



Mileage Reimbursement Trip Log and Invoice Instructions

Dear Beneficiary,

Enclosed is a blank reimbursement form with instructions and a sample log as a guide. Feel free to make copies of the blank form for future trips. You can also contact the Modivcare Reservation Line or visit Modivcare.com to get more blank copies of the form.

How to get reimbursed for mileage:

1. When you call to schedule your trip, you will get a trip number. This trip number is required for the reimbursement form. **Write down the trip number and date of your trip on the reimbursement form as soon as you get it from the Modivcare reservation specialist.** Forgetting to add this is a common mistake and will cause your reimbursement to be denied. Be sure to add it to your form before you forget!
2. You must fill out the entire form **except** for the "Physician/Clinician Signature" space.
3. Take the form with you to your medical appointment and have your doctor or counselor sign it. Your doctor or counselor should sign in the "Physician/Clinician Signature" space on the form. **Please note that your doctor/counselor must sign the form as proof you were at your appointment.**
4. You can put several trips on one form.
5. There can only be one driver on a form. You must complete and send a separate form for each person who drives you to your medical appointments.
6. Mileage is calculated and paid based on the shortest distance per Google from the pickup and drop off address provided when the trip is created.
7. Once your form is complete, please send your form via mail, email, or fax.

Mail: 798 Park Avenue NW, Norton, VA 24273

Email: support.claims@modivcare.com

Fax: 866-528-0462

8. The request for reimbursement is required to be scheduled on or before the day of the medical appointment and the voucher must be received within 30 days from the appointment date, or it may be denied. If you are listing more than one appointment, you must submit the completed form within 30 days from the earliest appointment shown.
9. Payment will be mailed within 30 business days of the Modivcare Claims Department getting your completed reimbursement form.

If you have any questions, please call Modivcare Claims Department at 1-800-930-9060.

Thank you,

Modivcare

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Guidelines for Completing the Mileage Reimbursement Trip Log

Below are guidelines for completing the Mileage Reimbursement Trip Log. Please follow the guidelines provided. **Failure to do so may result in denial of payment.**

1. Please print all required information clearly, leaving enough space between words for readability.
2. Avoid using any special characters or symbols, (e.g., #, @, \$, ~).
3. Do not write on top of or above the title sections of the form.
4. If you make a mistake, use a new one. Do not cross out, highlight or add notes to the form.
5. When submitting the form, make sure a high-quality image is provided that is clear and has no marks. The image should focus on the form.
6. Fill out the entire form and give all the required information.
7. Avoid using abbreviations or acronyms.
8. Make sure the form's text is not upside down or sideways.
9. Use black or dark blue ink when filling out the form.
10. Use the same font and font size on the form.