

Editing Scheduled Trips in the Trips Management Vertical Pad

Introduction

Members can make many different types of edits on their rides, even up to the date of their appointment.

Please reference the grid for the different types of edits that can be made in QRyde and if those changes can be made to an already scheduled rides or if a new ride needs to be created.

Type of Edit	Edit Existing Ride	Cancel Existing Ride & Schedule New Ride
Change Pick Up Time	X	
Change Appointment Time	X	
Change Pick Up Location	X	
Change Drop Off Location	X	
Change Ride Details such as passengers, pick up/drop off door, mobility types, phone number	X	
Add a Leg	X	
Cancel a Leg	X	
Cancel Entire Ride	X	
Change Date of Ride		X
Change Transportation Provider		X

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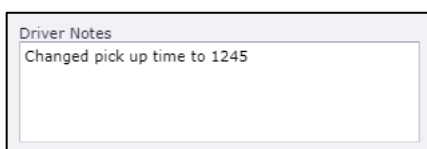
Editing Scheduled Trips in the Trips Management Vertical Pad, Continued

Introduction, continued

Since QRyde schedule rides one leg a time, it is easy to make modifications to the ride to meet the member's needs.

When a detail on the ride is changed and Medica saves the ride in QRyde, the transportation provider is advised that an edited ride has come through the vendor portal, but they do not know what has been changed.

It is important that we document the changes that have been made to the ride for the transportation provider.



Driver Notes
Changed pick up time to 1245

Change Pick Up Time

QRyde will automatically generate the member's pick up time based on the member's travel time from their pick up location to drop off location, with adding an additional 30 minutes.

For example: Member has 13:30 appointment. Travel time from member's home is 25 minutes. An additional 30 minutes is added to the pick up time. The member's pick up time is 12:35.

The pick up time will generate as soon as you click **Save** on the ride and you view the ride in the Trips Management vertical pad.



T1947291 Medica Dual Solution MSHO SilverSneakers Confirmed
MIK
10/22/2020 (THU) In
1545 @ 56001
1645 @ 5570 W BROADWAY AVE , CRYSTAL, MN 55428

Pick Up Time

Appt Time

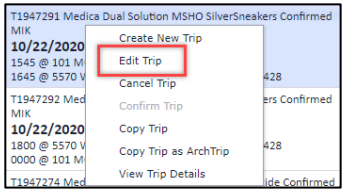
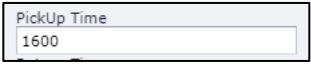
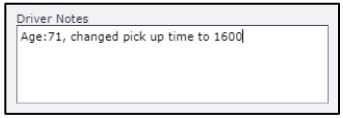
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Editing Scheduled Trips in the Trips Management Vertical Pad, Continued

Change Pick Up Time, continued

After you confirm the pick up time for the member, they may want to change their pick up time. This is a very easy change to make.

Follow the steps below for changing a pick up time.

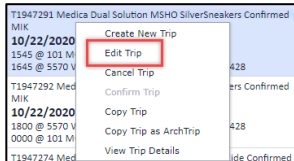
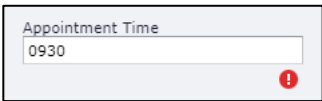
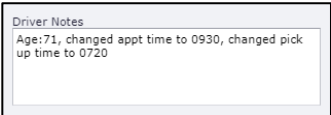
Step	Action
1	<p>Either double click on the ride that you would like to edit or you can right click on the right and select <i>Edit Trip</i>.</p> 
2	<p>Change the pick up time to the member's requested pick up time.</p>  <p>Note: The 30 minute pick up window in the metro still applies.</p>
3	<p>Document in the Driver Notes, the changes you made to the ride.</p> 
4	<p>Click Save to save your changes. Then click Close to go back to the main page to view your changes in the Trips Management vertical pad.</p>

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Editing Scheduled Trips in the Trips Management Vertical Pad, Continued

Change Appointment Time

Follow the steps below for changing an appointment time.

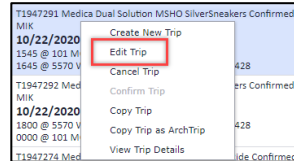
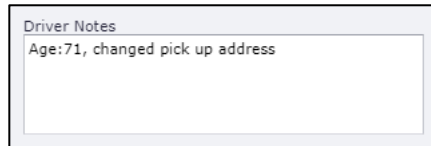
Step	Action
1	<p>Either double click on the ride that you would like to edit or you can right click on the right and select <i>Edit Trip</i>.</p> 
2	<p>Change the appointment time to the member's requested appointment time.</p>  <p>Note: If you are changing the appointment time to a time that is earlier than the scheduled pick up time, the system will alert you with a red exclamation point.</p>
3	<p>Update the pick up time with the member's preferred pick up time.</p> <p>Note: The system will not automatically update a pick up time in an edited ride.</p>
4	<p>Document in the Driver Notes, the changes you made.</p> 
5	<p>Click Save to save your changes. Then click Close to go back to the main page to view your changes in the Trips Management vertical pad.</p>

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Editing Scheduled Trips in the Trips Management Vertical Pad, Continued

Change Pick Up Location

Follow the steps below for changing the pick up location.

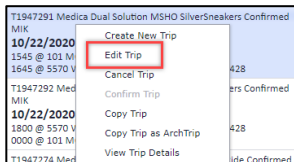
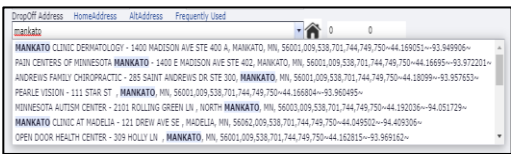
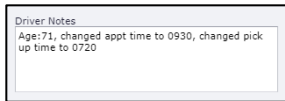
Step	Action
1	<p>Either double click on the ride that you would like to edit or you can right click on the right and select <i>Edit Trip</i>.</p> 
2	<p>The Pick Up Address and PU Phone field will automatically be populated from the address and phone number on the Member Profile page.</p>
3	<p>Document in the Driver Notes, the changes you made.</p> 
4	<p>Click Save to save your changes. Then click Close to go back to the main page to view your changes in the Trips Management vertical pad.</p>

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Editing Scheduled Trips in the Trips Management Vertical Pad, Continued

Change Drop Off Location

Follow the steps below for changing the drop off location.

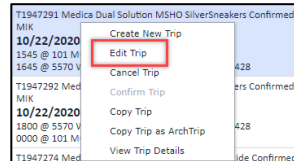
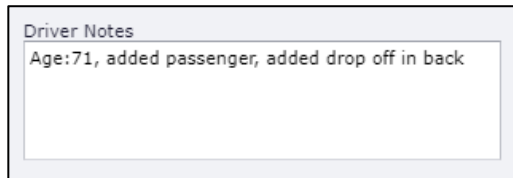
Step	Action
1	<p>Either double click on the ride that you would like to edit or you can right click on the right and select <i>Edit Trip</i>.</p> 
2	<p>In the Drop Off Address field, you can type in the drop off location.</p> <p>You can search for locations by:</p> <ul style="list-style-type: none"> • Name of Clinic/Facility/Silver Sneakers Location • City Name  <p>Click on the facility name to add it into the ride.</p> <p>Note: If you have selected a location, then need to select a different location, click on the black arrow drop down to reset your search. Then you are able to type in a new search.</p>
3	<p>Document in the Driver Notes, the changes you made.</p> 
4	<p>Click Save to save your changes. Then click Close to go back to the main page to view your changes in the Trips Management vertical pad.</p>

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Editing Scheduled Trips in the Trips Management Vertical Pad, Continued

Change Various Ride Details

Follow the steps below for changing various ride details.

Step	Action
1	<p>Either double click on the ride that you would like to edit or you can right click on the right and select <i>Edit Trip</i>.</p> 
2	Change the information in the appropriate field or drop down.
3	<p>Document in the Driver Notes, the changes you made.</p> 
4	<p>Click Save to save your changes. Then click Close to go back to the main page to view future rides.</p> <p>Note: Due to the information displayed in the Trips Management vertical pad, not all changes will be visible.</p>

Adding a Leg

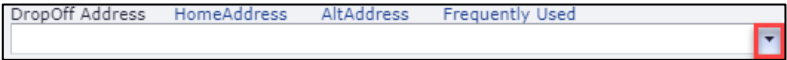
Introduction

On a daily basis, we receive calls where a member needs to add a leg to their already scheduled ride. This could be before their trip date or even the same day.

Adding a leg to an existing ride is a pretty easy process.

Process


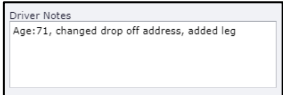
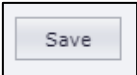
Follow the steps below for adding a leg to an existing ride.

Step	Action
1	<p>Open up the second leg of the ride, where the transportation provider is picking the member up from the clinic or facility and bringing them home.</p> <p>Note: This is often the <i>In-bound</i> leg of the ride.</p>
2a	<p>Since this is the second leg of ride, you will change the Drop Off address to be the second location, as opposed to the member's home.</p> <p>Click on the black arrow drop down to reset your search. Then you are able to type in a new search.</p>  A screenshot of a search bar interface. At the top, there are four tabs: 'DropOff Address', 'HomeAddress', 'AltAddress', and 'Frequently Used'. Below the tabs is a text input field. To the right of the input field is a small square button with a black downward-pointing arrow, indicating a dropdown menu. <p></p>
2b	<p>You can also click on Frequently Used to view previous drop off locations for the member.</p> <p>You can also search by ride date to narrow down your results.</p> <p>To pull one of these addresses into the ride, you can double click on the address.</p>

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Adding a Leg, Continued

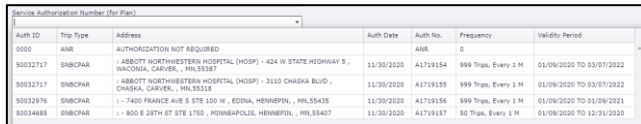
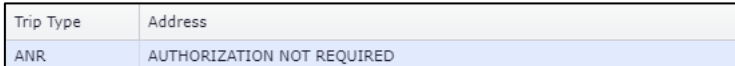
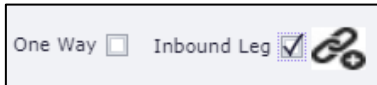
Process,
continued

Step	Action
3	<p>When you select a drop off location, the system will automatically generate a Distance and Travel Time.</p> 
4	<p>You will quality check the remaining fields to make sure they match the member's transportation request.</p> <p>Note: You do not need to change the Ride Purpose.</p>
5	<p>Document in the Driver Notes, the changes you made.</p> 
6	<p>Once you have quality checked all required fields, click Save, to save the ride and submit to the transportation provider.</p>  <p>Once you click Save, the ride is immediately sent to the transportation provider.</p>
7	<p>Once the ride has been saved, the system will generate a confirmation message as well as the trip number.</p> <p>In the Trips Management vertical pad, you will see your updated ride.</p> <p>In order to add in another leg, a new leg must be created.</p>

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Adding a Leg, Continued

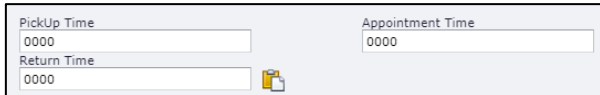

Process,
continued

Step	Action
8	Click New in the upper left hand corner.
9	Under the Agency (Plan and Benefit) drop down, select the type of transportation that you are scheduling.
10	<p>Under Service Authorization Number (for Plan), this is where the member's current authorizations can be pulled into the ride.</p>  <p>Note: If there is no authorization required for the member's ride, select Authorization Not Required.</p> 
11	Enter the travel date. You can either select the drop down to view the calendar or type in the date of the appointment.
12	<p>In order to connect this additional leg to the already scheduled ride, it is very important to select the <i>Inbound Leg</i> check box.</p> 

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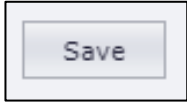
Adding a Leg, Continued

Process,
continued

Step	Action
13	<p>Since this is a return ride, you can leave Appointment Time, Pick Up Time, and Return Time blank.</p>  <p>Members will have the ability to request a return ride pick up time, if they would like. This is optional.</p>
14	<p>You can also click on Frequently Used to view previous drop off locations for the member.</p> <p>To pull one of these addresses into the ride, you can double click on the address.</p>
15	<p>Since this is the third leg of ride, you will change the Drop Off address to the member's home.</p> <p>Click on <i>Home Address</i> to add the member's address to the drop off address field.</p>
16	<p>When you select a drop off location, the system will automatically generate a Distance and Travel Time.</p> 

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Adding a Leg, Continued

Step	Action
17	<p>You will quality check the remaining fields to make sure they match the member's transportation request.</p> <p>Note: You do not need to change the Ride Purpose drop down.</p>
18	<p>Once you have quality checked all required fields, click Save, to save the ride and submit to the transportation provider.</p> <div data-bbox="906 709 1091 810"></div> <p>Once you click Save, the ride is immediately sent to the transportation provider.</p>
19	<p>Once the ride has been saved, the system will generate a confirmation message as well as the trip number.</p> <p>The message will also ask you if you would like to schedule a fourth leg of the ride.</p> <ul style="list-style-type: none">• The system will continue asking if you want to schedule additional legs until you hit cancel and go back to the main page. <p>Click Close in the Trips Management screen to go back to the main page.</p>

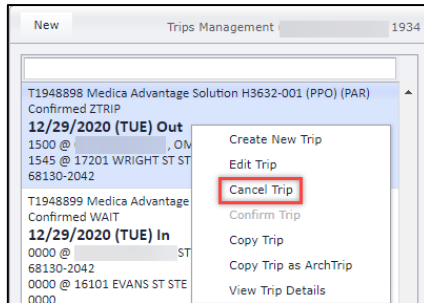
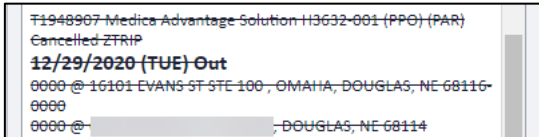
Cancelling a Leg

Introduction

There are times when members call to cancel only one leg or multiple legs of a ride. When cancelling one leg of a ride, it is important to make sure that the remaining legs of the ride meet the member's request.

Process

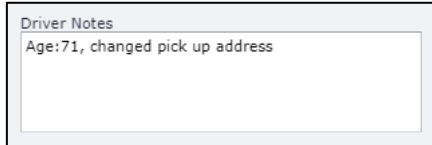
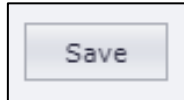
Please follow the process below for cancelling one leg of a ride.

Step	Action
1	<p>In the Trips Management vertical pad, locate the leg of the ride that the member wants to cancel.</p> <p>Note: You can search by the ride date in the Search bar.</p>
2	<p>Right click on the leg of the ride that needs to be cancelled. Then click <i>Cancel Trip</i>.</p> 
3	<p>After you click <i>Cancel Trip</i>, the ride is crossed through. This signifies that the leg of the ride has been cancelled.</p> 

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Cancelling a Leg, Continued

Process,
continued

Step	Action
4	After you cancel the leg of the ride, quality check the remaining legs of the ride to make sure the member is being picked up and dropped off at the right location.
5	<p>If you need to change anything in the remaining rides, make the appropriate changes then document in the <i>Driver Notes</i>, the changes that were made to the ride.</p> 
6	<p>Once you have quality checked all required fields, click Save, to save the ride and submit to the transportation provider.</p>  <p>Once you click Save, the ride is immediately sent to the transportation provider.</p>

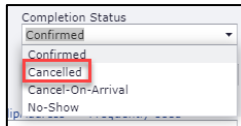
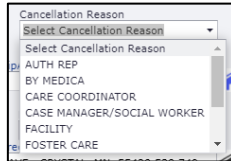
Cancelling an Entire Trip

Introduction

There are times when the member needs to cancel an entire trip and not just an individual leg. Cancelling an entire trip is not that different than cancelling an entire trip.

Process

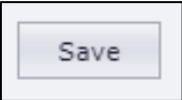
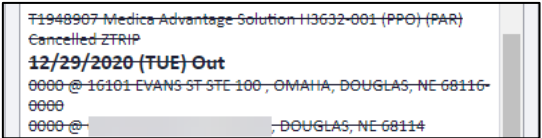
You can use the previously documented process by right clicking and cancelling each leg of the ride from the **Trips Management** pad. Follow the process below for the alternative way to cancel a ride.

Step	Action
1	Double click on the ride in the vertical pad to pull up the ride details.
2	On the ride request page, next to <i>Who Called</i> , change the <i>Completion Status</i> to Cancelled . 
3	Under the <i>Cancellation Reason</i> , select who called to cancel.  <ul style="list-style-type: none">• Auth Rep• By Medica• Care Coordinator• Case Manager/Social Worker• Facility• Foster Care• Health Advocate• Interpreter• Member• Member Rep

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Cancelling an Entire Trip, Continued

Process,
continued

Step	Action
4	<p>Click Save, to save the ride and submit to the transportation provider.</p>  <p>Once you click Save, the ride is immediately sent to the transportation provider.</p>
3	<p>After you click <i>Cancel Trip</i>, the ride is crossed through. This signifies that the leg of the ride has been cancelled.</p> 
4	<p>Repeat the same steps with the remaining legs of the ride.</p>

Changing, Cancelling, and Copying

Changing the Date of the Appointment

There are times when the member calls to change the date of the appointment. Changing the date of the appointment requires the original ride to be cancelled completely and a new ride on the new date to be set up.

You are not able to edit the ride and change the date.

Changing Providers

If the member wants to change the provider who is picking them off and dropping them off, the entire ride will need to be cancelled and a new one set up with a new provider.

You are not able to edit the provider on a ride.
