



modivcare™

FORMERLY LOGISTICARE

ModivCare
Inbound Customer Service



Service Revenue

Service Revenue
\$11.50 per hour*
(\$5.75 per interval)

**Hourly rate shown assumes the servicing of two, 30-minute intervals.*



Certification

Class Schedule

Phase I – Instructor-Led
07/07/2021 – 07/27/2021

Phase II – Certification Mock Call-Taking
Start Earning Revenue!
07/28/2021 – 08/03/2021

Class Times Offered

Monday – Friday

9:00 a.m. – 1:00 p.m. ET

5:00 p.m. – 9:00 p.m. ET



Servicing Times Available

Intervals Available*

Monday – Friday
7:00 a.m. – 8:00 p.m. ET

Most Intervals Available*

Monday – Friday
10:00 a.m. – 6:00 p.m. ET

Special Servicing Requirements*

8 intervals (4 hours) required on Mondays

**Subject to change based on client needs*



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About the Client | ModivCare

ModivCare is the nation's leading managed healthcare organization specializing in the management of non emergent healthcare transportation benefits. ModivCare's client base consists of state and local government agencies (Medicaid agencies, transit authorities, school boards), managed care organizations and hospitals. (does not own vehicles) ModivCare offers a complete outsourcing solution to their clients.



System and Equipment

Equipment Must Meet the Platform Standards

[Click Here for System & Equipment Policy](#)

Additional Client Program Technology Standards

Arise Secure Desktop (ASD) Drive - Instructions will be emailed upon enrolment. To service this client program, businesses will be required to use an ASD device. The business will be required to buy and build the ASD. To create an ASD USB Flash Drive, businesses will need to obtain an 8 – 32GB USB 3.0 Flash Drive. It is possible to use a larger drive if unable to locate an 8GB USB Flash Drive. The USB Flash Drive should have a minimum read speed of at least 60 megabytes per second.

Building your Arise Secure Desktop (ASD) for the ModivCare program – Instructions will be emailed separately once enrolled.





ModivCare Inbound Customer Service What to Expect When Servicing



What to Expect

Here are the scope of services one can expect to handle on a daily basis for the ModivCare Program:

- Serve as an extension of ModivCare in helping connect individuals with the transportation needed to fulfill their medical needs.
- Interact with customers and providers, answering questions related to the appointment in question.
- Interact with a wide demographic , providing an exemplary level of customer service.



Capabilities of Top Performing Service Partners for this Program

- Outstanding problem-solving skills - application of soft skills
- Displays patience, empathy, an ability to manage stress, the ability to work under pressure
- Skilled and efficient in writing and verbal communication
- Provides knowledgeable, friendly and eloquent customer service



ModivCare Inbound Customer Service CERTIFICATION DETAILS

eLearning & Self-Paced Work

In this phase:

Registrants will learn about the client, how to navigate systems, and how to address host and guest concerns that are not related to a specific trip.

This course:

- Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation
- Five hours of instructor led content per day and up to two hours of self-paced content

Certification Live Call-Taking Earn While You Learn

In this phase:

- Learners will apply all that was learned in Phase I to live calls.
- Time to start earning revenue!
- During the Certification SOW, Service Partners are required to service a minimum of 30 intervals (15 hours) per week during times posted in Starmatic and as outlined in the SOW. For this program, 8 of these intervals (4 hours) must be serviced on Mondays. Please review the Certification SOW for additional information, including the end date

See Page 1 For Class Dates and Times

100% attendance in instructor-led sessions is highly encouraged for success



ModivCare Inbound Customer Service CERTIFICATION DETAILS



Certification Completion Criteria

- Timely completion of all self-paced modules with 100%.
- Successfully pass all quizzes and exams.
- Successfully pass role play scenarios with quality guidelines during blended delivery.
- Successfully pass background and drug screening.
- Work environment must be noise free.
- All learners must complete the Service Partner Security Awareness self-paced course and score 85% or higher on the assessment before the last day of class in order to be certified.



PLEASE NOTE – FOR SECURITY PURPOSES LOGIN CODES. LEARNERS MUST ATTEND THE FIRST THREE DAYS OF CLASS TO CONFIRM

Codes will be deactivated for learners who do not attend the first three days, and they will be removed from class. Please ensure your agents attend. Failure to take and/or complete any assessment may result in a drop from the course without reimbursement.

Read complete course policies [here](#)

OPPORTUNITY ANNOUNCEMENT

SECURITY VERIFICATION ON THE ARISE PLATFORM

A background check, including drug screening, will be prompted once you pay for the course

Upon submission of the background check, you will be sent an email (within 24 hours) containing information pertaining to the drug screening from the third-party vendor: First Advantage (FADVReports-NoReply@fadv.com).

- If you have not received the e-mail within 24 hours of submission of your background check, please notify the enrollment specialist: mwalsh@arise.com
- Please be sure to check your SPAM and/or Junk mailboxes in case the email is there
- The background and drug screening must be successfully completed within three business days. If this is not done, the learner will not be able to gain access to client systems
- If a Service Partner does not pass the background check, the certification course fee will be refunded, minus a processing fee which will be displayed/visible before payment is made.
- If a course is paid for with a voucher, a voucher will be re-issued, minus a processing fee.
- Refunds will not be provided if the background check is not completed in a timely manner.
- A credit freeze will delay the process. The credit freeze should be temporarily lifted for a minimum of 10 days in order for the third-party vendor to process your background check.

Please note:

- Arise will not process system access codes, required to attend the certification course, until ALL enrollment pre-requisites – including the HIPAA review and Assessment - have been successfully completed and provided to Arise.
- If the learner is removed or dropped from the opportunity for failure to complete all steps listed above, no refunds will be provided.

IMPORTANT INFORMATION REGARDING BACKGROUND CHECK DURING COVID-19 PANDEMIC

Due to certain courthouse closures during the COVID-19 pandemic, Arise may be unable to completely finalize your background check. However, in order to allow you to continue your enrollment process, if the portion of your background check that is able to be completed is clear, you will receive a PROVISIONAL pass. Once the courthouses reopen, we will finalize your background check. If any disqualifying criminal history is uncovered during this finalization process, you will be notified, and your company's SOW will be terminated. We are unsure at this time how long it will take to complete background checks. We apologize for any inconvenience this may cause your company.

IMPORTANT INFORMATION REGARDING BACKGROUND CHECKS

Please note if you have frozen your credit, you will have to temporarily lift the credit freeze with Experian. You do not need to lift the freeze at the other credit bureaus. Please lift the freeze for a minimum of 10 days. You will need to wait at least 24 hours before attempting the background check.

If you have recently changed your name, it may delay or disrupt the background check. Please make sure that full and correct legal name is included in your profile and provided in the background check step. Also, please ensure the Experian is aware of your name change.

Arise uses First Advantage to complete the background checks. Under certain circumstances, First Advantage may reach out to you to clarify your information. Your prompt response to First Advantage will accelerate the process of completing your background check and enrollment.

***A drug screen is required for this opportunity. However, due to the start date of this opportunity, it will need to be completed at a later date. You will be able to enroll without completing the drug screen and we will reach out with additional details.**

IMPORTANT! The ModivCare program requirements include a MONTHLY background check (background only) which agents must complete in order to maintain a business's SOW in good standing. These background checks are processed automatically by Arise monthly.

AFFIDAVIT OF ID

- A completed, Affidavit of Identification with photo ID must be on file.
- This step can be skipped if you have already submitted a valid Affidavit of ID on a previous opportunity
- To access the Affidavit of Identification form, log on to the portal, click on the AVA icon on the bottom right and select Affidavit Form.
- Make sure to follow all instructions and once completed, submit the form to AriseAffidavits@arise.com

OPPORTUNITY ANNOUNCEMENT

Service level requirements vary and are subject to change

Failure to meet one or more of the service level requirements may result in termination of the SOW. The service level requirements may be modified from time to time upon commercially reasonable notice to the business.

Service Level Requirements		Metrics Definition
Commitment Adherence	90% or higher	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100}{}$
Average Handle Time	≤ 325 seconds	Talk Time + Hold Time + ACW averaged across all inbound calls handled must be less than or equal to 325 seconds
Quality Score	93% or higher	% of evaluated calls receiving a Quality score of 93% or higher / total calls evaluated



Log-in codes are confidential, user specific and will only be generated for confirmed course attendee

All businesses must ensure that their agents have a professional work environment, free from any background noise, when in class and when servicing.

To confirm a business's intent to attend, Arise may be contacting the business owner or their agent registered to attend the certification course a minimum of 10 business days prior to the start of class.

Failure to confirm your business's intent to attend will result in a delay of codes and may result in either removal from the course or placement into an alternate course. Please make every effort to provide a timely response.

Commitment Adherence is critical to this program. Businesses are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

See Sample Statement of Work

A business DOES NOT QUALIFY to participate in this program if any of the following applies to the business or their agent enrolling in the opportunity

- Has not serviced at least one SOW for another program.
- Has serviced one or more SOWs that were terminated for cause.
- Dropped from "enrolled" status in program opportunity less than 4 weeks before expressing interest in this program opportunity.
- Has a Commitment Adherence rating below 90%

DISCLAIMER

This Opportunity Announcement (OA) is intended as a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW).

You should thoroughly review each SOW prior to executing it. In the event of a conflict between the OA and the SOW, the terms of the SOW will take precedence. Arise recommends a thorough review of all policies prior to enrolling in the certification course.