request for the same member or for a different member. Click the appropriate link to enter another request for the same member or for a different member.

Entering Additional Requests

From the Confirmation Page, you can choose to enter a new request for the same member or enter a new request for a different member. Information from the request you just entered is used to prefill some of the fields in the request when you use one of these options.

Creating a New Request for the Same Member

When you click the link on the Confirmation page to create a new trip request for the **same member**, you do not have to select the member again; the request page automatically opens. All fields in the request and in Trip Leg A are filled *except the date of service*.

You can edit or change any information for the new request, and complete the trip by selecting a round-trip or adding additional trip legs.

Creating a New Request for a Different Member

When you click the link on the Confirmation page to create a new trip request for a **different member**, the Find Member page opens so you can select the member. When you have selected the member and the request page opens, the request details and Trip Leg A fields that are not *member specific* will be automatically filled with the information that was entered in the previous request.

Fields that will be prefilled in the request for a different member include:

- Requested By fields
- Date of Service
- National Provider Identifier and Name
- Level of Service (member's usual level of service)
- Patient Condition (Nature of Appointment and Treatment Type)
- Drop Off Address and Phone Number

Fields that are considered member specific and will *not* be prefilled include:

- Level of Service
- Escorts
- Residence Address
- Appointment Time
- Requested Pick Up Time

You can edit or change any information for the new request, and complete the trip by selecting a round-trip or adding additional trip legs.

Using the Location Look Up

The Location Look Up let you quickly look up the addresses of healthcare facilities and other locations. In the Pick Up or Drop Off section of any trip leg, select **Look Up** and then click the **Look Up** icon to open the Location Look Up.



Search by Location Type

The look up by Location Type displays when you open the Look Up tool, with two options: Residence and Facility.

The **Residence** option searches the Modivcare system for address of the rider's residence.

The **Facility** option displays the facilities that you are associated with. These associations are part of your user setup and managed by the FSW Administrator.

1. Select **Facility** or **Residence** from the list and then click **Search**.
2. Use your mouse or the ARROW keys to scroll through the results list.
3. Click the button next to the location name to select it, and then click **OK** to populate the location address in the trip leg.

Click **Cancel** to return to the trip leg without selecting any location and manually enter the Pick Up or Drop Off information.

Search by Location Name

The search by Location Name lets you search for locations by entering all or part of a facility name. The results are based on the member's insurance type and show the facilities associated with that agency that match your search criteria.



The screenshot shows a search interface with a light green background. At the top, there are three tabs: "Search by Type", "Name", and "Address". The "Name" tab is selected. Below the tabs is a text input field labeled "Location Name:" containing the text "medi". To the right of the input field is a "Search" button. Below the input field is a list of search results. The first result is "MEDICAL CENTER" with a radio button next to it, followed by the address "4200 Jenny Lind Rd, Durant, OK 74702". The second result is "MEDICAL PLAZA" with a radio button next to it, followed by the address "204 Wall St, Enid, OK 73701". The third result is "MEDI HOME" with a radio button next to it, followed by the address "1200 S. ...". At the bottom of the list are "OK" and "Cancel" buttons.

1. Enter all or part of the facility name and then click **Search**. All results that match your entry are listed alphabetically.
2. Click the button next to the location name to select it, and then click **OK** to populate the location name and address in the trip leg.

Click **Cancel** to return to the trip leg without selecting any location and manually enter the Pick Up or Drop Off information.

Search by Address

The Address Look Up helps you identify the facilities located at a specific address. To search by address, you must know the complete address.

The screenshot shows a web application interface for searching facilities by address. At the top, there are three tabs: "Search by Type", "Name", and "Address", with "Address" selected. Below the tabs are three input fields: "*Zip Code" containing "73110", "*Address" containing "8200 National Ave", and "*City" containing "Midwest City". To the right of the City field is a "*State" dropdown menu showing "OK". A "Search" button is located below the input fields. The search results are displayed in a list box with two entries: "CITY REGIONAL HOSPITAL" and "CENTER FOR THERAPY", both with the address "8200 National Ave, Midwest City, OK 73110". Each entry has a radio button to its left, with the first one selected. At the bottom of the interface are "OK" and "Cancel" buttons.

1. Enter the Zip Code, street address, city, and state. You must enter an exact match, including the correct street designation (Dr., St., or Ave., for example.)
2. Click **Search** to see all facilities located at that address.
3. Click the button next to the location name to select it, and then click **OK** to populate the location name and address in the trip leg. .

Click **Cancel** to return to the trip leg without selecting any location and manually enter the Pick Up or Drop Off information.

Entering a Standing Order

A standing order is used to arrange trips in advance for a client who is scheduled for trips three days or more a week to the same location. For example, treatments such as dialysis, adult day care, or physical therapy might require a standing order.

A Standing Order is good for up to three months and then must be recertified by Modivcare to make sure the trip continues to be necessary.

Select **REQUESTS > New Standing Order** from the menu. The information required for a Standing Order request includes most of the same member and trip fields required for a new trip request. Review the sections in this User's Guide on [Entering New Requests](#) and [Using the Location Look Up](#) for more details about the required entries.

Additional information necessary for a Standing Order includes the start date and the days of the week that the trip is required. The specific fields for a new standing order as grouped in the section marked Standing Order, and the fields shown with the asterisk * are required.

Standing Order

*Start Date of Service

Required. This is the first date that the standing order will become a reservation. This date must fall on one of the **days of the week for this trip**. The Start Date of Service must be at least 5 business days after the current date to allow for Modivcare processing.

Use the MMDDYYYY format or click the field to open the calendar and select the date. You do not need to enter the slashes or separators, but include zeros for single day and month entries. For example, enter May 5, 2012 as 05012012.

End Date of Service

If the standing order has an end date, enter the last date for a trip reservation. If the standing order is indefinite, leave this field blank.

Maximum Number of Trips Enter the number of trips authorized for this standing order. If the standing order is indefinite, leave this field blank.

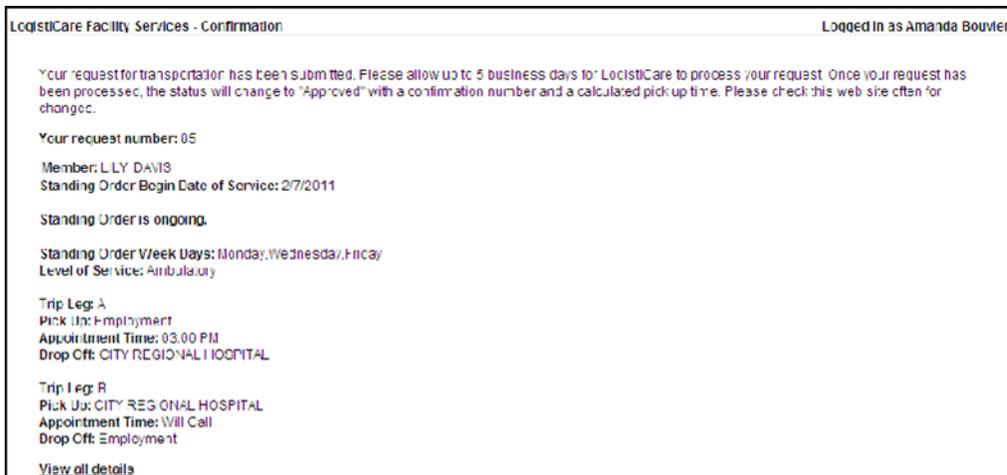
***Days of Week** **Required.** Check the days of the week that the trips will be made.

After entering the rider information, enter the trip leg details. When you have completed the Standing Order request and entered your digital signature, click **Create Request** to save your request.

If the Level of Service is other than Ambulatory, you may need to submit a Transportation Justification Request. If it is required, the request page is displayed when you submit the reservation.

Standing Order Request Confirmation

When you have completed your entries and saved your request, the Confirmation page provides a summary of the standing order and displays the request number



To see additional details or to make any changes to the request, click the **[View all details](#)** link at the end of the confirmation notice to open the Trip Details page.

Entering a Medical Necessity Form

A member may require an advanced Level of Service or a specific, medically necessary mode of transportation. In this case, you must submit a Transportation Justification Request (also known as a Medical Necessity Form) to support the order for a particular mode of transportation.

Because the form can cover many trips during the authorized period, the Modivcare system is checked to determine if a valid form has already been submitted. In this case, the existing authorization will cover the trip and you will not be required to resubmit a form.

If there is not a valid authorization on record with Modivcare, you must submit the certified form before you can submit the on demand or standing order request.

* indicates a required field

TRANSPORTATION JUSTIFICATION REQUEST

Patient Name: FREEMAN, TERESA Dept. of Health Member ID: 555511
 Date of Birth: 5/15/1955

* Start Date: 2/19/2014

* Please check the medically necessary mode of transportation:

Wheelchair: The enrollee is a wheelchair user, requires a lift-equipped or roll-up wheelchair vehicle and driver assistance.

Stretcher Van: The enrollee is confined to bed, cannot sit in a wheelchair, and does not require medical attention/monitoring during transport.

BLS Ambulance: The enrollee is confined to bed, cannot sit in a wheelchair, and requires medical attention/monitoring during transport for reasons such as isolation precautions, oxygen not self-administered by patient, sedated patient.

ALS Ambulance: The enrollee is confined to bed, cannot sit in a wheelchair, and requires medical attention/monitoring during transport for reasons such as IV requiring monitoring, cardiac monitoring, tracheotomy.

* Please justify the mode of transportation chosen above (300 character maximum):

had surgergy and confined to bed for 2 weeks

Is the requested mode of transport a long term need of the patient, or temporary?

Long Term

Temporary

*If temporary, please enter the end date: 03/04/2014

* NPI #

1972607547

* Physician: Castaldo * Phone: 555-555-2222 Date: 2/19/2014

Facility Name: YORK REHAB

Completed By: Dolly Duncan * Title: JJIN Phone: 555-555-3333

* CERTIFICATION STATEMENT: I (or the entity making the request) understand that orders for Medicaid-funded travel may result from the completion of this form. I (or the entity making the request) understand and agree to be subject to and bound by all rules, regulations, policies, standards and procedures of the New York State Department of Health, as set forth in Title 18 of the Official Compilation of Rules and Regulations of New York State, Provider Manuals and other official bulletins of the Department, including Regulation 504.8(2) which requires providers to pay restitution for any direct or indirect monetary damage to the program resulting from improperly or inappropriately ordering services. I (or the entity making the request) certify that the statements made hereon are true, accurate and complete to the best of my knowledge; no material fact has been omitted from this form.

[Create Request](#)

Required fields are marked with an asterisk * and must be completed to submit the request. The fields that are required to submit the form may depend on your location and the requirements of the member's insuring agency.

To enter the justification and submit the form:

1. Change the **Start Date** for this request if necessary. The date defaults to the current date.
2. Check the type of transportation that is medically required by this member.
3. Enter the reason this mode of transportation is medically necessary.
4. Indicate if this is a long term or temporary requirement. A long-term request is generally indicated for members having chronic conditions while a short-term authorization is used for members experiencing acute conditions. If this is a temporary request, enter the end date for this request.
5. Enter the information that identifies the physician who is certifying this request.
 - Physician name
 - National Provider Identifier (NPI) number if required
 - Phone number
6. Select the Facility from the list. The facilities listed are based on the available facilities selected for you by your facility site administrator.
7. Enter your title. Your name and phone number are auto filled based on your login and the telephone number you entered in the contact information on the reservation or preschedule request.
8. Click the checkbox for the Certification Statement to verify that the information entered is accurate and complete.
9. Click **Create Request** to submit this form to Modivcare along with the reservation or standing order request.

Finding and Viewing Trip Requests

You can look up trip requests that you have entered for your clients and trip requests entered by others at your facility. The FSW user management system is set up so you can view and edit requests created by:

- Your FSW manager
- Other users under your manager
- Users that you manage

You can search for any past or future request, but the search is limited to a 30-day range based on the start date and end date that you enter.

Your search results list trip requests according to the date, status, and member search criteria you enter. From the list, you can open pending requests to make changes or corrections or to withdraw the request.

To search for trip requests:

1. Select **REQUESTS > My Requests** from the main menu to open the Search for Trip Requests page.

2. Enter the **Start Date**. The default selection is today's date. Enter the date using the MMDDYYYY format. No slashes or dividers are necessary. You can also click the date field to open the calendar and select a date.
3. Enter the **End Date**. The default selection is 30 days from today's date. 30 days is the maximum number of days you can use in your search criteria for the date range. Enter the date using the MMDDYYYY format or click the date field to open the calendar and select a date.
4. Select the **Status**. The default selection is **Any**, but you can select a specific status from the list to search for only **Approved, Denied, Pending, Rejected, or Withdrawn** requests.

Member is an optional field. To limit your search to requests for one member, click the **Look Up** icon to open the [Find Member](#) search window. Enter the information to

find and select the member you want to use in your search.



Click the **Cancel** button to remove the name from your search criteria.

5. Click **Search for Trip Requests** to run your search and view the results list.

Search for Trip Requests

Please specify your search criteria. * Required Information

* Start Date: * End Date: * Status: Member: [Edit Search Criteria](#)

Click on to view more information about the trip request. Note that only information for the first leg of the request is displayed.

	Date of Service	Status	Standing Order?	Member ID	Member Name	Member DOB	Reservation ID	Pickup Time	A
	1/29/2013	PENDING	NO	030-58-5858	CANDACE DAVIS	3/20/1974			1
	1/29/2013	PENDING	NO	030-07-9347	CRIS HOWELL	8/23/2000			1
	1/24/2013	PENDING	NO	017-16-1616	FAITH DAVIS	11/18/1971			1
	1/22/2013	DENIED	NO	038-07-9347	CRIS HOWELL	8/23/2000			1

Use the scroll bar at the bottom of the screen to view all columns in results list:

- Date of Service
- Status
- Standing Order?
- Member ID
- Member Name
- Member DOB
- Reservation ID (for on-demand trip that has been scheduled by Modivcare)
- Pickup Time (shown when the request has been scheduled by Modivcare)
- Appointment Time
- Pickup Location
- Dropoff Location
- Level of Service
- Requested By

You can sort the list by clicking on any of the column headers. Click the column header a second time to re-sort the list in the reverse order. The column being used to sort the list shows an arrow icon that indicates the sort order (ascending or descending).

Note: Your search settings are saved and reused each time you go back to the My Requests page. Click **Edit Search Criteria** (next to the Member field) to open the criteria settings and enter a new search.

 Click the **View** icon to open any request in the list to view the details, or to edit pending or rejected requests. Each trip leg shows the current status and approved trip legs include the pickup time.

The Modivcare employee approving the request may enter notes for your review. These notes are displayed in a section titled Important Information that is displayed at the top of the request details.

Important Information

Approval Comments

Rider is approaching trip limits. Only 2 more allergy treatments available. CD 06/03/2013

Use the buttons at the top of the Trip Details page to:

- | **Go Back** to the My Requests page
- | **Edit** a request that is pending or has been rejected
- | **Withdraw** a pending request
- | **Print** a copy of the trip details

Approved Requests

On the details page for approved requests, the **Reference Number** (reservation ID) for the trip is shown at the top of the details section, along with the Status and Request Number. Reference numbers are supplied for on demand trips only; there is no reference number for approved standing orders.

When the transportation provider is assigned to a reservation, the provider's name is displayed in the header for each trip leg. The assigned pick up times are shown unless the trip leg is scheduled as a Will Call.

Trip Leg A - Approved - Transportation Provider: REBOW CHARTER SERVICE	
Requested Pick Up Time	AppointmentTime
1:30 PM	4:30 PM
Pick Up Address	Drop Off Address

Go Back Edit Withdraw Print																
Status: Pending Request Number. 157742																
Member																
<table border="1"> <thead> <tr> <th>Member ID</th> <th>First Name</th> <th>Middle Name</th> <th>Last Name</th> <th>Date of Birth</th> <th>Gender</th> <th>Insurance Type</th> </tr> </thead> <tbody> <tr> <td>550-55-5555</td> <td>JOANNA</td> <td>L</td> <td>DAVIS</td> <td>12/30/2005</td> <td>F</td> <td>ACME Health Care</td> </tr> </tbody> </table>	Member ID	First Name	Middle Name	Last Name	Date of Birth	Gender	Insurance Type	550-55-5555	JOANNA	L	DAVIS	12/30/2005	F	ACME Health Care		
Member ID	First Name	Middle Name	Last Name	Date of Birth	Gender	Insurance Type										
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Standing Order																
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<table border="1"> <thead> <tr> <th>Name</th> <th>Relationship</th> <th>Contact Phone number</th> <th>Notification E-Mail</th> <th>Fax Number</th> </tr> </thead> <tbody> <tr> <td>Amanda Bouvier</td> <td></td> <td>555-551-5655</td> <td>abouvier@facility.com</td> <td></td> </tr> </tbody> </table>	Name	Relationship	Contact Phone number	Notification E-Mail	Fax Number	Amanda Bouvier		555-551-5655	abouvier@facility.com							
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0	0	0	0													
Patient Condition																
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Additional Comments additional comments from AB																
Trip Leg A - Penang																
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Assistance Type Curb-to-Curb																

Modifying Trip and Standing Order Requests

You can change or edit a request for a trip or standing order if the request is in a Pending or Rejected status.

Note: You cannot edit a request that is within 2 business days of the Date of Service. If the date of the trip is within 2 business days of the current date or within the minimum Advance Notice requirements of the contract, contact your Modivcare Facility Representative.

1. Use the **Search for Trip Requests** on the My Requests page to find the pending or rejected reservation you want to modify. You can also open the list of trip requests for a specific date from the Dashboard.
2. Click the **View** icon to open the request. 
3. Click **Edit** to open the request.
4. The first page displays the rider information fields.

You can edit any of the fields except the Member fields and the Date of Service. If you need to change the Member information or the Date of Service, withdraw the existing request and enter a new request with the correct information.

NOTE: Your changes are not saved until you open the trip leg edit page and save your changes.

5. Click **Continue** to open the trip legs and make any necessary changes.

The pick up and drop off location fields cannot be edited until you click the **Look Up** icon or select **Enter Manually** to update the fields. Changes that you enter manually are validated in the Modivcare system when you save the changes to the trip leg.

Note: If you change the drop off location for a trip leg, you will also need to change the pick up location for the next leg.

6. Complete the Signature verification and then click **Save Changes** to submit your changes to Modivcare.

Modifying Rejected Requests

Some requests may contain inaccurate information or be missing information needed to approve the request. In these situations, the Modivcare Facility Specialist will reject the request.

When a trip is rejected, the notes from the Modivcare Facility Specialist explaining why the request was rejected are attached to the request. You can open the request and view the notes in the Important Notes section at the top of the request form.

Edit Withdraw

Status: Rejected Request Number: 149

Important Notes

Rejected Status Note - Need medical necessity form and treatment plan prior to approval. A Bouvier 02/02/2011

Member

Member ID	First Name	Middle Name	Last Name	Date of Birth	Gender	Insurance Type
004-02-0002	CANDACE		DAVIS	11/29/1993	F	Health Care Authority

After reviewing the notes, you can edit and resubmit the request or you can withdraw the request. When you resubmit the request, the status changes to Pending approval by Modivcare.

Withdrawing a Trip or Standing Order

You can withdraw a request for a trip or standing order if the request is in a Pending or Rejected status. Once a request is withdrawn, you can view the request but it cannot be reinstated or modified.

To withdraw a pending request:

1. Use the **Dashboard** list or search on **My Requests** to find the pending or rejected request that you want to withdraw.
2. Click the **View** icon to open the request.
3. Click **Withdraw**.
4. At the prompt asking you to confirm the withdrawal, click **OK**.
5. The system displays a message confirming that the request has been withdrawn.

Canceling a Trip Reservation or Standing Order

At this time, you cannot use the Facility Services Web portal to cancel an approved reservation or an existing standing order. Contact your Facility Representative to cancel an approved reservation or standing order.

Managing Denied Requests

At times, Modivcare must deny services to a member. In some cases, a denial is based on the services Modivcare has been contracted to provide. In other cases, the member may be on restriction. Contact your Facility Representative if you have questions about a denied request.

Verifying Monthly Attendance

Modivcare requires facilities to identify members with standing orders who were absent on their scheduled appointment dates. You can use the Monthly Attendance Manager to report absences instead of the fax reporting system. (**Note:** Your facility must be set up by Modivcare to use the online system instead of the fax reports. Contact your Modivcare facility representative to determine if this option is available for your facility.)

Select **VERIFY ATTENDANCE** on the main menu to open the Monthly Attendance Manager Summary View page.

Monthly Attendance Manager Summary View

The Monthly Attendance Manager Summary View page gives you an overview of attendance verification at your facility and the tabs that let you verify attendance by day or by member.

Facility	Status	Complete
A ADULT DAY SERVICES	2 of 413 trips marked unattended.	Complete Month

Normally, you will choose one method to use to enter your attendance information, either by day or by member in a monthly view. We recommend that you review the two methods and select the one that best fits the work flow at your facility. Switching between the two options can cause confusion because of the different views of the member's attendance.

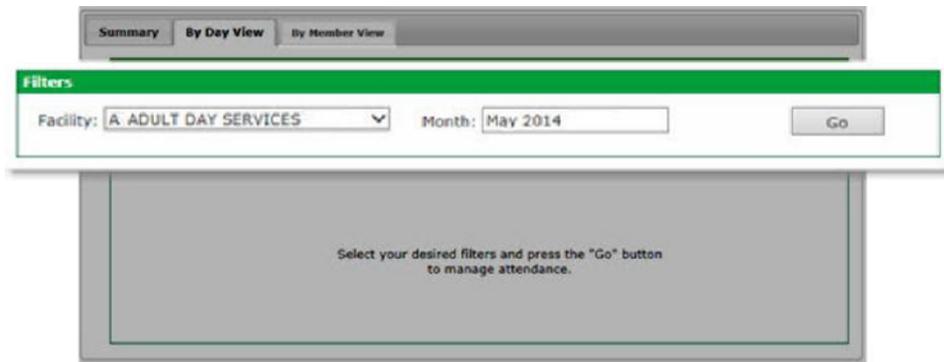
What You Can See and Verify

The Monthly Attendance Manager shows past months. In the **By Member View**, you can also see the information for the **current month through yesterday**. You cannot verify attendance for the current day or any time in the future.

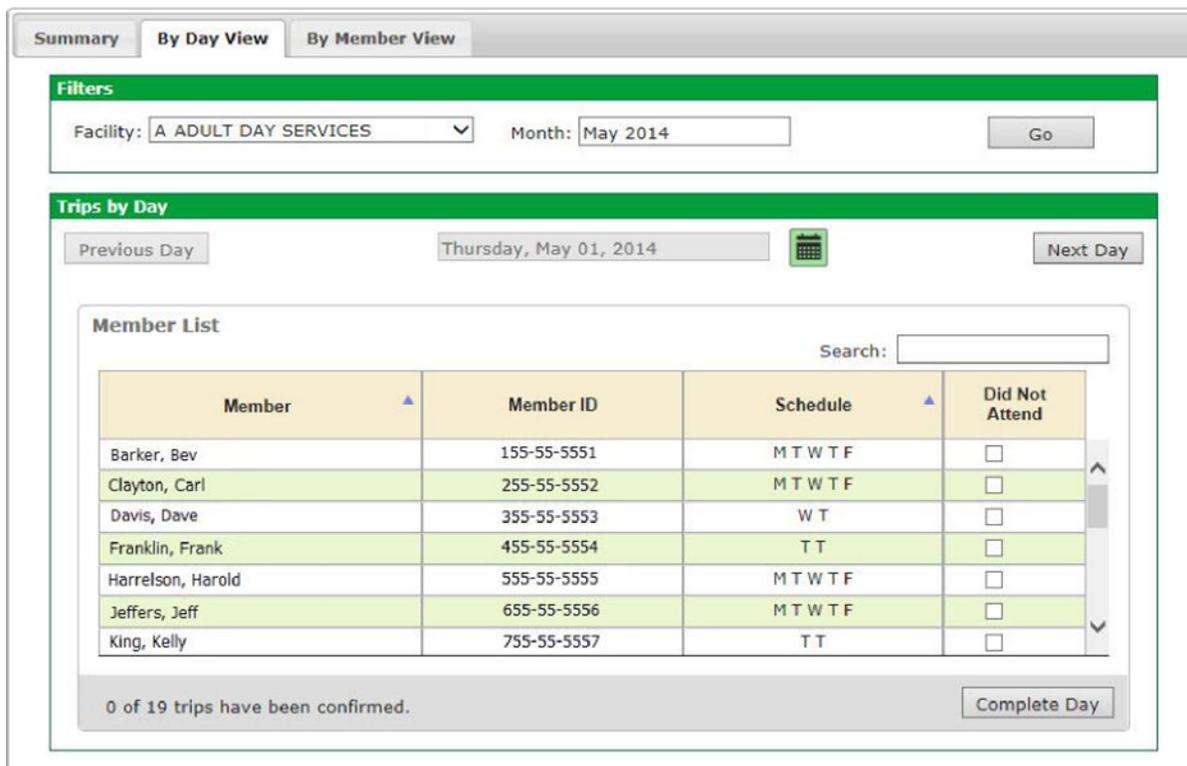
Verifying Attendance by Day

Click the **By Day View** tab on the summary page to open the Date View page.

Select the **Facility** and **Month** for attendance verification and then click **Go** to view the members who had scheduled appointments by day. Click in the Facility field for the list your facilities. Click in the Month field to open a calendar showing the months where you can verify attendance.



The **Member List** shows all members with a scheduled appointment for the day, starting with the first day of the month. The list shows the Member name, Member ID, daily Schedule (SMTWTFS), and the verification check box (Did Not Attend).



The buttons at the top of the list let you select the **Previous Day** or the **Next Day**.



When you use the Previous Day or Next Day button, any changes you made are saved and all trips on that day are considered confirmed, just as if you had clicked Complete Day. This does not lock the records; you can go back to a day and make changes if you need to.



You can use the calendar to see a specific day. Click the calendar icon to open the calendar for the month and select a day.



You can enter all or part of a member's name or member ID in the **Search** field to find members in the list. Delete the text you typed in the Search box to clear the search and restore the full list.

Marking Missed Appointments by Day

1. Find the member in the list. You can sort the list by clicking on any of the column headers.
2. Click the **Did Not Attend** check box if the member missed the appointment. The red flag displays next to the check box as an indicator that this appointment was missed

Member	Member ID	Schedule	Did Not Attend
Barker, Bev	155-55-5551	M T W T F	<input type="checkbox"/>
Clayton, Carl	255-55-5552	M T W T F	<input checked="" type="checkbox"/>
Davis, Dave	355-55-5553	T T	<input type="checkbox"/>
Franklin, Frank	455-55-5554	M T W T F	<input type="checkbox"/>
Harrelson, Harold	555-55-5555	M T W T F	<input checked="" type="checkbox"/>

If the member's trip was canceled by Modivcare, the row with that trip will be shaded and cannot be changed. The shaded row and Did Not Attend flag show you that the trip was canceled and does not need to be marked.

Member	Member ID	Schedule	Did Not Attend
Davis, Crys	055-55-5550	M T W	<input checked="" type="checkbox"/>
Johnson, John	011-11-1111	M W F	<input type="checkbox"/>

3. When you have marked the missed appointments, click **Complete Day** (or the Previous Day or Next Day buttons) to confirm the attendance for that day. The green check displays and then the message displays that **All trips have been confirmed.**

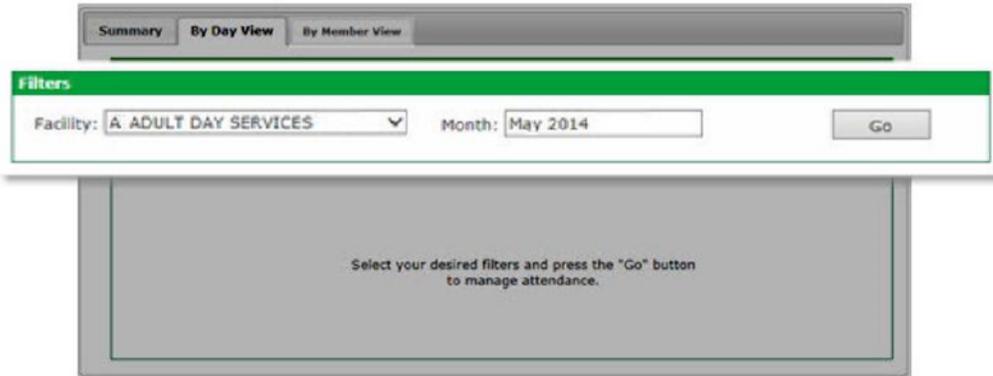
Harrelson, Harold	555-55-5555	M T W T F	<input type="checkbox"/>
Jeffers, Jeff	655-55-5556	M T W T F	<input checked="" type="checkbox"/>
King, Kelly	755-55-5557	M W F	<input type="checkbox"/>

All trips have been confirmed. Complete Day

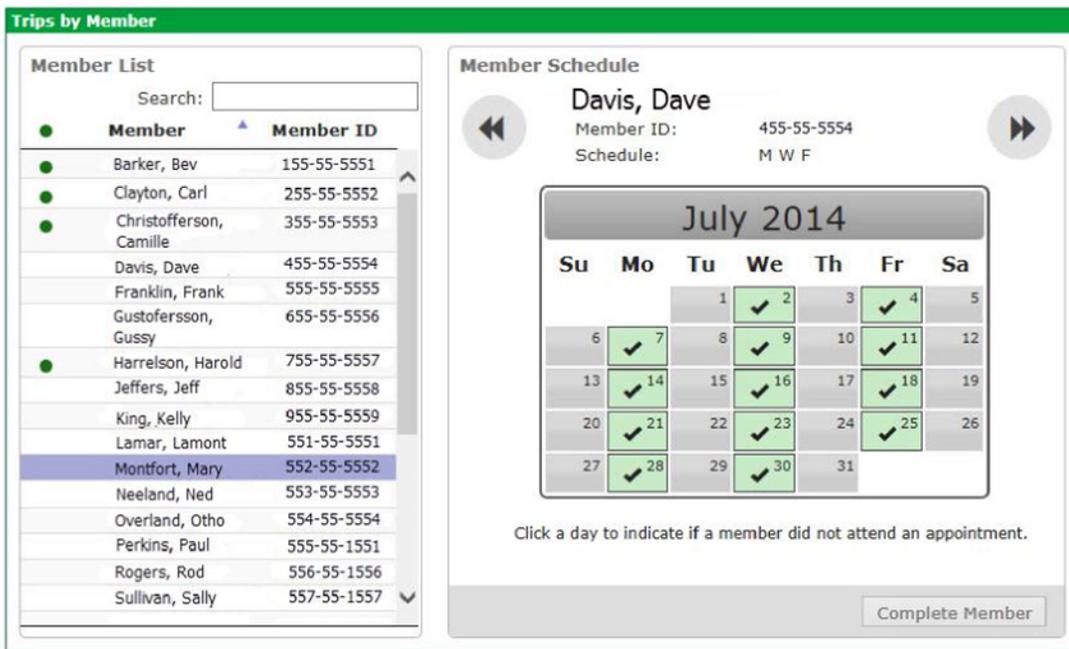
Verifying Attendance by Member (by Month)

The **By Member View** uses a calendar to indicate all appointments for each member for the entire month.

Select the **Facility** and **Month** for attendance verification and then click **Go** to view all members who had scheduled standing order appointments during the month. Click in the **Facility** field for the list your facilities. Click in the **Month** field to open a calendar showing the months where you can verify attendance.



The **Member List** on the left shows all members with standing order appointments during the month. The green dot ● displays next to the member's name if the attendance was verified and **Complete Member** was clicked.



The **Member Schedule**, on the right, is the calendar of the member's scheduled appointments.

You can change the member display by clicking a row in the Member List or by clicking the previous and next arrows in the Member Schedule. ◀ ▶

If you have marked an absence on the calendar, the arrow keys will complete the member information and mark the member record as confirmed with the green dot.

If you did not mark or change the calendar, the arrow keys will display the next record but the member's attendance is not confirmed.

You can enter all or part of a member's name or member ID in the **Search** field to find members in the list. Delete the text you typed in the Search box to restore the full list.

Marking Missed Appointments by Member by Month

1. Select (click) the member in the Member List to display the calendar in the Member Schedule.
2. Click the day on the calendar if the member missed the appointment. The missed day changes from green and checked to red with an **x**.



If the member's trip was canceled by Modivcare, the trip date cannot be marked and displays the circle icon in the date field.

3. If you marked an absence for the member, you can click **Complete Member** or use the arrows to confirm the attendance.

If you want to confirm attendance and mark the member record with the green dot but the member did not miss any appointments, you must use the **Complete Member** button. The arrow keys will not update a member record unless at least one day on the calendar is marked as a missed appointment.

Submitting Monthly Attendance to Modivcare

You must complete the monthly verification and submit it to Modivcare by the 20th of the month for the previous month. If attendance is not submitted by that time, a reminder displays on the summary page.

Click **Complete Month** on the summary page to submit your attendance information to Modivcare. A message indicates the date you submitted the attendance information. After you complete the month, you can view the attendance information but it cannot be changed.

Managing Your Profile

You can change your password for the Facility Services Web portal as often as necessary. If you think someone has your login information, change your password immediately. You should never share your login information with anyone.

You are required to change your password periodically. You will receive an expiration warning message before your password expires. If you do not change your password during this time, you will be redirected automatically to the Change Password page when you try to log in to the system.

Changing Your Password

To change your password:

1. Select **Manage Password** from the **My Profile** menu.
2. Enter your current password in the **Old Password** field.
3. Enter your new password in the **New Password** and **Confirm Password** fields.
| You cannot reuse your current password or any of your 5 previous passwords.
| Your password must be at least 8 characters long.
| Your password must contain characters from 3 of the following 4 groups:
 - Uppercase letters **A-Z**
 - Lowercase letters **a-z**
 - Numbers **0-9**
 - Special characters **~ ! @ # \$ ^ & * ? , . : _**
4. Click **Submit** to save your new password. If your new password is accepted, you will see a notification that your password was changed successfully.

Managing Your Challenge Questions

Challenge questions are a security feature used to validate your identity when you need to reset your password.

To enter or modify the answers to the challenge questions:

1. Select **Manage Challenge Questions** from the **My Profile** menu.

Manage Challenge Questions

In case you forget your password and need it reset, you will be prompted to answer two security questions. Please specify an answer to at least four of the questions below. Security questions will be randomly presented to you when you attempt to reset your password.

In what city did you meet your spouse/significant other?

In what city does your nearest sibling live?

In what city or town was your first job?

What city were you born in?

What is the color of your first car?

What is the middle name of your youngest child?

What is the name of the school where you went to for first grade?

What is the name of your favorite childhood friend?

What is the name of your favorite teacher?

What is your favorite flavor of ice cream?

What is your high school mascot?

What is your mother's maiden name?

What was the last name of your first boss?

What was the name of your first stuffed animal?

When did you graduate High School?

Where were you when you first heard about 9/11?

Where were you when you had your first kiss?

Which country would you most like to visit?

Which year were you born?

Who is your favorite author?

2. Answer the required number of questions. If you answer more, questions will be chosen at random to use as the challenge questions if you forget your password.
3. Click **Submit** to save your changes. You will see a notification that the answers to your challenge questions were updated.

Resetting Your Forgotten Password

If you forget your password, Modivcare can send an email with a link to reset your password. The email is sent to the address listed in your user profile.

If you forget your password:

1. Click **Forgot Your Password?** on the Login page.
2. Enter your **User Name**.

3. Enter the characters you see in the picture in the **Characters** field and then click **Continue**.

The image is used to distinguish a real person trying to validate the account from a computer attempting to defraud the system.

If you have difficulty reading the characters, you can click the change button to display a new image.



Click the speak button to have the characters read to you.

If you are using a screen reader, you may need to silence the reader while the characters are read to you.



4. Enter the answer to the security questions and then click **Submit**.
5. Click **Back to Login** when you receive the message that the email message has been sent.

Use the link provided in the email to open the **Reset Password** page and enter your new password. The link is valid for a limited time, usually 2 hours, before it expires.

Administrative Tasks

Administrative tasks are available to users who are set up as user administrators or peer managers. Users who do not have administrative permissions do not see the ADMIN option on the main menu.

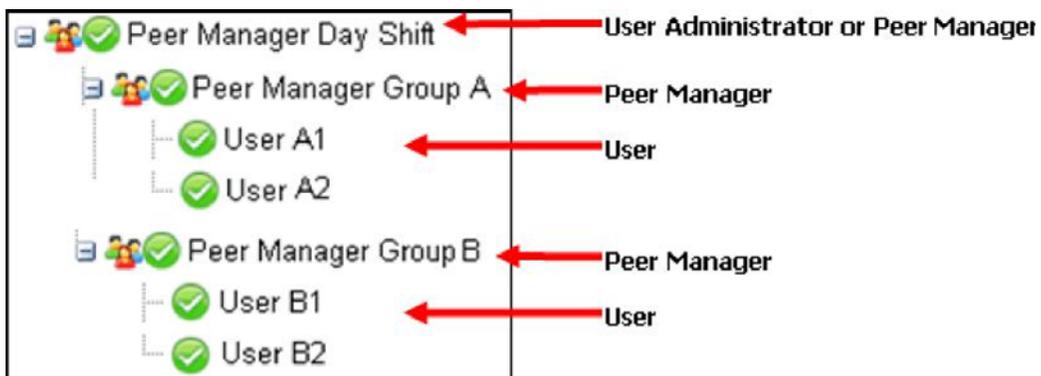
From the ADMIN option, you can open the User Management page or the User Report page.

User Management includes options to add new users, manage user accounts and groups, unlock user accounts, and deactivate user accounts.

The User Report provides a list of users that can be selected by status and associated facilities.

User Management

The Facility Services Web uses a hierarchy or “tree” to manage user accounts and administrative access. The user tree is much like the directory tree of files and folders you probably use to manage your computer files.



Click the plus sign next to the user’s name to open the tree and display the users under that user administrator or peer manager. Click the minus sign to close the tree.

The icons identify the types of users and their status.

Icon	Meaning
	User administrator or peer manager
	User is active in the system
	User is not active in the system
	User is locked out of the system

There are three types of FSW users:

- **User Administrators**

User administrators have access to the entire user tree, and can add new users, manage user accounts, and move users.

- **Peer Managers**

Peer managers can add and manage users in their own tree, but have limited rights to manage the user accounts of other managers. Peer managers will see two trees:

- their own tree with the users under their supervision
- a separate tree with other peer managers and the users in their trees

- **Users**

Users do not have administrative rights and cannot open the User Management page.

Adding New Users

User administrators can add new users to any group in their tree. Peer managers can add users only to their own tree.

To add a user:

1. Select a user with administrative rights. You cannot add a user under a user who does not have administrative rights.
 - When you open the User Management page, *you* are the selected user. You do not need to select a user to add users to your tree.
 - If you are the user administrator for your company and want to add a user under a peer manager, select that user.
2. Click **Create New User** to open the User Management Panel.

User Management Panel

- * Select a user from the tree to modify the user. You cannot modify a peer manager, and you have limited modification rights on your peer manager's team members.
- ** To create a new user under the currently selected user, click on the **Create New User** button. You cannot create a new user under a peer manager or a peer manager's team members.
- *** Move users to different managers by dragging and dropping. You cannot move a peer manager or a peer manager's team members.

The new user will be created under **Amanda Bouvier**

Note: The password must be at least 8 characters and must contain characters from three of the following four character sets: upper case letters, lower case letters, numbers or special characters. Special characters are any of the following characters: ~!@#\$%^&*?.,:;_

Name

User Name

Password

Confirm Password

Email Address

Use the buttons between the list boxes to move facilities (hold down Ctrl key to select more than one)

Available Facilities

HEALTH SCIENCES
HEART HOSPITAL

Move All Facilities

Facilities Currently Selected

ALLERGY/ASTHMA CLINIC

Select Default Facility:

ALLERGY/ASTHMA CLINIC

Administrative function

No admin rights

Grant admin rights

Grant admin with peer manager rights

3. Enter the new user's account information. All fields are required.

- Name** The name of the user.
- User Name** The login name for this user.
- Password** The temporary password for the user. The password
- Confirm Password** must meet the requirements for a valid password.
- Email Address** The email address that can be used if the user needs to reset their password.

4. Select at least one facility from the list of **Available Facilities** and click the arrow button to move the selected facilities to the list of **Facilities Currently Selected**.

Click the **Move All Facilities** box and then click the arrow button to select and move all available facilities.

The selected facilities you are choosing determines what is displayed when the user opens the **Search by Location Type: Facility** option to select a pick up or drop off location for a trip or preschedule request.

5. Select the **Default Facility**. Only facilities you have currently selected for this user are shown in this selection list. The default facility is used to prefill contact and facility information in requests entered by this user
6. Select the **Administrative function** for this user if applicable. By default, new users are not granted administrative rights. Select an option to grant user administrator or peer manager rights to this user.
7. Click **Save User** to add this user or **Cancel** to exit without adding a new

user. **Managing User Accounts**

User administrators can access any user account in their system. Peer Managers have full rights over the users in their tree, and limited rights to manage the accounts of users under other peer managers.

Action	User Administrator	Peer Manager
Correct or update the user's name	✓ Users in their tree	✓ Users in their tree ✓ Users under another Peer Manager
Change the user's active/inactive status	✓ Users in their tree	✓ Users in their tree ✓ Users under another Peer Manager
Unlock a user who is locked out of the web portal	✓ Users in their tree	✓ Users in their tree ✓ Users under another Peer Manager
Reset the user's password	✓ Users in their tree	✓ Users in their tree ✓ Users under another Peer Manager
Correct or update a user's email address	✓ Users in their tree	✓ Users in their tree ✓ Users under another Peer Manager
Modify the list of facilities or the default facility assigned to a user	✓ Users in their tree	✓ Users in their tree
Change a user's administrative permissions	✓ Users in their tree	✓ Users in their tree
Move the user to another group or manager	✓ Users in their tree	✓ Users in their tree

To modify or update a user account:

1. Select the user from the tree on the left to open the User Management Panel.

User Management Panel

* Select a user from the tree to modify the user.
 ** To create a new user under the currently selected user, click on the **Create New User** button.
 *** Move users to different managers by dragging and dropping.

Name

Active

Locked Out

Update password? Yes No

Email Address

Use the buttons between the list boxes to move facilities (hold down Ctrl key to select more than one)

Available Facilities

Move All Facilities

Facilities Currently Selected

CITY REGIONAL HOSPITAL
DIALYSIS SPECIALISTS
HEALTH SCIENCES CENTER

Select Default Facility:

HEALTH SCIENCES CENTER ▼

Administrative function

No admin rights

Grant admin rights

Grant admin with peer manager rights

2. Edit or update the user account. The following fields can be modified:

- Name** The user's real name, not the User Name used to log in.
- Active** This box is checked if the user's status is active. Uncheck the box to inactivate the user and disable their login.
- Locked Out** This box is checked if the user is locked out of the

	system because of failed login attempts. Clear the box to unlock the user's account.
Update password?	Click Yes to enter a new password for this user. The new password must meet the minimum password requirements.
Email Address	Update the user's email address.
Available Facilities/ Currently Selected	Modify the selected facilities or the default facility Facilities for this user. This option is only available to a user administrator or the user's manager.
Default Facility Administrative function	Set or change the user's administrative function. This option is only available to a user administrator or the user's manager.

3. Click **Modify User** to save your changes or click **Cancel** to close the page with making any changes.

Managing User Groups

Depending on your administrative rights, you can move users between groups. The user administrator can move users between any trees. Peer managers can move users only in their own tree.

You may want to move a user or group of users if a supervisor or manager is on vacation or leaves the company. You can "drag and drop" the user tree to the active supervisor or manager.

To move a user or group of users:

1. Press and hold the mouse button to select and "grab" the user. If you select a user who has users under them, you will move the entire tree.
2. Drag the user to the new location. This must be under a user who has peer manager or user administration rights.
3. Release the mouse button to drop the user in the new location.

User Report

You can run the User Report for a summary of the users that are managed by you, your manager, and your peer managers. You can run the basic report, which shows general log in and status information for each user, or you can choose to include the associated facilities for each user. Including the facility information, or limiting the report to show only users associated with selected facilities, increases the time it takes to run the report.

To generate the user report:

1. On the ADMIN menu, select **User Report** to open the User Report page.

2. Select the **Statuses** of the users to include in your report. The options are Active, Inactive, or Both.
3. Click **Include Facilities** if you want to show the facilities in the report or if you want to report on the users who are associated with specific facilities.

Note: If you include the facilities in the report or select the facilities, the report may take several minutes to complete.

The default setting (Include Facilities is not checked) includes all of your associated facilities, which are listed to the right. This means that your report will include any users (managed by you, your manager, and peer managers) that are associated with at least one of the listed facilities. The report is a summary list and does not display the associated facilities for each user.

Click **Include Facilities** to display the facilities associated with each user in the report. For each user, the report lists all of the facilities that the user is associated with.

When you check Include Facilities, the list of facilities can be edited. By default, all facilities are selected. Clear the check box next to the facility name if you do not want to include users associated with that facility in the report. Remember, however, that if a user is associated with any other facility that you select, that user will be shown in the report.

4. Click **Run Report**. The processing message displays while the report is generating. The completed report is displayed on the page below your report criteria.

If you run the summary report, without including the user facilities, the report displays the Name, Username, E-mail Address, date and time of the Last Access, the current Status of the user, and the user's Manager (administrator or peer manager). The users are listed in the same order as they are displayed in your User Management tree.

If you include the associated facilities in the report, all of the users' associated facilities are listed.

User Report

Please select your report criteria.

Status:

Facilities to Include:

ALLERGY/ASTHMA CLINIC MIDWEST HEART HOSPITAL
 CENTER FOR ORTHOPEDIC MEDICINE MIDWEST MED CTR
 HEALTH SCIENCES CENTER MIDWEST REGIONAL HOSPITAL

Include Facilities
 Show all associated facilities or select facilities to show only users with those facilities. Including facilities increases the time to run the report and it may take several minutes to complete.

Name	Username	E-mail Address	Last Access	Status	Manager
Julie Reubert	JulieR	candace.davisJR2@logisticare.com	12/19/2012 9:39:18 PM	Active	Amanda Bouvier
	Facilities:	ALLERGY/ASTHMA CLINIC HEALTH SCIENCES CENTER			
Daisy Deux	Daisy	daisydeux@facility.com	8/17/2013 4:57:12 PM	Active	Amanda Bouvier
	Facilities:	ALLERGY/ASTHMA CLINIC CENTER FOR ORTHOPEDIC MEDICINE HEALTH SCIENCES CENTER MIDWEST REGIONAL HOSPITAL			

Use the **Print** button to print your report and save your report. You can change your report criteria and then click **Run Report** to generate a new report.

Glossary

ambulatory

A member who is able to walk on their own or with the assistance of a walker or cane and able to be picked up and dropped off at the curb.

address

A physical location defined by a street name and number, city, state, and zip.

advance notice

The amount of time required between requesting a reservation and the date of service of the transportation.

approved

A request that has been authorized by Modivcare as a trip reservation or standing order.

cancellation

Reservation for a trip that is called off by a member, facility staff, or transportation provider.

child escorts (CE)

The number of children receiving unpaid transportation while traveling with the rider to an appointment.

confirmation number

A number generated when Modivcare approves a trip or standing order request.

contact phone number

The phone number of the FSW user requesting the trip.

denied

A request that has been refused by Modivcare based on contract rules or eligibility requirements.

drop-down list

A field that displays a list of pre-defined information for selection.

escort

An additional passenger that will accompany a member to an appointment at the request of the member. The escort remains with the member from the time of pick up through the time of return from his or her appointment.

facility

A named location where a rider is being picked up or dropped off. A location where medical treatment or services are received by a member.

insurance type

An agency such as Medicaid or an insurance group that uses Modivcare to manage its transportation benefits for its eligible members.

level of service (LOS)

The type of ride and service required on a trip. These include requirements such as ambulatory, wheelchair, and stretcher.

medical necessity form

A form completed by a physician that is required for any client who requires a level of service greater than ambulatory, such as wheelchair or stretcher. A physician completes the Medical Necessity Form and determines the Level of Service by which the client will travel.

member

A person for whom Modivcare provides transportation. The terms "client" or "rider" are alternate terms for a member.

on-demand

A one-time trip, not a standing order.

PCA

See personal care attendant

pending

A request for a trip or standing order that has not yet been reviewed by a Modivcare Facility Representative and can be edited in the Modivcare Facility Services Web portal.

personal care attendant

Additional passenger who has no relationship to the member, but has been supplied by the provider to travel with the member.

rejected

A request that is missing information and sent back to the facility for modification or additional information.

request

An application for a trip reservation or standing order submitted online to Modivcare for approval.

reservation

An arrangement for transportation made for an eligible rider. The reservation may be composed of one or more stops, referred to as trip legs. These stops are identified with a letter designator, beginning with the letter "A".

rider

A person for whom Modivcare provides transport on behalf of the customer. The term "member" is an alternate term for a rider.

standing order

Trips arranged in advance for a member who has three or more trips to the same facility each week

status

Stage of a reservation or standing order in the approval process.

stretcher

Indicates that a member cannot sit in a chair or is bedridden and cannot transport in a wheelchair.

transportation provider

Business or company that provides transportation for Modivcare.

trip

Specific transportation job that involves one rider (with possible escorts) but can include multiple legs where each leg is a one-way trip.

trip leg

Portion of a trip defined by a pickup of a rider who is transported to a drop-off location. Each leg is identified with a letter designator, beginning with the letter A.

urgent trip

A trip required by a physician for the same day or next day and is requested outside of the proper notice that is required

wheelchair

Indicates member is confined to a wheelchair and must be transported by a wheelchair van

will call

Indicates the time for a trip leg is not entered and the member has requested to call for a return time on a trip.

withdrawn

A request that has been retracted by the requesting facility.