

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.

modivcare
FORMERLY LOGISTICARE

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:

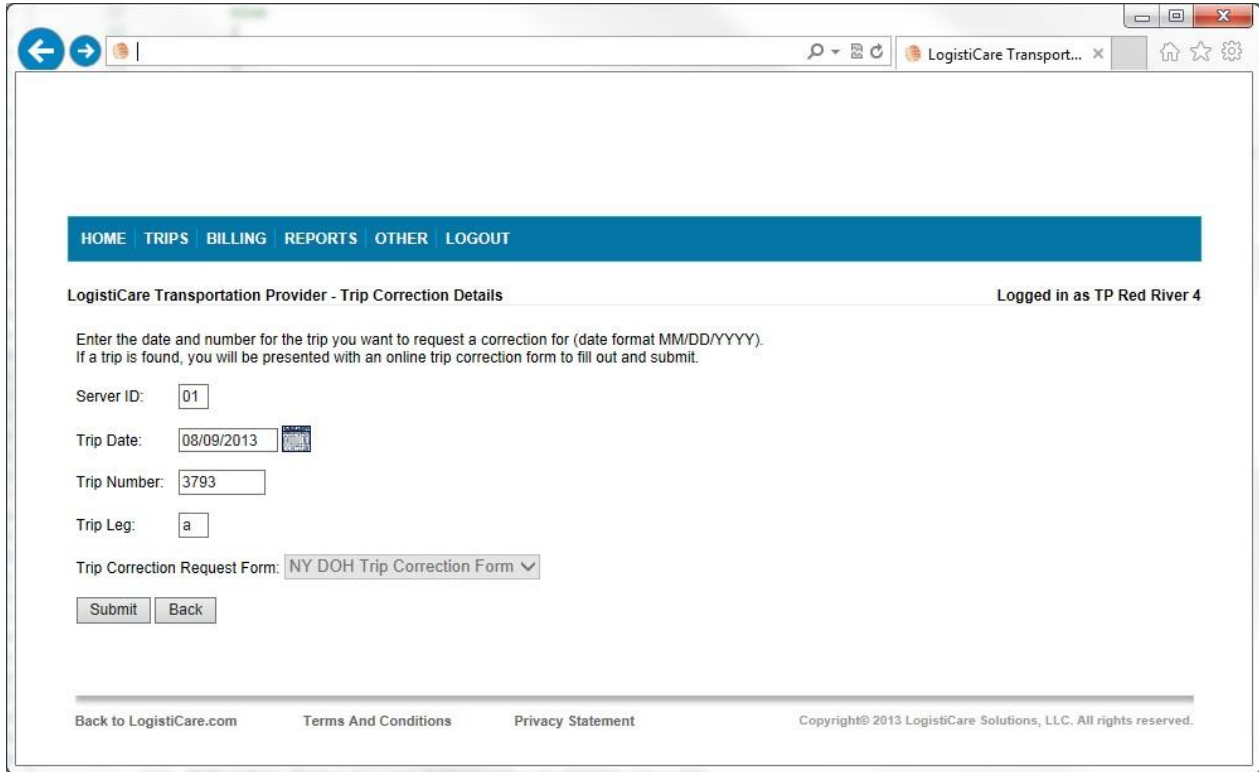
Showing 1 to 10 of 15 entries

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8/10/2013	379-A	8/14/2013	Withdrawn	TP Red River 4	Development server test.	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

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.



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

FORMERLY LOGISTICARE

HOME TRIPS BILLING REPORTS OTHER LOGOUT

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

Fill out the items that you are requesting a correction for and click on the Submit button.

Standard Trip Corrections will be processed within 5 business days of receipt.

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

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.

modivcare™
FORMERLY LOGISTICARE

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

[Back to LogistiCare.com](#) [Terms And Conditions](#) [Privacy Statement](#) Copyright© 2013 LogistiCare Solutions, LLC. All rights reserved.