## 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
- <u>Make price adjustments/price overrides</u>
- <u>Bill trips manually</u>
- <u>View a trip breakdown</u>

### **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.





Bill Completed Trips in WellRyde	
2. From the list of billing options, click Charges.	WELLRYDE
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	\$ BILLING ~
	Billing
	Charges Contracts
	Rates
	🏟 SETTINGS <
	🚨 MANAGE USERS <
	ACTIVITY <
<b>3.</b> A list of contracts displays. Click <b>Circula</b> access the trips.	<b>tion</b> or the appropriate contract name to
Home / Charges	
Select Broker/Contract from the list	
Q Broker Name/Contract Name Show only Cont	tains Unbilled Charges Hide 🗆 Expired Contracts
Circulation (MODIV)	LogistiCare OAUTH (MO
CIRC CONTRACT	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.

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Search Filters		1 Default Filter 🗢 📝 Edit 🛍 🛙	Delete Make Default 🕇 Add	d new view
Trip Date	Trip Id	Billing Status	Level Of S	Service
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Search Reset				
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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**.



Bill Completed Trips in W	ellRyde				
Billed \$ 0.00   0 Trips	Incomplete \$ 0.00   0	Trips	Unbilled	\$ 30.00   2 Trips	
Selected : \$ <b>15.00</b>   <b>1</b> Trips	Edit Submit				Export 👻 🔀 Refresh List
				b, Showing 2 of 2	× Res <b>3.</b> • <b>50</b> • 100
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<b>Optional:</b> Another way to sub	mit the trip	is to click t	he <b>three dots</b>	next to the	checkbox
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Edit Billing Submit Status & Trip Id & Weight Name &	Level Of Calculated Service \$ Distance\$	Adjusted Calculated Distance ♥ Base Charge ♥	Other Cal Adjustments Contract Code Cal	culated Actual Reason Billed 🗢 Billed 🗢 Code	Paid Amount ↓
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stating the bill submitted suc displayed in the Trips list beca how to view the trip that was	cessfully. Al ause the sea just submit	so, notice th arch was for ted.	nat the trip su unbilled trips	bmitted is n s. Next, you v	ot vill learn
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I         Wed, Aug 18 202         Un-billed         RG-729234         6.51         DOE, JOHN	A	6.51 15	0 CIRC CONTRACT	15 15	
Note: The WellRyde Portal wi	ll only allow	vou to sub	mit 150 trips a	t 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.

l	Home / Charges / CIRC CONTRACT(Circulation (MODIV)	)				
	Search Filters		1 Default Filter		Make Default + Add new view	) •
a	Trip Date This Week   Reason Code All-  Reset	Trip Id Rider's Name	D	Billing Status	\$	Level Of Service
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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.

Billed	s <b>15.00</b>	1 Trips				Incomplete	e \$ 0.00	<b>0</b> Trips			Unbilled	s 0.0	<b>0   0</b> Trips			
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## 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**.

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Make Price Adjustments/Price Overrides
Home / Charges / Edit Bill
1 Bill(s) Selected Cancel Cancel
Drive       Rider       VIN       Tip Id       LOS       Broker       Calculated       Adjusted       Distance       Adjusted       Distance       Adjusted       Distance       Adjusted       Distance       Broker Billed       Broker Billed       Other       Calculated       Actual Billed       Reason Code       Reason
<ul> <li>3. To save the trip:</li> <li>a. Click Save to save the changes in WellRyde or,</li> <li>b. Click Save &amp; Submit to save the changes in WellRyde and submit the changes to Modivcare for final billing.</li> </ul>
1 Bill(s) Sected       Cancel       Recalculate       Save & Submit         Driver       Rider       VIN       TripId       LOS       Broker       Calculated       Adjusted       Calculated       Broker Billed       Other       Calculated       Actual Billed       Actual Billed       Actual Billed       Reason Code       Reason       Reason Code       Reason       Reason Code       Reason       Reason Code       Reason Code <t< td=""></t<>
<b>4.</b> If you choose to save the price adjustment, a confirmation message displays asking are you sure you want to save. Click <b>Ok</b> to save the changes.
Home / Charges / Edit Bill
Driver     No     Trip Id     LOS     Broker       DRIVER     DOE,     456     RG-     A     6.51     15.00     15.00     15.00     100.00     Image: Carcel Correction of the state of the sta
A confirmation displays stating the trip was updated successfully.
Home / Charges / CIRC CONTRACT(Circulation (MODIV))
Reason Code     Ride's Name      All

## 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.

Search Filters	1 Default Filter	Carl Carl Carl Carl Carl Carl Carl Carl	ake Default 🕇 Add new view	~
Trip Date Tr a. This Week	ip Id	Billing Status Un-billed	Level Of Service	
Reason Code Ri All 🗢	der's Name			
Search Reset				
The trips display. Notice the Actual Billed field has bee	ne Other Adjustments n updated to \$100.	s field has been u	updated to \$85, and the	
Billed \$ 0.00   0 Trips	Incomplete \$ 0.00   0 Trips	Unbilled	\$ 100.00   1 Trips	
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Make Price Adjustn	nents/Price Override	S	
Home / Charges / CIRC CONTRACT(Circulation (MODIV	V))		
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Trip Date	Trip Id	Billing Status	Level Of Service
Reason Code	Rider's Name		
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Selected : \$100.00   1 Trips	Edit		Export 💌 🗊 Refresh List
	No data present	for the selection.	
10. Click Search.	/)		
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Trip Date Tris Week ¢ Reason Code All Search Reset	Trip Id Rider's Name	Billing Status ▶ Billed ♥	Level Of Service
Billed \$ 0.00   0 Trips	Incomplete \$ 0.00   0 Trips	Unbilled	\$ 0.00   0 Trips
The Billing Status for t Now, you would go to submit the batches in will issue payment for	he trips submitted will the Modivcare Portal to the Modivcare portal b the trips you submit.	show "Billed." o process the batches because this is the syst	. You will need to em of record, and it
Complete the <b>Billing i</b>	in WellRyde – Part 2 P	rocessing ATMS Batc	<b>hes</b> course to learn

how to process the batches in the Modivcare Portal.



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	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			



Bill a Trip Manually	
You would bill a trip manually when the charge for a trip is incorrect due to a rate change.	WELLRYDE
<ol> <li>To manually bill trips, navigate to the menu on the left side of the screen. Click the <b>Billing</b> drop-down menu.</li> </ol>	<ul> <li>TRANSPORT</li> <li>BILLING</li> <li>SETTINGS</li> <li>SETTINGS</li> <li>MANAGE USERS</li> <li>ACTIVITY</li> <li>MARKETPLACE</li> </ul>
<ol> <li>Click <b>Billing</b> from the list of options.</li> </ol>	Image: Setting sett



Bi	ll a Trip Manually		
3.	The Billable Trips screen displays. From the trip you would like to manually bill. complete the following fields: a. Select <b>Today</b> from the Trip Date drop	this screen, enter the search criteria to find For example, to view the trips for today, p-down menu.	
	b. Click <b>Search.</b>		
Hor	me / Billable Trips		
S	Gearch Current View	t Filter 🔹 🖍 Edit 😰 Delete Make Default + Add New View 🗸	
b. [	frip Id Trip Date Today v	Rider's Name Level Of Service	
4.	The trips display on the screen. To upda a. Click the <b>checkbox</b> next to the tr b. Click <b>Update Billed Amount</b> .	te the trips: ip(s) to bill.	
1 6	Sillable Trips	Rule Formatter     Column Search     Export to PDF     Export to Excel	
Se	Update Billed Arnount           2         Company Name               Trip Date               Trip 14               Driver            2         MOXIVCARE TESTING LLC         Fit, Aug 20 2021 00:1000              R6-729238               Driver One	K     Showing 1 of 1     >     Results per page:     200       ©     Rider's Name     ©     Level Of Service     ©     Weight     ©     Billed Amount     ©     Delay Reason     ©       DOE, JOHN     A     6.51     15     15	
5.	The Update Billed Amount window	Before	
	displays listing the trips selected.	× Update Billed Amount	
	Billed Amount is the total amount to be billed for the trip. To manually adjust the billed amount for the trip, <b>delete the incorrect</b> amount in the Billed Amount field, and <b>enter the</b>	Driver         Trip Id         Rider         VIN         Weight         LOS         Delay Reason         Broker Billed         Billed Amount           DRIVER ONE         RG-729238         DOE, JOHN         456         6.5116573945         A         Ison         15.00           Trip Id         Billed Amount           Trip Id         DOE, JOHN         456         6.5116573945         A         Ison         15.00           Trip Id         Trip Id         Trip Id         Trip Id           DELOF, JOHN         456         6.5116573945         A         Ison         15.00         Trip Id           Trip Id <td colspa="&lt;/td"></td>	
	correct amount.	After	
		Update Billed Amount	
6.	Click <b>Save</b> to save the edit to bill at a	Driver Trip Id Rider VIN Weight LOS Delay Broker Billed Billed Amount	
	save the edits and submit the trip to Modivcare.	DRIVER ONE         RG- 729238         DOE, JOHN         456         6.5116573945         A         30.00           Total Billed Amount	
		Save And Submit Cancel Save	



Bı	ll 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 <b>Billing in WellRyde – Part 2 Processing ATMS Batches</b> course to learn how to process the batches in the Modivcare Portal.											
1	Billable Trips Column Search Export to PDF Export to Excel Column Search Export to Excel Column Search Export to Excel											
[	Update Billed Amount k 🖪 Showing 1 of 1 🕨 M Results per page: 200 🗸											
(	Company Name         Trip Date         Trip Date         Trip Date         Trip Date         Trip Date         Driver         Rider's Name         Level of Service         Weight         Billed Amount         Delay Reason           MODIVCARE TESTING LLC         FR, Aug 20 2021 00:1000         R6729238         Driver One         DOE, JOHN         A         6.51         30											

## 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.

Search Filter	+ Add new view
Trip Date Trip Id Billing Status This Week  Reason Code Rider's Name Reset Reset Reset	e Level Of Service

- 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.

E	Billed	s <b>115.0</b> 0	<b>2</b> Trips				Incomplete	s <b>0.00</b>	<b>0</b> Trips			Unbilled	\$ <b>0.</b> 0	<b>0   0</b> Trips			
ſ	Selected : \$100.00   1 Trips							Edit Submit Export							Export 💌	C Refresh List	
L	K 🚽 Showing 2 of 2 🍺 M Results per page 50 🔹										sge 50 🗸						
	Res	ubmit	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≑
а	1	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			



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



Vie	View a Trip Breakdown									
This screen shows additional details about the trip.			Details							
			Level Of Service							
3.	Click <b>Ok</b> to close the window to		Distance		4.05					
	return to the list of trips.		Tier		Above 3 and below 6					
			Base Rate		10					
			Other Adjustments		90					
			Actual Billed		100					
						🗹 Detail	s			
			Base Rate			10				
			Discount		Tier	0				
					Contract	0				
					Total Discount					
			Other Adjustments			90				
			Actual Billed			100				
						ОК				