

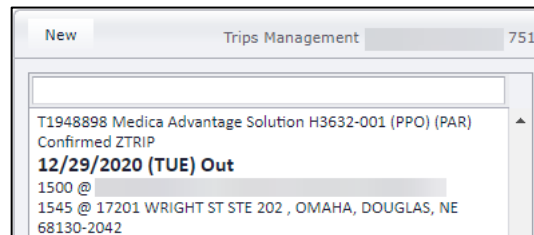
## Scheduling Trips in the Trips Management Vertical Pad

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### Introduction

The Trips Management vertical pad will display all future appointments for the member.

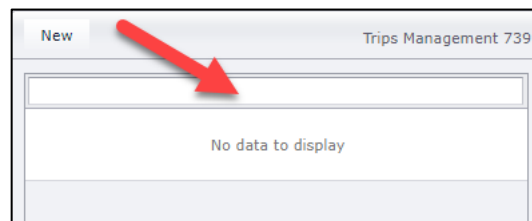
To view future appointments, click on the member's name in the Client Management vertical pad and all other vertical pads will populate with the member's information.



### Searching for Rides

Depending on the member, they may have many future appointments. You can search for future appointments using the search feature. You can search by:

- Trip Date (Month and Date Only)
- Trip Number



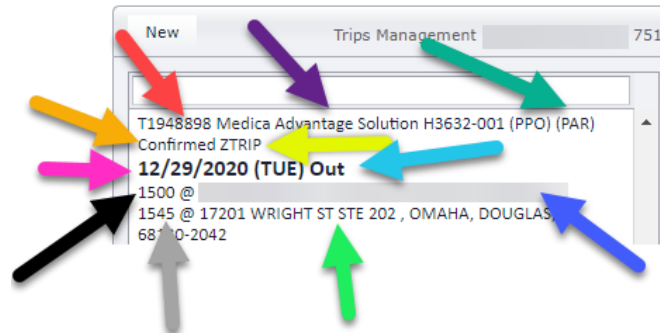
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## Scheduling Trips in the Trips Management Vertical Pad, Continued

### Viewing Future Rides

You can view pertinent information about the upcoming rides from the vertical pad.



Ride Detail	Definition
<b>Red Arrow</b>	Trip Number
<b>Purple Arrow</b>	Member's Plan
<b>Dark Green Arrow</b>	Type of Transportation
<b>Orange Arrow</b>	Ride has been confirmed by transportation provider
<b>Yellow Arrow</b>	Transportation provider
<b>Fuchsia Arrow</b>	Date and day of the week of transportation
<b>Light Blue Arrow</b>	Out – Outbound ride from member's home to clinic In – Inbound ride from clinic to member's home
<b>Black Arrow</b>	Pick up time
<b>Blue Arrow</b>	Pick up location
<b>Grey Arrow</b>	Appointment time
<b>Neon Green Arrow</b>	Appointment Location

# Scheduling Transportation

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## Introduction

From the Trips Management vertical pad, you will schedule the following types of transportation:

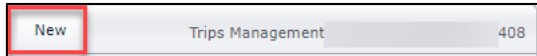

- One-way rides
- Round trip rides
- Multi-leg rides

**Note:** Recurring rides will be scheduled in a different vertical pad.

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## Process

Please follow the steps below for scheduling transportation in the Trips Management vertical pad.

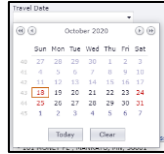
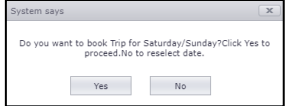
Step	Action
1	Click <b>New</b> in the upper left hand corner. 
2	A new screen will pop where the ride request can be entered. If the member has any alerts on their account, it will display at the top of the screen.  Click <b>OK</b> to remove the alert.
3	Under the <b>Agency (Plan and Benefit)</b> drop down, select the type of transportation that you are scheduling.
4	Under <b>Client Name and Address, Client Phone, and Client Alternate Phone</b> , the member's information will be displayed.  This information cannot be changed.

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## Scheduling Transportation, Continued

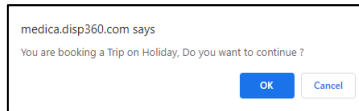

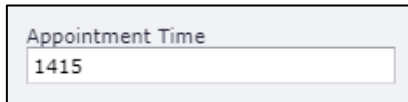
Process,  
continued

Step	Action				
5	<p>Under <b>Service Authorization Number (for Plan)</b>, this is where the member's current authorizations can be pulled into the ride.</p> <p><b>Note:</b> If there is no authorization required for the member's ride, select <b>Authorization Not Required</b>.</p> <table border="1"> <tr> <th>Trip Type</th><th>Address</th></tr> <tr> <td>ANR</td><td>AUTHORIZATION NOT REQUIRED</td></tr> </table>	Trip Type	Address	ANR	AUTHORIZATION NOT REQUIRED
Trip Type	Address				
ANR	AUTHORIZATION NOT REQUIRED				
6a	<p>Enter the travel date. You can either select the drop down to view the calendar or type in the date of the appointment.</p>  <p><b>Note:</b> If you select a date where the member already has an appointment scheduled, a pop up will display with the same date trip information.</p> <p>QRyde will not stop you from scheduling more than one ride on the same day, but it will provide you with the ride details.</p>				
6b	<p>If you select a date that is on the weekend, a pop up will display asking if you want to continue to schedule transportation.</p>  <p><b>Note:</b> QRyde will not stop you from scheduling rides on the weekend, but it will ask for confirmation before proceeding. This will serve as a reminder that some transportation providers are limited on the weekend.</p>				

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## Scheduling Transportation, Continued

Process,  
continued

Step	Action
6c	<p>If you select a date that is on a holiday, a pop up will display asking if you want to continue to schedule transportation.</p>  <p>All Medica and federal holidays have been loaded into QRyde.</p> <p><b>Note:</b> QRyde will not stop you from scheduling rides on a holiday, but it will ask for confirmation before proceeding. This will serve as a reminder that some transportation providers are limited on holidays.</p>
7	<p>Next to Travel Date, there are two check boxes:</p> <ul style="list-style-type: none"> <li>• One Way</li> <li>• Inbound Leg</li> </ul>  <p><b>Note:</b> If it is a one way ride, you must select the <i>One Way</i> box. We will use the <i>Inbound Leg</i> box when adding legs to an already scheduled ride.</p>
8	<p>Enter in the Appointment Time in the <b>Appointment Time</b> field.</p>  <p>You will use military time for all time slots.</p>

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## Scheduling Transportation, Continued

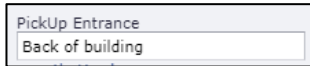
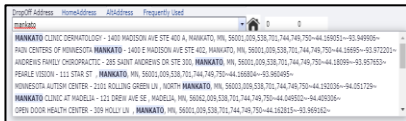
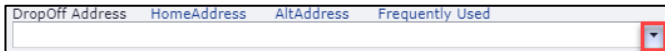
Process,  
continued

Step	Action
9	<p>For the member's Pick Up Time, the system will automatically generate a pick up time based on the member's travel time to their location with an additional 30 minutes.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• The member's appointment time is at 10:30 am</li> <li>• The travel time from the member's home to the location is 25 minutes</li> <li>• The system will add an additional 30 minutes to the pick time</li> <li>• The member's pick up time is 9:35 am</li> </ul> <p>10:30 appointment – 25 minutes travel time – 30 minutes = 9:35 am.</p> <p><b>Note:</b> The system will automatically generate the pick up time once the ride is saved. If the member wants to change the pick time, that the system has generated, that can be done by editing the ride.</p>
10	<p>In the <b>Who Called</b> drop down, select the individual who called to schedule transportation.</p> <div data-bbox="815 1255 1177 1348" data-label="Form"> <p>The screenshot shows a dropdown menu with the label 'WhoCalled' and the selected option 'MEMBER'.</p> </div> <p>You may only select one individual:</p> <ul style="list-style-type: none"> <li>• AUTH REP</li> <li>• CARE COORDINATOR</li> <li>• CASE MANAGER/SOCIAL WORKER</li> <li>• FACILITY</li> <li>• FOSTER CARE</li> <li>• HEALTH ADVOCATE</li> <li>• INTERPRETER</li> <li>• MEMBER (Default)</li> <li>• MEMBER REP</li> </ul>

*Continued on next page*

## Scheduling Transportation, Continued

Process,  
continued

Step	Action
11	The <b>Completion Status</b> and <b>Cancellation Reason</b> drop downs only become active when rides are being edited.
12	The <b>Pick Up Address</b> and <b>PU Phone</b> field will automatically be populated from the address and phone number on the Member Profile page.
13	In the <b>Pick Up Entrance</b> field, type in the location of where the member would like to be picked up.  
14a	<p>In the <b>Drop Off Address</b> field, type in the drop off location.</p> <p><b>Note:</b> If an authorization was selected, the address from the authorization is populated into the drop off address field.</p> <p>You can search for locations by:</p> <ul style="list-style-type: none"> <li>• Name of Clinic/Facility/Silver Sneakers Address</li> <li>• Provider Name</li> <li>• City Name</li> </ul>  <p>Click on the facility name to add it into the ride.</p> <p><b>Note:</b> 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> 

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## Scheduling Transportation, Continued

Process,  
continued

**Note:** Travel time is determined by historical data and time of day. For example, rides during rush hour will have a longer travel time

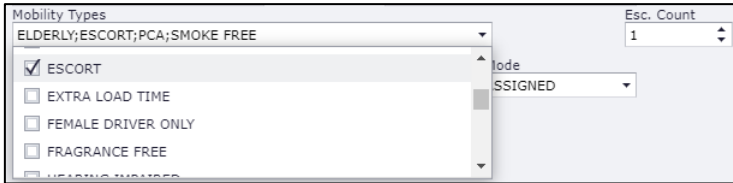
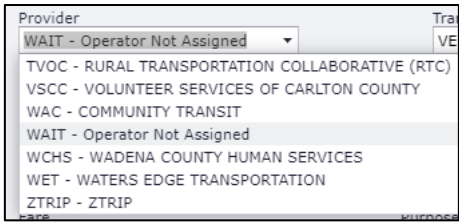
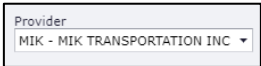
Step	Action
14b	<p>You can also click on <b>Frequently Used</b> to view previous drop off locations for the member.</p> <p>You can also search by ride date to narrow down your results.</p> <p>To pull one of these addresses into the ride, double click on the address.</p>
15	<p>In the <b>DO (Drop Off) Phone</b> and <b>Drop Off Entrance</b>, you can type in a drop off phone number and specific entrance to drop the member off.</p> <div data-bbox="613 861 1385 924"> </div> <p>These fields are optional.</p>
16	<p>When you select a drop off location, the system will automatically generate a <b>Distance</b> and <b>Travel Time</b>. This is where the pick up time is calculated from.</p> <div data-bbox="647 1201 1349 1274"> </div>
17	<p>Under the <b>Mobility Types</b> drop down, you can select multiple drop downs to meet the member's need for that specific ride.</p> <div data-bbox="665 1434 1328 1675"> </div> <p><b>Note:</b> If any Mobility Type is selected on the Member Profile page, it will automatically be checked on all future rides.</p>

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## Scheduling Transportation, Continued

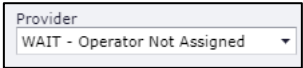
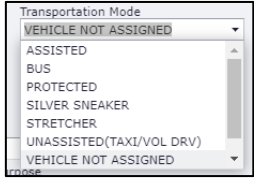
Process,  
continued

Step	Action
18	<p>To add additional passengers to the ride, the <i>Escort</i> mobility type must be checked.</p>  <p>Once <i>Escort</i> is selected, the <b>Esc. Count</b> drop down will become active. You can use the drop down to add any additional passengers.</p>
19a	<p>In the <b>Provider</b> drop down, all Medica transportation providers are listed, as well as, <i>WAIT – OPERATOR NOT ASSIGNED</i>.</p> 
19b	<p>If the member's transportation requires a specific provider, such as SilverSneakers, Medicare Advantage, or a member alert or if a member requests a specific provider, you will select the provider in this drop down.</p> 

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## Scheduling Transportation, Continued

Process,  
continued

Step	Action
19c	<p>If the member's transportation does not require a specific provider or there is no member preference, you will select <i>WAIT – OPERATOR NOT ASSIGNED</i>.</p>  <p>The member's transportation provider will be selected in the <b>Provider Ranking</b> drop down.</p>
20	<p>In the <b>Transportation Mode</b> drop down, you will select the appropriate type of vehicle for the transportation.</p>  <ul style="list-style-type: none"> <li>• <i>Assisted</i> – Member Requires Driver Assistance (STS)</li> <li>• <i>Bus</i> – Public Transit</li> <li>• <i>Protected</i> – Protected Vehicle (STS)</li> <li>• <i>Silver Sneaker</i> – Rides to SilverSneakers</li> <li>• <i>Stretcher</i> – Stretcher Vehicle (STS)</li> <li>• <i>Unassisted (Taxi/Vol Drv)</i> – Non-Emergency Medical Transportation (NEMT)</li> <li>• <i>Vehicle Not Assigned</i> – Default</li> <li>• <i>Wheelchair Lift/Ramp</i> – Wheelchair Vehicle (STS)</li> </ul>

STS = Special  
Transportation  
Services

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## Scheduling Transportation, Continued

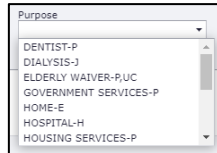
Process,  
continued

Step	Action																																													
21	<p>In the <b>Bus/Gift Card No.</b> field, the bus pass number will be populated if you are requesting a bus pass.</p> <div><div>Bus/Gift Card No.</div><div>Bus Pass</div></div> <p><b>Note:</b> The process for requesting bus passes is another a different training document.</p>																																													
22	<p>In the <b>Provider Ranking</b> drop down, this is where the system helps you determine the appropriate provider for the ride. Click on the black arrow to open up the Provider Ranking field.</p> <div><div>Provider Ranking</div><div>LowCost Operator</div><div></div></div> <p>Click on <i>Fill Provider Ranking</i> to provide a list of providers that have availability to accommodate the transportation.</p> <div><div>Fill Provider Ranking</div><div><table><tr><th>Operator</th><th>Comments</th><th>Mobility</th><th>Fare</th><th>PU Fee</th><th>Mile Rates</th><th>Free Mile</th><th>Phone</th><th>Monitor Fee</th></tr><tr><td>TPPLUS</td><td></td><td>UNASSISTED(DRV)</td><td>0</td><td>0</td><td>0</td><td>0</td><td>763-592-6400</td><td>0</td></tr><tr><td>BWTAXI</td><td></td><td>UNASSISTED(DRV)</td><td>0</td><td>0</td><td>0</td><td>0</td><td>612-333-0469</td><td>0</td></tr><tr><td>ACC</td><td></td><td>UNASSISTED(DRV)</td><td>0</td><td>0</td><td>0</td><td>0</td><td>320-455-9200</td><td>0</td></tr><tr><td>AGING</td><td></td><td>UNASSISTED(DRV)</td><td>0</td><td>0</td><td>0</td><td>0</td><td>507-364-5663</td><td>0</td></tr></table></div><div>Close</div></div> <p>Double click on a provider to add them into the ride.</p>	Operator	Comments	Mobility	Fare	PU Fee	Mile Rates	Free Mile	Phone	Monitor Fee	TPPLUS		UNASSISTED(DRV)	0	0	0	0	763-592-6400	0	BWTAXI		UNASSISTED(DRV)	0	0	0	0	612-333-0469	0	ACC		UNASSISTED(DRV)	0	0	0	0	320-455-9200	0	AGING		UNASSISTED(DRV)	0	0	0	0	507-364-5663	0
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ACC		UNASSISTED(DRV)	0	0	0	0	320-455-9200	0																																						
AGING		UNASSISTED(DRV)	0	0	0	0	507-364-5663	0																																						

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## Scheduling Transportation, Continued

Process,  
continued


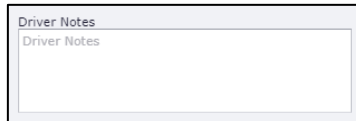
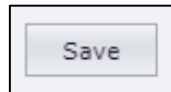
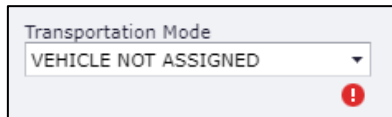
Step	Action
23	<p>In the <b>Ride Purpose</b> drop down, you will select the reason for the ride. You are only able to select one drop down.</p>  <p><b>Note:</b> You will select the ride purpose that matches the drop off location of the ride.</p> <ul style="list-style-type: none"> <li>• <i>Chiropractor</i> – Chiropractor Clinic</li> <li>• <i>Dentist</i> – Dentist Clinic or Facility</li> <li>• <i>Dialysis</i> – Dialysis Clinic or Facility</li> <li>• <i>DME</i> – DME Store</li> <li>• <i>Elderly Waiver</i> – Elderly Waiver location where Elderly Waiver Authorization is used</li> <li>• <i>Eye Clinic</i> – Eye Clinic or Facility</li> <li>• <i>Government Services</i> <ul style="list-style-type: none"> <li>○ WIC Appointments</li> <li>○ Court Ordered Services</li> </ul> </li> <li>• <i>Home</i> – Member's Home</li> <li>• <i>Hospital</i> – Emergency Room or Hospital</li> <li>• <i>Housing Services</i> – Housing Stabilization Services</li> <li>• <i>Medica Advisory Committee</i> – Member Meetings at Medica</li> <li>• <i>Medical Clinic</i> – Any type of medical clinic appointment not otherwise listed <ul style="list-style-type: none"> <li>○ Primary/Specialty Care</li> <li>○ Behavioral Health</li> </ul> </li> <li>• <i>Methadone</i> – Methadone Treatment</li> <li>• <i>Pharmacy</i> – Stand-alone or Clinic Pharmacies</li> <li>• <i>SilverSneakers</i> – SilverSneakers locations</li> <li>• <i>SNF Facility</i> – Member living in a SNF</li> <li>• <i>Support Groups</i> – Support Groups location where Support Group Authorization is used</li> <li>• <i>VA System</i> – Clinic or Facility</li> </ul>

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## Scheduling Transportation, Continued

Process,  
continued

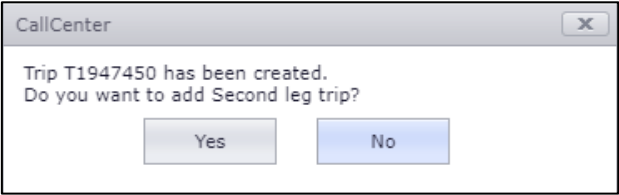
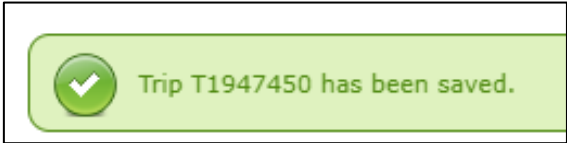

**Note:** Like all member requests, we can enter in the request, but we cannot guarantee that the transportation provider is able to accommodate.

Step	Action
24	<p>In the <b>Client Notes</b> section, this is where any member alerts will be displayed.</p> 
25	<p>In the <b>Driver Notes</b> section, this is where you will type out any requests to the transportation provider. You will only type in requests that have not been requested in other sections of the ride request.</p>  <p>These notes will be given to the transportation provider and not the individual driver.</p>
26	<p>Once all fields have been entered in the ride request, click <b>Save</b>, to save the ride and submit to the transportation provider.</p>  <p>Once you click <b>Save</b>, the ride is immediately sent to the transportation provider.</p> <p><b>Note:</b> If there are any required fields that are missing, the system will generate a red exclamation point letting you know that there is missing information.</p> 

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## Scheduling Transportation, Continued

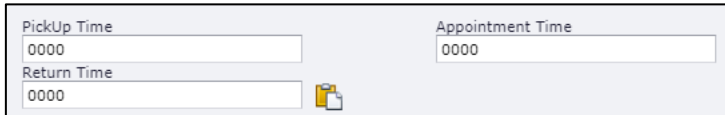
Process,  
continued

Step	Action
27	<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 second leg of the ride.</p>  <ul style="list-style-type: none"><li>• For a one-way ride, you will select <i>No</i></li><li>• For a round trip or multi-leg ride, you will select <i>Yes</i></li></ul>
28a	<p>If you select <i>No</i> to schedule a second leg, at the top of the screen, the system will give you a confirmation that the ride has been saved.</p>  <p>Click <b>Close</b> in the Trips Management screen to go back to the main page.</p> 

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## Scheduling Transportation, Continued

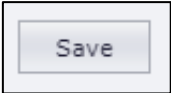
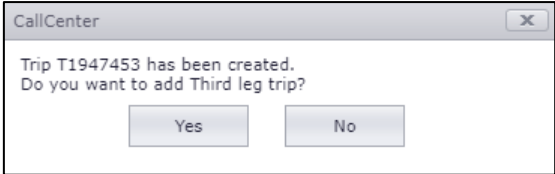

Process,  
continued

Step	Action
28b	<p>If you select <b>Yes</b> to schedule a second leg, all the ride details that you have entered for the first leg will remain for the second leg.</p> <p><b>Appointment Time, Pick Up Time, and Return Time</b> has been zeroed out.</p>  <p>Members will have the ability to request a return ride pick up time, if they would like. This is optional.</p> <p><b>Note:</b> We will discuss the process of what happens when a member misses their scheduled return ride pick up time later on in training.</p>
29	<p>You will also notice that the <b>Pick Up Address</b> and <b>Drop Off Address</b> locations have been flipped for the return ride.</p>
30	<p>You will quality check the remaining fields to make sure they match the member's transportation request.</p> <p><b>Note:</b> You do not need to change the <b>Ride Purpose</b> drop down.</p>

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## Scheduling Transportation, Continued

Process,  
continued

Step	Action
31	<p>Once you have quality checked all required fields, click <b>Save</b>, to save the ride and submit to the transportation provider.</p>  <p>Once you click <b>Save</b>, the ride is immediately sent to the transportation provider.</p>
32	<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 third leg of the ride.</p>  <ul style="list-style-type: none"><li>• For a round trip ride, you will select <i>No</i></li><li>• For a multi-leg ride, you will select <i>Yes</i></li></ul> <p><b>Note:</b> We will be discussing multi-leg rides later in training.</p>
33	<p>Once the ride has been saved, click <b>Close</b> in the Trips Management screen to go back to the main page.</p> 



## Scheduling a Multi-Leg Trip

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### Introduction

Scheduling a multi-leg trip is not that much different from scheduling a one-way or round trip rides. Since QRyde schedules rides one leg a time, you will be able to customize each leg of the ride for the member.

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### Process

Please follow the steps below for scheduling a multi-leg ride.

Step	Action
1	Click <b>New</b> in the upper left hand corner.
2	<p>A new screen will pop where the ride request can be entered. If the member has any alerts on their account, it will display at the top of the screen.</p> <div data-bbox="803 856 1185 1008"><p>medica.disp360.com says Comment Reminder: Mbr can only ride with MIK</p><p>OK</p></div> <p>Click <b>OK</b> to remove the alert.</p>
3	Under the <b>Agency (Plan and Benefit)</b> drop down, select the type of transportation that you are scheduling.
4	<p>Under <b>Client Name and Address, Client Phone, and Client Alternate Phone</b>, the member's information will be displayed.</p> <p>This information cannot be changed.</p>

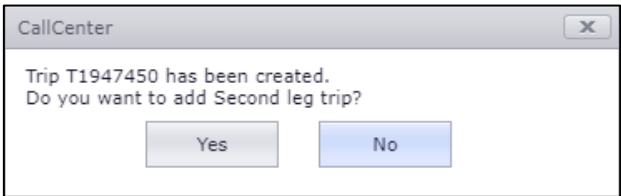
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## Scheduling a Multi-Leg Trip, Continued

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Process,  
continued

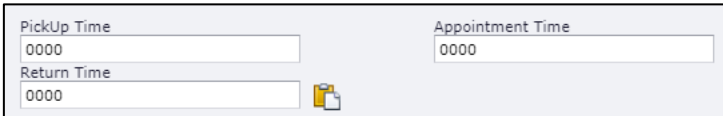
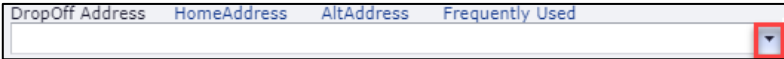
Step	Action
5	<p>You will continue setting up the ride request as normal, including:</p> <ul style="list-style-type: none"><li>• Selecting an Authorization or Authorization Not Needed</li><li>• Travel Date</li><li>• Appointment Time</li><li>• Who Called</li><li>• Pick Up Address</li><li>• Drop Off Address</li><li>• Mobility Types</li><li>• Provider</li><li>• Transportation Mode</li><li>• Ride Purpose</li></ul>
6	<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 second leg of the ride.</p>  <ul style="list-style-type: none"><li>• For a one-way ride, you will select <i>No</i></li><li>• For a round trip or multi-leg ride, you will select <i>Yes</i></li></ul>

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## Scheduling a Multi-Leg Trip, Continued

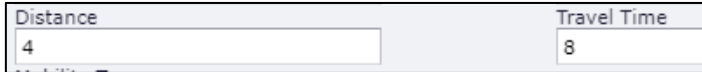
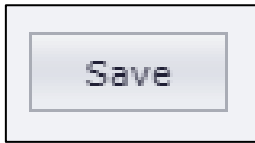
Process,  
continued

Step	Action
7	<p>If you select <b>Yes</b> to schedule a second leg, all the ride details that you have entered for the first leg will remain for the second leg.</p> <p><b>Appointment Time, Pick Up Time, and Return Time</b> has been zeroed out.</p>  <p>Members will have the ability to request a return ride pick up time, if they would like. This is optional.</p>
8	<p>You will also notice that the <b>Pick Up Address</b> and <b>Drop Off Address</b> locations have been flipped for the return ride.</p>
9a	<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> 

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## Scheduling a Multi-Leg Trip, Continued

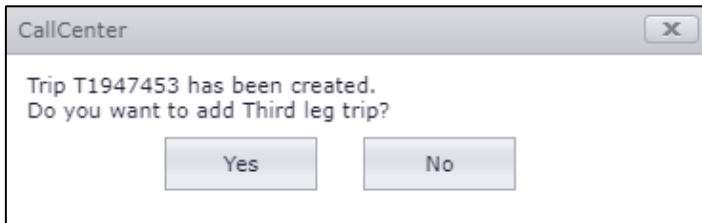
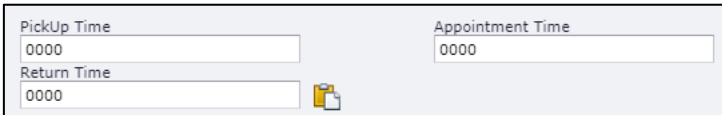
Process,  
continued

Step	Action
9b	<p>You can also click on <b>Frequently Used</b> 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>
10	<p>When you select a drop off location, the system will automatically generate a <b>Distance</b> and <b>Travel Time</b>.</p>  <p>The screenshot shows a form with two fields. The first field is labeled 'Distance' and contains the number '4'. The second field is labeled 'Travel Time' and contains the number '8'.</p>
11	<p>You will quality check the remaining fields to make sure they match the member's transportation request.</p> <p><b>Note:</b> You do not need to change the <b>Ride Purpose</b> drop down.</p>
12	<p>Once you have quality checked all required fields, click <b>Save</b>, to save the ride and submit to the transportation provider.</p>  <p>The screenshot shows a button labeled 'Save'.</p> <p>Once you click <b>Save</b>, the ride is immediately sent to the transportation provider.</p>

*Continued on next page*

## Scheduling a Multi-Leg Trip, Continued

Process,  
continued

Step	Action
13	<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 third leg of the ride.</p>  <ul style="list-style-type: none"> <li>• For a round trip ride, you will select <i>No</i></li> <li>• For a multi-leg ride, you will select <i>Yes</i></li> </ul>
14	<p>If you select <i>Yes</i> to schedule a third leg, all the ride details that you have entered for the second leg will remain for the third leg.</p> <p><b>Appointment Time, Pick Up Time, and Return Time</b> has been zeroed out.</p>  <p>Members will have the ability to request a return ride pick up time, if they would like. This is optional.</p> <p><b>Note:</b> We will discuss the process of what happens when a member misses their scheduled return ride pick up time later on in training.</p>

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## Scheduling a Multi-Leg Trip, Continued

Process,  
continued

Step	Action				
15	You will also notice that the <b>Pick Up Address</b> and <b>Drop Off Address</b> locations have been flipped for the return ride.				
16	<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>				
17	<p>When you select a drop off location, the system will automatically generate a <b>Distance</b> and <b>Travel Time</b>.</p> <div><table><tr><td>Distance</td><td>Travel Time</td></tr><tr><td>4</td><td>8</td></tr></table></div>	Distance	Travel Time	4	8
Distance	Travel Time				
4	8				
18	<p>You will quality check the remaining fields to make sure they match the member's transportation request.</p> <p><b>Note:</b> You do not need to change the <b>Ride Purpose</b>.</p>				
19	<p>Once you have quality checked all required fields, click <b>Save</b>, to save the ride and submit to the transportation provider.</p> <p>Once you click <b>Save</b>, the ride is immediately sent to the transportation provider.</p>				
20	<p>Once the ride has been saved, the system will generate a confirmation message as well as the trip number.</p> <p>The system will continue asking if you want to schedule additional legs until you hit cancel and go back to the main page.</p> <p>Click <b>Close</b> in the Trips Management screen to go back to the main page.</p>				

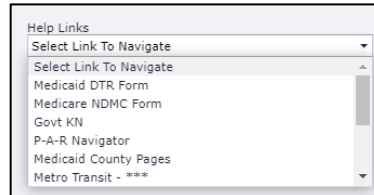
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## Help Links

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### Introduction

In the trip scheduling screen, there is a drop down of help links that provide commonly used documents or websites to assist you with scheduling transportation.



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### Links

The following links are available for reference:

- Medicaid DTR Form
- Medicare NDMC Form
- Govt KN
- P-A-R Navigator
- Medicaid County Pages
- Metro Transit Website\*\*\*
- SilverSneakers Website\*\*\*
- Medica.com\*\*\*
- Medicaid Find a Doc\*\*\*
- Medicare Find a Doc\*\*\*
- MNits\*\*\*
- RRP Authorization List\*\*\*

When you click on the link, the website or document will open in a new tab in Chrome.

**Note:** The links with \*\*\* are links that are only available to external users. All links are available for internal users.

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