

SoonerRide 2023 Program Overview



modivcare

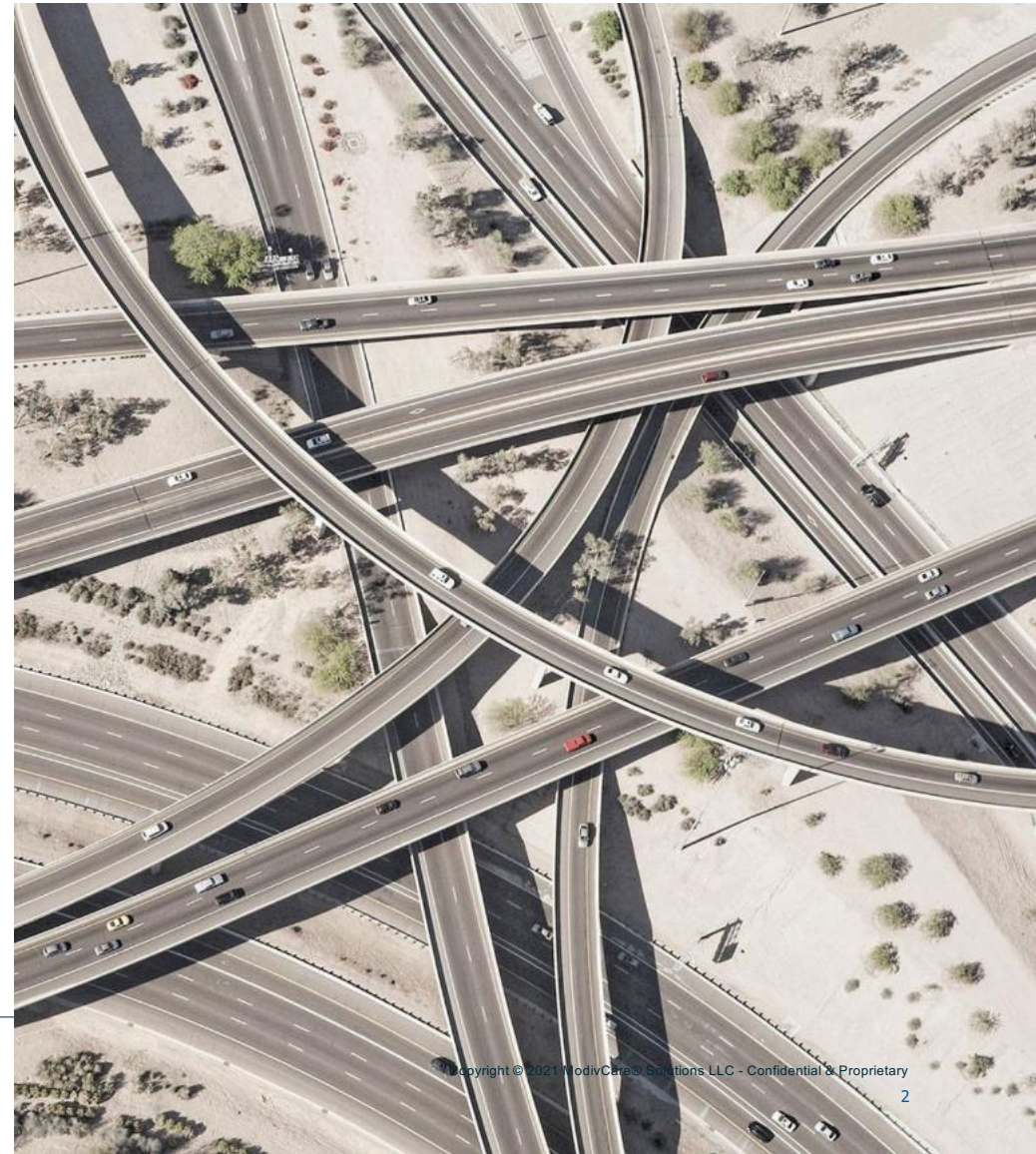


Agenda

01 Modes of Transportation

02 Reservation Methods and Program Basics

03 The Modivcare App



Modes of Transportation



Modes of Transportation

Mileage Reimbursement

- Option for members with friends or family that can transport, or member can transport themselves
- 1 hour advance notice
- Name of driver, address, and phone number
- Form required with signature of treating physician or use Mileage Reimbursement App
- Reimbursement only allowed for when member is in the vehicle ("Loaded Miles")

Mass Transit

- Member usage must be appropriate and available
- Member resides less than 1/4 mile from transit stop
- Physician Restriction form must be on file for exemption from Mass Transit

Paratransit (Lift)

- If member unable to utilize fixed route mass transit services per Physician Restriction Form
- Curb-to-curb service

Ambulatory

Wheelchair

- Bariatric Wheelchair level of service is not covered

Stretcher

- Level of Service certification must be on file
- ALS, BLS, and Bariatric level of service is not covered

Reservation Methods and Program Basics



Member Requests

- Request by Phone
 - SoonerRide Reservations: 877-404-4500
- Have ready:
 - Member name
 - Member ID Number
 - Date of birth
 - Level of service
 - Pick up and drop off addresses and phone numbers
 - Appointment time

3 Business Days' Notice Required for Routine NEMT, not including day of appointment, weekends or holidays	
Monday	Booking for Thursday
Tuesday	Booking for Friday
Wednesday	Booking for Saturday, Sunday and Monday
Thursday	Booking for Tuesday
Friday	Booking for Wednesday

- Request Online
 - Website: member.modivcare.com
- Ride Assist
 - SoonerRide Ride Assist: 877-435-1034
 - When member is ready for unscheduled return home
 - When member's scheduled time has changed
 - When member's scheduled ride is late
 - Cancel Trip Reservation
 - Concern/Complaint
- Request through the Modivcare App

Facility Requests

- Request by Phone
 - Exceptions Line: 800-435-1276, option 2
- Have ready:
 - Member name
 - Member ID Number
 - Date of birth
 - Level of service
 - Pick up and drop off addresses and phone numbers
 - Appointment time

3 Business Days' Notice
 Required for Routine NEMT, not including day of appointment, weekends or holidays

Monday	Booking for Thursday
Tuesday	Booking for Friday
Wednesday	Booking for Saturday, Sunday and Monday
Thursday	Booking for Tuesday
Friday	Booking for Wednesday

- Request through TripCare
 - Website: tripcare.modivcare.com
 - EDI form must be completed by Facility
 - Request form by calling Exceptions Line: 800-435-1276

Key Points - Reservations

3 Business Days' Notice – does not include date of appointment, weekends or holidays

Mileage Reimbursement requests can be made up to 1 hour prior to appointment

Reservations can be scheduled up to 14 days in advance via phone

Reservations can be scheduled up to 30 days in advance online

Requests for specific providers are allowed but cannot be guaranteed

Pick-Up and Drop-Off Standards

- Providers have a 15-minute pickup window
 - Provider can arrive up to 15 minutes before or after scheduled pickup time
- Curb-to-Curb Service
 - Drivers are limited to assisting member in and out of the vehicle at the curb
- Driver responsible for ensuring wheelchairs are properly secured in vehicle
- Drivers do not assist members in and out of their residence or facility
- Drivers do not load member's personal belongings or purchases
- Will Call Returns – member will be picked up within one hour of call to Ride Assist
 - Members should always call Ride Assist when they are ready to be picked up
 - Member should not call the driver directly when they are ready to be picked up
 - Modivcare is only able to track return pickup timeline if call is made to Modivcare Ride Assist line

Program Limitations

- Mileage limitations vary by treatment type
 - Routine Care – less than 45 miles from Member’s residence
 - Specialist Care – less than 100 miles from Member’s residence
- Member will be referred to SoonerCare if trip is over the above limits
- Pharmacy trips are allowed as follows:
 - Following approved trip
 - After hospital discharge if scheduled with same request
 - Member limited to one small bag with pharmacy trip
 - Must call Modivcare to add pharmacy stop to existing trip; transportation provider cannot add without authorization by Modivcare
- Member must provide necessary wheelchair, car seat or other DME necessary for transport (e.g. cane, walker, oxygen, etc.)
- Member must have necessary equipment available upon discharge. Modivcare is not able to provide equipment and providers are not able to pick-up or return equipment
- Service Animals allowed per ADA guidelines
- Members with car in household are encouraged to transport using mileage reimbursement program
- Escort required for all Transportation to or from nursing facility
 - Escort must be provided by the member or nursing facility
 - Escort will not be transported to or from facility when member is not in vehicle
- Non-Covered Levels of Service
 - Bariatric Wheelchair
 - Bariatric Stretcher
 - Advanced Life Support
 - Basic Life Support

Complaints and Grievances

Modivcare is responsible for recording all grievances, complaint tracking and resolutions

Excessive grievances may result in a decrease in work assigned to a provider or Modivcare no longer utilizing its services

Members will not be penalized for filing grievances against Modivcare or transportation providers

Anyone wishing to file a grievance may contact Modivcare through any toll-free Modivcare number to file a complaint regarding any portion of their transportation experience (from scheduling through conclusion of transportation).

Grievances can also be filed online at wecare.logisticare.com

Mileage Reimbursement

Mileage reimbursed based on shortest distance

- Only when member is in vehicle
- Mileage will be provided at time of reservation

Trip log must be completed in its entirety

- Signed by facility representative
- Signed by member

Trip logs must be submitted to claims for reimbursement

- Submit within 30 days of trip

Mileage reimbursement can be scheduled up to 1 hour prior to trip

- Will only be allowed if reservation scheduled in advance
- Backdating of trip is not allowed

Reimbursement will be placed on pre-paid debit card

- Instructions and activation information will be sent with pre-paid debit card with first reimbursement payment
- Do not lose or throw away card as all future mileage reimbursement payments will be placed on existing card
- Payment can only be made after receiving completed trip log

Submission Methods

Mail

Modivcare Claims Department
Mileage Reimbursement
798 Park Ave NW, 4th Floor
Norton, VA 24273

Email

virginia.billingoperations@Modivcare.com
Subject: Oklahoma Mileage Reimbursement
(Last Name, First Name)

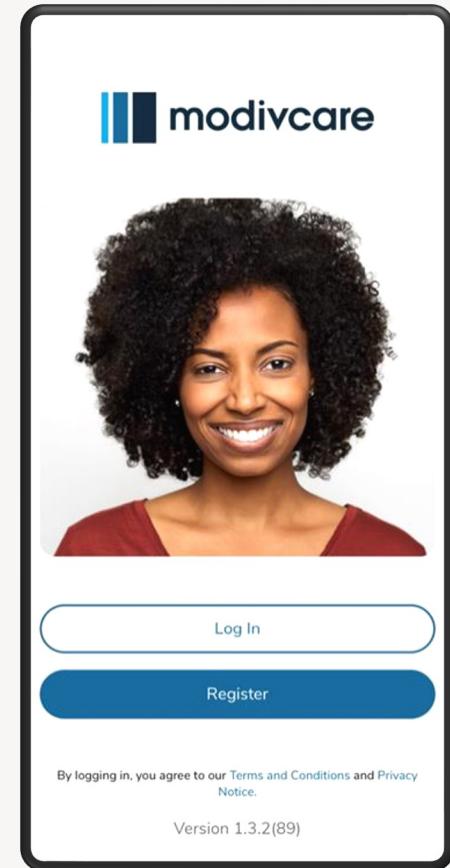
Modivcare App

Questions

800-930-9060, or
Contact the reservations line



The Modivcare App

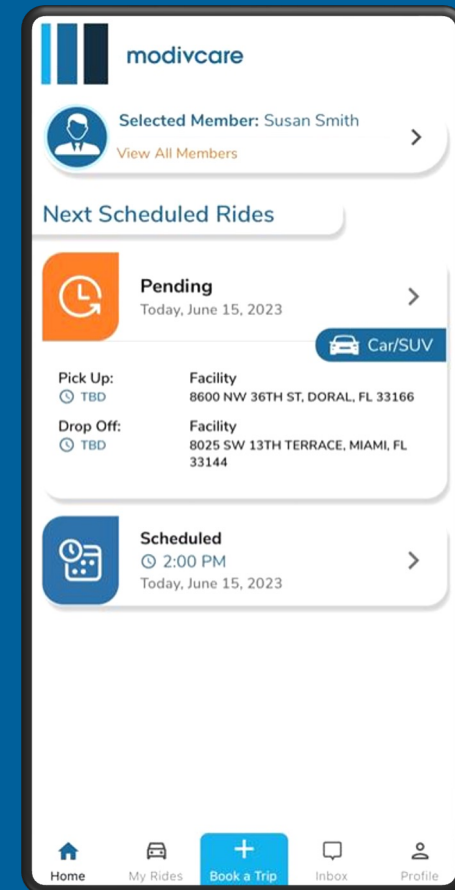


Benefits

Manage rides when it is right for the member:

- Ability to book a trip via the app
- Cancel a ride
- View past, present and future rides

- Real time insight into driver location and information.
- A caregiver can also manage the member's account.



Registration

Members and their caregivers can register to use the app!

- Provide user information
- Enter a validation code
- Add a member to the account

Note: Only members from an authorized plan can use the Modivcare App.

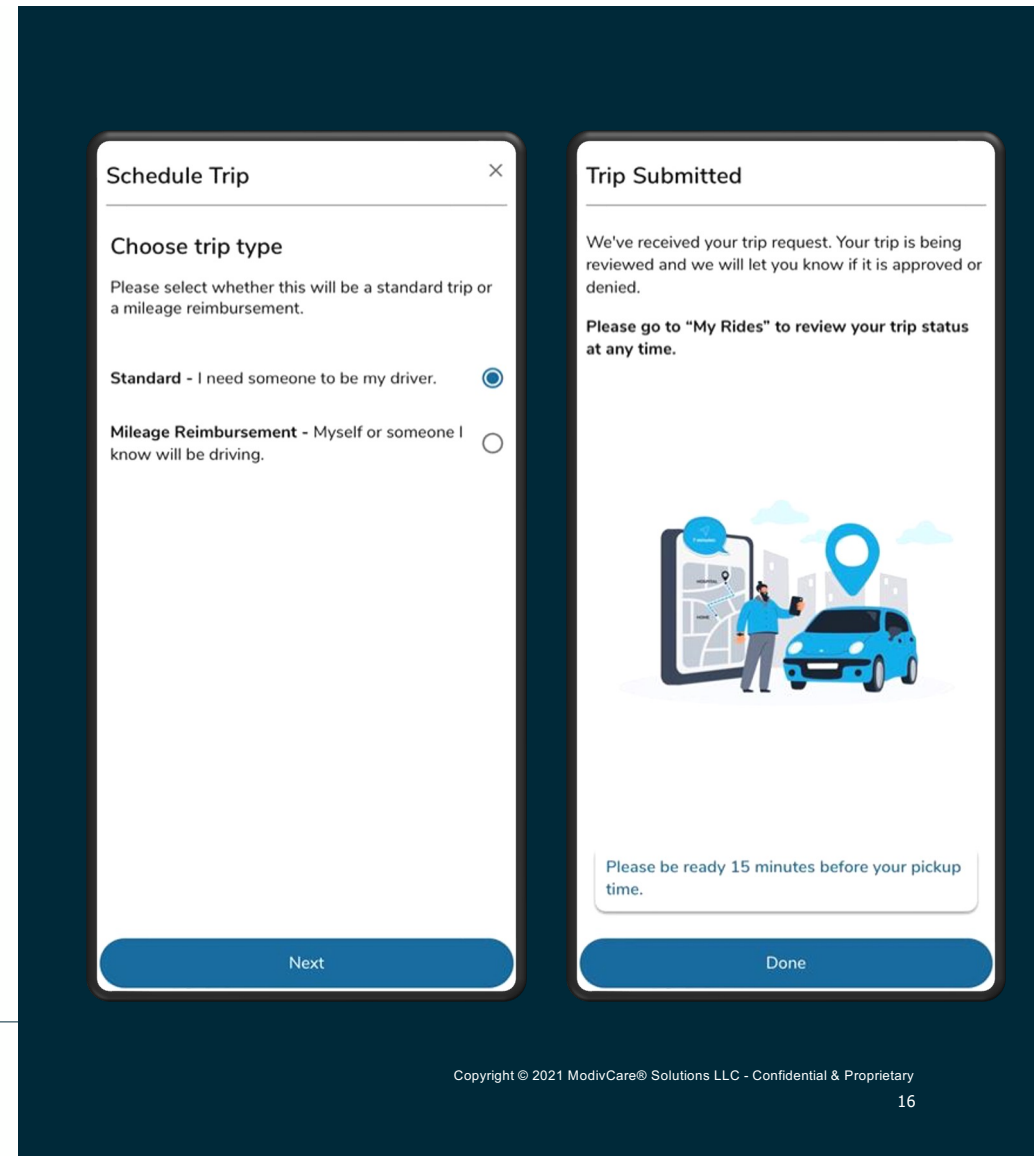
The image displays two mobile application screens side-by-side. The left screen, titled 'Registration', is for creating an account and includes fields for First Name, Last Name, Email Address, Confirm Email Address, Enter Password (with a 'Show' toggle), and Confirm Password (with a 'Show' toggle). A 'Next' button is at the bottom. The right screen, titled 'Add a Member', includes fields for First Name, Last Name, Date of Birth (with a calendar icon), State (with a dropdown arrow), and Zip Code. A 'Next' button is also at the bottom of this screen.

Book a Trip

A streamlined trip booking experience without having to call a care center.

- Standard and Mileage Reimbursement trips can be scheduled
- Request multiple trips into the future
- Set level of service and other special needs

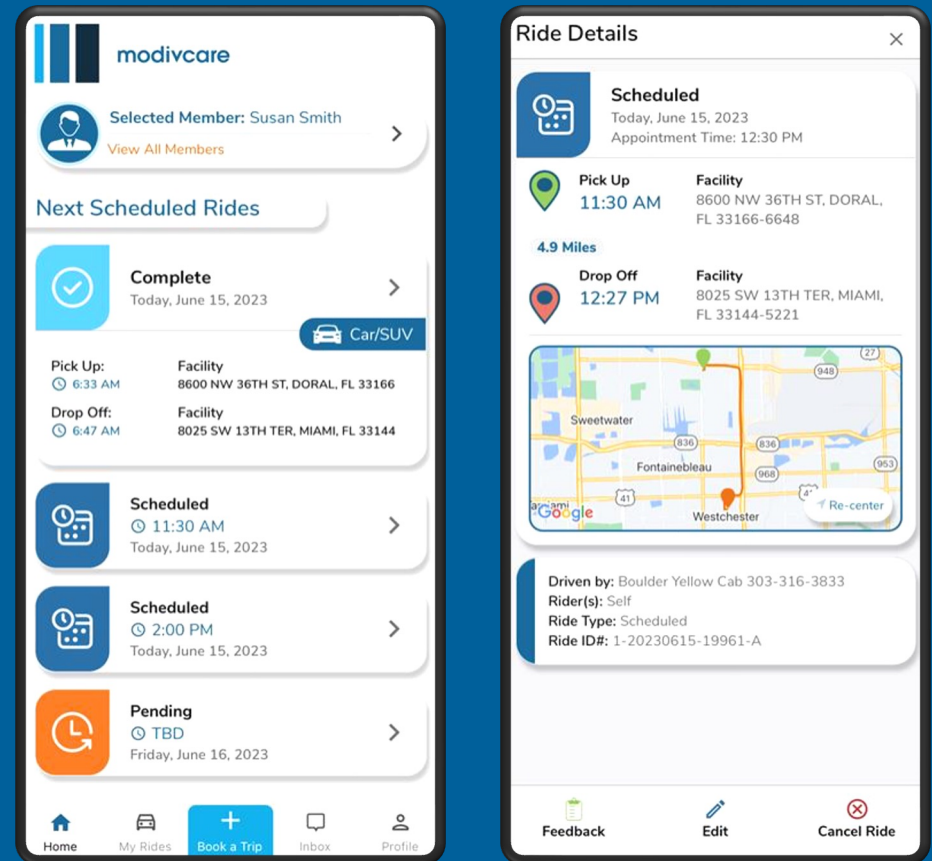
If Mileage Reimbursement is not covered by the members plan, they will not see this as an option.



Manage Rides

A concise view into the member's upcoming rides.

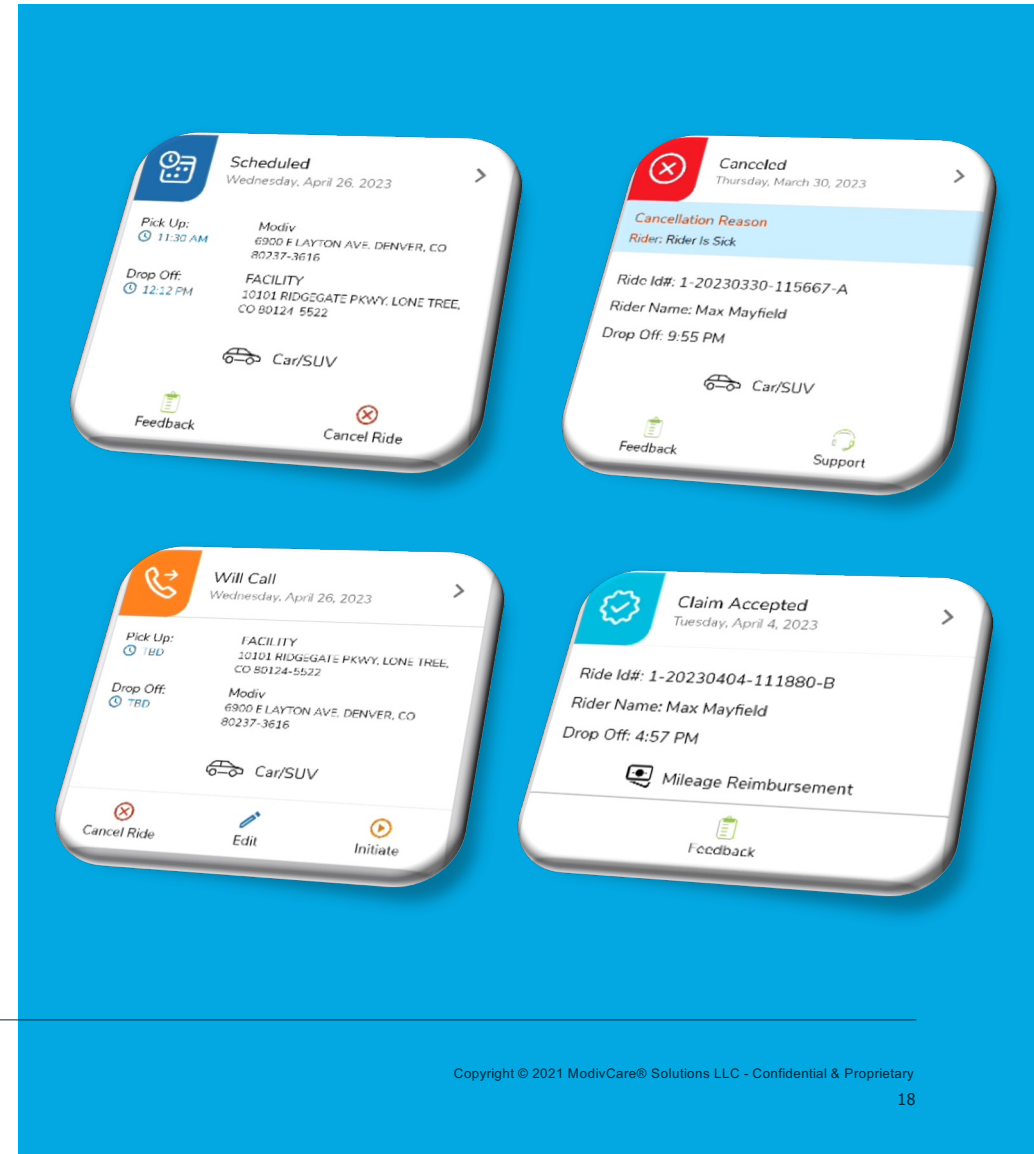
- Every ride has a meaningful icon and color
- Tapping a ride card takes them into ride details
- Cancel any trip up to 24 hours in advance



In App Updates

The app updates informs the member about ride statuses which include:

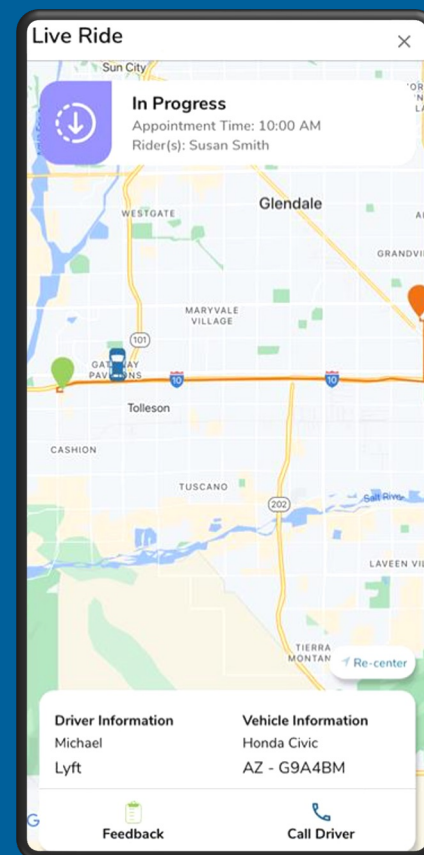
- Pending
- Scheduled
- Canceled
- Driver En-Route
- In Progress
- Will Call
- Claim Accepted



Live Ride

Once the driver initiates the ride, the app continuously displays the driver's location and information:

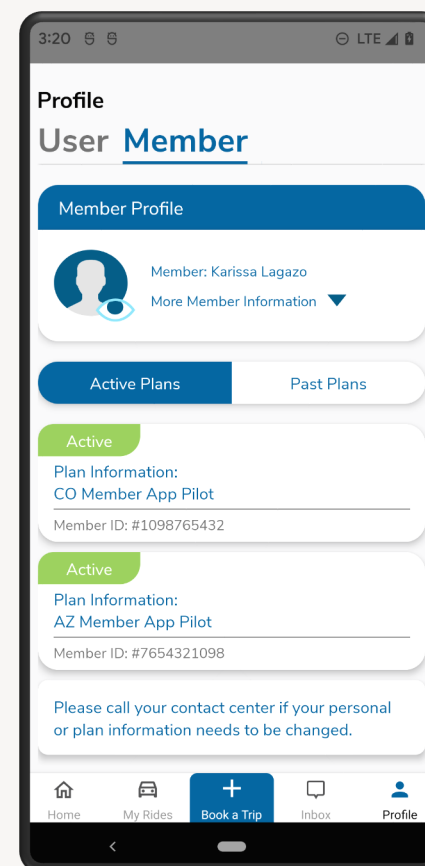
- Driver name
- Driver location
- Name of transportation company
- Vehicle information
- License plate



Member Management

Members can see their plan information and status

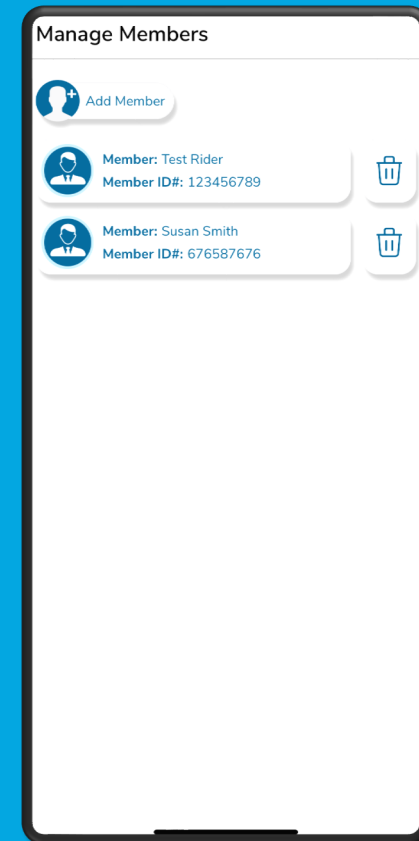
- Dual enrollees are fully supported
- User, plan & member information
- When plans change, the app updates their info



Multi Member

Users can manage more than one member

- One login account to service multiple members
- Ideal for Guardians, Care Givers or Large Families



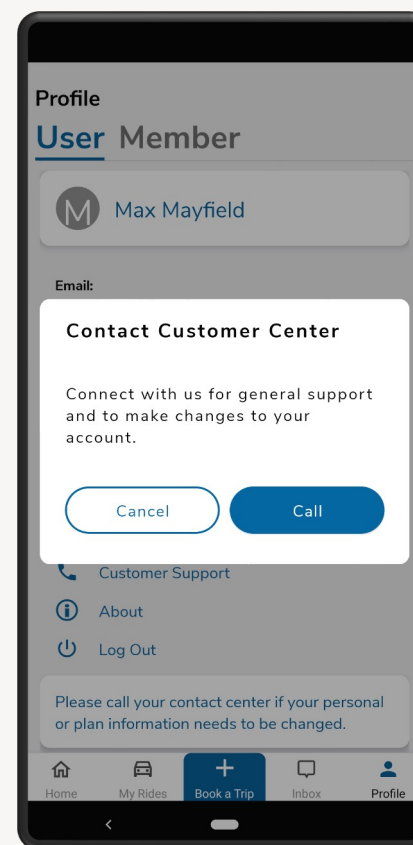
Communication

Members have multiple channels of communication:

- Call the driver during the ride
- Call Modivcare if there is an issue

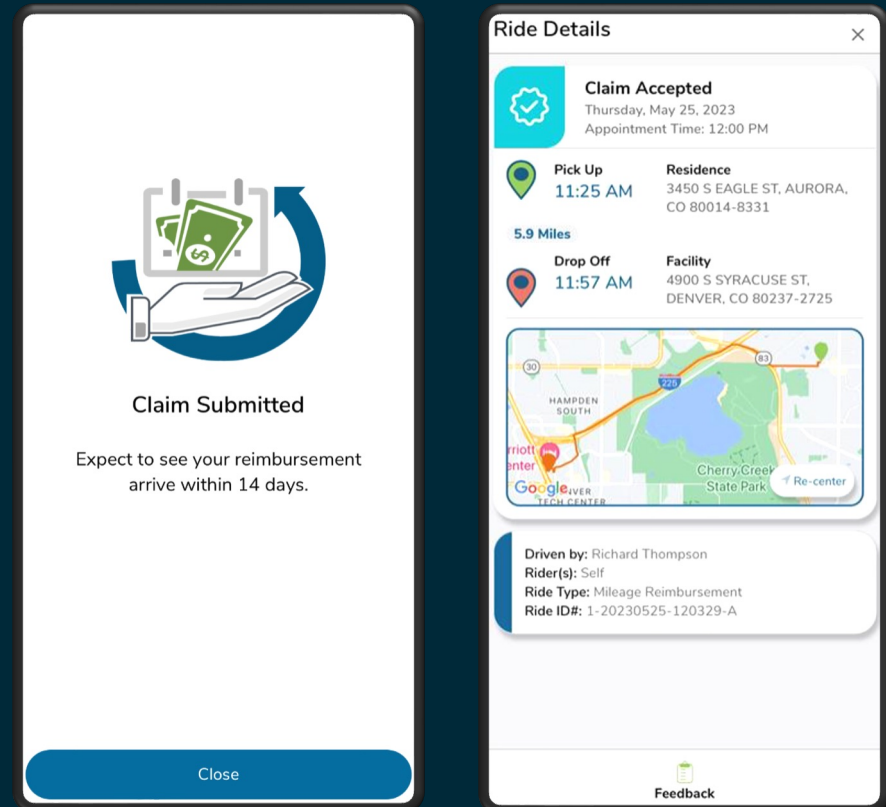
If the app is unavailable, we display a maintenance screen.

Provide meaningful errors and warnings.



Mileage Reimbursement

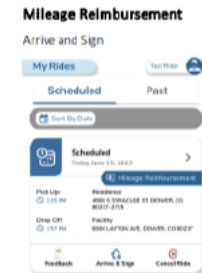
- Members who are the driver for a trip can submit the claim in the app
- Member can submit a claim on behalf of their driver
- Book Mileage Reimbursement trips
- View the status of claims in the app



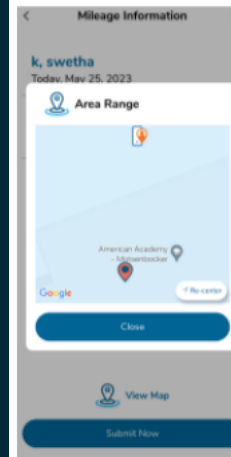
Mileage Reimbursement

- Members open the Arrive and Sign feature once they are at the drop off location
- Signature page will open to allow physician to sign while member is at the location (this will not work unless member is at the facility drop off location)

Modivcare App that allows the mileage reimbursement user to submit a mileage reimbursement claim.

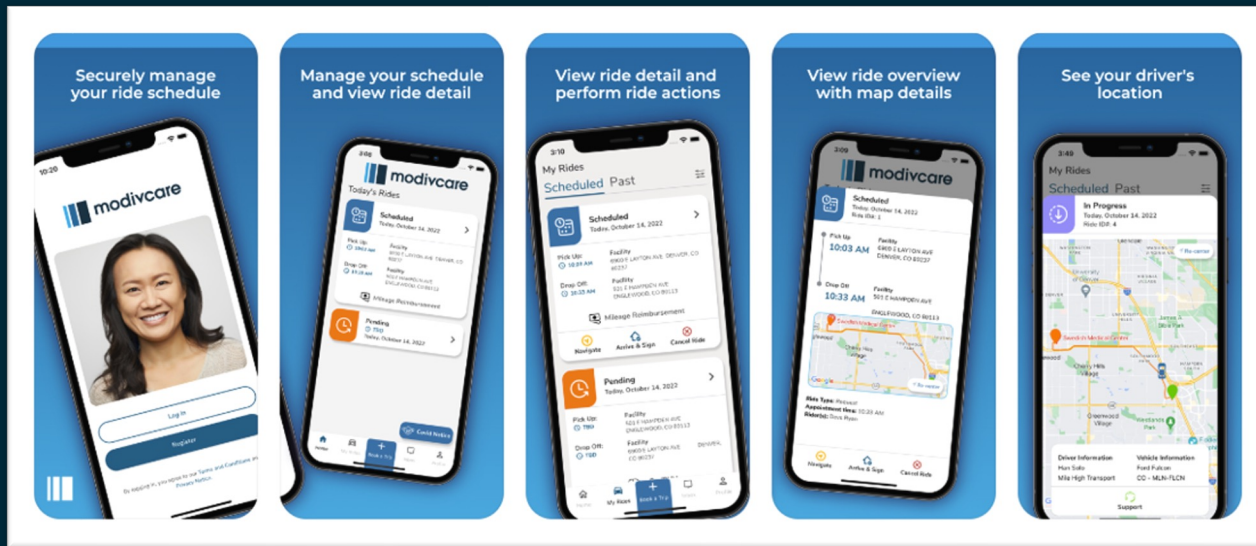


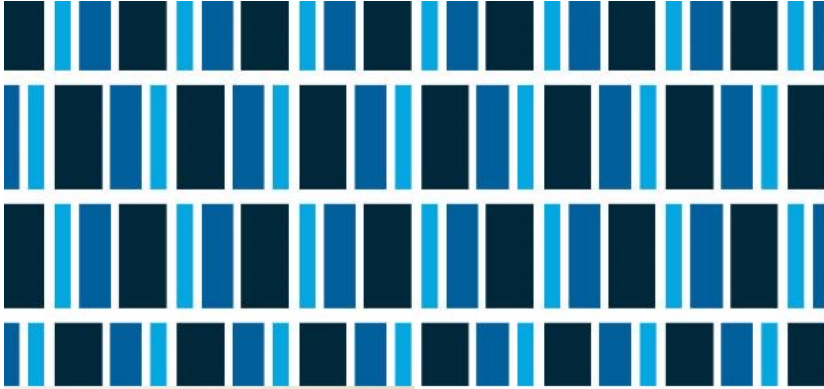
Once the Member or user is near the drop off location. They will be able to perform this task.



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

Where Can Members Download The Modivcare Member App?





Questions?



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Thank you!

