

A large, decorative graphic consisting of several overlapping, curved bands in various shades of blue, ranging from a deep navy to a light sky blue. The bands curve from the top right towards the bottom right, creating a sense of motion and depth.

modivcare[™]

FORMERLY LOGISTICARE



SoonerRide Program Overview

February 2021



What's New?

Our brand promise remains dedicated and focused for 2021.

OUR PURPOSE	OUR VISION	OUR VALUES
MAKING CONNECTIONS TO CARE	WE DRIVE POSITIVE HEALTH OUTCOMES BY TRANSFORMING THE WAY WE CONNECT TO CARE	BECAUSE WE CARE... We treat everyone with dignity and RESPECT We earn the TRUST of our members, and each other We provide RELIABLE services that open doors We serve with courtesy and COMPASSION We prioritize SAFETY We communicate with purpose and TRANSPARENCY ALWAYS.



Hours of Operation

- Transportation Hours
 - Monday-Saturday, 4 a.m. to 7 p.m.
- Administrative Offices in Oklahoma City
 - Monday through Friday, 7 a.m. to 6 p.m.
- Reservation Line and Ride Assist
 - Monday through Friday, 7 a.m. to 8 p.m.
- Facility Department
 - Monday through Friday, 8 a.m. to 5 p.m.



- Calls are routed to after-hours Contact Center for all evening, weekend and holiday urgent care calls.

Modes of Transportation

- Mileage Reimbursement

- \$0.40 Per Mile
- 1 hour advance notice
- Name of driver, address, and phone number
- Form required with signature of treating physician
- Reimbursement only allowed for when member is in the vehicle

Mass Transit

- Member usage must be appropriate and available
- Member resides less than ¼ mile from transit stop
- Physician Restriction form must be on file for exemption from Mass Transit

- Ambulatory

- Wheelchair

- NEMT Stretcher

- Level of Service certification must be on file



Types of Trip Reservations

- Standing Orders
 - Member has a repeating appointment (Dialysis, etc.)
 - Weekly recurring appointment
 - Same time
 - Same location
 - Cancellations due to hospitalization should be communicated
 - Facility must set up, form can be faxed or set up online through TripCare
- Single Trips
 - Needing a one-time trip only
 - Member, Member Representative, Social Worker/Case Manager or Facility may set up. The form can be faxed or set up online through TripCare or member can set up through MSW (Member Services Website)

Member Requests

- Request by Phone

- Reservation line: 877-404-4500
- Have ready:
 - Member name
 - SoonerCare Number
 - Date of birth
 - Pick up and drop off addresses and phone numbers
 - Appointment time



- Request Online

- Website: member.logisticare.com
 - URL has not updated to ModivCare
 - Above website will redirect to new website once updated

- Ride Assist

- 877-435-1034
 - When member is ready for unscheduled return home
 - When member's scheduled time has changed
 - When member's scheduled ride is late
 - Cancel trip reservation
 - Concern/Complaint



3 Business Days' Prior Notice Required for Routine NEMT, not including day of appointment	
Monday	Booking for Thursday
Tuesday	Booking for Friday
Wednesday	Booking for Saturday, Sunday and Monday
Thursday	Booking for Tuesday
Friday	Booking for Wednesday

Facility Requests

- Request by Phone

- Facility Line: 800-435-1276
- Have ready:
 - Member name
 - SoonerCare Number
 - Date of birth
 - Pick up and drop off addresses and phone numbers
 - Appointment time



- Request Online

- Website: tripcare.logisticare.com
 - URL pending update to ModivCare
 - Above website will redirect to new URL once updated
 - EDI form must be completed by Facility
 - Request form by calling Facility Line: 800-435-1276

- Request by Fax

- 800-597-2091
 - Single Trip Request Form
 - Standing Order Form
 - Forms available at facilityinfo.logisticare.com



3 Business Days' Prior Notice Required for Routine NEMT, not including day of appointment	
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TripCare Overview



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Get Forms

LogistiCare Website

Welcome to TripCare

Your one stop solution for managing patient transportation

TripCare Login

* = Required

Email address *

Password *

SUBMIT

Forgot Password?



We're excited to announce that LogistiCare is now ModivCare

We launched ModivCare for a greater purpose — to make connections to care that help people live life in their best health. This name change from LogistiCare to ModivCare will not impact any of your scheduled services or the way that rides are current... MORE ▾

TripCare Benefits

- <https://tripcare.logisticare.com/login>
- Offers 24/7 access, enter a trip request or standing order request anytime, from anywhere.
- Provides trip accuracy.
- Allows a facility to check status of trip request and ability to modify trip requests.
- Eliminates the necessity to place request by phone.
- Eliminates the need to fax single trip requests or standing order requests.

Basic Steps

- Customer Service Representatives (CSR's) receive reservation requests via phone or online (member name, ID number, date of birth, pick up/drop off and appointment information must be provided).
- CSR's review the trip request and eligibility for the requested date of service.
- The CSR will assess the participant's eligibility for transportation services in accordance with SoonerRide's covered services.
- ModivCare will assign the most appropriate Transportation Provider or mode of transportation.
- Providers may confirm trip information with the member the day or evening prior to date of service to reduce possible pick-up issues.
- Discrepancies in trip information should be directed to ModivCare.

Key Points - Reservations

- 3 Business Days Notice – not counting the date of the appointment.
- Mileage reimbursement requests can be made up to 1 hour prior to appointment.
- Urgent Requests – Require verification of appointment and urgency.
 - Appointment was scheduled with the treating facility less than 3 business days in advance.
 - Appointment cannot be safely rescheduled.
 - Information verified with the treating facility.
- Reservations can be scheduled up to 14 days in advance via phone.
- Reservations can be scheduled up to 30 days in advance online.
- Requests for specific providers are allowed but cannot be guaranteed.

Key Points – Mileage Reimbursement

- Mileage reimbursed based on shortest distance and only when member is in vehicle.
 - Mileage will be provided at time of reservation.
- Trip log must be completed in its entirety and signed by facility representative.
- Trip logs must be submitted to claims for reimbursement within 30 days of trip.
- Mileage reimbursement will only be allowed if reservation scheduled in advance – no backdating.
- Mileage reimbursement will be received via pre-paid debit card.
 - Instructions and activation information will be sent with pre-paid debit card with first reimbursement payment.
 - Do not lose or throw away card as all future mileage reimbursement payments will be placed on existing card.
- Submission Methods
 - Fax: 855-848-8636
 - Email: LGTCReimbursement@logisticare.com
 - Mail: SoonerRide Mileage Reimbursement
2522 West Erie Driver, Suite 101
Tempe, AZ 85282-3100
- Questions regarding outstanding payment: 877-564-5665.

Key Points – Program Limitations

- Trips over mileage limits require approval from OHCA.
 - Over 45 miles for primary care physician
 - Over 100 miles for specialist
- Transportation to the ER is not a covered service.
- Pharmacy trip allowed following approved trip and within 10 miles of member's return address.
 - Pharmacy allowed after hospital discharge if scheduled with same request
 - Member limited to one small bag with pharmacy trip
 - Must call SoonerRide to add pharmacy stop to existing trip
- Member must provide necessary wheelchair, car seat or other DME necessary for transport (e.g. cane, walker, oxygen, etc.).
- Service Animals allowed per ADA guidelines.
- Pick up location is restricted to member's residence on file.
- Members with care in household are encouraged to transport using mileage reimbursement program.

Key Points – Pick-up and Drop-off Standards

- Providers have a 15-minute pickup window.
 - Provider can arrive up to 15 minutes before or after scheduled pickup time.
- Curb-to-Curb Service: Drivers are limited to assisting member in and out of the vehicle at the curb.
- Driver responsible for ensuring wheelchairs are properly secured in vehicle.
- Drivers do not assist members in and out of their residence or facility.
- Drivers do not load member's personal belongings or purchases.
- Drivers will notify member when they arrive for pickup.
- Will Call Returns – member will be picked up within one hour of call to “Where’s My Ride”.
 - Members should always call SoonerRide “Where’s My Ride” when they are ready to be picked up.
 - Member should not call the driver directly when they are ready to be picked up.
 - SoonerRide is only able to track return pickup timeline if call is made to SoonerRide “Where’s My Ride” line.

Key Points – Definition: Medical Escort and Attendant

- Medical Escort – Family member, legal guardian, or volunteer whose presence is required and medically necessary to assist a member during transport and while at the place of treatment.
 - Voluntarily accompanies the member during transport, leaves the vehicle at its destination, and remains with the member.
 - Must be of an age of legal majority recognized under Oklahoma State law, an emancipated minor, or a minor who is escorting his or her child to treatment.
- Attendant – Employee of the nursing facility who is provided by and trained by the nursing facility at the nursing facility's expense. One of the following:
 - An employee of a long-term care facility who is provided by and trained by the long-term care facility at the long-term care facility's expense.
 - A provider of private duty nursing (PDN) services.

Key Points – Medical Escort and Attendant Limitations

- One medical escort/attendant is allowed if,
 - Member is 65 years of age or older.
 - Member is going to a specialist.
 - Escort letter must be on file if neither of the above are true.
- Providers cannot charge for medical escort/attendant.
- SoonerRide does not provide medical escorts/attendants.
- SoonerRide must be notified of medical escort/attendant at time of reservation.
- All nursing facility residents must have a medical escort/attendant accompany them on all trips.
 - Nursing facility is responsible for arranging medical escort/attendant is available at time of transportation arrival.
- Minors under the age of 15 years are required to have a medical escort/attendant.
- Minors between the ages of 15 and 17 years may not ride alone unless a Minor Consent Form is on file or the minor is emancipated.

Discharge Process

- Nurse, social worker or discharge planner must call 877-404-4500.
 - For increased provider availability and the safety of our drivers, schedule discharges Monday through Friday, 7 a.m. to 6 p.m.
 - Requests will be accepted 24 hours a day, 7 days a week.
 - Discharge requests will not be accepted by SoonerCare member or member representative.
- Please have the following available when calling:
 - Level of Service
 - If Wheelchair, please be prepared with type and size wheelchair
 - Member must provide wheelchair and it must be available at time of pickup; transportation provider will not pickup or provide wheelchair
 - If Stretcher, please be prepared to complete Level of Service certification
 - Nurse's name and direct number to nurse's station.
 - Patient room number.
 - Discharge location – residence or long-term care facility.
 - Time member will be ready.
 - Schedule pharmacy stop if necessary.
- Once a transportation provider is assigned, the provider has 30 minutes to 3 hours to pick-up.
 - Discharging Monday through Friday, 7 a.m. to 6 p.m. allows for more efficient and timelier trip assignment.
 - Scheduling at least 24 hours in advance will limit long pick-up times because a transportation provider can be assigned in advance.

Stretcher Level of Service Certification

- Call 877-404-4500 Monday through Friday, 7 a.m. to 6 p.m.
 - Process is complex and may require significant coordination.
 - Requests made outside normal operational hours could be delayed or denied.
- Physician or nurse must complete Medical Necessity form.
- Form will be reviewed by ModivCare to determine if stretcher level of service is appropriate.
- All parties will be notified of approval or denial.
- Common Denial Reasons:
 - Member needs additional care during transport (ModivCare does not provide ALS or BLS levels of service).
 - Requesting stretcher level of service when wheelchair level of service is appropriate; could be violation of Fraud, Waste or Abuse conditions.



COVID-19 Procedures

- COVID-19 Positive Members cannot be transported by SoonerRide.
 - Mileage reimbursement is the preferred method of transportation.
 - If mileage reimbursement is not an option, EMS provider must transport.
 - Facility or member must coordinate directly with EMS provider.
 - If member is receiving dialysis or chemo/radiation treatments, contact SoonerRide for denial codes.
- Members who have been exposed to COVID-19 may still qualify for SoonerRide transportation.
 - Notify SoonerRide representative of member's exposure.
 - Member will be transported without additional members in the vehicle.
- **If a member tests positive for COVID-19 after being transported, please notify SoonerRide immediately so appropriate precautions can be taken.**

Contact Information

- Reservations
 - 877-404-4500
- Where's My Ride
 - 800-435-1034
- Facility Line
 - 800-435-1276
- Facility Fax Line
 - 800-597-2091



- Facility/Provider Outreach
 - Kylah Jarrett, Facility Supervisor
 - Kylah.Jarrett@modivcare.com
 - 800-243-5560 ext. 2208
 - Rita Preble, Provider Relations Manager
 - Rita.Preble@modivcare.com
 - 800-243-5560 ext. 2212
 - Jeannie Sutton, Provider Relations Director
 - Jeannie.Sutton@modivcare.com
 - 800-243-5560 ext. 2270

Downloadable Forms: <https://facilityinfo.logisticare.com/okfacility/Downloads>

Questions



Thank you!