

Trip Correction Requests Process Outline

A Transportation Provider web portal user logs in and navigates to the Trip Correction Request Landing Page by hovering over the Trips parent menu and clicking on Trip Correction Requests. The Landing Page gives the user the option to search for trip correction requests, or generate a new trip correction request.

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HOME TRIPS BILLING REPORTS OTHER LOGOUT

LogistiCare Transportation Provider - Trip Correction Requests Logged in as TP Red River 4

This function allows you to enter trip correction requests. Trip correction requests are entered by finding the trip and entering the correction request details pertaining to the trip. You will be able to review them before submitting them to LogistiCare.

Trip Correction Search

Start Date: End Date:

Show Status:

Showing 1 to 10 of 15 entries

Date	ID	Updated	Status	User	Provider Comments	LogistiCare Comments
8/10/2013	379-A	8/14/2013	Submitted	TP Red River 1	mileage problem	
8/10/2013	379-A	8/14/2013	Withdrawn	TP Red River 4	Development server test.	
8/9/2013	3533-A	8/15/2013	Resubmitted	TP Red River 1	more comments	Need more information
8/9/2013	3668-A	8/15/2013	Submitted	TP Red River 1	This is a test	
8/9/2013	3668-A	8/15/2013	Submitted	TP Red River 4	Test Form 2 on dev server. Te...	
8/9/2013	3782-A	8/15/2013	Approved	TP Red River 4	adjustment	
8/9/2013	3793-A	8/15/2013	Submitted	TP Red River 4	Another test of a required dro...	
8/9/2013	3793-A	8/16/2013	Submitted	TP Red River 4	Test of Custom Form 3. update ...	
8/9/2013	3793-B	8/15/2013	Rejected	TP Red River 4	test	Need more information.
8/9/2013	3793-B	8/15/2013	Submitted	TP Red River 1	test	

Show entries ◀ Previous **Next** ▶

The Trip Correction Request Process

If the user clicks on the Add Correction button, they will be redirected to the trip search page. This page is the first step in generating a trip correction request. All the input fields are required items.

The screenshot shows a web browser window with the LogistiCare Transportation Provider interface. At the top, there is a navigation bar with links for HOME, TRIPS, BILLING, REPORTS, OTHER, and LOGOUT. The user is logged in as TP Red River 4. The main content area is titled "LogistiCare Transportation Provider - Trip Correction Details" and contains instructions: "Enter the date and number for the trip you want to request a correction for (date format MM/DD/YYYY). If a trip is found, you will be presented with an online trip correction form to fill out and submit." Below the instructions are several input fields: "Server ID" with the value "01", "Trip Date" with the value "08/09/2013" and a calendar icon, "Trip Number" with the value "3793", and "Trip Leg" with the value "a". There is also a dropdown menu for "Trip Correction Request Form" currently set to "NY DOH Trip Correction Form". At the bottom of the form are "Submit" and "Back" buttons. The footer contains links for "Back to LogistiCare.com", "Terms And Conditions", "Privacy Statement", and a copyright notice: "Copyright© 2013 LogistiCare Solutions, LLC. All rights reserved."

If the trip is found, then the user is presented with the online trip correction form.

The screenshot shows a web browser window with the URL 'LogistiCare Transporta...'. The page header includes the 'modivcare' logo and 'FORMERLY LOGISTICARE'. A navigation bar contains links for HOME, TRIPS, BILLING, REPORTS, OTHER, and LOGOUT. The user is logged in as 'TP Red River 4'. The main heading is 'LogistiCare Transportation Provider - Trip Correction Details'. Below this, there is a text instruction: 'Fill out the items that you are requesting a correction for and click on the Submit button.' A note states: 'Standard Trip Corrections will be processed within 5 business days of receipt.' The form contains the following fields:

- Trip Date:** 08/09/2013
- Trip ID:** 3793-A
- Member Name:** SMITH, OPAL
- Member ID:** 009-71-3151

Each of the following sections has two input fields: 'Given' and 'Required':

- Prior Approval**
- Procedure Code/Modifier**
- Trip Legs Given**
- Date(s) of Service**
- Ordering Provider NPI Number**
- Mileage**

There is also a **Provider Comments** text area. At the bottom of the form are two buttons: 'Submit' and 'Back'.

The user fills out the form and clicks the Submit button. The user will then be redirected to a review/attest page. After reviewing the accuracy and attesting to the trip correction request, the user clicks on the Continue button to save the request.

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HOME TRIPS BILLING REPORTS OTHER LOGOUT

LogistiCare Transportation Provider - Trip Correction Details Logged in as TP Red River 4

Please review your request details in its entirety before checking the check box below to submit your trip correction request.

Trip Date: 08/09/2013
Trip ID: 3793-A
Member Name: SMITH, OPAL
Member ID: 009-71-3151

Prior Approval

Procedure Code/Modifier

Given
Required

Trip Legs Given

Given
Required

Date(s) of Service

Given
Required

Ordering Provider NPI Number

Given
Required

Mileage

Given
Required

Provider Comments

I attest to the accuracy of the data being entered and do hereby certify that this information is true, correct and accurate.

The user will be redirected to the trip search page, where they can enter another trip correction request.

Using the search page

The user can search for trip correction requests via the search grid and review a trip correction request by clicking on the ID link button. Note that the ID is the trip ID that the trip correction request was entered for. The user will be presented with the trip correction request in one of two formats.

- a. Read only format. This will occur if the trip correction request has been approved, denied, or withdrawn. It is presented for viewing purposes only and cannot be modified.

- b. Editable format. This will occur if the trip correction request has been submitted, resubmitted, or rejected. The user may update the request, re-attest and submit.

With both formats, the ModivCare Comments will be presented in read only format. Examples of the two formats are presented below:

Editable Format

Member Name: SMITH, OPAL
Member ID: 009-71-3151

Prior Approval

Procedure Code/Modifier
Given
Required

Trip Legs Given
Given
Required

Date(s) of Service
Given
Required

Ordering Provider NPI Number
Given
Required

Mileage
Given
Required

Provider Comments

LogistiCare Comments

I attest to the accuracy of the data being entered and do hereby certify that this information is true, correct and accurate.

Read Only Format

Member Name: JOHNSON, MARIA A
Member ID: 001-52-9456

Prior Approval

Procedure Code/Modifier
Given
Required

Trip Legs Given
Given
Required

Date(s) of Service
Given
Required

Ordering Provider NPI Number
Given
Required

Mileage
Given
Required

Provider Comments

LogistiCare Comments

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