

July 21, 2026



Agenda

- 1 Introduction to Modivcare
- 2 Member and Caregiver Support
- 3 Facility Support
- 4 Questions/Comments/Concerns



Meet the Modivcare Team



Kyle Griffin

Vice President, Growth



Jennifer Lujan

Implementations Specialist



Rachel Fowler

Senior Director – Transportation Operations



Garrett Henry

Senior Director – Network Optimization



Luis Larcina

Facility Outreach Manager



Barry Levine

Transportation Network Manager



Ruben Garcia

Director – Provider Relations

Connecting Members to Care: Non-Emergency Medical Transportation



~23M

Members



~18M

Annual calls



~38M

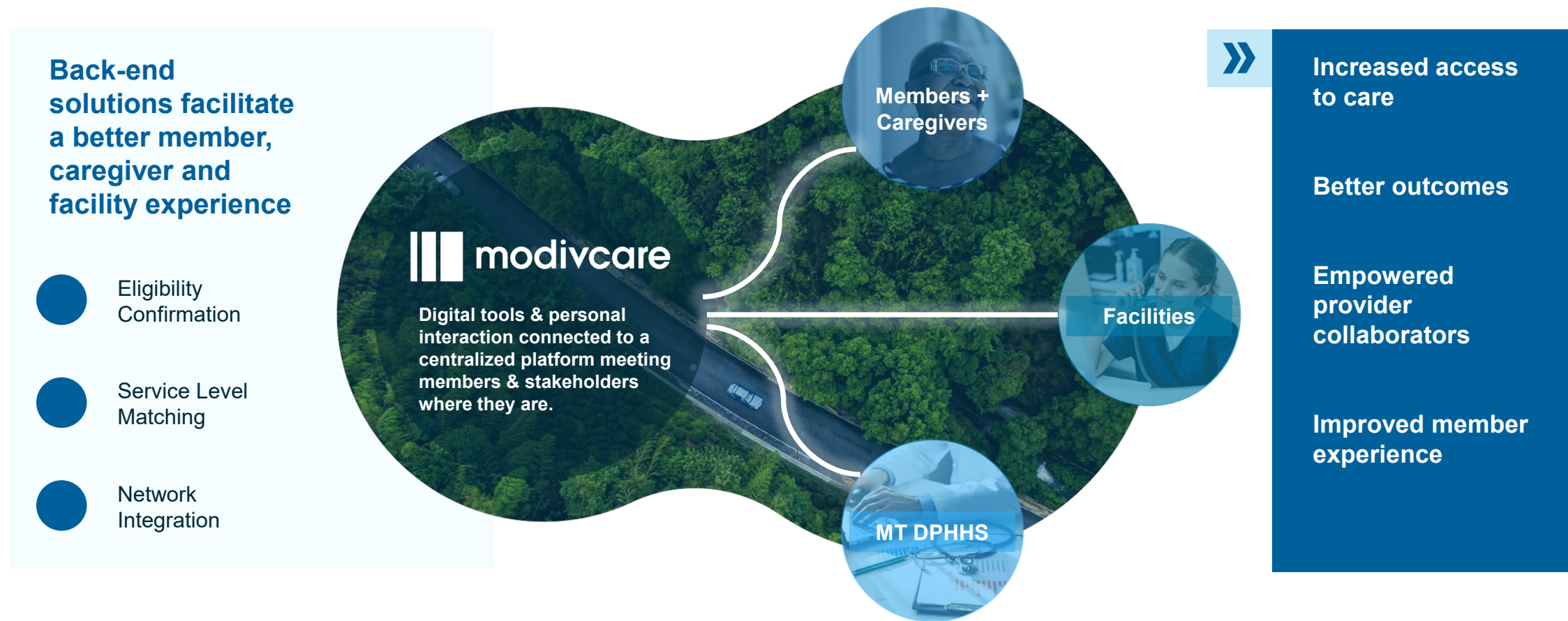
Annual trips



~15

State Medicaid Contracts
AR, DE, FL, ME, MI, MS, NJ, OK, PA,
SC, TX, UT, VA, WV, MT*

Modivcare's Platform Provides End-to-End Support for all Stakeholders





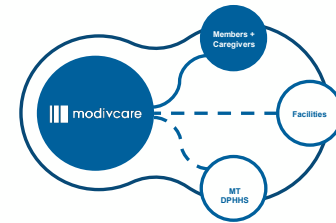
Multi-modal tools for scheduling,
confirmation, and tracking

Members +
Caregivers

Facilities

MT DPHHS

modivcare

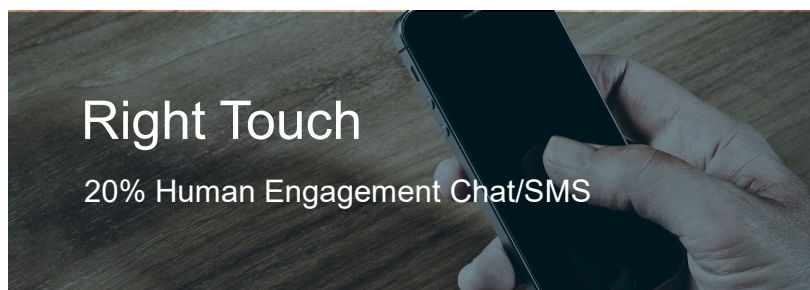


Member Services Range from High Touch to High Tech

High Complexity
↑
↓
Low Complexity



- VIP Services
- Distressed/Stranded Members
- Agent Requested/Escalations
- 24 Hour Frequent Callers
- Non-Digital Adopters



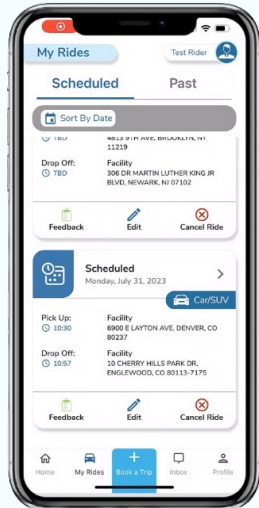
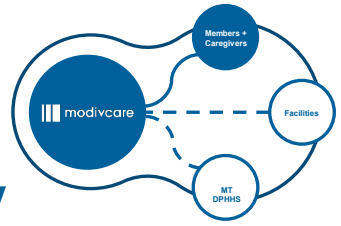
- Support Digital Interactions
- Technical Support
- Profile Management
- One-Off Service Request



- Ride Bookings
- Ride Confirmations
- Ride Modifications
- Ride Cancellations

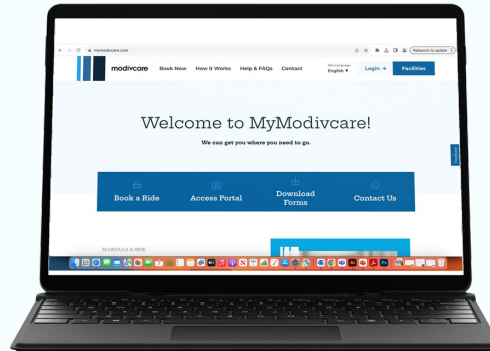
Multiple Tools to Meet Members Where They Are

With features to enable caregiver support all in one place, increasing convenience and functionality



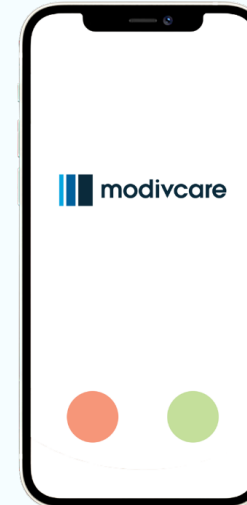
App

All-in-one tool for creating, confirming, cancelling and tracking trips



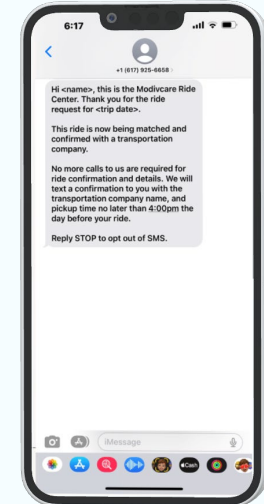
Web

Web-accessible tool for use on any web-enabled device to create, confirm, cancel and monitor trips



Voice

Self-serve, HIPAA compliant interactive voice agent to create, confirm and cancel trips

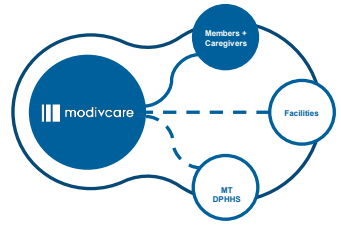


SMS

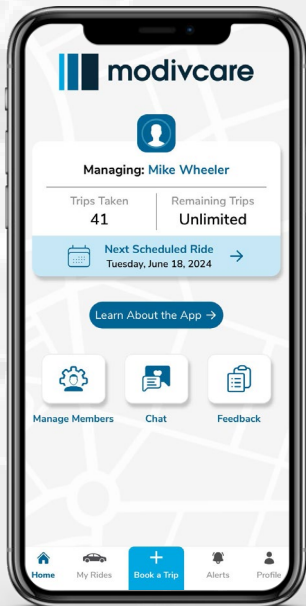
For members without smart phones, or who prefer not to download an app

Inside the Member App: Features & Functionality

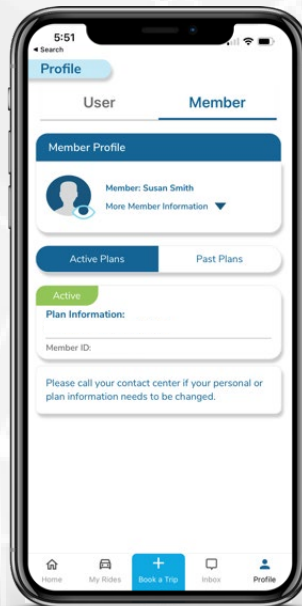
All-in-one self-serve member tool to create, confirm, cancel and track rides, optimized for ease of use



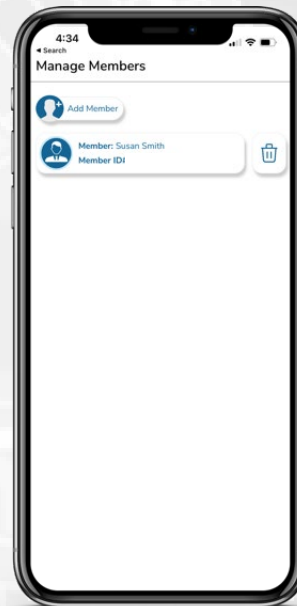
View Benefit Status
& Trip Limits



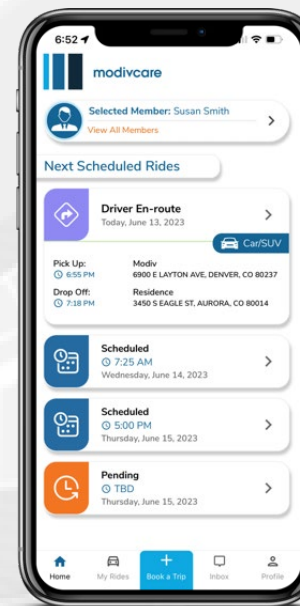
Multiple Plan
Support



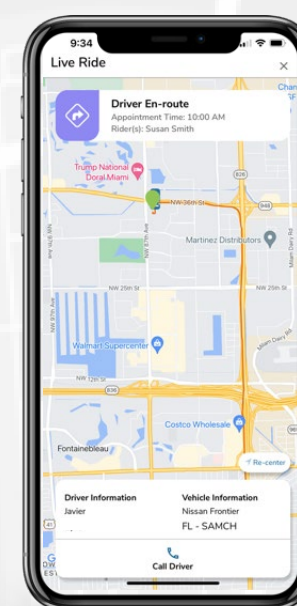
Member & Caregiver-
for-Member Support



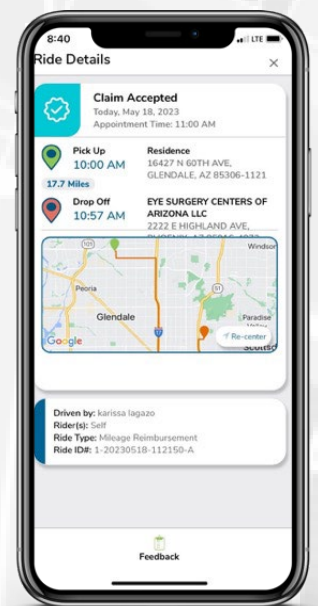
Book and
Manage Trips



Live Trip Tracking & Precision
Geofencing

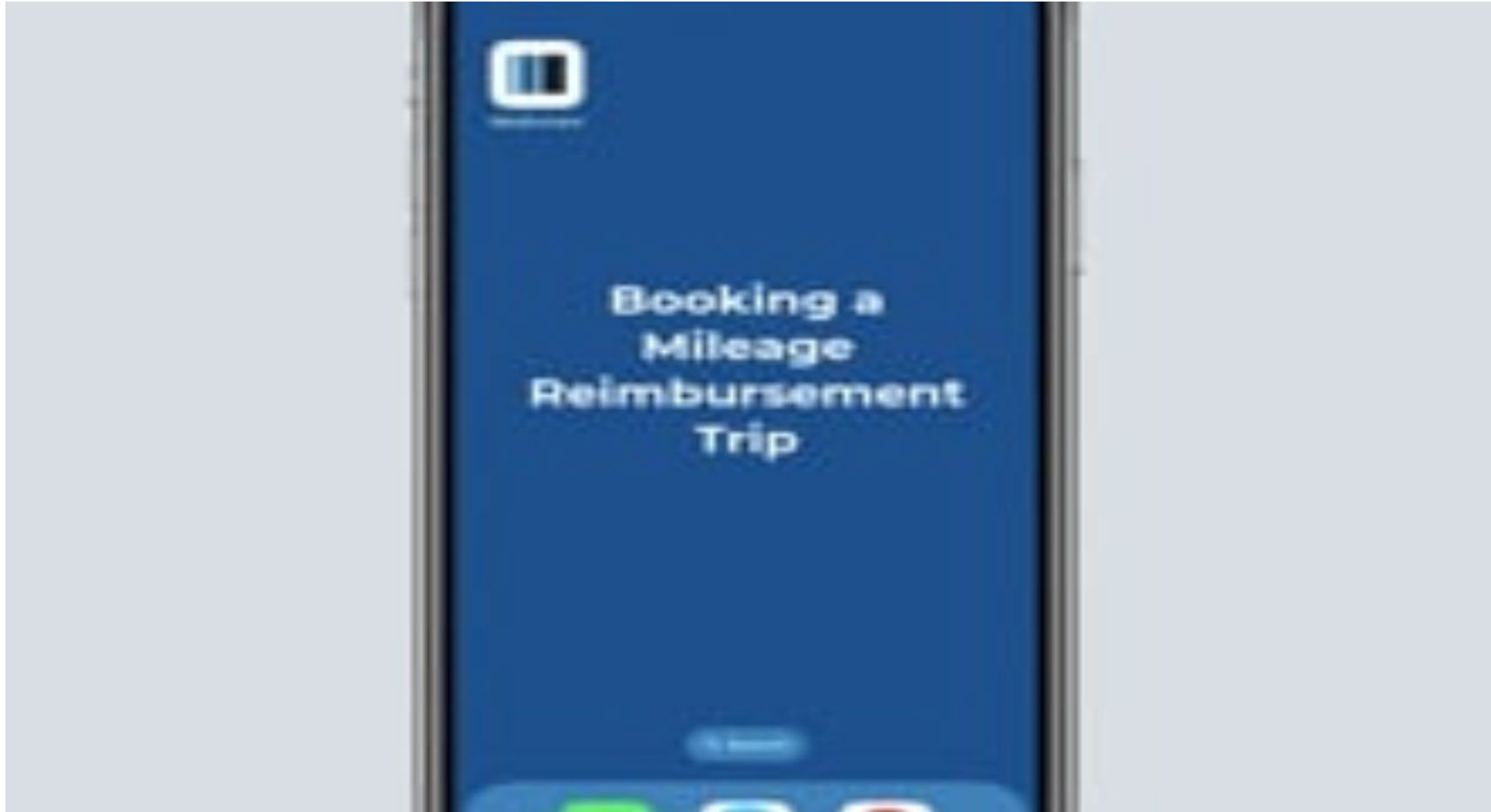


Mileage Reimbursement

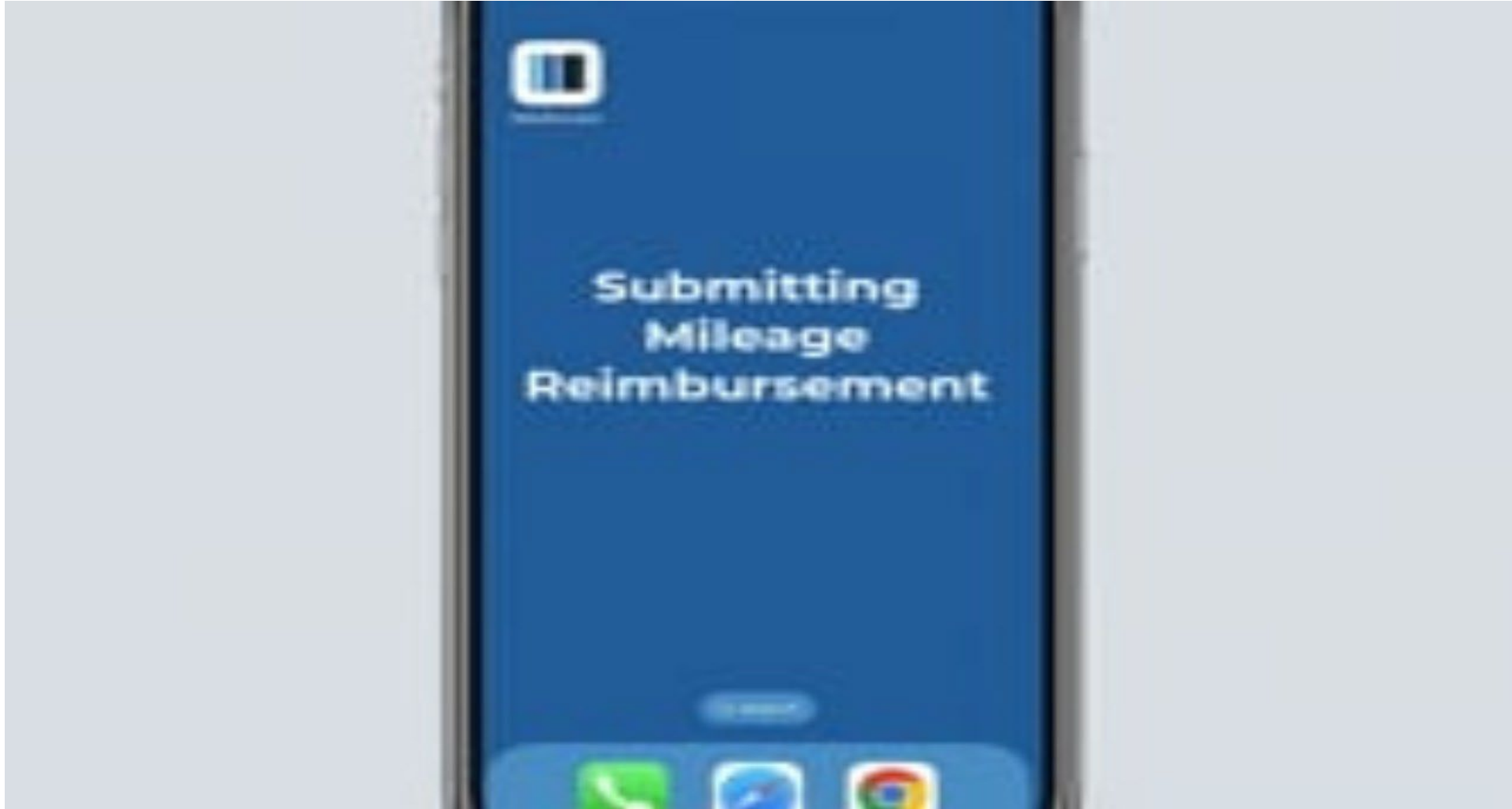


*In the interest of privacy, all names and information are fictitious.

Booking a GMR Trip in the App



Submitting a GMR Trip In The App



Mileage Reimbursement Log



MILEAGE REIMBURSEMENT TRIP LOG AND INVOICE INSTRUCTIONS

DRIVER INFORMATION

Driver's Name John Doe		Driver's Address (Street) 1234 Main St.		
Driver's License # ABC123	Driver's License State CO	City Anywhere	State CO	Zip Code 12345

SIGNATURE OF DRIVER

I confirm by, sending this log to agree I have a current, valid, and open driver's license; that the vehicle used to perform services has passed all state tests and is currently state registered and insured according to the laws and regulations of the state to which is registered.

X John Doe

06/15/2022

Signature

Select yes if trips are recurring.

Date

Select each day the trip reoccurs, if applicable.

RECORD OF TRIPS

Each date of service must have a physician or clinician signature and will be reviewed with the physician's office before payments will be made.

Is Trip a Standing Order? ☒ Yes ☐ No Standing Order Days Traveled Weekly ☐ S ☒ M ☐ T ☒ W ☐ Th ☒ F ☐ S

Trip Date	Trip Number	Total Miles	Provider Name	Provider Phone Number	Physician / Clinician Signature
1 01/01/2022	12564	15	Dr. Jane Smith	123-555-5555	<i>Jane Smith, MD</i>
2					
3					
4					
5					

*For California members: Per All Plan Letter 17-010 from the California Department of Health Care Services, Medi-Cal beneficiaries who drive themselves to their appointment are NOT eligible for mileage reimbursement

MEMBER INFORMATION

Relationship to Member Spouse	Member Name Jane Doe	Member ID 987654321
---	--------------------------------	-------------------------------

SIGNATURE OF MEMBER

I hereby agree the above information is true and correct. I have also received, read and agreed to the gas reimbursement guidelines.

X Jane Doe

Jane Doe

Member Signature

Member Name (Print)

Completed forms can be submitted to:

Mail: 798 Park Avenue NW, Norton, VA 24273

Fax: 866-528-0462

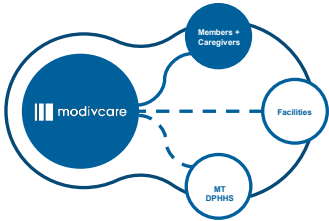
Email: support.claims@modivcare.com

For questions about your claim, call 1-800-930-9060.

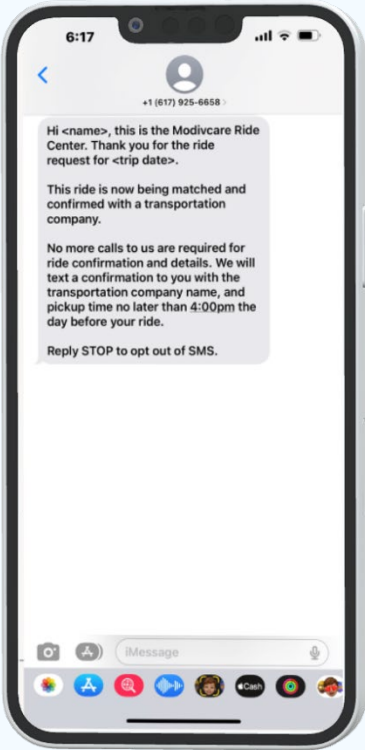


Seamless Ride Coordination for Non-App Users

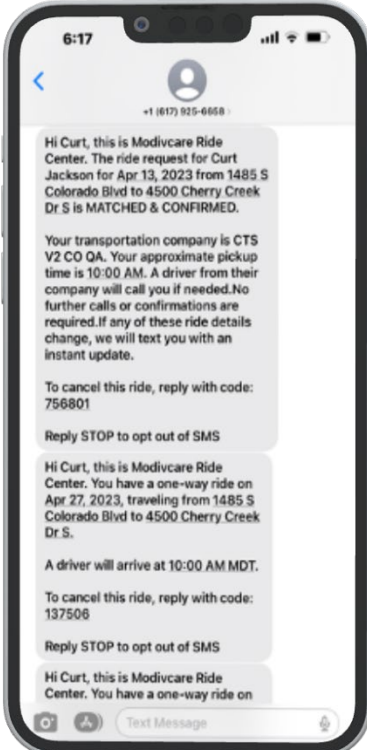
Trip visibility for members without smartphones or that prefer not to download an app



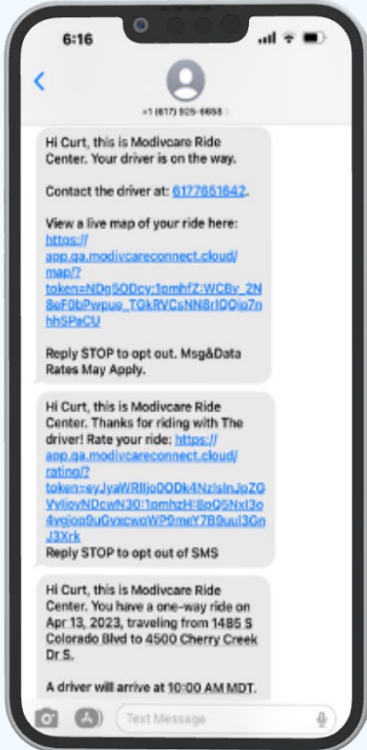
1 Trip Intake



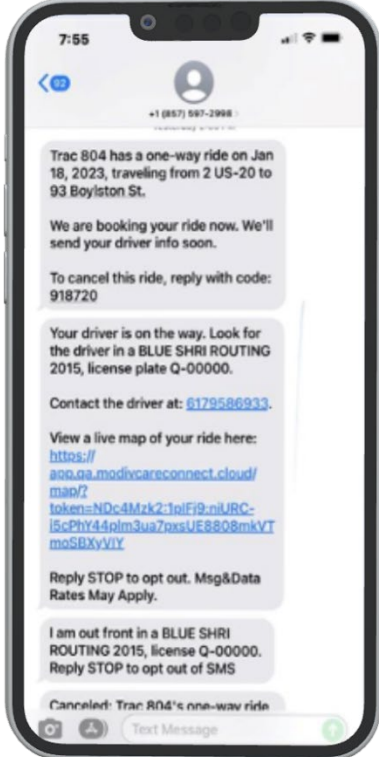
2 Matched & Confirmed



3 Driver On The Way

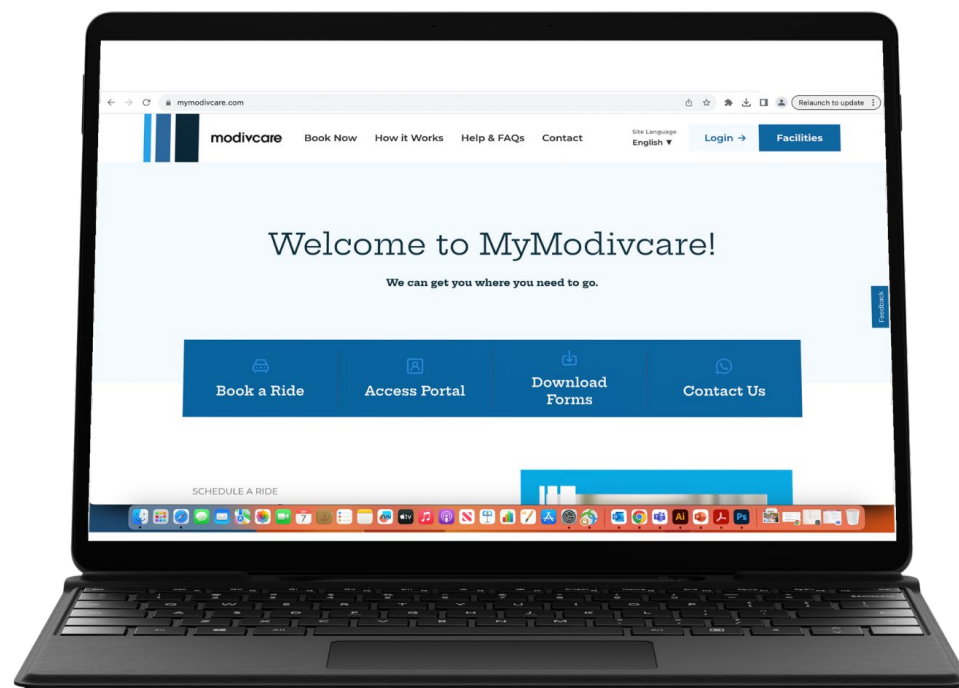
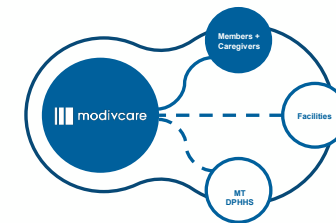


4 Driver Arrived



Member Services Web Portal Detail

All-in-one self-serve member tool to create, confirm, cancel, and track rides for members who prefer web-based tools



Web-enabled version of mobile app tool



Live Tracking



Multi-Plan Support



Mileage Reimbursement



Book and Manage Trips



Member and Caregiver Tools



Multi-modal tools for
scheduling, confirmation and
tracking

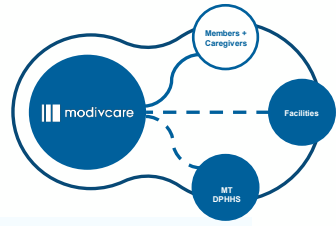
Members +
Caregivers

Facilities

MT DPHHS

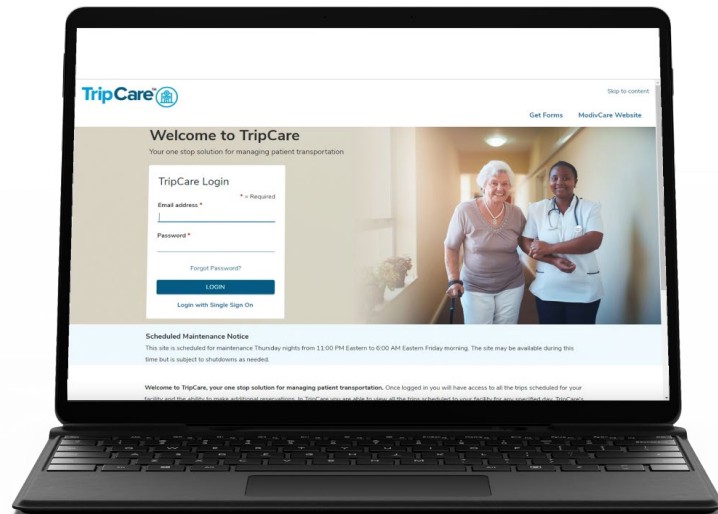
modivcare

TripCare – Proprietary Facility & Health Plan Trip Scheduler



Provides facility and health plan partners the tools they need to:

- Pre-book and manage regular trips and re-occurring standing orders on behalf of members.
- Search, View and Monitor member trip requests.
- Edit, Cancel and Withdraw pending trip requests.
- Manage Multiple for one or more facilities.
- 12M rides annually booked and managed



Robust
Facility
Booking
Platform
Enhanced
via Voice
and Chat
Extensions

40-50% of
volume
are
standing
orders

4,000+ Active
Facilities
Partners and
Counting

TripCare Overview





Skip

Notifications

NEW - Schedule Standing Orders with just 2 days per week!
TripCare is now able to accept Standing Orders scheduled for 2 days per week. Some life-sustaining appointments may still be scheduled for 1 day a week.

Standing Orders Needing Recertification
0
[Go to Standing Orders](#)

Member Form Updates Needed
All forms up to date.



Request Trip

Please select a member for this trip

My Members

Search Member

Enter Member name or ID

❗ Expired Forms

⚠️ Expiring Forms

PARKER-PALMER, VANUJA	354684004-89	×
WILLIAM, DRESTON	0002470580	×

Member Relationship: Other

Member Details

✕ Clear

Last Name

PARKER-PALMER

First Name

VANUJA

Member ID

354684004-89

AND/OR

Date of Birth

Jul 18, 1975

ex: mm/dd/yyyy

Select Insurance

HI HMSA BCBS MCD

Create Trip Request

Leg A

Leg B ⓘ

Trip Leg A

* = Required

1

Start Date *

Jul 27, 2026 ⓘ

End Date

ⓘ

Clear

Maximum number of trips

0

Days of the Week *

SUN MON TUE WED THU FRI SAT

LEG A PICKUP

Pickup Location *

Manual Entry

Residence ⓘ

1700 LANAKILA AVE, HONOLULU, HI 96817

Additional Pickup Information

Additional phone, instructions for driver, emergency contact information, etc.

Max Characters: 80 Remaining: 80

Appointment Time *

10 : 00 AM PM

☒ Request a Pickup Time

The pickup time will be set when the ride is scheduled if a pickup time is

Trip Leg A

1

Reservation Date *

Jul 17, 2026



LEG A PICKUP

Pickup Location *

Manual Entry



Residence
1700 LANAKILA AVE, HONOLULU, HI

Recent Locations

ACCELERATE PHYSICAL THERAPY

3951B E 120th Ave, Thornton, CO

HAWAII DIAGNOSTIC RADIOLOGY

1441 Kapiolani Blvd, Honolulu, HI

HILO MEDICAL CNTR (DIALYSIS)

1100 Waiawa Ave, Hilo, HI

HH : MM AM PM

**This leg requires an appointment
time.**

☐ Request a Pickup Time

The pickup time will be set when the ride is scheduled if a pickup time is not requested.

Requested Pickup Time

HH MM AM PM

Standing Orders

☐ View my members only

Standing Orders

* = Required

This page shows current standing orders serviced by Modivcare. You can see your requested standing orders (pending, approved, rejected, and denied) on the [Trip Requests Dashboard](#).

Member Last Name

Facility *

ACCELERATE PHYSICAL THERAPY

SEARCH

CLEAR

Member ^	Dropoff Facility	Recertify Date ↕	Days of Service	Appt Time	Return Time	LOS	TP Name	Options
WILLIAM, DRESTON 0002470580 1700 Lanakila Ave, Honolulu, HI 96817-2115	ACCELERATE PHYSICAL THERAPY	10/21/2025	MON / WED / FRI	10:00 AM	12:30 PM	Ambulatory		✕ ✎ ✓

SO Benefits

- Create trips up to 90 days
- 1 to 5 days a week
- Multiple SO
- Easily edit and recertify





Your changes have been automatically saved. X

Summary for Trip Request with ID: 12543

--PENDING--

VANUJA PARKER-PALMER
(354684004-89)
Date of birth: 1975-07-18
Address: 1700 Lanakila Ave Honolulu HI
Phone: (999) 123-4567
Email:
Insurance type: HI HMSA BCBS MCD

REQUESTED BY:
tripcarehi
(tripcarehi@gmail.com)
Relationship to Member:
Other

Information
Treatment Type:Discharge
Level of Service:Ambulatory
Special Requests:
None
Appointment Time:8:00 AM

Appointment Date & Time: Jul 17, 2026 @ 8:00 AM
Requested Pickup: None provided.
From: Residence, 1700 LANAKILA AVE, HONOLULU, HI 96817
Pickup Doctor:
Additional Pickup Information: None provided.
To: ACCELERATE PHYSICAL THERAPY, 3951 E 120TH AVE STE B, THORNTON, CO 80233
Dropoff Doctor: NA
Additional Dropoff Information: None provided.

Operations Office

Rachel Fowler, Senior Director of Client Services/Operations
Ruben Garcia, Provider Relations Director

Facility Outreach Manager

Luis Larcina, Facility Outreach Manager

Luis.larcina@modivcare.com

657 441 3916

- Available for group presentations on ModivCare Services
 - One on One Consultation with Facilities
 - Champion Montana facilities and services

Questions/Comments/Concerns



Thank You