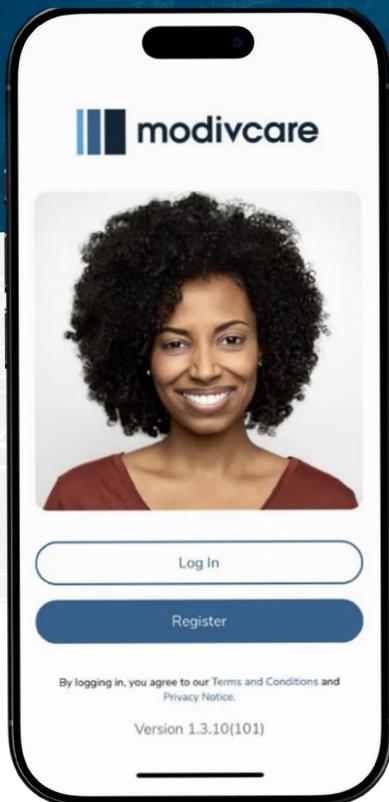# Member Mobile App

User Guide

Ride Booking Made Easy

Version 060425

Table of Contents

Mobile App Overview

Easiest Way to Book Your Rides.

Introducing the Modivcare Member App, the easiest way to manage your non-emergency medical transportation (NEMT) rides. The app will give you the power to manage your rides in the palm of your hand, including:

- Request new rides that are covered under your NEMT benefits
- View scheduled rides
- View real-time updates from your driver
- Receive notifications about your rides

- Cancel rides that you no longer need
- Update your Modivcare contact preferences
- Submit Mileage Reimbursement
- And more!

Scan the QR Code above using your Smart Phone's camera to download.

How to Download the App to Your Phone

1. Check with your health plan to make sure the Modivcare App will work for you
2. Make sure you have a smart phone
3. Find the Modivcare App on Google Play® or the Apple App Store®:

   GET IT ON Google Play   Download on the App Store

4. Tap Install
5. Click here to view training videos on how to use the app

Registering the Mobile App

Private, Secure and HIPAA Compliant.

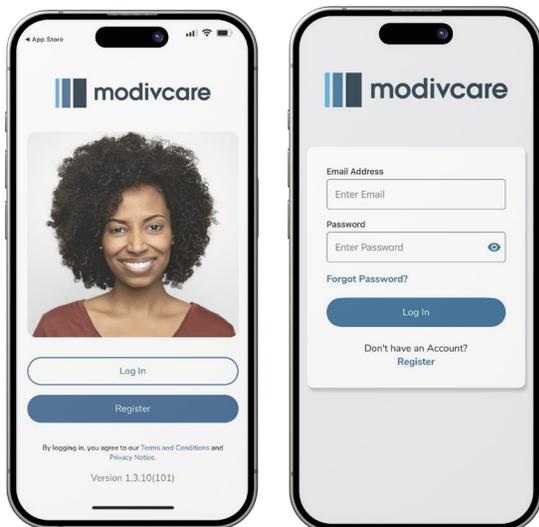Once you have downloaded the mobile app, you will need to create a new user account:

- Select Register on the app home screen
- Fill out the user information and create a password
- Click to send the Verification Code to your email

- Enter that code into the Verification Code prompt
- Go through the question prompts to Add a Member

Registering a New User

Once the application is downloaded and opened, there is a "Log In" and "Register" button.

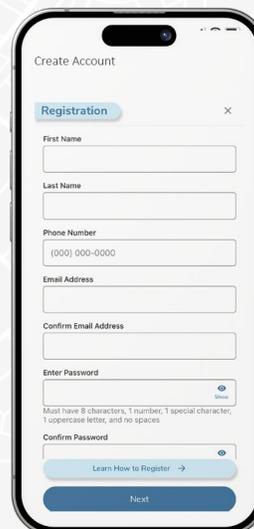This application shares the same username & password as the Member Service Website.

https://member.modivcare.com/

The Registration process will create a USER profile, which allows the member or user to sign into the application.

The member or user must use a valid phone number and 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

Members or users that have not yet used the application or the website must select the "Register" button.

To see a video on how to register on the app, click "Learn How to Register."

Welcome Home

Where It All Starts: Your Home Screen.

The Modivcare App Home Screen displays any upcoming or scheduled rides. It also contains a link to instructional videos where you can learn more about the app.

You may have more than one plan which may not be reflected on the home screen. It features a simple bottom menu that will help members and users navigate the application with ease.
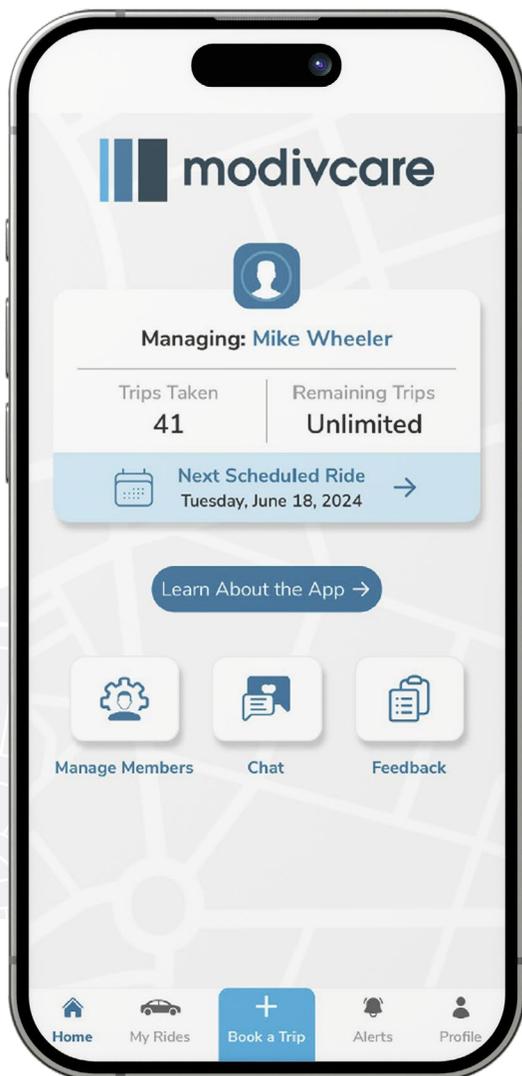
The bottom menu features:
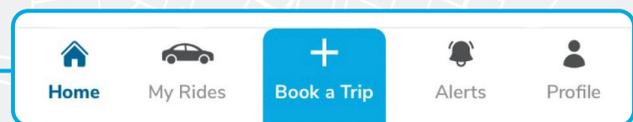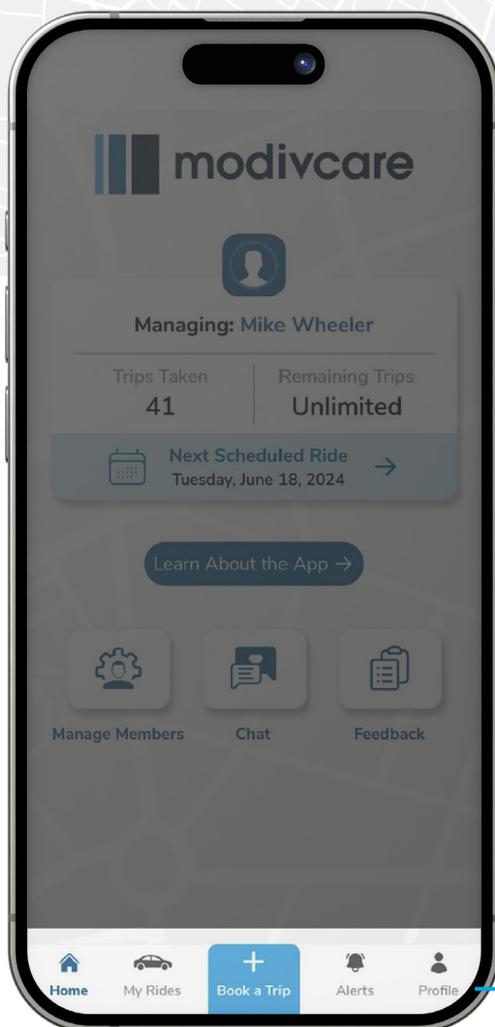
- Home
- My Rides
- Book a Trip
- Alerts
- Profile

These options will appear on each screen within the Modivcare app.

Basic Menu Navigation

Simplifying the Experience to Manage You Rides.

The Modivcare App makes it super simple to manage your rides using the upper navigation menu. You can select from:

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

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

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

Alerts: This button will take the member or user to messages provided by Modivcare regarding information relative to 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 application information, FAQs, manage members, contact support, password reset, submit feedback, read terms and conditions, and logout.
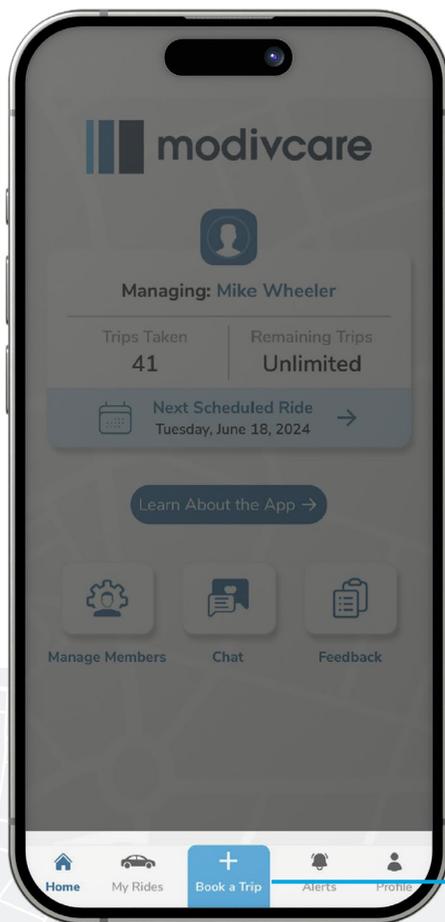
Booking a Trip

Where it all starts: Your Home Screen.

The Modivcare App makes it super simple to manage your rides using the upper navigation menu.

You can select from:

- Add Phone Number
- Select Trip Type (Standard or Mileage Reimbursement)
- Set Appointment Details (Date. Appointment Type)

- Enter pick-up and drop-off details
- Enter special mobility needs
- Submit Trip Request

To book a trip, select the blue book a trip button with the white "plus" icon from the bottom menu.

This will open 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 proceed after inputting all required fields on the current screen.

Canceling a Trip

Simplifying the Experience to Manage You Rides.

The Modivcare App makes it easy to cancel your trips if necessary.

You can select from:

- Cancel a pending ride
- Cancel a round trip
- Cancel one trip leg

You will be asked the reason for your cancellation before submission.

If a ride needs to be canceled too close to the pick-up window, the app will not allow the action to be completed and will prompt the user to call Modivcare.

The user can also use the Chat button on the home screen to cancel a ride.
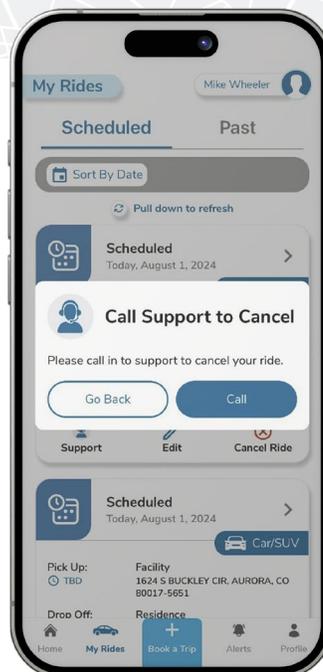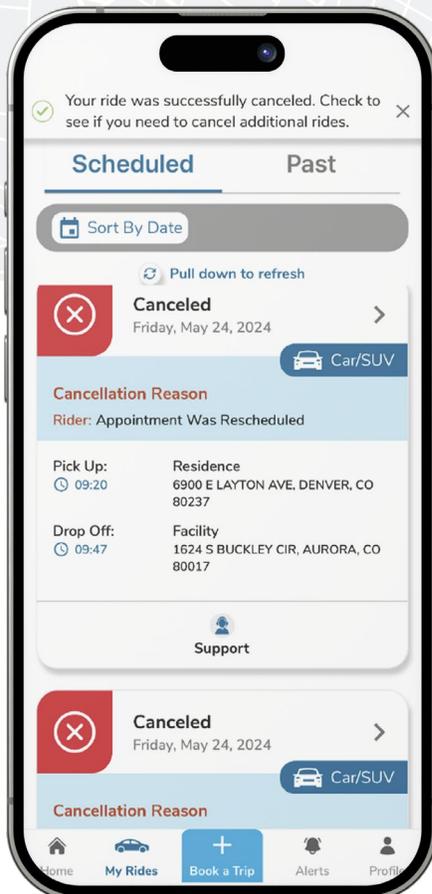
Live Ride Tracking

Always Know Where Your Driver Is.

Live Ride lets the members or users track their driver on the day of their ride. To see where the driver's location is, click on the trip card to expand the view. When the status is Driver En Route, you can start tracking the driver's location. When a live ride is enabled, the following information will display if available:
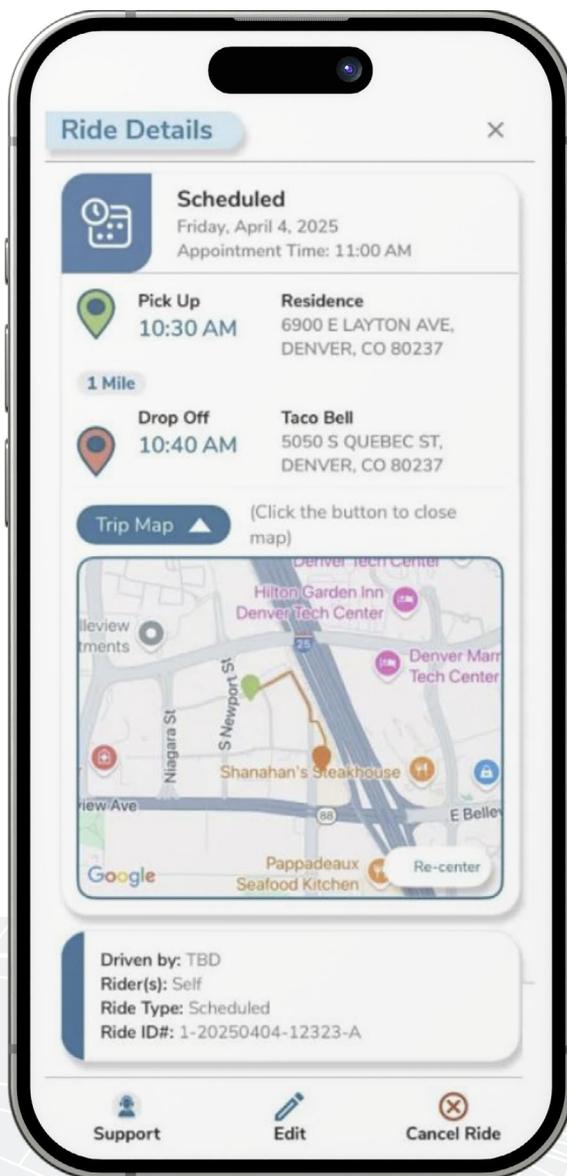
- Driver name
- Driver location
- Name of transportation company

- Vehicle information
- License plate
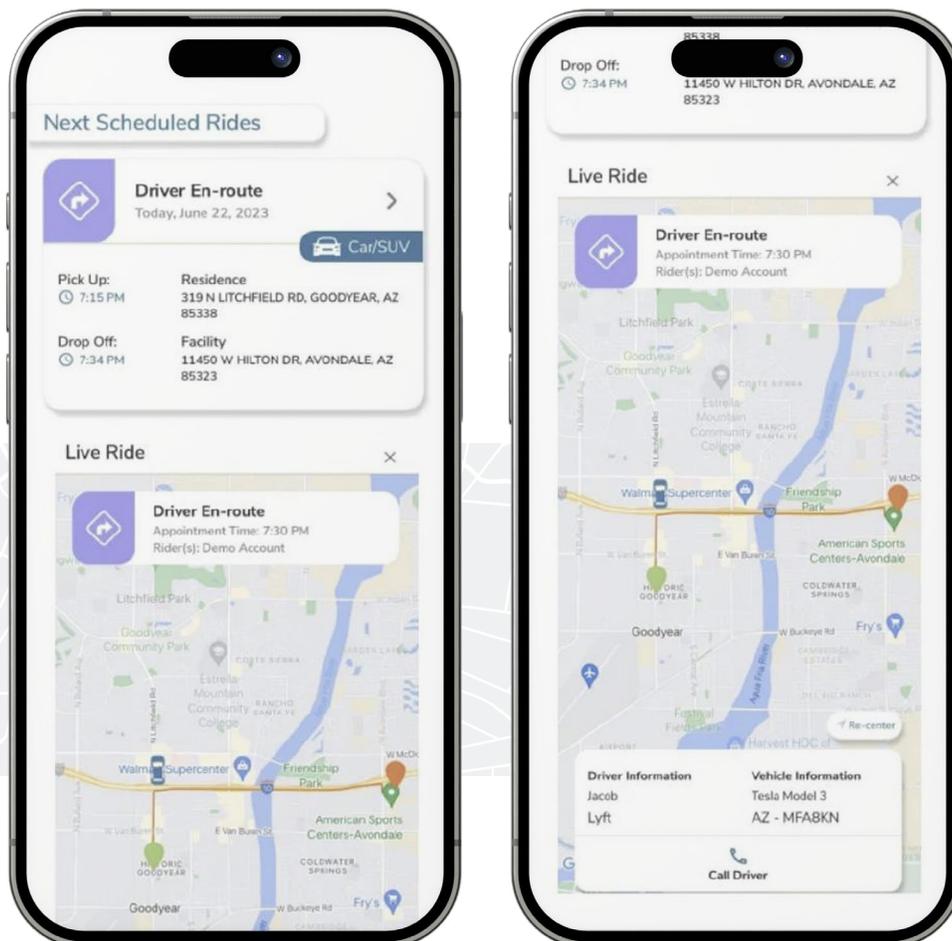
Viewing an Upcoming Trip

Never Miss a Ride to Your Appointment.

Members or users may select a ride card to view ride details for their 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 route (may not be exact)
- Driver Information
- Rider Name (the member)
- Ride Type
- Ride ID for support reference
- Support – will have the Transportation Companies phone number and App Support
- Edit Trip Button (for a Standard Trip)
- Cancel Ride Button
- Arrive & Sign (for a Mileage Reimbursement Trip)

Need More Help?

Additional Resources for the Modivcare Member App.

Modivcare has additional videos to take you through more in-depth training. Just click below to learn more.

Training Videos in Multiple Languages

https://p.modivcare.com/Member-App-Training.html

Share this link to walk users through the different features available in the application. To view the training videos in Spanish, select the "Go to Spanish Version" link in the top left corner. The videos also include subtitles in Mandarin, Cantonese, Polish, and Russian.