WellRyde Dispatch Portal – Billing Part 1: Processing Billing in WellRyde

Overview

This job aid explains how to bill trips using the WellRyde Dispatch portal. You can complete the following tasks using this job aid:

- [Bill completed trips](#)
- [Make price adjustments/price overrides](#)
- [Bill trips manually](#)
- [View a trip breakdown](#)

Bill Completed Trips in WellRyde

When you have completed trips, and the billing status for those trips is "Unbilled," you can submit the trip to Modivcare.
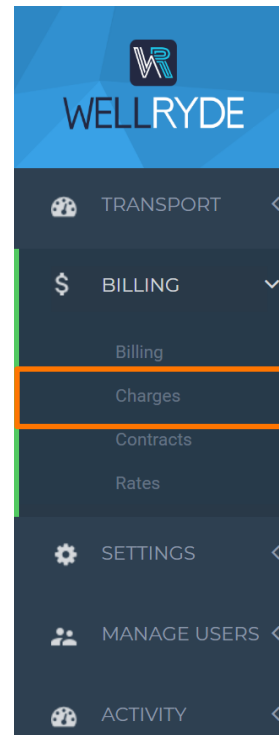
1. To begin billing your trip, log into the Dispatch Portal and navigate to the menu on the left side of the screen. Click the **Billing** drop-down menu.
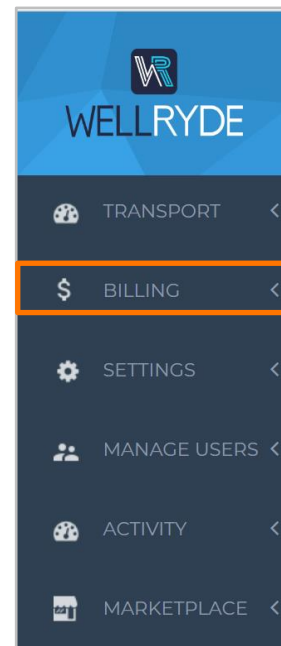
WellRyde Dispatch Portal – Billing Part 1: Processing Billing in WellRyde

Bill Completed Trips in WellRyde

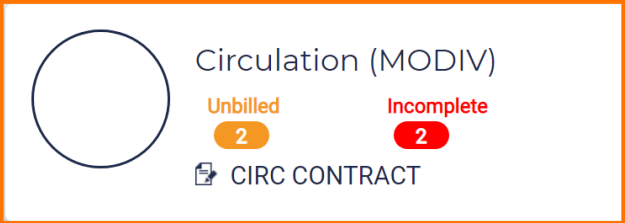|	
2. From the list of billing options, click **Charges.**	

3. A list of contracts displays. Click **Circulation** or the appropriate contract name to access the trips.

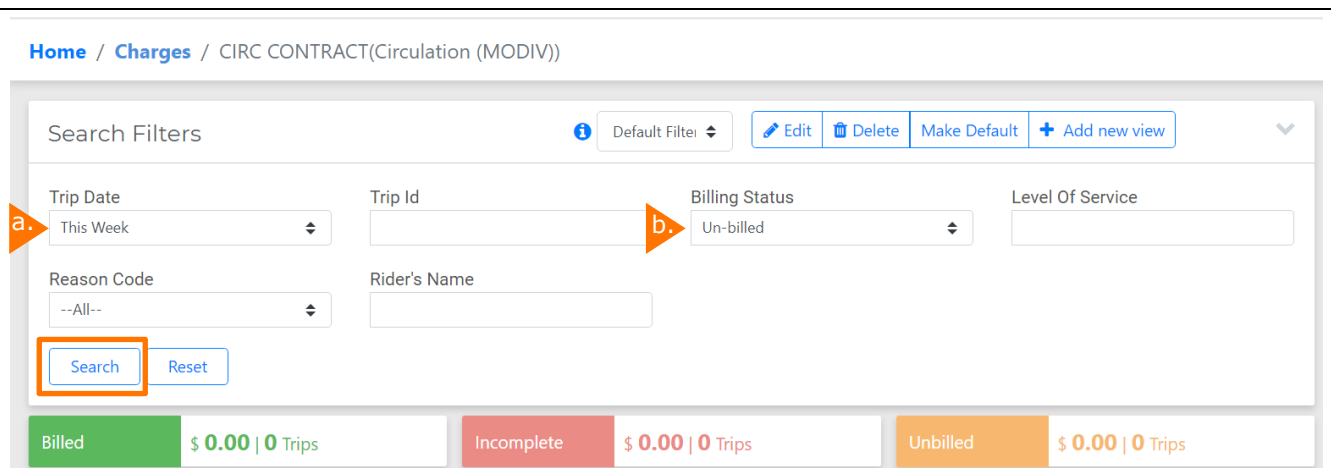**Home** / Charges

Select Broker/Contract from the list

Q Broker Name/Contract Name   **Show only** ☐ Contains Unbilled Charges   **Hide** ☐ Expired Contracts

Circulation (MODIV)
Unbilled 2   **Incomplete** 2
📄 CIRC CONTRACT

LogistiCare OAUTH (MO...
📄 LCARE CONTRACT

WellRyde Dispatch Portal – Billing Part 1: Processing Billing in WellRyde

Bill Completed Trips in WellRyde

4. From the Circulation Contract screen, complete the following fields to view a list of unbilled trips:

    a. **Trip Date:** Click the Trip Date drop-down menu and then select **This Week** or your date of choice.

    b. **Billing Status:** Click the Billing Status drop-down menu and then select **Unbilled**.

        - Billed – allows you to search for trips that have been billed to Modivcare.

        - Incomplete – allows you to search for trips that are currently in progress.

        - Unbilled – allows you to search for trips that haven't been billed to Modivcare.

5. Click **Search**.

A list of unbilled trips displays.

    a. This screen defaults to 50 trips per screen. To view more than 50 trips at a time, you can change the setting to 100 or 200.

    b. The Actual Billed column shows the amount billed for the trip. If the amount is correct, submit the trip to Modivcare.

6. To submit the trip to Modivcare, click the **checkbox** next to the Trip Date of the trip and then click **Submit**.

WellRyde Dispatch Portal – Billing Part 1: Processing Billing in WellRyde

Bill Completed Trips in WellRyde

Optional: Another way to submit the trip is to click the **three dots** next to the checkbox to access a menu and then click **Submit**.

Once the trip has been submitted, a confirmation message displays on the screen stating the bill submitted successfully. Also, notice that the trip submitted is not displayed in the Trips list because the search was for unbilled trips. Next, you will learn how to view the trip that was just submitted.

Note: The WellRyde Portal will only allow you to submit 150 trips at one time.

WellRyde Dispatch Portal – Billing Part 1: Processing Billing in WellRyde

Bill Completed Trips in WellRyde

7. To view the billing status of the trip just submitted, from the Circulation Contract screen, complete the following fields:

   a. **Trip Date:** Select **This Week** from the drop-down menu or your desired date.

   b. **Billing Status:** Select **Billed** from the Bill Status drop-down menu.

8. Click **Search**.
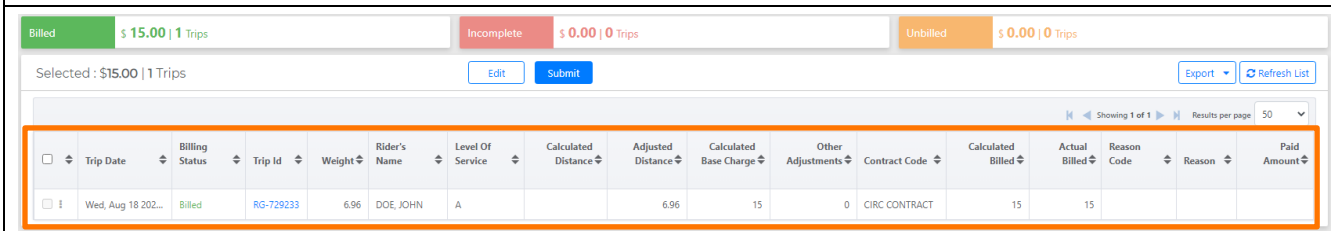
The Billed trip displays in the Trips list. This means the trip has been billed in the WellRyde system.

Now, you would go to the Modivcare Portal to process the batches. You will need to submit the batches in the Modivcare portal because this is the system of record, and it will issue payment for the trips you submit.

Complete the ***Billing in WellRyde – Part 2 Processing ATMS Batches*** course to learn how to process the batches in the Modivcare Portal.

WellRyde Dispatch Portal – Billing Part 1: Processing Billing in WellRyde

Make Price Adjustments/Price Overrides

1. You can make a price adjustment to a trip amount due to a price override, special rate, etc. To adjust a trip amount, select the **checkbox** for the trip to modify and then click **Edit**.

The Edit Bill screen displays for the trip selected. For example, to bill the trip below for $100, subtract the amount in the Calculated Billed field from $100.

Amount to Bill	$100.00
Calculated Billed	- 15.00
Total Adjustment	**$85.00**

2. In the Other Adjustment field, enter **85** and then click **Recalculate**.

The trip Actual Billed amount updates to $100, and a confirmation displays stating the trip recalculated successfully.

WellRyde Dispatch Portal – Billing Part 1: Processing Billing in WellRyde

Make Price Adjustments/Price Overrides

3. To save the trip:

    a. Click **Save** to save the changes in WellRyde or,

    b. Click **Save & Submit** to save the changes in WellRyde and submit the changes to Modivcare for final billing.

4. If you choose to save the price adjustment, a confirmation message displays asking are you sure you want to save. Click **Ok** to save the changes.

A confirmation displays stating the trip was updated successfully.

WellRyde Dispatch Portal – Billing Part 1: Processing Billing in WellRyde

Make Price Adjustments/Price Overrides

5. To view the billing status of the trip you adjusted, complete the following fields from the Circurlation Contract screen:

   a. **Trip Date:** Select **This Week** from the drop-down menu or your desired date.

   b. **Billing Status:** Select **Un-billed** from the drop-down menu.

6. Click **Search**.

The trips display. Notice the Other Adjustments field has been updated to $85, and the Actual Billed field has been updated to $100.

8. To submit the trips, click the **checkbox** next to the trip(s) you would like to submit and then click **Submit**.

A confirmation message displays stating the trip was submitted successfully.

WellRyde Dispatch Portal – Billing Part 1: Processing Billing in WellRyde

Make Price Adjustments/Price Overrides

9. To view the trips after submission to make sure they were billed to Modivcare, complete the following fields from the Circulation Contract screen:

   a. **Trip Date:** Select **This Week** or your desired date from the drop-down menu.

   b. **Billing Status:** Select **Billed** from the drop-down menu.

10. Click **Search**.

The Billing Status for the trips submitted will show "Billed."

Now, you would go to the Modivcare Portal to process the batches. You will need to submit the batches in the Modivcare portal because this is the system of record, and it will issue payment for the trips you submit.

Complete the ***Billing in WellRyde – Part 2 Processing ATMS Batches*** course to learn how to process the batches in the Modivcare Portal.

WellRyde Dispatch Portal – Billing Part 1: Processing Billing in WellRyde

Make Price Adjustments/Price Overrides

| Billed | $ 115.00 | 2 Trips | Incomplete | $ 0.00 | 0 Trips | Unbilled | $ 0.00 | 0 Trips |
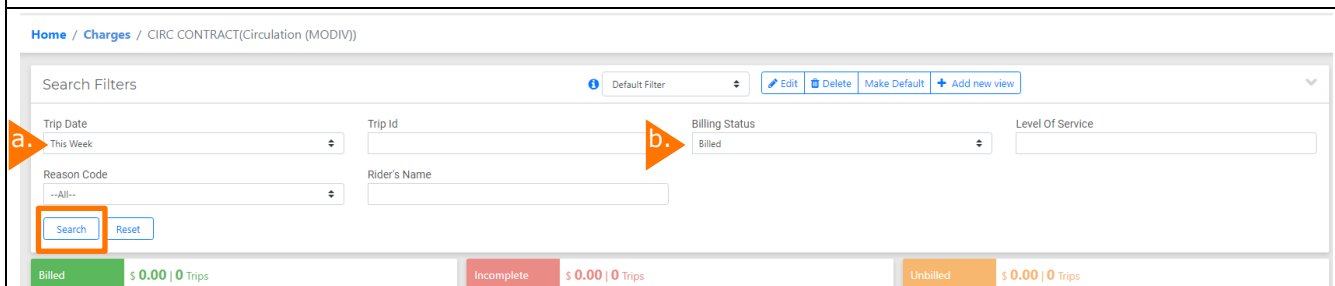
Selected : $100.00 | 1 Trips   [Edit] [Submit]   [Export ▼] [⟳ Refresh List]

Showing 2 of 2   Results per page 50

☐ ⇕	Trip Date	Billing Status	⇕	Trip Id ⇕	Weight ⇕	Rider's Name ⇕	Level Of Service ⇕	Calculated Distance ⇕	Adjusted Distance ⇕	Calculated Base Charge ⇕	Other Adjustments ⇕	Contract Code ⇕	Calculated Billed ⇕	Actual Billed ⇕	Reason Code ⇕	Reason ⇕	Paid Amount ⇕
☐ ⋮	Wed, Aug 18 202.	Billed		RG-729233	6.96	DOE, JOHN	A		6.96	15	0	CIRC CONTRACT	15	15			
☐ ⋮	Wed, Aug 18 202.	Billed		RG-729234	6.51	DOE, JOHN	A		6.51	15	85	CIRC CONTRACT	15	100			

WellRyde Dispatch Portal – Billing Part 1: Processing Billing in WellRyde

Bill a Trip Manually

You would bill a trip manually when the charge for a trip is incorrect due to a rate change. 1. To manually bill trips, navigate to the menu on the left side of the screen. Click the **Billing** drop-down menu.	
2. Click **Billing** from the list of options.	
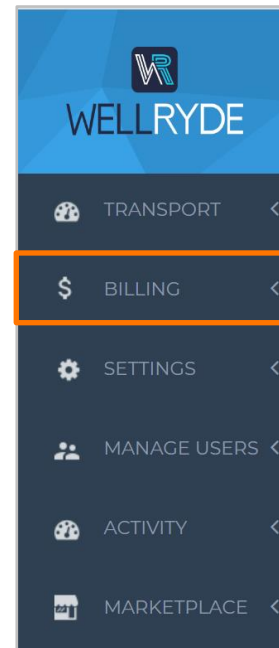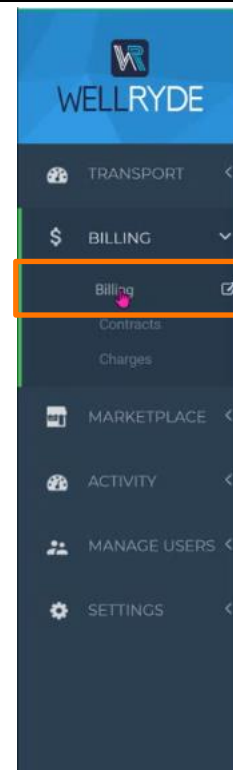
WellRyde Dispatch Portal – Billing Part 1: Processing Billing in WellRyde

Bill a Trip Manually

3. The Billable Trips screen displays. From this screen, enter the search criteria to find the trip you would like to manually bill. For example, to view the trips for today, complete the following fields:

    a. Select **Today** from the Trip Date drop-down menu.
    b. Click **Search.**

4. The trips display on the screen. To update the trips:

    a. Click the **checkbox** next to the trip(s) to bill.

    b. Click **Update Billed Amount**.

5. The Update Billed Amount window displays listing the trips selected.

    Billed Amount is the total amount to be billed for the trip. To manually adjust the billed amount for the trip, **delete the incorrect** amount in the Billed Amount field, and **enter the correct** amount.

6. Click **Save** to save the edit to bill at a later time or click **Save and Submit** to save the edits and submit the trip to Modivcare.

Before

After

Bill a Trip Manually

7. When the trip is saved, it will display in the Billable Trips list with the updated billed amount. If you clicked Save and Submit the trip will disappear from the Billable Trips screen because this screen only shows trips to be billed to Modivcare.

Now, you would go to the Modivcare Portal to process the batches. You will need to submit the batches in the Modivcare portal because this is the system of record, and it will issue payment for the trips you submit.

Complete the *Billing in WellRyde – Part 2 Processing ATMS Batches* course to learn how to process the batches in the Modivcare Portal.

	Company Name	Trip Date	Trip Id	Driver	Rider's Name	Level Of Service	Weight	Billed Amount	Delay Reason
☐	MODIVCARE TESTING LLC	Fri, Aug 20 2021 00:10:00	RG-729238	Driver One	DOE, JOHN	A	6.51	30	

1 Billable Trips — Rule Formatter | Column Search | Export to PDF | Export to Excel | Refresh List

Update Billed Amount — Showing 1 of 1 — Results per page: 200

WellRyde Dispatch Portal – Billing Part 1: Processing Billing in WellRyde

View a Trip Breakdown

Trips can be accessed from the Billing or Charges screen. The instructions below explain how you would view the trip breakdown details.

1. To view a trip's breakdown, from the Circulation Contract screen, complete the following fields:

   a. **Trip Date:** Select the **desired date** from the drop-down menu.

   b. **Billing Status:** Select **Billed** from the Bill Status drop-down menu.

2. Click **Search**.

3. The trips display on the screen. To view the breakdown for each trip,

   a. Click the **three dots** next to the checkbox of the trip you would like to view.

   b. Click **Breakdown**.

WellRyde Dispatch Portal – Billing Part 1: Processing Billing in WellRyde

View a Trip Breakdown

The details for the trip displays.

a. **Level of Service** – The level of service for the trips such as Ambulatory, Wheelchair, Stretcher, etc.

b. **Distance** – The mileage for the trip.

c. **Tier** - Tells the contract tier by the level of service how to get the base rate.

d. **Base Rate** – The base rate from the contract. (Level of Service and Mileage Rate)

e. **Other Adjustments** – Billing adjustments made to the trip outside of the base rate.

f. **Actual Billed** – The total amount being billed for the trip to Modivcare.

2. Click the **checkbox** next to Details to view additional information about the trip.

	Details	✕
a.	Level Of Service	AMBULATORY,AMB,A
b.	Distance	4.05
c.	Tier	Above 3 and below 6
d.	Base Rate	10
e.	Other Adjustments	90
	Actual Billed	**100**
		☐ Details
		OK

WellRyde Dispatch Portal – Billing Part 1: Processing Billing in WellRyde

View a Trip Breakdown

This screen shows additional details about the trip.

3. Click **Ok** to close the window to return to the list of trips.

Details	✕

Level Of Service	AMBULATORY,AMB,A
Distance	4.05
Tier	Above 3 and below 6
Base Rate	10
Other Adjustments	90
Actual Billed	**100**

		☑ Details
Base Rate		10
Discount	**Tier**	0
	Contract	0
	Total Discount	0
Other Adjustments		90
Actual Billed		**100**

OK