QRyde – Searching for Members in the Client Management Pad

Introduction The Client Management pad in QRyde is where Medica member data is stored. In this pad, you will be able to:

- Determine member eligibility and plan information
- View member alerts
- View and edit mobility types

The Client Management pad will be your first step to scheduling transportation.

Process

Please follow the steps below for locating a member in QRyde.

Step	Action
1	In the search bar, type in the member's ID number.
	Note : You will not be able to search by the member's social security number. If the member does not have their ID number, you can also by search by the member's name and phone number.
2	 To search by the member's name, you can enter in a few different ways: Last name only Last name, First name Last name, First letter of first name
3	To search by phone number, enter in the member's phone number in the search field. You must enter in #, before entering in the digits.

QRyde – Searching for Members in the Client Management Pad,

Continued

Process,		
continued	Step	Action
	4	Depending on your search, you may have one or more timelines
		appear.
		Note : If the member has multiple timelines or multiple plans
		(Medicare plan and a Medicaid plan), then there will be a
		multiple results.
	5	From the Client Management pad, you can view the following
		information from the search results.
		Member Name
		Member Plan
		Member ID Number
		Member Date of Birth
		Member Phone Number
		Member Enrollment Status
		Member Address
	6	To view the member's profile, double click on the member you
		would like to view. Once you double click, a new window will
		display the member's details.
	7	In the member profile, you can view the following information:
		Member's First and Last Name
		Member's Address and Phone Number
		 Member's Plan and Eligibility Date
		Member's Date of Birth
		Note : If you are receiving multiple timelines for a member,
		checking the member profile page for eligibility dates will ensure
		that you are selecting an active member.

Member Profile

Introduction The Member Profile provides valuable information about the member and their Medicaid or Medicare plan.

The information loaded in the member profile page is loaded from the eligibility file we receive from the state for Medicaid members and from HealthRules for Medicare Advantage members.

Care Coordinators, Case Managers, and Call Center leadership will also have the ability to edit the information in the member profile.

Member Details At the top of the member profile, you will see:

- Member's first and last name
- Member's middle initial or name
- Member's home address
- Member's phone number

Note: If the member wants to change their address or phone number, please follow the customer service process. If the member wants to be picked up at a different location or use a different phone number, you will not change the information in the member profile.

Member Eligibility In the Eligibility section, you will see:

- Member's Plan
- Member's Care System (Medicaid only)
- Member's Eligibility Start and End Date
- Member's Active or Termed Status

1	Action	Elig Name		Elig Code	Start Date	End Date	Status
	Edit New	DUAL SOLUTION - MCS		MSHOEW	3/1/2020	12/31/2020	ACTIVE
	Edit New	DUAL SOLUTION - MCS		MSHOINT	3/1/2020	12/31/2020	ACTIVE
	Edit New	DUAL SOLUTION - MCS		MSHOPAR	3/1/2020	12/31/2020	ACTIVE
	Edit New	DUAL SOLUTION - MCS		MSHOSS	3/1/2020	12/31/2020	ACTIVE

Note: If your search results displayed multiple timelines, the Eligibility section will show you if the timeline you selected is active or not. You must select an active timeline to schedule transportation.

When viewing the Eligibility section, you will notice that may be multiple Eligibility lines for the same member with the same eligibility dates.

This is how QRyde details what types of rides and appointments the members are eligible for. Since there are different benefits between our Medicare and Medicaid plans, there was a need to distinguish the benefits.

Elig Name	Elig Code
DUAL SOLUTION - MCS	MSHOEW
DUAL SOLUTION - MCS	MSHOINT
DUAL SOLUTION - MCS	MSHOPAR
DUAL SOLUTION - MCS	MSHOSS

For example: MSHO members have the ability to schedule transportation and appointments for:

- Elderly Waiver (listed as MSHOEW)
- Interpreter Appointments (listed as MSHOINT)
- Provide-A-Ride (listed MSHOPAR)
- SilverSneakers (listed MSHOSS)

If the member doesn't have a specific benefit, it will not be listed under Eligibility.

Mobility Types The Mobility Types drop down allows the documentation of a member specific request to be saved in the Member Profile. When a Mobility Type is selected on the Member Profile, it will automatically be loaded into every transportation appointment.

iobility Types	
AMBULATORY W/ ASSISTANCE	
ASAP RIDE	
BARIATRIC	
BOOSTER SEAT	
CANE	

Note: To edit Mobility Types, check and uncheck the Mobility Type and click Save at the bottom of the Member Profile.

Please reference the grid below for the Mobility Type definitions.

Mobility Type	Definition
Ambulatory with	Members requires assistance getting in and out of
Assistance	vehicle – Special Transportation
ASAP Ride	Ride needed for emergency transportation with
	pick up time as soon as possible
Bariatric	Bariatric wheelchair – Special Transportation
Booster Seat	Member requests a booster seat
Cane	Member uses a cane
Companion	Lightweight Wheelchair
Wheelchair	
Crutches	Member uses crutches
Curb to Curb	Member needs curb to curb assistance – non-
	Special Transportation
Door through Door	Member needs door through door assistance –
	Special Transportation

Mobility T	ypes,
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Note: A member that is 65 and older will have elderly mobility type sent to the provider.

Mobility Type	Definition
Door to Door	Member requires assistance to door of facility – Special Transportation
Elderly	Member is elderly and may require some extra time or assistance
Electric Wheelchair	Member has electric wheelchair – Special Transportation
Escort	Member has passengers riding with them
Extra Load Time	Member requires extra load time
Female Only	Member requests a female driver or interpreter
Final Ride	Last leg of the ride
Fragrance Free	Member requests a fragrance free vehicle
Hearing Impaired	Member is hearing impaired and may require some extra assistance
Life Sustaining	Transportation is to a life sustaining appointment like dialysis or chemotherapy
Lift Required	Special Transportation vehicle
Male Only	Member requests a male driver or interpreter
Member has Car Seat	Member is bring a car seat
Mini-van Only	Member requests van only
Need our Wheelchair	Need STS vendor wheelchair

Mobility Types,				
continued	Mobility Type	Definition		
	Next Day Ride	Ride is for next day appointment		
Note: More than one	Oxygen	Member uses Oxygen equipment		
can be selected at a time.	РСА	Member has PCA that is riding along		
	Protected Trans	Special Transportation vehicle		
	Scooter	Electric wheelchair		
	Seatbelt Extension	Member needs seatbelt extension		
	Sedan Only	Member requests sedan only		
	Service Animals	Member has a support animal		
	Smoke Free	Member requests smoke free vehicle		
	Stretcher	Special Transportation vehicle		
	Teen	Member is a teenager		
	Visually Impaired	Member is visually impaired and may require some assistance		
	Walker	Member uses a walker		
	WC Transfer	Member can transfer from wheelchair to cab without assistance		
	Wheel Chair	Member has wheelchair – Special Transportation		
	Xtra Wide	Member has extra wide wheelchair – Special		
	Wheelchair	Transportation		
	Youth	Member is a youth		

Esc. Count The Esc. Count drop down is for additional passengers riding with the member. The Escort drop down must be selected in Mobility Types, in order for the Esc. Count drop down to be active.

Mobility Types	Esc. Count
ESCORT	• 1 •
	A
ELECTRIC WHEELCHAIR	
SCORT ESCORT	
EXTRA LOAD TIME	
EEMALE DRIVER ONLY	Gender
	Female

Additional Member Details

There are additional information stored in the Member Profile to display the member's eligibility information and member's requirements or requests for transportation.

Information	Definition
Provider Exclusion	If there is any transportation provider that the member does not want to ride with, this can be added to the member profile. Note : Only the Provider Oversight team will be able to add providers to this list.
Date of Birth	Member's date of birth
SSN	This field will be left blank
Gender	Member's gender
Institutionalized	This box will be checked if the member is institutionalized
Medicaid #	Member's Medicaid # (8 digits)

Additional Member Details, continued There are additional information stored in the Member Profile to display the member's eligibility information and member's requirements or requests for transportation.

Information	Definition
Medicare #	Member's Medicare #
Preferred Language	Member's preferred language
Care Coordination Delegate	Member's Care Coordination delegate
MMIS	Not Used
Subscriber ID	Member's Medica ID number
Emergency Contact	Member can add an Emergency Contact to QRyde. Note : This is an optional field that is not shared with the transportation provider. It is internal information only

Client Notes The Client Notes field is the alerts field. If the member has any alerts on their account, it will be documented in the Client Notes field.

Client Notes			
Mbr can only ride with M	IK		

The Reminder box adds the alert to the member's profile and will be displayed through the QRyde portal.

medica.disp360.com says	
Comment Reminder:	
Mbr can only ride with MIK	
	ок

When a member has an alert on their profile, the member's name will become bolded and in red ink. This signifies that the member has an alert.

New	Client Management 925
C461082 (D	UAL SOLUTION - MCS) SUBS: DOB: [71 Yrs] with Reminder)) Status: ACTIVE
1	, MN 56001

We will see a variety of alerts for both Medicare and Medicaid members, such as:

- Restricted Recipient Program (RRP)
- Elderly Waiver (EW)
- Public Transportation
- Transportation Providers

Notes: Alerts can only be entered in by the Provider Oversight team and RRP nurses.