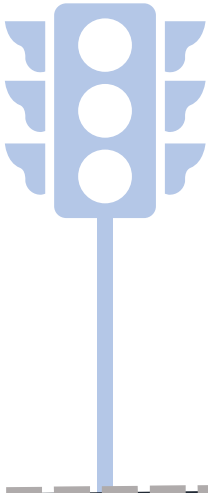
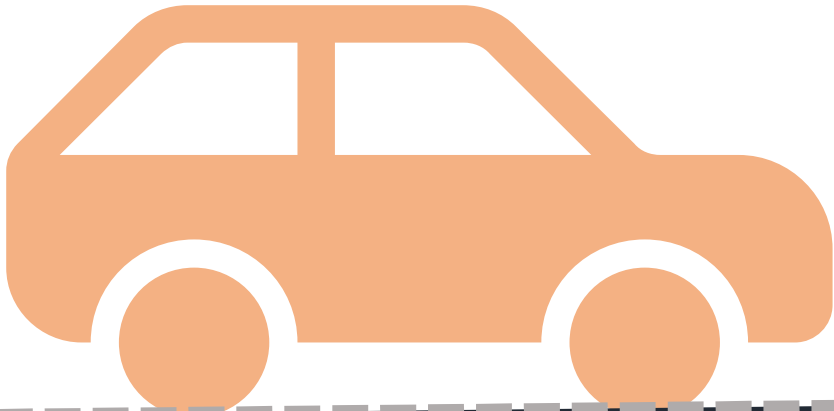


Billing and Claims Tips

Top Reasons for Claims Denials and How to Avoid Them

Denial Reason	Avoid By
Invalid Driver's License Number	Ensuring the driver's name and license number matches Complicore
Invalid Vehicle Number	Ensuring the vehicle matches Complicore
Invalid Rider Call Time	Ensuring this field is completed on trip log
Insufficient Information provided to Approve Charge	Ensuring you include all required information (Ex: submitting Modivcare trip log, ensuring trip log is filled out completely)
Claim was submitted more than the contracted number of days after the trip date	Be timely with your claims; the sooner you submit correctly, the sooner the claim will be paid



Reminder!

The National Health Emergency established for the management of COVID-19 has ended. As a result, Modivcare will no longer accept date of birth on trip logs for claims processing.

Transportation Partners are REQUIRED to obtain signatures on ALL trip logs.

All trip logs for claims that do not have a signature may be denied for payment. To avoid the negative impact that denied claims will have on your business please make sure all drivers are made aware of the change

If a member is unable to sign due to physical or mental incapacity, please have the guardian or traveling companion sign their name as follows:

“[Traveling companion’s name]” on behalf of “[member’s name]”.

If the member is not accompanied and is unable to sign, please put “UTS.”

Who to Contact for Claims and Billing Issues

- Your local Network Operations or Provider Relations Team- Reach out to your local operations team first, they are most familiar with you and your company
- TPSupport@modivcare.com – If you are continuing to have issues or your local team is unavailable
- 1-800-930-9060 – Billing Information Contact Number