Modivcare App

Reference Guide:

Transportation

Updated 6/29/2023

Contents

The screenshots in this reference guide reflect an IOS device. Android devices have the same capabilities although the appearance may be slightly different.

User to Member

More than one user can add the same member to their user account. For example: Different family members can download the app and create their own account and password. Each family member can add family members (with Transportation Benefits) and manage that family member's rides, etc. This way a friend or family member can help book trips and manage rides.

Please refer to this flow as an example:

Grandfather who has Transportation Benefits - does not want to download the app and is currently calling in to schedule trips.

Daughter - downloads the app and creates "daughter@gmail.com" user account. Adds her father as a member.

Grandson - downloads the app and creates "grandson@gmail.com" user account. Adds his grandpa as a member.

Both the Daughter and Grandson can log in to the Modivcare app, request trips, monitor trip status, contact support, etc. for the Grandfather – and have separate log in credentials.

Managing Multiple Members

More than one member can be added and managed from one user account. This allows a user to book rides for more than one member from the same account.

Please refer to this flow as an example:

Daughter has parents with Transportation Benefits. She adds both of them to her user account and can schedule rides for them by switching between them in the app.

Mother - Is added as a member to her daughter's user account and she can easily book rides for her.

Father - Is added as a member to his daughter's user account and she can easily book rides for him.

The daughter can log in to the Modivcare app, request trips, monitor trip status, contact support, etc. for both her mother and father from the same user account.

Disclaimer

Every time a member or user opens the app, they will see a Disclaimer. This explains that not every member has access to the app.

The member or user must accept this Disclaimer to move on. The member or user can check "Don't show this again" to stop seeing it again.

Disclaimer

This app is not yet approved by all health plans. If you are not able to access the app it's because your health plan has not yet approved it to be used by its members.

☐ Don't show this again

Ok

Log In

Register

By logging in, you agree to our Terms and Conditions and Privacy Notice.

Version 1.3.2(89)

Registering a New User

Log In Screen

The log in screen appears after the app is downloaded and opened.

Members or users that have not yet used the app must select the "Create Account" button.

This app shares the same username and password as the Member Services Website.

https://m.Modivcare.com/

Log In

Register

By logging in, you agree to our Terms and Conditions and Privacy Notice.

Version 1.3.2(89)

End User License Agreement

End User License Agreement

Please Read and Accept to Proceed with Account Setup.

[Modivcare End User License Agreement and Terms of Service]
This End User License Agreement and Terms of Service (this "Agreement")_was last revised July 22, 2021.

"Modivcare," "we," "our" means Modivcare Solutions, LLC. All references hereafter to "Modivcare" include its parent, Modivcare, Inc., and all of Modivcare's subsidiaries and divisions.

This Agreement is a binding agreement between Modivcare and you ("you," "your") and governs your use of Modivcare's proprietary mobile application and web-based platform owned and provided by Modivcare and related services (the "Software and Services") that connect you with our independent food delivery contractors ("Contractors") so that you can place food orders with them and receive orders from them in connection with or for the purpose of administering benefits under your health plan. The Software is licensed, not sold, to you for your use in accordance with this Agreement.

The terms "User" and "Users" refer to all individuals and other persons who access or use the Services, including, any organizations that register accounts or otherwise access or

[Decline]   [Accept]

Once the "Create Account" button is selected, the member or user needs to Accept or Decline the End User License Agreement.

If the member or user does not accept these terms, the app will not allow the member or user to move forward.

Create Account

Registration   ✕

Create Account

First Name

[   ]

Last Name

[   ]

Email Address

[   ]

Confirm Email Address

[   ]

Enter Password

[👁 Show]

Must have 8 characters, 1 number, 1 special character, 1 uppercase letter, and no spaces

Confirm Password

[👁 Show]

The Create Account process will create a USER profile, which allows the member or user to sign into the app.

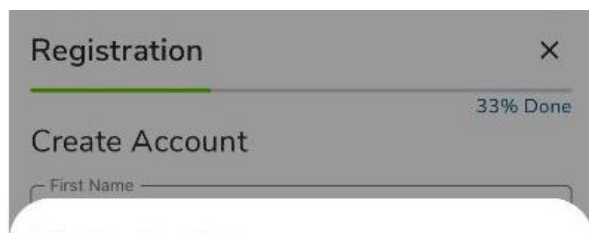When creating an account, the member or user must use a valid email address.

A Verification code will be sent to the email used.

Note: the password requirements are:

- 8 characters
- 1 number
- 1 special character
- 1 upper case letter
- No spaces

[**Next**]

Send Email Verification Code

To continue the registration process, the member or user needs to validate the email address used.

The member will select the "Send Verification Code" button to get an email that contains the code.

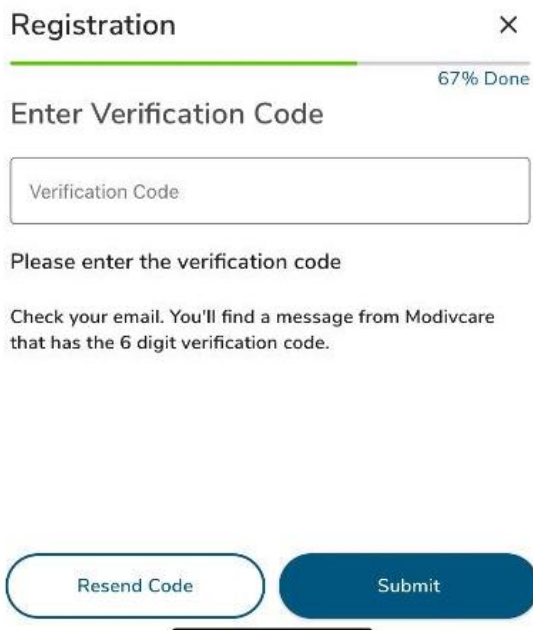## Checking the Email for the Verification Code

Modivcare

From: <no-reply@verificationemail.com>
Date: Tue, Jun 13, 2023 at 9:15 AM
Subject: Modivcare
To: <demo.memberapp@gmail.com>

modivcare

Thank you for taking the time to register with ModivCare, we are excited to start helping you improve your healthcare connections!

Your verification code:

540352

Please enter the code above into the ModivCare mobile app.

If you did not request a verification code, this email can be safely ignored and no further action is needed by you.

404-888-5800
modivcare.com
1275 Peachtree Street NE, 6th Floor Atlanta, GA 30309
© 2021 ModivCare. All rights reserved.

The email will be sent from:

no-reply@Vemail.com.

The Subject of the email will be "Modivcare."

The code will expire in 15 minutes.

Return to the app to enter the Verification code.

Entering the Verification Code into the App
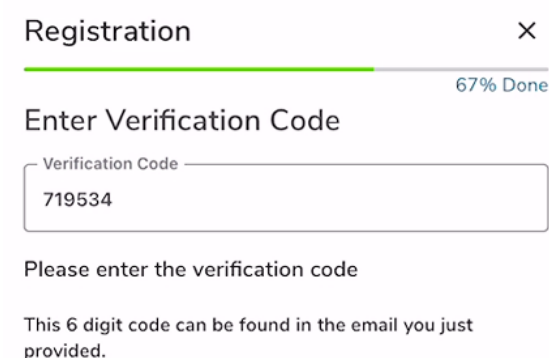
Enter the Verification code from the email on this screen in the app.

If the member or user does not input the code into the Modivcare App within 15 minutes, they will need to click the "Resend Code" button.

Enter the Verification code and select "Submit." The member or user will see the User Account is verified *(see next page).*

Adding a Member

Add Member Screen
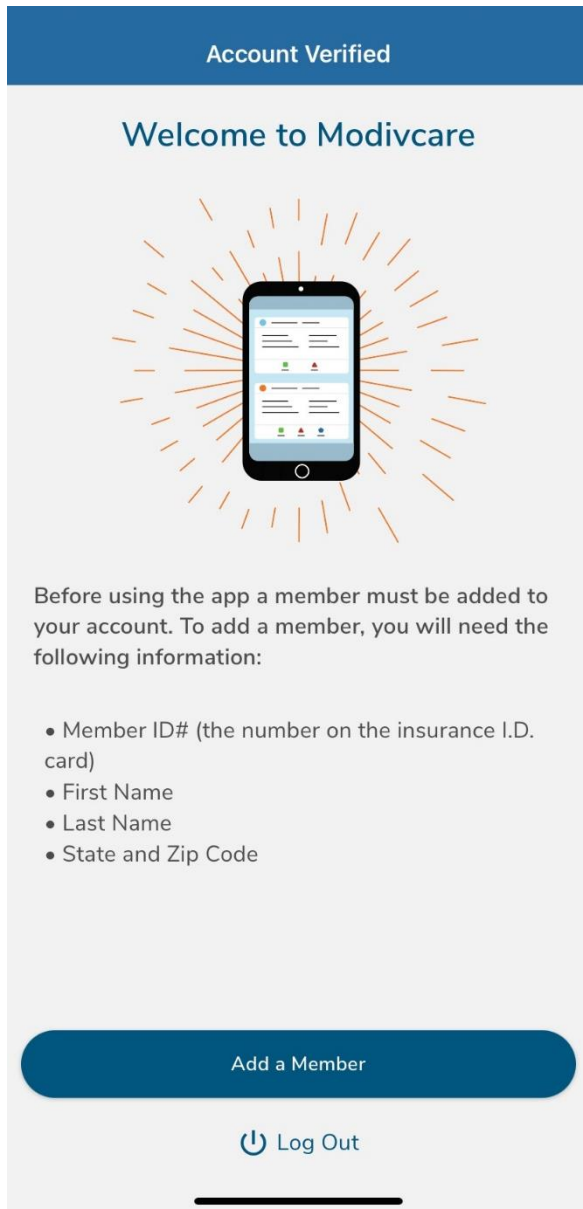
Once the account is verified, the member or user must now "Add a Member" to use the app.

The information needed to add a member is listed on the screen.

Adding a Member: Member Information

Add a Member   ✕

First Name

Last Name

Date of Birth   📅

State   ⌄

Zip Code

Next

Add a Member   ✕

We need additional information to validate this
account. Your Member ID number can be found on
your insurance card.

Member ID

Next

To add a member on the app you will need:

- First and Last Name
- Date of Birth
- State
- Zip Code
- Member ID

This information entered on the app must
match what is on file with the health plan.

If any of the information does not match, the
member or user will not be able to continue
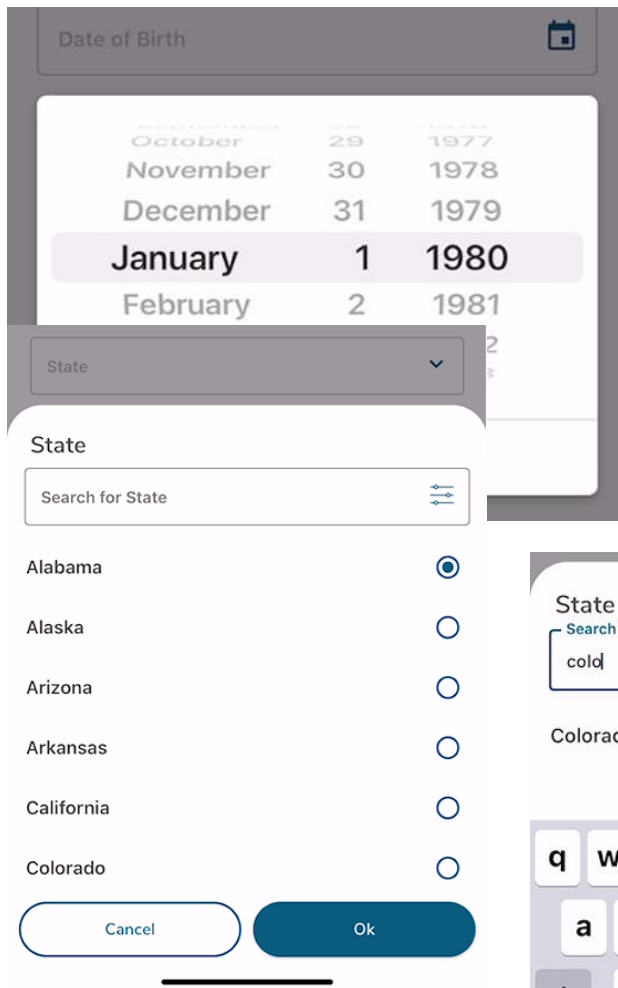with the Add a Member process.

Adding a Member: Date and State Entry

When the member or user clicks on the date, the date scroller opens and allows the member or user to scroll to the month, day, and year.
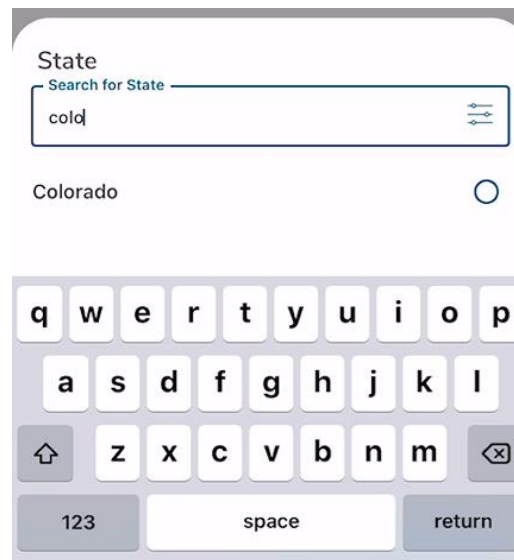
To search the state, the member or user can scroll to find their state. They can also type in their state.
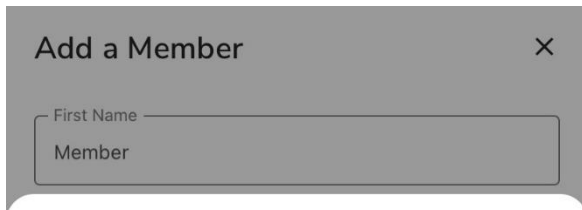
Adding a Member: Review Information

Add a Member　　　　　　　　×

First Name

Member

Review Member Information

First Name: Member

Last Name: App

Date of Birth: 1/1/1980

State: Colorado

Zip Code: 80237
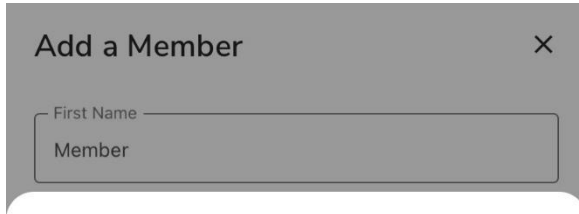
After entering the Member ID and selecting
"Next," the member or user will see a
summary of the information to review.

If any of the information is incorrect, the
member or user may select "Edit" and
change the information before submitting.

Edit　　　　　Next

Adding a Member: Relationship

Add a Member   ✕

First Name
Member

Member Relationship

Please select your relationship to the Member.

Self	⦿
Mother	○
Foster Mother	○
Grandmother	○
Wife	○
Ex-Wife	○
Girl Friend	○
Daughter	○
Daughter & Son-in-law	○
Granddaughter	○

Edit   Submit

The user will select their relationship to the member.

If the user is the member, they will select "Self."

Something Went Wrong

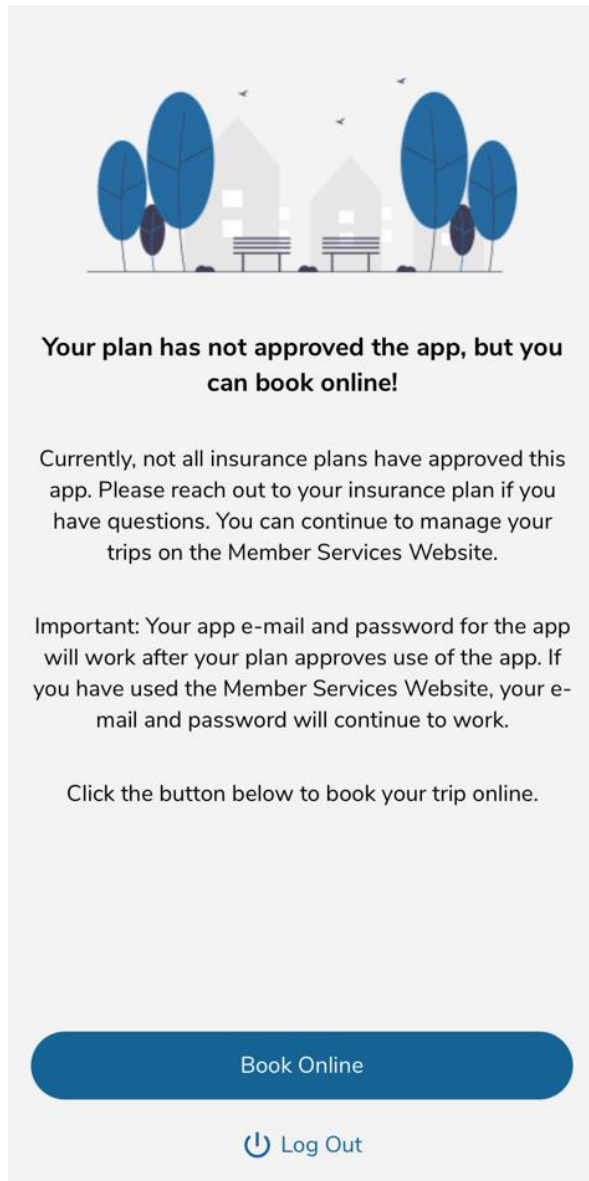Your plan has not approved the app, but you can book online!

Currently, not all insurance plans have approved this app. Please reach out to your insurance plan if you have questions. You can continue to manage your trips on the Member Services Website.

Important: Your app e-mail and password for the app will work after your plan approves use of the app. If you have used the Member Services Website, your e-mail and password will continue to work.

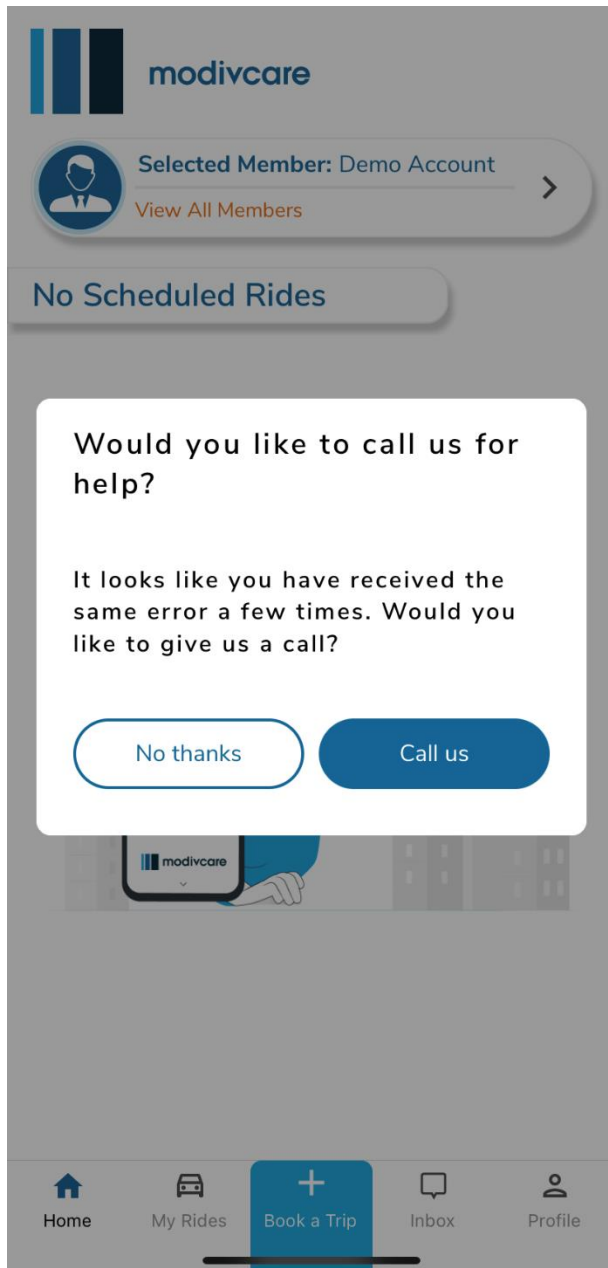Click the button below to book your trip online.

Book Online

⏻ Log Out

Users will see this screen if they try to add a member whose health plan is not approved.

The user can click the "Book Online" button to go to the Member Services Website.

https://m.Modivcare.com/

Call for Help

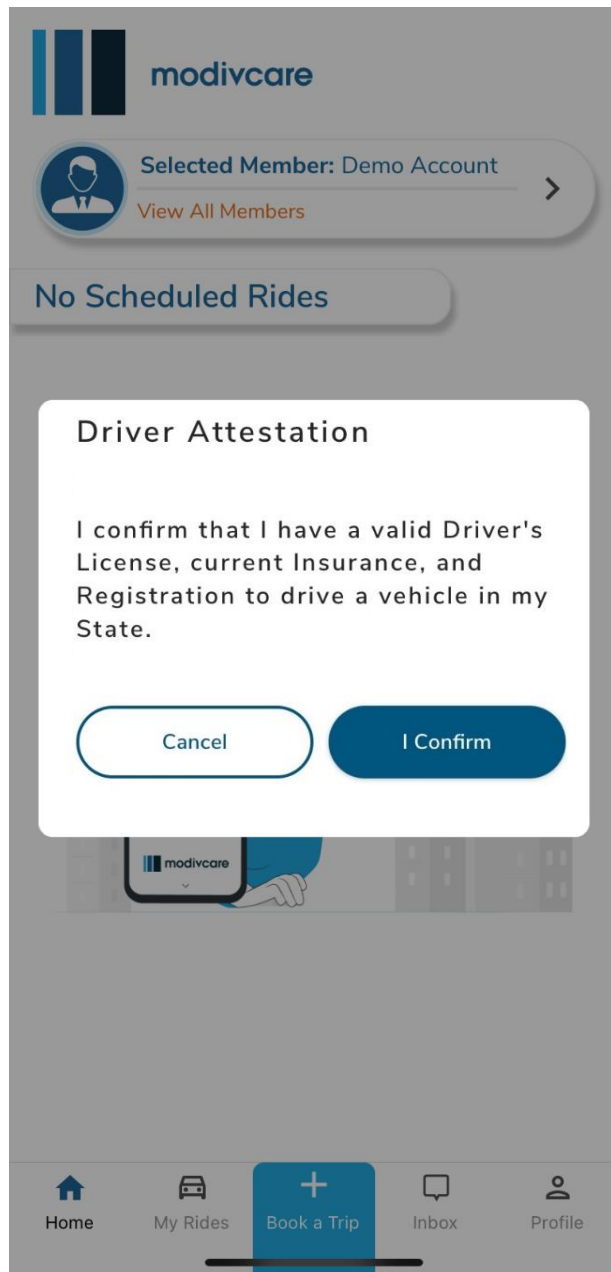The user sees this screen if they try something three times and it doesn't work.

The user can click "Call Us" and dial our App Support.

When clicking "Call us" the user will see their phone's dialing screen.

This phone number is also on the Profile button under Customer Support.

App Support is available Monday-Friday 5am -9pm EST.

Driver Attestation

Driver Attestation is for the Mileage Reimbursement feature in the app.

A user will the Driver Attestation in three scenarios:

- When first creating an account
- When requesting to schedule a Mileage Reimbursement Trip in the App
- When completing "Arrive and Sign" – *If a trip was requested from a different platform.*

To complete the "Arrive and Sign" flow the user must select "I Confirm."

Location Services
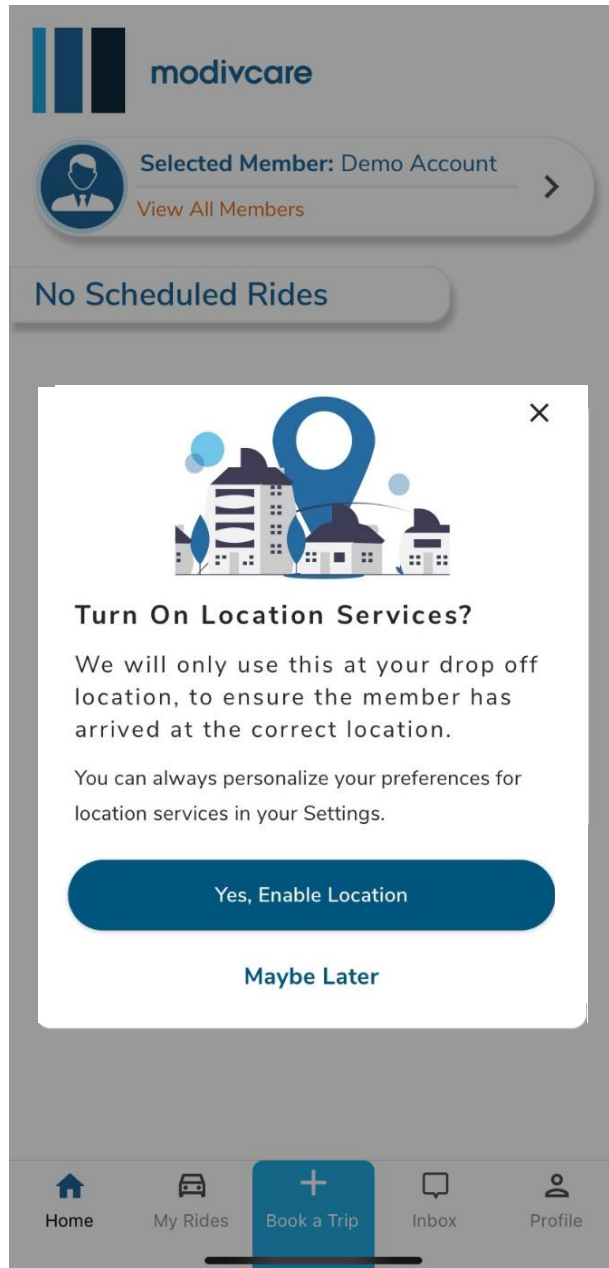
A user will see Location Services in three scenarios:

- When first creating an account
- When requesting to schedule a Mileage Reimbursement Trip in the App
- When attempting to perform "Arrive and Sign" – *If a trip was requested from a different platform.*

To complete the "Arrive and Sign" flow a user must select "Yes, Enable Location."

Modivcare App Home Screen
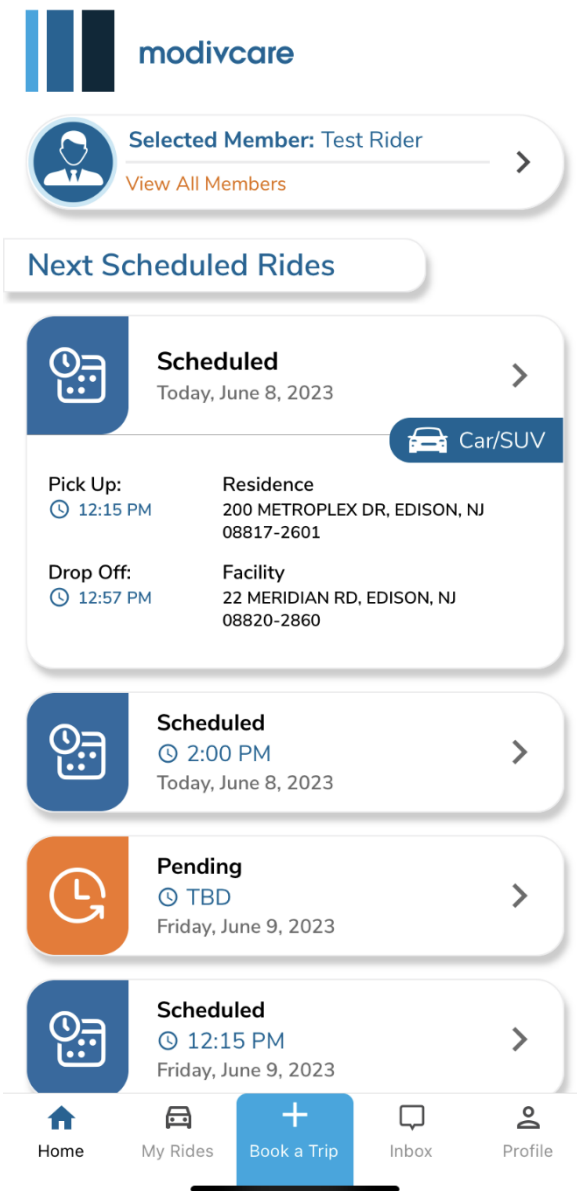
The Modivcare App Home Screen displays any upcoming or scheduled rides.

It also has a simple bottom menu that will help members and users navigate the app. The bottom menu shows:

- Home
- My Rides
- Book a Trip
- Inbox
- Profile

These will appear on each screen within the Modivcare app.

Modivcare App Menu Navigation

My Rides: This button takes the member or user to scheduled and upcoming rides and displays previous rides that were taken or canceled. Users can filter dates to sort future and past rides.

Book a Trip: This button will begin the "Booking a Trip" flow to request a new trip.

Inbox: This button will take the member or user to messages from Modivcare with information about their trip status, driver location or status, a trip request that has been approved or denied, and more. *This feature is not available yet.*
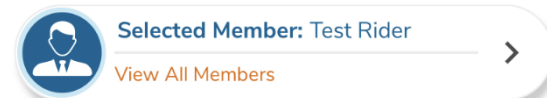
Profile: This button will take the member or user to view app information, FAQs, manage members, contact support, password reset, submit feedback, read terms and conditions, and logout.
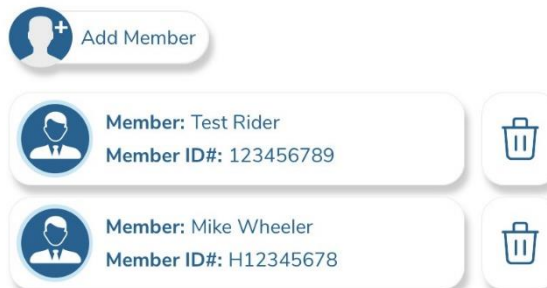
Managing Multiple Members
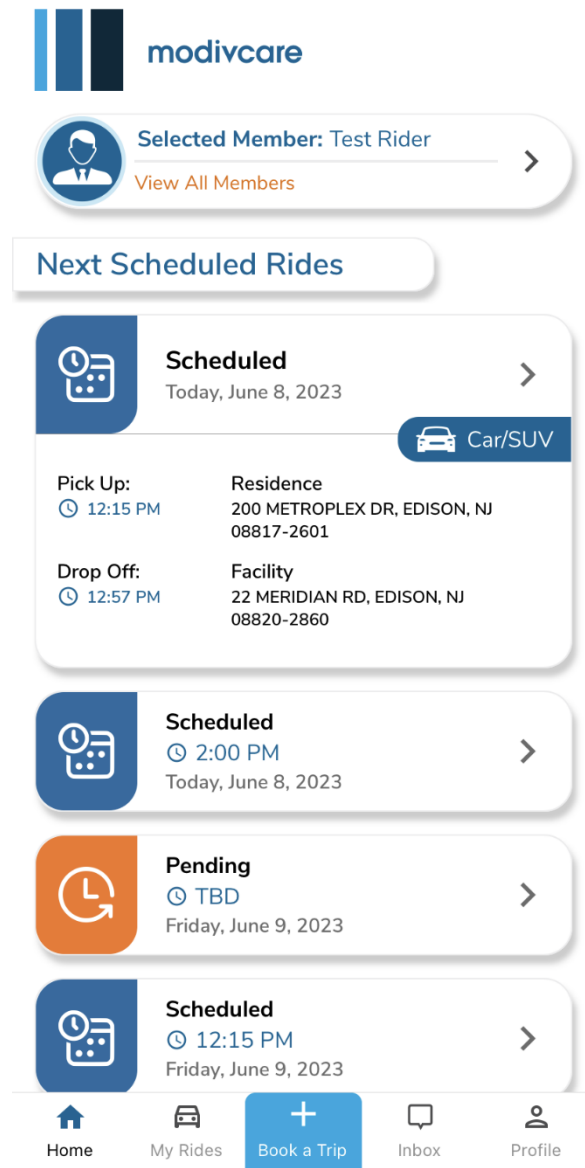
The Modivcare App Home Screen allows you to manage the members added to your account. To manage members, choose "View All Members."
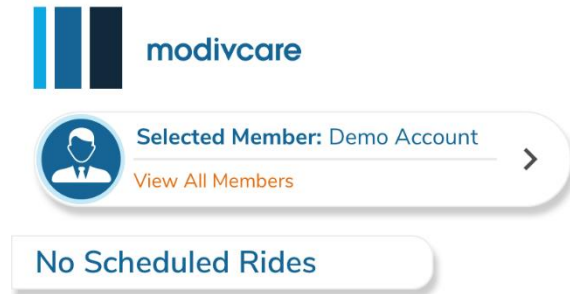

After choosing "View all Members," you will be able to select a different member to book rides for, add a member, or remove a member.

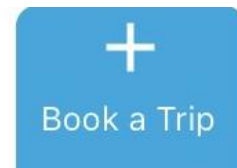You can also Manage Members in the Profile Menu.
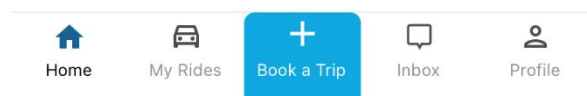
Booking a Trip - Standard

Booking a trip is simple. Select the blue and white "plus" icon in the bottom menu.

This opens the first screen of the trip booking flow.

When booking a trip, the member or user will see a "Previous" and "Next" button at the bottom of each screen.

When clicking "Next," users can only move on after filling all required fields.

Trip Type

This is the first screen of the trip booking flow or Booking a Trip.

Here the member or user will select what type of trip they are scheduling.

Standard: A vehicle will be sent to take the member to their appointment

Mileage Reimbursement: A trip where the member or another person is driving the member.

If Mileage Reimbursement is not an option for the member's or user's plan the user will not see this screen.
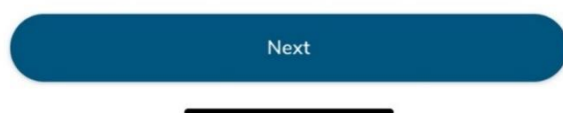
Appointment Date

Standard Trip ✕

Trip Leg 1/1

Set appointment details

Please provide the date and type of your appointment and the time you would like to arrive.

Appointment Date
Select a date 📅

Appointment Type
Select an appointment type ⌄

First, the member or user will select the date of the appointment.

When they click the appointment date box, a calendar view will appear.

The user can only select the dark blue dates. The user cannot request a trip for dates that are gray.

appointment and the time you would like to arrive.

SELECT TRIP DATE

‹ **June 2022** ›
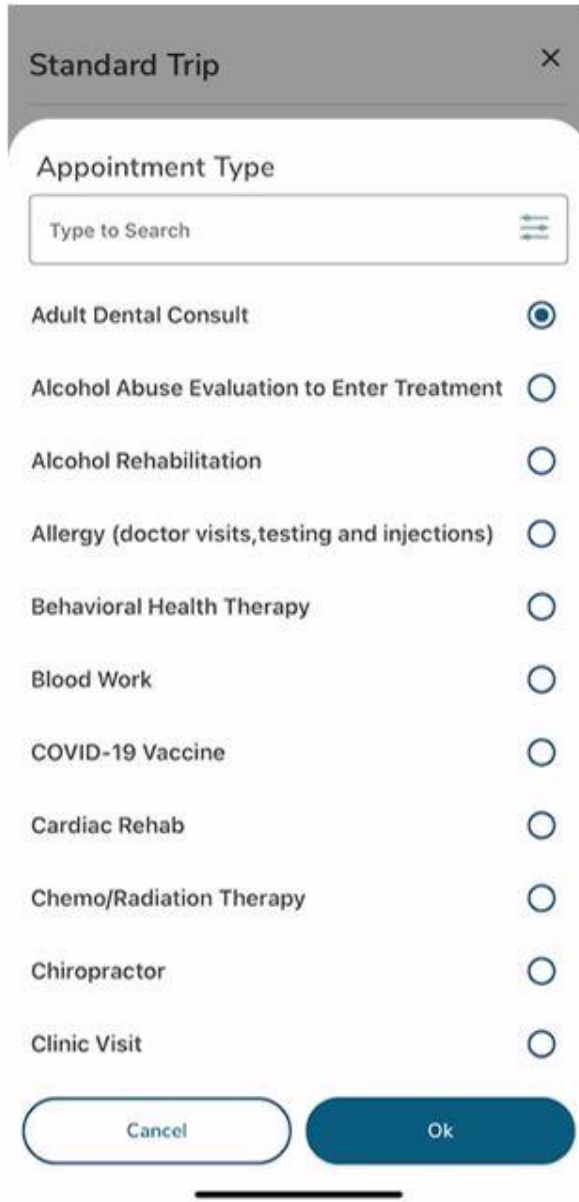
Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

Cancel OK

Previous

Next

Appointment Type

The member or user are asked to choose their appointment type.

Only the appointment types that the member is eligible for are shown.

The Appointment Type is found by scrolling through the list or searching the "Type to Search" box.

The Type to Search features an auto display field of possible appointment types. For instance, entering "dial" will show the suggested trip type: Dialysis.

Ride Details: Pick Up Information

Standard Trip ✕

Trip Leg 1/1

Enter pick up details

Please enter the location, contact number and any instructions for the driver.

Pick Up Address

🔍 Search for address ⌄

Unit or Apt

Optional

Contact Number

Enter phone number

If your pick up is from a facility, enter the facility phone number, otherwise, enter your number.

Instructions

Enter driver instructions - optional

Previous

Next

The next screen of "Booking a Trip" asks for the pick-up address. It also asks for the user's contact information and special instructions.

Members may only be transported to approved facilities based on plan eligibility, such as doctors' offices, dialysis centers, etc.

Contact Number:
The contact phone number must be a valid phone number. If the number is not valid, the trip will fail.

Instructions:
The member or user can input special notes such as:

- Call upon arrival
- Preferred Transportation Provider

Ride Details: Drop Off Information

Standard Trip ✕

Trip Leg 1/1

Enter drop off details

Please enter the location, contact number and any instructions for the driver.

Arrival Time
Select arrival time 🕐

Drop Off Address
🔍 Search for address

Unit or Apt
Optional

Drop Off Contact Number
Enter phone number

If your drop off is at a facility, enter the facility phone number, otherwise, enter your number.

Instructions
Enter driver instructions - optional

⊕ Add another leg

Previous

Next

The Drop Off Information is the same flow as the Pick Up Information.

"Arrival Time" is the time the member needs to arrive at the facility. If the member has a 9:30am appointment and they need to be there 30 minutes early, the member needs to select a 9:00am arrival time.

The "Drop Off" is the address where the member needs to go.

If this is a one-way trip, the member or user will select "Next."

If the member needs a return trip home, they will select "+ Add another leg."

Return Home Information

Standard Trip ✕

Trip Leg 2/2

Enter pick up details

Please enter the location, contact number and any instructions for the driver.

Pick Up Address

🔍 9777 Pyramid Ct, Englewood, CO 80112, USA

Unit or Apt

Optional

Pick Up Contact Number

Enter phone number

If your pick up is from a facility, enter the facility phone number, otherwise, enter your number.

Instructions

Enter driver instructions - optional

Previous

Next

When the member or user selects "Add another leg" the member's previous "Drop Off Address" will be added as the "Pick Up Address."

The member or user must insert a "Pick Up Contact Number."

Return Trip Time

Standard Trip   ✕

Trip Leg 2/2

Enter drop off details

Please enter the location, contact number and any instructions for the driver.

Will Call: I'll contact Modivcare when I am ready to be picked up.

——— OR ———

Arrival Time
Select arrival time   🕐

Drop Off Address
🔍 Search for address

Unit or Apt
Optional

Drop Off Contact Number
Enter phone number

If your drop off is at a facility, enter the facility phone number, otherwise, enter your number.

Instructions
Enter driver instructions - optional

⊕ Add another leg

Previous

Next

When adding the return trip time, the member or user can select a specific time to be picked up from the doctor's office. They can also request a Will Call ride.

This is done by selecting a time, shown as "Arrival Time," or using the toggle to select a "Will Call" return.

The "Will Call" feature states: "I'll contact Modivcare when I am ready to be picked up."

The member or user will then give the address and phone number for the drop off point. If the member is returning home, the members phone number should be used for the "Drop Off Contact."

If the member has other stops, they can select "+ Add another leg."

When the member or user completes the trip request, they will click "Next" to review the members mobility.

Additional Information: Member Mobility

Standard Trip ✕

Additional Information

How mobile is the member?

The member can walk. ⦿

The member uses a wheelchair or scooter. ○

The next screen will ask member mobility information. This is to ensure the correct type of vehicle and help is sent.

If the member can walk, they will see the height and weight screen.

If the member uses a wheelchair, they are asked more questions.

Next

Additional Information: Wheelchair Selection

Standard Trip   ×

Additional Information

Please indicate the type of wheelchair or scooter.

Standard Wheelchair   ○

Extra Wide Wheelchair   ○

Electric Wheelchair   ○

Scooter   ○

If wheelchair is selected, the type of wheelchair or scooter must be specified.

<u>Stand Wheelchair:</u>

A wheelchair that is manually moved by the member or caregiver.

<u>Extra Wide Wheelchair:</u>

A wheelchair that is 20-24" wide and supports a member weighing up to 500 pounds.

<u>Electric Wheelchair:</u>

A motorized wheelchair that is controlled by the member.

<u>Scooter:</u>

A motorized chair that is controlled by the member.

Next

Additional Information: Stairs

Standard Trip ✕

Additional Information

Are there any stair steps you must go up or down when being picked up?

Yes ◯

No ◯

The member or user are asked if there are stairs they must go up and down during pick up.

Standard Trip ✕

Additional Information

Approximately, how many stairs are there?

Enter Number of Stairs

If the member or user selects "Yes," they are asked to enter the number of stairs.

This is a required field if "Yes" is selected.

Additional Information: Height and Weight

Standard Trip ✕

Additional Information

So we can send the right vehicle to pick you up, please enter the following:

What is the height of the member?

Enter Member Height – Optional

What is the weight of the member?

Enter Member Weight

Next

The height and weight of the member is asked regardless of the member's mobility.

If the member can walk, height and weight is optional.

If the member is in a wheelchair or scooter, height and weight is required.

This ensures that Modivcare sends the correct vehicle type for the member's needs.

Additional Information: Attendants

Standard Trip   ✕

Additional Information

Is the member bringing someone with them for assistance?

Yes   ◯

No   ◯

The member or user are asked if anyone will be traveling with them. This includes personal care attendants or other escorts.

Standard Trip   ✕

Additional Information

Personal Care Attendants

Enter Number of Personal Care Attendants

Adult Escorts

Enter Number of Adult Escorts

Child Escorts

Enter Number of Child Escorts

Child Seats

Enter Number of Child Seats

If they select "Yes" they will insert a number for each type of escort. Each field is required.

If the member is bringing one adult escort, they should enter:
Personal Care Attendants: 0
Adult Escorts: 1
Child Escorts: 0
Child Seats: 0

A number is required in each field before the member or user clicks "Next."

Additional Information: Special Instructions

Standard Trip   ✕

Additional Information

Is there anything special that you require for this trip?

Enter Special Requirements - Optional

The member or user is asked if there is any additional information required before confirming and booking their trip.

The member or user can enter other information that will help the member experience.

Next

Additional Information: Signing the Drivers Log

Standard Trip   ✕

Additional Information

Can the member sign the driver's log?

Yes   ◯

No   ◯

Lastly, they are asked if they can sign the driver's log. If they are not able to sign, there are more questions.

Is the member's inability to sign the log permanent?

Yes   ◯

No   ◯

If the member or user selects "No," they are asked if this is permanent or temporary.

Why is the member's inability to sign permanent?

Enter Description of Permanent Inability to Sign

If permanent, they are asked to explain the reason for their inability to sign the driver's log.

Additional Information: Using Information from Last Trip

Standard Trip ✕

Would you like to use the information from your last trip?

ℹ️ Additional Information

Member Mobility
The member can walk.

Member Weight
125

Additional Passengers
Yes

Number of Personal Care Attendants
0

Number of Adult Escorts
1

Number of Child Escorts
0

Number of Child Seats
0

Driver's Log Signature
Yes

✏️ **Edit Information**

[Previous]

[Next]

Once the member or user requests and confirms a trip, the Modivcare App recalls past answers.

The member or user does not have to enter Additional Information to book a trip for a future ride.

The member will see their past choices and can select "Next" to use it again.

If the member needs to edit this information now or in the future, they can select "Edit Information."

Reviewing the Trip Request

Review Trip Details   ✕

🏠 Leg 2 Details

PICK UP INFORMATION   ✏️

Address

4900 S Syracuse St
Denver, CO 80237

Phone Number

(702) 250-4333

Instructions

None

DROP OFF INFORMATION   ✏️

Arrival Time

10:39 AM

Address

6900 LAYTON AVE
DENVER, CO 80237

Phone Number

(702) 452-1544

Instructions

None

ℹ️ Additional Information   ✏️

Member Mobility

The member can walk.

Additional Passengers

Previous

Book Trip

Before submitting the trip, the member or user sees a trip summary and can Review Trip Details.

The member or user sees all the information entered. If correct, they can click "Book Trip" at the bottom of the screen.

If the information entered is incorrect, they can select "Edit" to change it.

Trip Submitted

Trip Submitted

We've received your trip request. Your trip is being reviewed and we will let you know if it is approved or denied.

Please go to "My Rides" to review your trip status at any time.

Please be ready 15 minutes before your pickup time.

Done

The member or user will see this screen when the trip is successfully submitted.

Once the user selects the "Done" button they are taken to "My Rides" or the Home Screen.
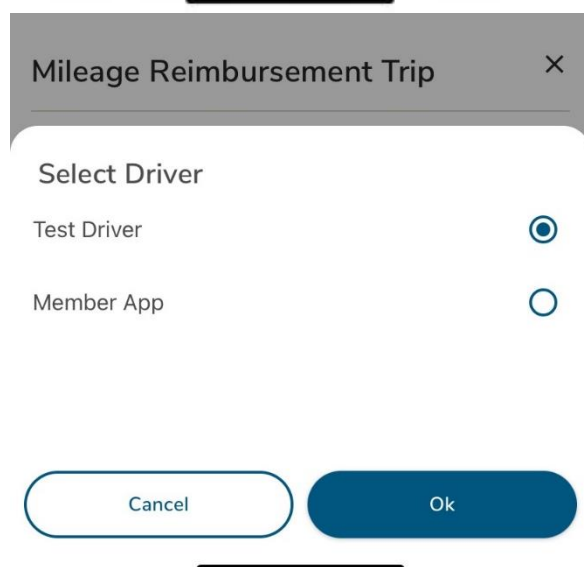
Booking a Trip – Mileage Reimbursement

Selecting a Driver

Mileage Reimbursement Trip ✕

Choose trip driver

Please select the driver for this trip from the drop-down below.

Driver ⌄

Previous

Next

Mileage Reimbursement Drivers are based on the drivers added to the member's profile.

To select a driver, the user will select the drop-down menu and click the driver for the trip. Then select OK.

Mileage Reimbursement Trip ✕

Select Driver

Test Driver ⦿

Member App ◯

Cancel   Ok
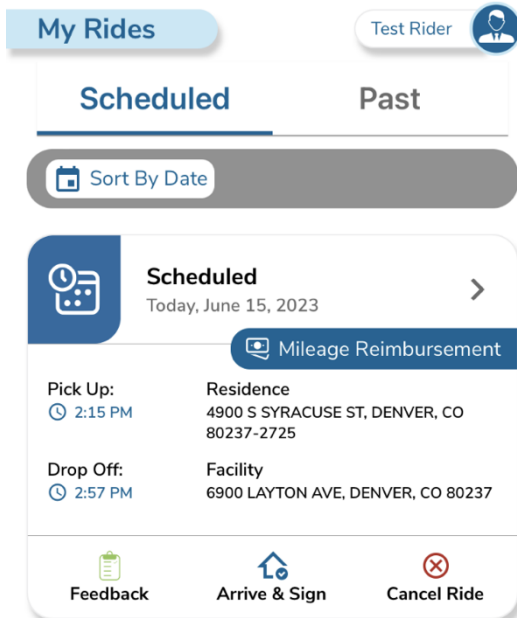
You cannot add new drivers to the member's profile from the app. The member or user will need to call into the care center to have a new driver added to their profile.

After the user selects a driver, the Booking a Trip flow is the same as a Standard Trip.

Mileage Reimbursement

Arrive and Sign
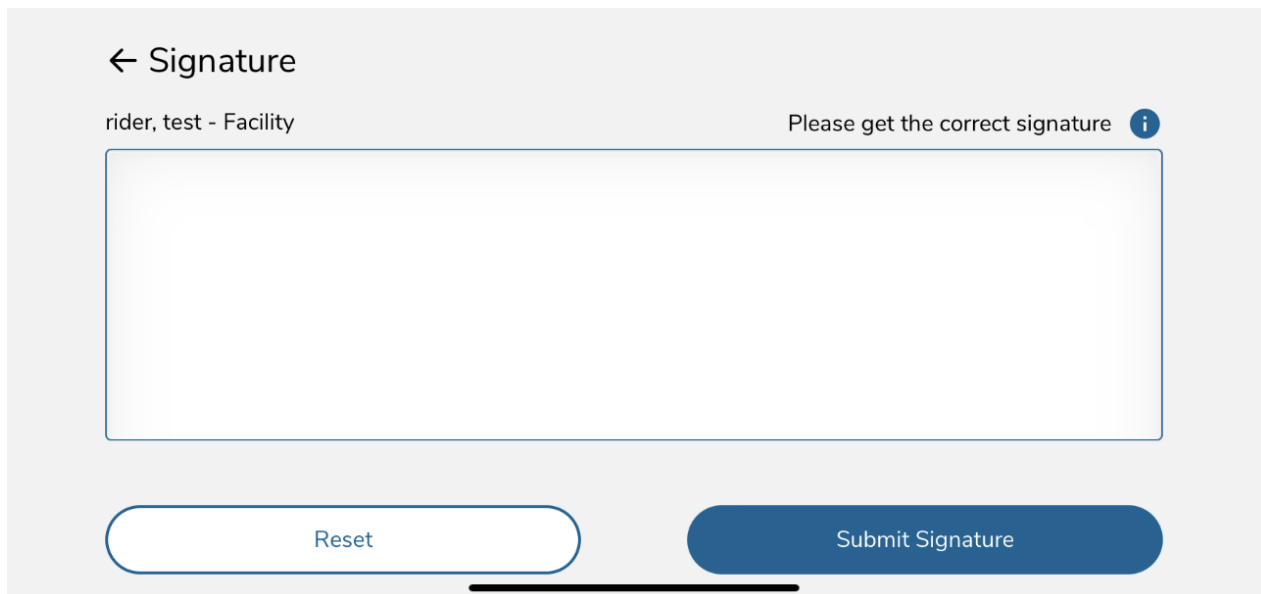
"Arrive and Sign" allows the mileage reimbursement user to submit the mileage reimbursement claim in the app.

The member or user can perform this task when near the drop-off location.

Click on "Arrive and Sign" to see the signature screen to submit the trip.

Geo Fence

The member or user will see one of these screens based on their current location and drop off location.

The user will need to be within a certain distance from the drop off facility to perform 'Arrive and Sign." If the user is not close enough to the drop off location, they will be asked to "Get closer and try again."
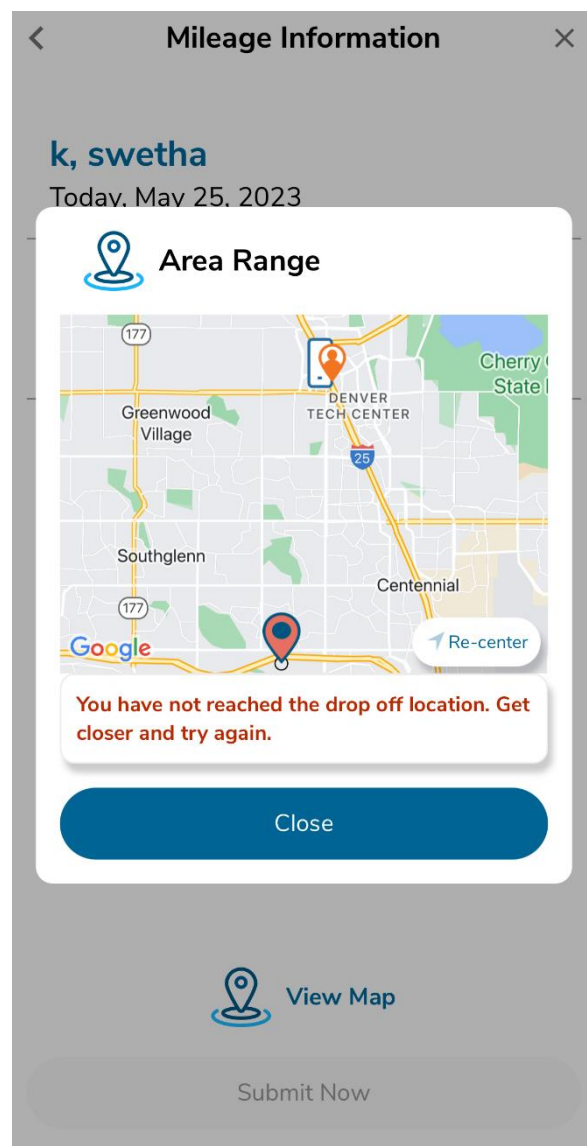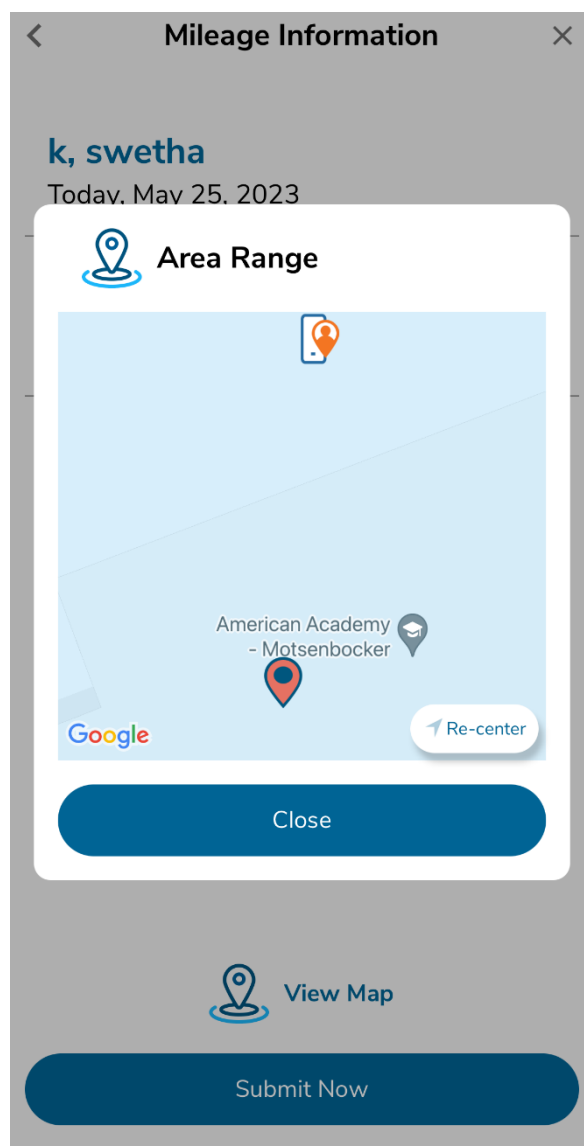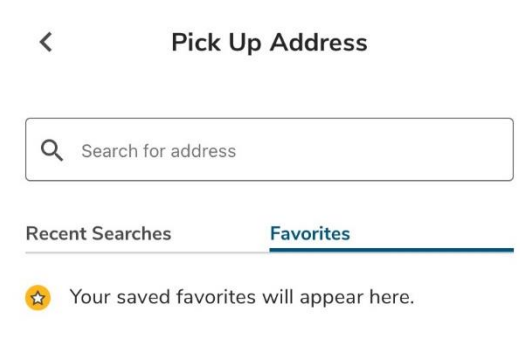
Claims

When the member or user completes "Arrive and Sign," they will see their trip status change to Claim Accepted.

The member or user is paid based on their original payment method, which is paper check in most markets and debit cards in others.
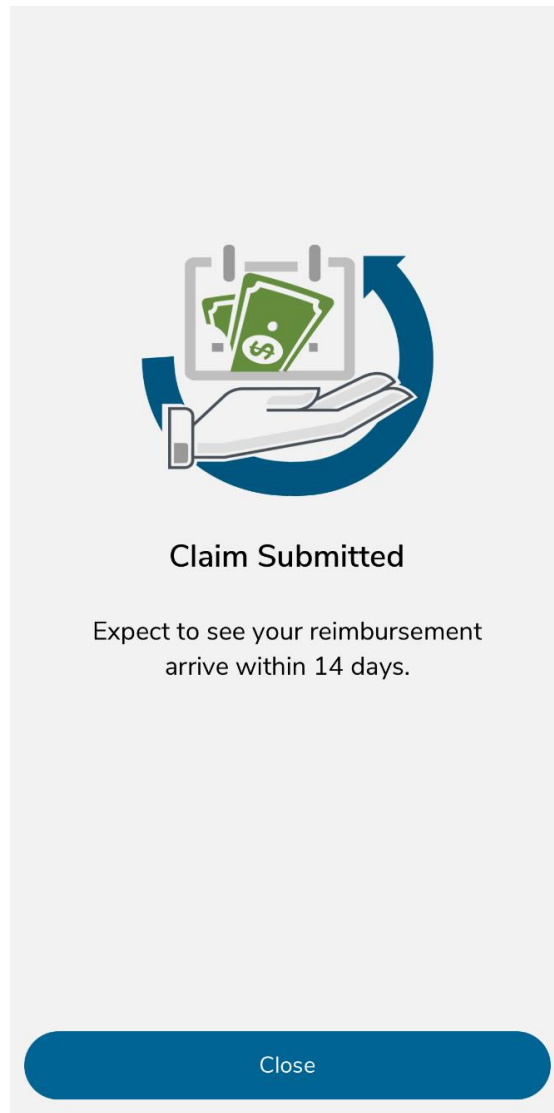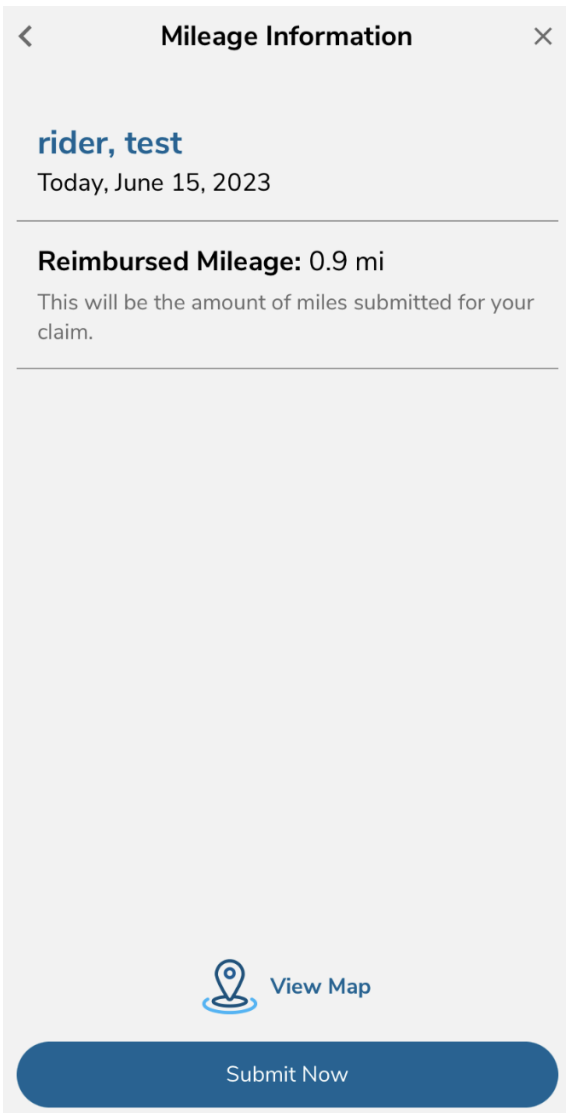
Favorite Location

Adding a Favorite Location
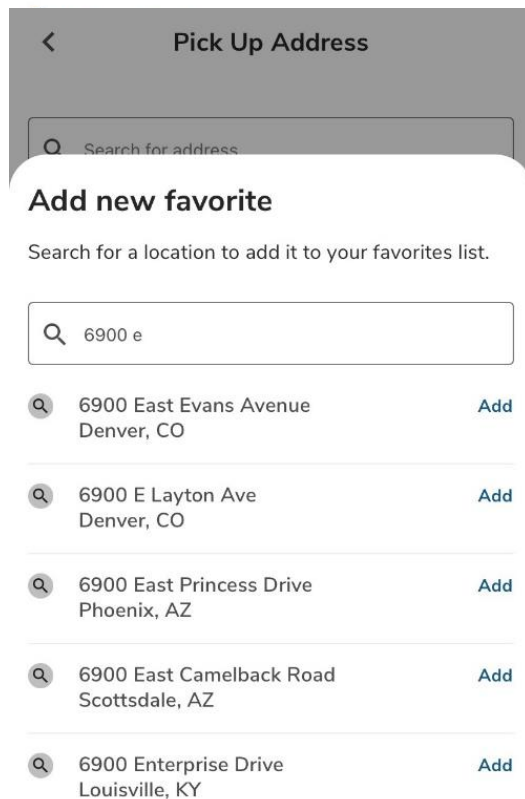
Members or users may add Favorite Addresses to make it easier to select a location they use often.

Favorite Address can be used when a member or user requests a new trip.

To start, click on the "+ Add new favorite" button.

⊕ Add new favorite

A search will appear after clicking the favorites button. The member or user must type in the address they want to add.

Once the correct location or address pops up, the member or user selects the right address by tapping the "Add" button on the right.

Adding a Favorite Location: Confirm Favorite
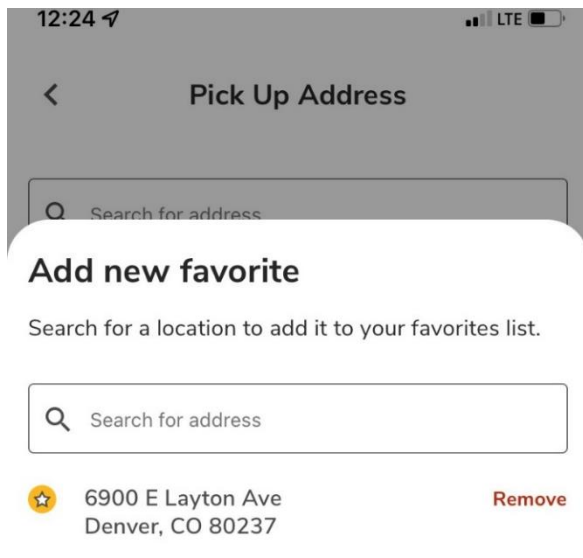
After the member or user selects "Add," they must confirm if the address is correct.

"Done" will set this as a favorite location.

"Remove" will remove the address. The user will then type a new address.

If the member or user clicks away from the popup without clicking "Done," the address will not be added to favorites.
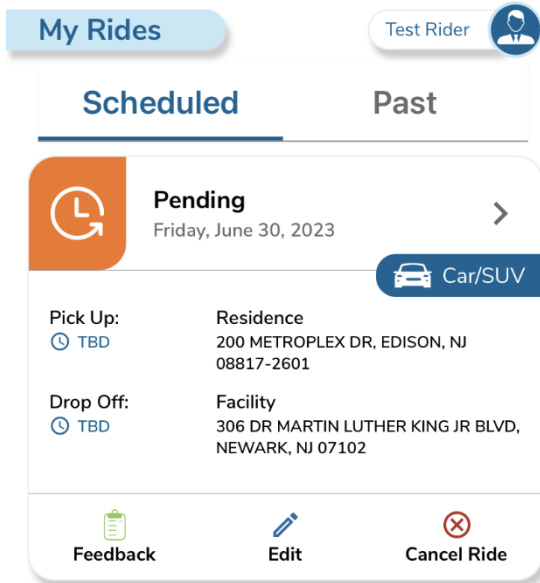
Verifying Favorite Locations

When a member or user searches for an address in the future, the saved favorite location will appear in the "Select Address" field with a star.
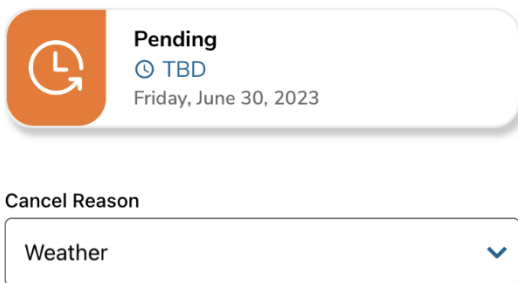
Cancel Ride

Reason for Cancelation

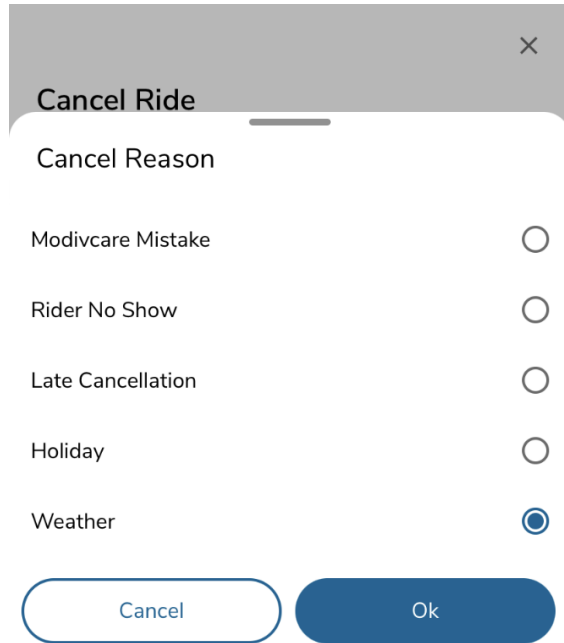To cancel a trip, go to the trip card. Then click "Cancel Ride."

The user will select the cancel reason. A drop-down menu appears when the user clicks the box that says, "Cancel Reason."

If the member or user does not want to cancel, they can click on the X in the top right corner.
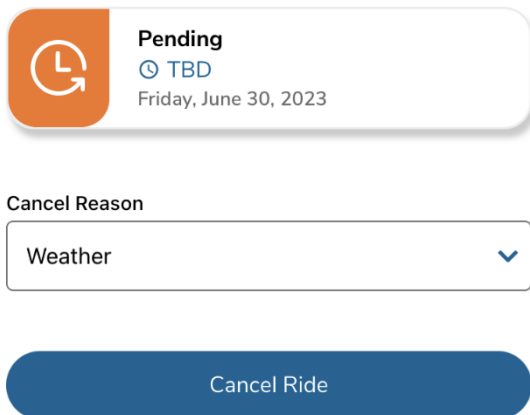
Cancel Ride

Cancel Reason

Modivcare Mistake ○

Rider No Show ○

Late Cancellation ○

Holiday ○

Weather ●

Cancel | Ok

Select the cancel reason that fits best then click "Ok."

The member or user can click cancel if they do not want to continue.

Cancel Ride

Pending
○ TBD
Friday, June 30, 2023

Cancel Reason

Weather ⌄

Cancel Ride

The member or user will select "Cancel Ride" after they choose a cancel reason.

Confirm Cancelation

Are you sure you want to cancel?

You are canceling **one** of your rides for **Friday, June 30, 2023**.

Canceling a ride cannot be undone. Once a ride is canceled, the ride must be rebooked if you wish to take the ride.

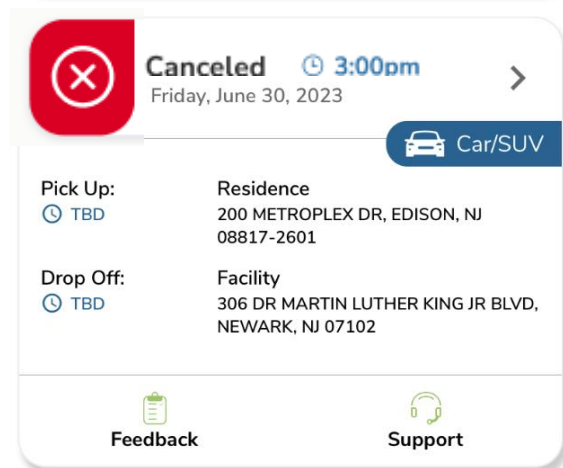Go Back   Cancel Ride
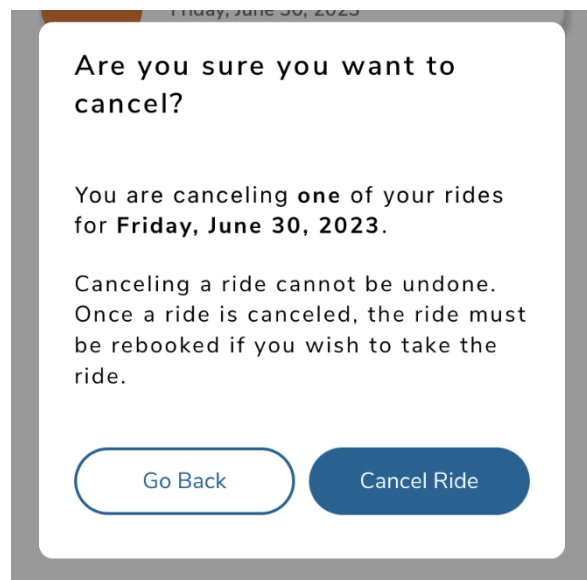
The member or user will confirm if they want to cancel the ride. This is the last time the user can exit without impacting the trip.
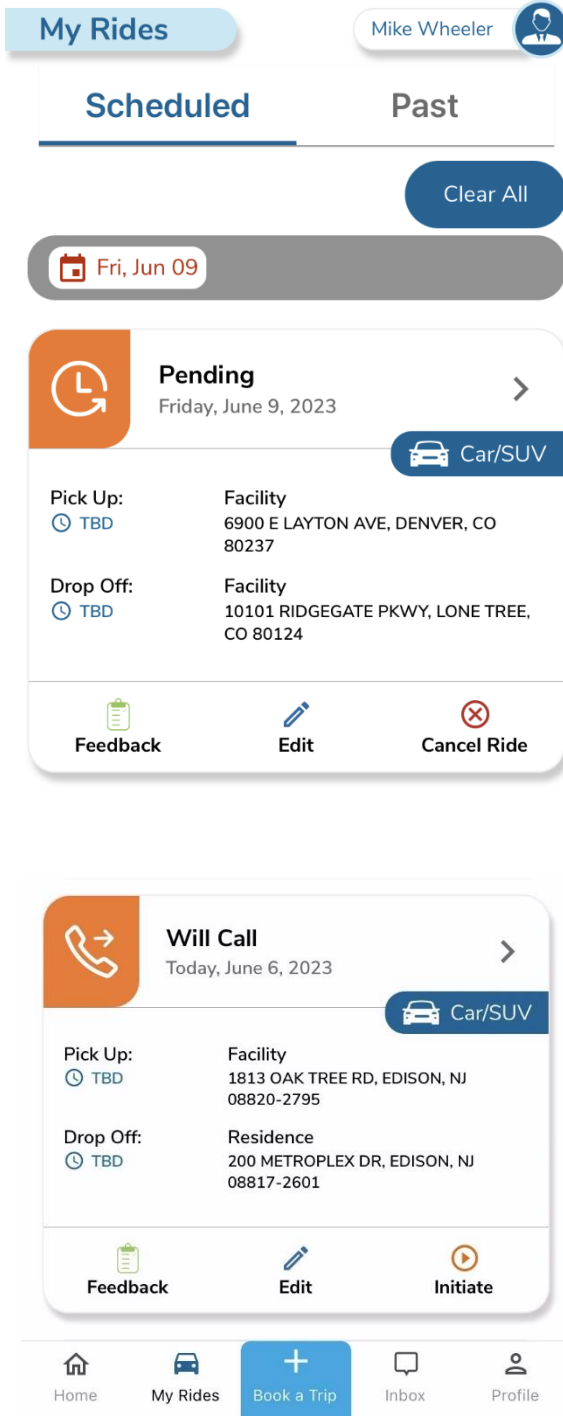
⚠ Your ride was successfully canceled. Check to see if you need to cancel additional rides. ✕

❌ **Canceled** 🕐 **3:00pm**
Friday, June 30, 2023

🚗 Car/SUV

Pick Up: Residence
🕐 TBD   200 METROPLEX DR, EDISON, NJ
                08817-2601

Drop Off: Facility
🕐 TBD   306 DR MARTIN LUTHER KING JR BLVD,
                NEWARK, NJ 07102

📋   🎧
Feedback   Support

If "Cancel Ride" is selected the user will see the "My Rides" tab. The trip card will show a "Canceled" status.

They will also see a note at the top of the screen that says: "Your ride was successfully canceled. Check to see if you need to cancel additional rides."

My Rides

Above the ride cards, the member or user will be able to filter the date range. Members or users can filter dates from today to 30 days in the future.
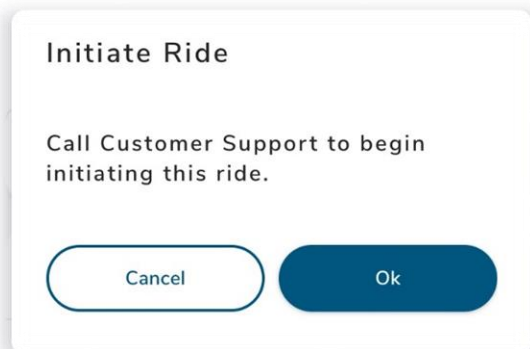
Scheduled

The member or user can see submitted trips and view details of pending rides.

Past

In the past tab the member or user will see any rides taken or trip requests with past dates.

In Ride

If the member or user has a "Will Call" scheduled for their pickup, they can click "Initiate" when they are ready to return home.

When "Initiate" is selected, the member or user will see this screen. If they click "Ok" they will see their phone dial pad.

Live Ride

Next Scheduled Rides

Driver En-route
Today, June 22, 2023

Car/SUV

Pick Up:
7:15 PM

Residence
319 N LITCHFIELD RD, GOODYEAR, AZ
85338

Drop Off:
7:34 PM
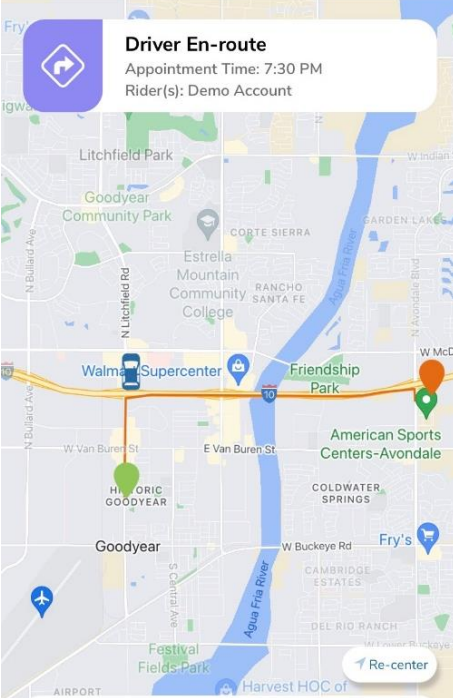
Facility
11450 W HILTON DR, AVONDALE, AZ
85323

Live ride lets the members or users track their driver during their ride. To see where the driver is, click on the trip card.

Live Ride

Driver En-route
Appointment Time: 7:30 PM
Rider(s): Demo Account

Re-center

Driver Information
Jacob
Lyft

Vehicle Information
Tesla Model 3
AZ - MFA8KN

Call Driver

When the status is Driver En Route you can start tracking the driver. When live ride is enabled, this information will display if available:

- Driver name
- Driver location
- Name of transportation company
- Vehicle information
- License plate

Viewing an Up Trip

Ride Details   ×

Pending
Friday, June 9, 2023
Appointment Time: 4:00 PM

Pick Up
TBD

Facility
6900 E LAYTON AVE,
DENVER, CO 80237

Drop Off
TBD

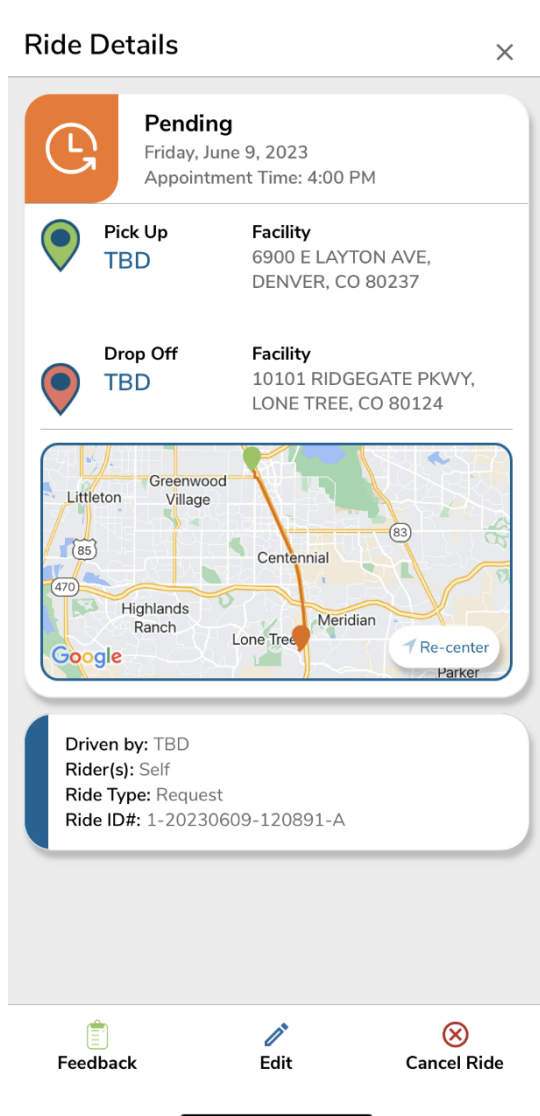**Facility**
10101 RIDGEGATE PKWY,
LONE TREE, CO 80124

Driven by: TBD
Rider(s): Self
Ride Type: Request
Ride ID#: 1-20230609-120891-A

Feedback   Edit   Cancel Ride

Members or users may select Ride Details and view the information for the upcoming trip.

This information will include:

- Appointment Date
- Appointment Time
- Pick up Time and Location
- Drop Off Time and Location
- A map showing the trip (may not be exact route)
- Driver Information
- Rider Name (the member)
- Ride Type
- Ride ID for support references
- Feedback Button
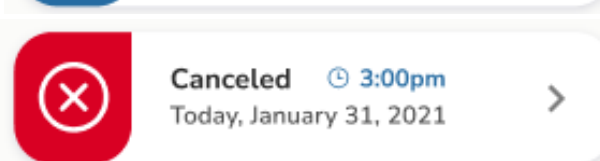- Edit Trip Button
- Cancel Ride Button

Trip Card Status

Pre-Trip

Pending
Friday, June 30, 2023
Car/SUV
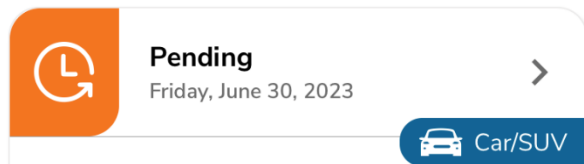
The user requested the trip. It is pending approval from Modivcare.

Scheduled 3:00pm
Today, January 31, 2021
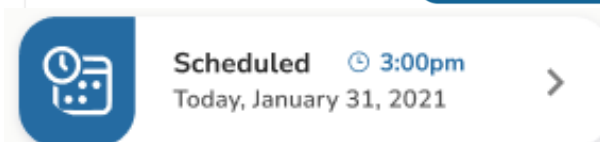
The ride has been approved by Modivcare and sent to a Transportation Provider.

Canceled 3:00pm
Today, January 31, 2021

The user canceled the trip after it was in a Scheduled status.

Withdrawn
Friday, June 30, 2023
Car/SUV
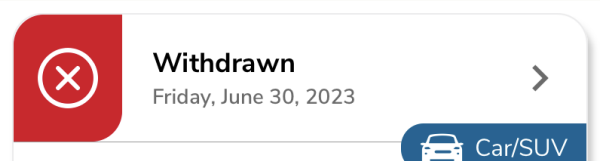
The user requested to cancel the trip while in a Pending status (trip was not yet approved by Modivcare).

Day of Trip

Driver En-route
Today, June 22, 2023
Car/SUV

The driver is on their way to the pick-up location. The member is not in the vehicle.

In Progress 3:00pm
Today, January 31, 2021
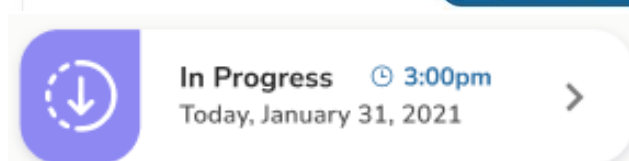
The driver has arrived at the pick-up location and has the member in the vehicle.

Will Call
Today, January 31, 2021
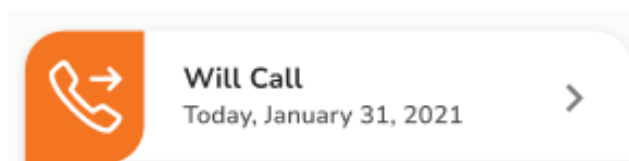
The member will call Modivcare when they are ready to be picked up.

Mileage Reimbursement
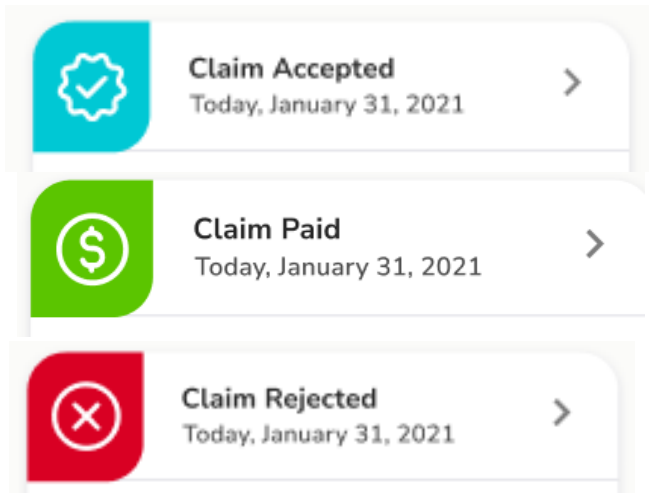
Claim Accepted Today, January 31, 2021	The member or user submitted the claim. Modivcare received it. The claim is pending review.
Claim Paid Today, January 31, 2021	The claim was approved. The user was paid based on their plan rules.
Claim Rejected Today, January 31, 2021	The claim was not approved. No payment will be made.

Feedback Survey

Help us serve you better   ✕

Your answers will help us make your experience better in the future.

How did you learn about our app?

Customer service agent   ○

My health plan   ○

The app store   ○

The Internet   ○

A text or e-mail from Modivcare   ○

Are you a member or caregiver?

Member   ○

Caregiver   ○

Was it easy to book a trip in our app? From 0 to 5 (0 being hardest, 5 being easiest)

⭐⭐⭐⭐⭐

Terrible   Excellent

Was it easy for you to register for the app? From 0 to 5 (0

Submit

The feedback button helps improve the app and allows the member to provide information about their ride experience.
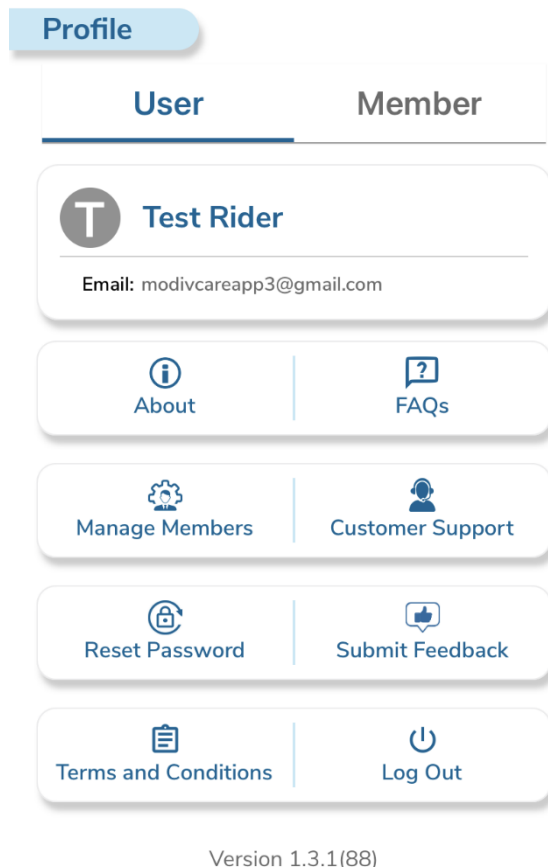
Feedback   Edit   Cancel Ride

Profile Screen
User

The Profile screen allows the member or user to see both the user and member information.

Here, the user can find appointment information, access FAQs, manage members, contact support, reset password, submit feedback, view terms and conditions, and logout.

You can also see the latest Version and Build of the App the user has installed.
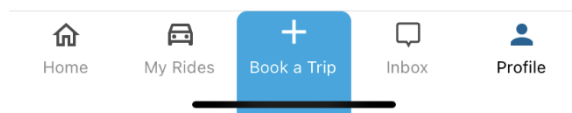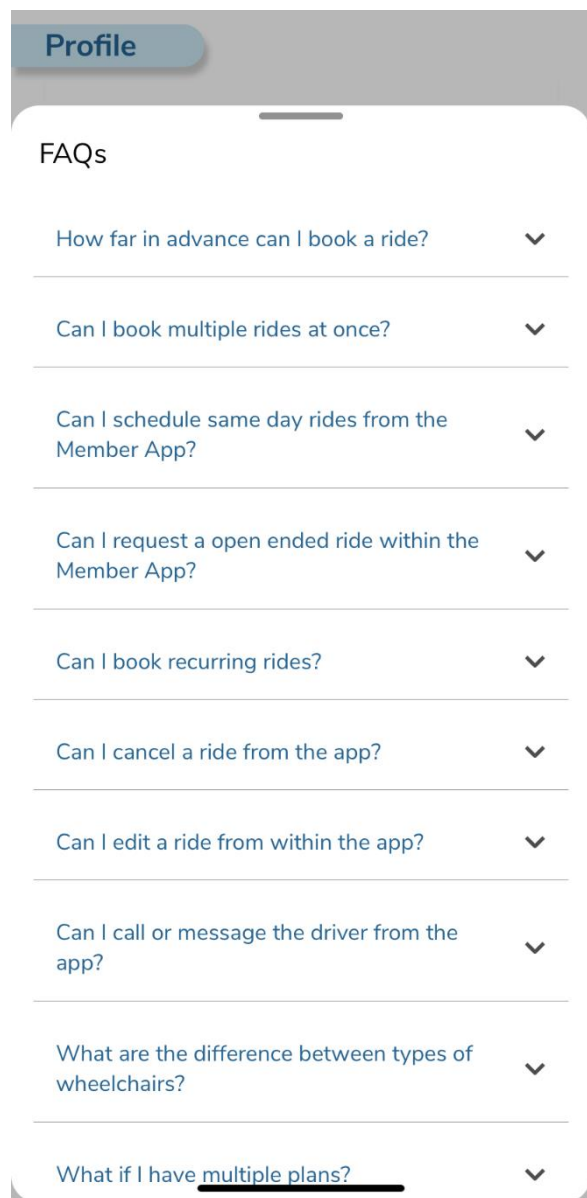
Member

The Member screen allows the member or user to see both the member's basic information as well as Active and Past Plan information.
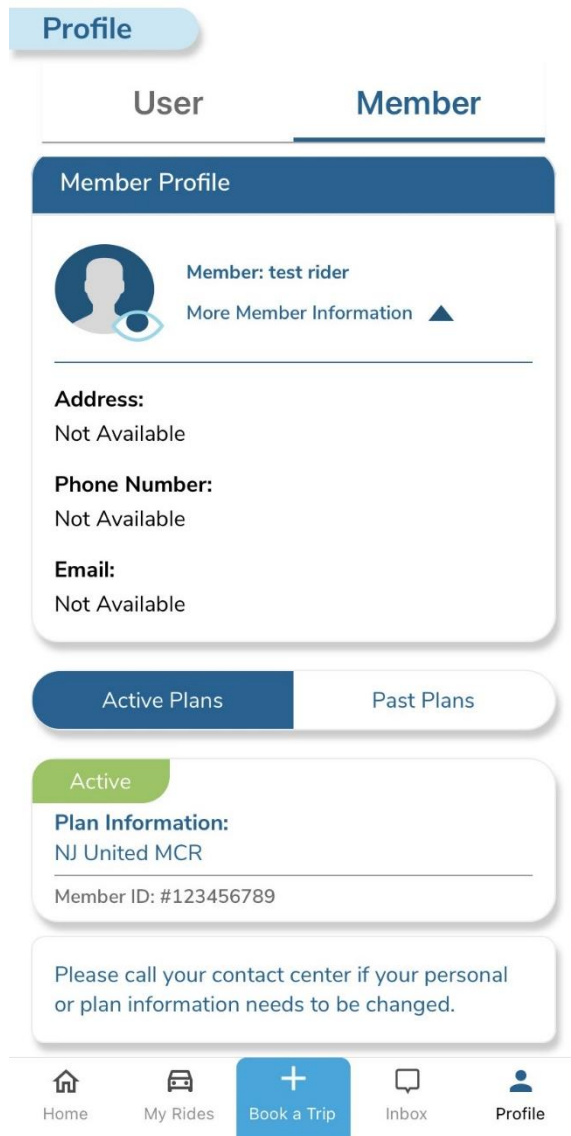
If any personal or plan information needs to be updated, the user or member must call their care center.
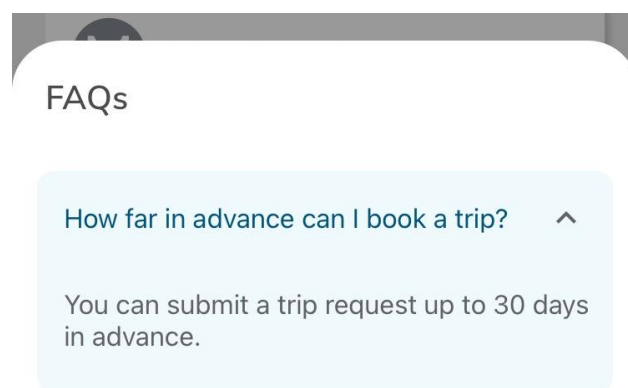
If the user has multiple plans, they will see all their plans listed under Active Plans.

FAQs

The FAQ section includes information and responses to commonly asked questions.

These are continuously updated.

Profile

FAQs

How far in advance can I book a ride?

Can I book multiple rides at once?

Can I schedule same day rides from the Member App?

Can I request a open ended ride within the Member App?

Can I book recurring rides?

Can I cancel a ride from the app?

Can I edit a ride from within the app?

Can I call or message the driver from the app?

What are the difference between types of wheelchairs?

What if I have multiple plans?

FAQs

How far in advance can I book a trip?

You can submit a trip request up to 30 days in advance.

Tools and Resources

External Facing Videos

https://p.Modivcare.com/M-App-Training.html

Introducing the Modivcare App

Share this link to walk users through the features available in the app.
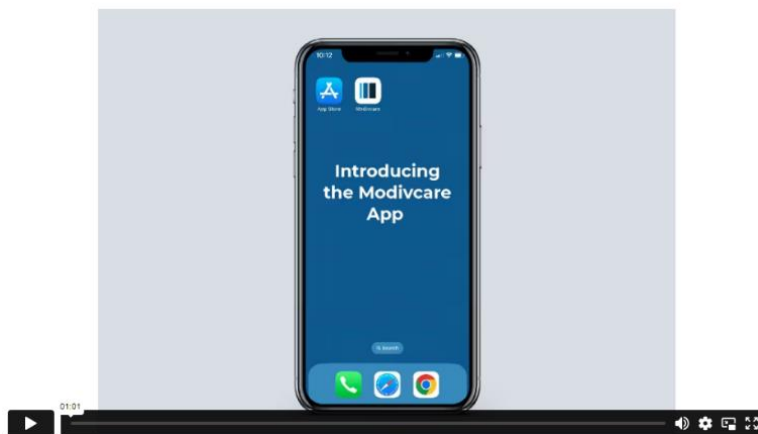
All references to our company name, Modivcare, have been omitted from the reading assessment. Industry terms that are fundamental to our business have been omitted as these are necessary for use of the application. Legal language and disclaimers have been omitted. The following are examples of terms that have been omitted: member, benefits, transportation, account, disclaimer, verification, attestation, Mileage Reimbursement, initiate, mobility etc.

Sunshine Health provides free aids and services to people with disabilities, such as qualified sign language interpreters, written information in other formats (large print, audio, accessible electronic and other formats), and free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

This information is available for free in other languages. Please contact Member Services at 1-866-796-0530, TTY 1-800-955-8770 Monday through Friday, 8 a.m. to 8 p.m.

Esta información está disponible en otros idiomas de manera gratuita. Comuníquese con nuestro número de servicio al cliente al 1-866-796-0530, TTY 1-800-955-8770 de lunes a viernes, de 8 a.m. a 8 p.m.

Si oumenm, oubyen yon moun w ap ede, gen kesyon nou ta renmen poze sou Sunshine Health, ou gen tout dwa pou w jwenn èd ak enfòmasyon nan lang manman w san sa pa koute w anyen. Pou w pale avèk yon entèprèt, sonnen nimewo 1-866-796-0530 (TTY 1-800-955-8770).

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Sunshine Health, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-866-796-0530 (TTY 1-800-955-8770).