



## Mileage Reimbursement Trip Log and Invoice Instructions

Dear Member,

We have enclosed a blank reimbursement form with this letter along with instructions and a sample log for guidance. Feel free to make copies of the blank form for any future trips. You can also contact the ModivCare Reservation Line at 866-726-1472 as well as visit ModivCare.com to obtain additional blank copies of the form.

### **Below outlines how to be reimbursed for mileage:**

1. You can call CountyCare Member Services to schedule your trip at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY). When you call to schedule your trip, you will receive a trip number. This trip number is required on 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 space for "Physician/Clinician Signature".
3. Take the form with you to your medical appointment and have your doctor or clinical team sign it. Your doctor or clinical team should sign in the "Physician/Clinician Signature" space on the form. **Please note that your doctor/clinical team must sign the form as proof that you were at your appointment.**
4. You can put up to seven trips on one form.
5. Please note that there can only be one driver on a form. You must complete and send a separate form for each of the people driving you to your medical appointments.
6. Once your form is complete, please send your form via mail, email or fax.

#### **Mail: Modivcare Claims Department**

**798 Park Avenue NW, Norton, VA 24273**

**Email: [support.claims@modivcare.com](mailto:support.claims@modivcare.com)**

**Fax: 866-528-0462**

7. When Modivcare gets your form, they will call your doctor's office to confirm you went to your appointment. Payment will be mailed to your driver within 4-6 weeks.
8. Payment will be mailed within thirty (30) business days of the ModivCare Claims Department receiving your completed reimbursement form.

**If you have any questions about your transportation benefits, please call Modivcare at 866-726-1472.**

Thank you,

Modivcare