

Entering Elderly Waiver (EW) Authorizations in QRyde

Introduction

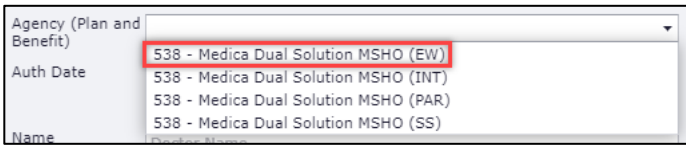
With the implementation of QRyde, the system provides users with many time saving enhancements when requesting or scheduling transportation.

One time saving enhancement for Care Coordinators is no longer needing to send EW transportation authorization information to Provider Oversight, to be added into ISET. You now have the ability to enter in the EW authorization directly into QRyde.

Note: A separate authorization must be entered for each EW location.

Process

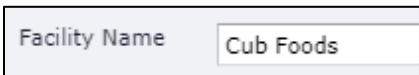
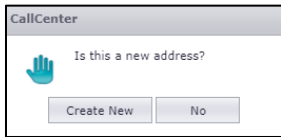
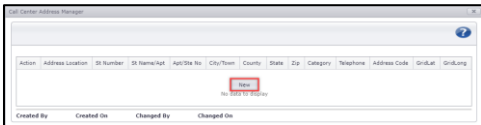
Follow the steps below for adding an EW authorization in QRyde.

Step	Action
1	Locate the member in QRyde.
2	<p>Look in Authorizations Management to see if there is an EW authorization already set up.</p> <p>If there is already an authorization in QRyde, double check the authorization date to make sure it is active.</p>
3	Click New to create a new authorization in the Authorizations Management pad.
4	<p>Under Agency (Plan and Benefit), select the EW benefit.</p> 
5	The Auth Date is the date that authorization is entered into QRyde. You do not need to change this date.

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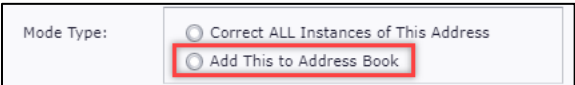
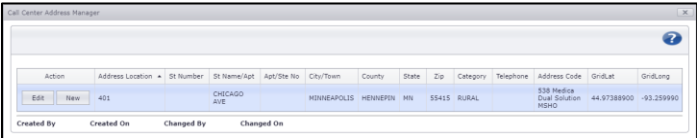
Process,
continued

Step	Action
6	Under the Name/Doctor Name field, you can leave this blank.
7	<p>In the Facility Name field, type in the name of the Elderly Waiver location.</p> 
8	<p>When adding in an EW authorization, type in the EW location address in the <i>Facility Address</i> field. The address will most likely not be found in QRyde.</p> <p>If this is a new address for QRyde (not found in system), it will ask you if this is a new address, click Create New.</p> 
9	<p>The Call Center Address Manager will display. Click New to add in a new address.</p> 
10	<p>Type in the following information, including:</p> <ul style="list-style-type: none"> • Address Location (Location Name) • City • County • State • Zip

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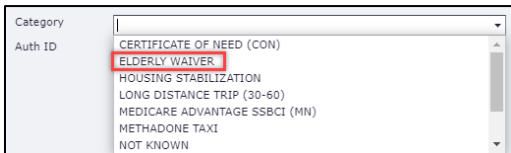

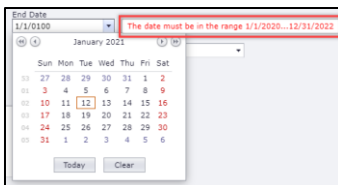
Process,
continued

Step	Action
11	<p>Click GeoCode to confirm the address against Google Maps.</p> 
12	<p>If there are any issues with the address, make any changes necessary.</p> <p>Then, click <i>Add This to Address Book</i> radio button to add the address to the QRyde address book.</p> 
13	<p>Click Save.</p> <p>You will see a confirmation of the address.</p>  <p>Close out of this box and the address will be loaded into the <i>Facility Address</i> field.</p>
14	<p>The member's home address is listed in the Home Address field. You can leave this field as is.</p>
15	<p>You can leave the following fields blank:</p> <ul style="list-style-type: none"> • Alt Address • Distance • Travel Time • Phone

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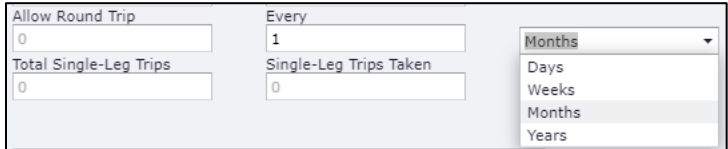
Process,
continued

Step	Action
16	<p>Select <i>Elderly Waiver</i> under the Category drop down.</p> 
17	<p>In the Auth ID field, enter in member's Medica ID number.</p>
18	<p>Select the member's mode of transportation in the Transportation Mode drop down.</p> 
19	<p>In the Start Date field, enter in the start date of the authorization.</p> <p>Note: You will not be able to add in a start date that is earlier than the member's effective date.</p>
20	<p>In the End Date field, enter in end date of the authorization. When you click on the End Date drop down, QRyde will provide you with the allowable date range.</p>  <p>Note: You will not be able to add in an end date that is later than the member's termination date.</p>

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Process,
continued

Step	Action
21	<p>In the Allow Round Trip fields, this is where you can enter in the allowed amount of round trip rides, per day, week, month, or year.</p>  <p>For example: if the member is allowed two rides per week to this location, you can enter in 2 <i>Allow Round Trip</i>, <i>Every 1, Week</i>.</p>
22	<p>You can leave the Total Single-Leg Trips and Single-Leg Trips Taken fields blank.</p> <p>Note: This is where QRyde will accumulate the amount of rides taken under this authorization.</p>
23	<p>In the Comments field, document an additional information relevant to the authorization.</p>
24	<p>Click Save, then Close.</p>
25	<p>Your authorization is now viewable in the Authorizations Management pad.</p> <p>Note: If the Care Coordinator or call center is scheduling EW transportation, they will attach the authorization into the ride.</p>