

FAQ: Reconciling Monthly Invoices with Uber Health & Uber for Business

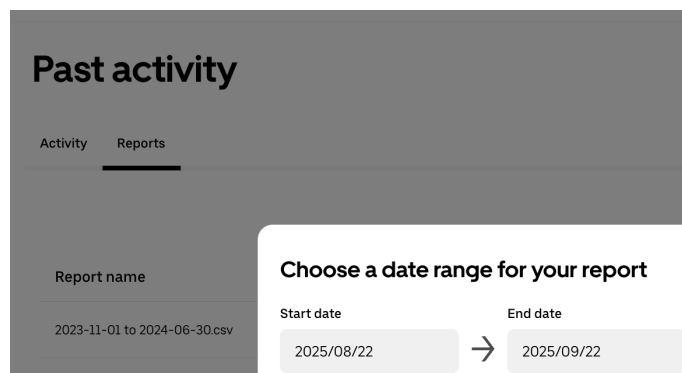
1. What's the difference between health.uber.com and business.uber.com?

- **health.uber.com** → Used for **trip-level reporting with patient details**.
 - Best for care teams and operations teams that need visibility into when/where rides occurred.
 - Includes trip dates, pickup and drop-off addresses, mileage, and patient data.
 - Reports can cover up to 12 months at a time.
- **business.uber.com** → Used for **invoice and billing reconciliation**.
 - Best for finance and billing teams.
 - Provides the **Transaction CSV** tied directly to the monthly invoice.
 - Clean format for reconciling charges against your invoice.

2. How do I pull reports from Uber Health?

1. Log in at health.uber.com.
2. Select **Past Activity** from the left-hand menu.
3. Go to the **Reports** tab.
4. Click **Generate Report**, select a date range (up to 12 months), and hit **Create**.
5. Once the report is ready, download it via the **black cloud icon** under “Action.”

Note: This report includes **patient data** and may not always align perfectly with your invoice, as adjustments (e.g., trip changes/cancellations) can occur outside the billing month.



3. How do I pull the Transaction CSV for invoices?


1. Log in at business.uber.com.
2. Navigate to **Billing**.
3. Download the **Transaction CSV** for the relevant invoice.

Date	Balance	
August 2025	\$51.37	Download ▾
July 2025	\$0	Invoices
June 2025	\$0	Statement PDF
May 2025	\$0	Transaction CSV

Pro Tip: You can add yourself as a **Billing Contact** so the Transaction CSV is automatically emailed to you each month.

Click on statements and invoices > pencil icon > add your email address > press space > click save

Statements and Invoices

Monthly statements received by 1 users. 

Monthly Statement Recipients ✕

Add/edit up to 50 email recipients below.

vstark@uab.edu ✕

4. Which report should I use to reconcile invoices?

- Use the **Transaction CSV from business.uber.com** → This is the official source of truth for invoice reconciliation.
 - The total amount in the transaction csv. Will correspond with the months billing total listed on the monthly invoice
- Use the **Uber Health Past Rides CSV** → For operational context, patient-level trip details, and investigating discrepancies if something doesn't match the invoice.