

Submitting Bus Pass Requests

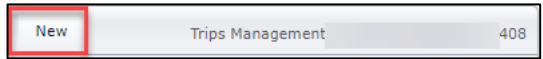

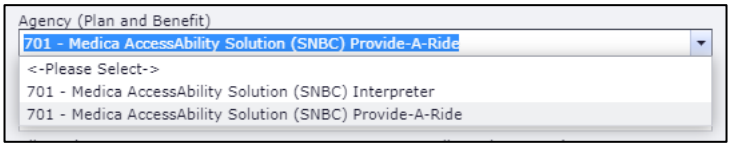
Introduction

In QRYde, we will be able to submit all bus pass requests, including issuing new passes, reloading bus passes, and cancelling bus passes. We no longer have to submit bus pass requests via email to the Provider Oversight team.

The rules and guidelines for bus pass requests with requiring three scheduled appointments is not changing. In QRYde, we will enter in all three appointments, even if the member is going to the same location for all three appointments.

Process

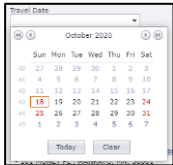
Follow the steps below for bus pass requests in QRYde.

Step	Action
1	Locate the member in QRYde.
2	<p>In the Trips Management vertical pad, click New in the upper left hand corner.</p> 
3	<p>A new screen will pop where the bus request can be entered. If the member has any alerts on their account, it will display at the top of the screen.</p>  <p>Click OK to remove the alert.</p>
4	<p>Under the Agency (Plan and Benefit) drop down, select the Provide-A-Ride line.</p> 

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Submitting Bus Pass Requests, Continued

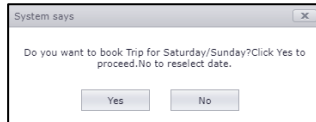
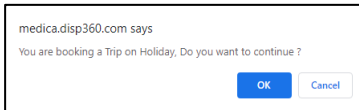
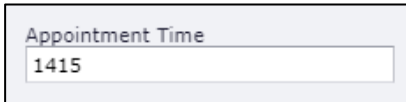
Process,
continued

Step	Action				
5	<p>Under Client Name and Address, Client Phone, and Client Alternate Phone, the member's information will be displayed.</p> <p>This information cannot be changed.</p>				
6	<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> <table border="1"> <tr> <td>Trip Type</td><td>Address</td></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				
7a	<p>Enter the date of the first appointment. You can either select the drop down to view the calendar or type in the date of the appointment.</p> 				
7b	<p>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>Note: If the member has a cab ride scheduled, do not forget to cancel that cab ride as the member must use their bus pass for all future appointments, taking into account the bus pass exceptions.</p>				

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Submitting Bus Pass Requests, Continued


Process,
continued

Step	Action
7c	<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> 
7d	<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>
8	<p>Enter in the Appointment Time in the Appointment Time field.</p>  <p>You will use military time for all time slots.</p>
9	<p>For the member's Pick Up Time, you can leave this blank as the pick up time doesn't apply to bus pass requests.</p>

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Submitting Bus Pass Requests, Continued

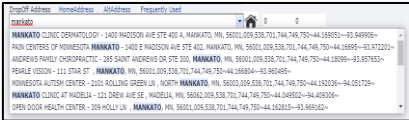
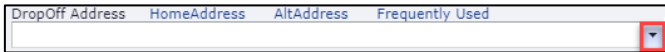
Process,
continued

Step	Action
10	<p>In the Who Called drop down, select the individual who called to schedule transportation.</p>  <p>You may only select one individual:</p> <ul style="list-style-type: none">• AUTH REP• CARE COORDINATOR• CASE MANAGER/SOCIAL WORKER• FACILITY• FOSTER CARE• HEALTH ADVOCATE• INTERPRETER• MEMBER (Default)• MEMBER REP
11	<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>

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Submitting Bus Pass Requests, Continued

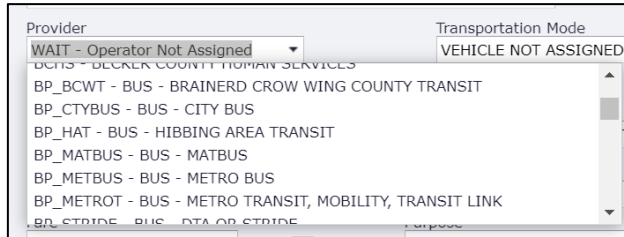
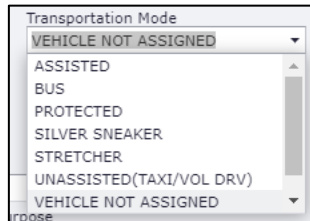
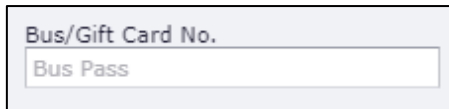
Process,
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Step	Action
12a	<p>In the Drop Off Address field, type in the drop off location of the first appointment.</p> <p>Note: If an authorization was selected, the address from the authorization is populated into the drop off address field.</p> <p>You can search for locations by:</p> <ul style="list-style-type: none"> • 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> 
12b	<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, double click on the address.</p>

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Submitting Bus Pass Requests, Continued

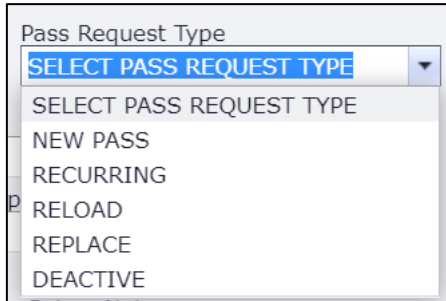
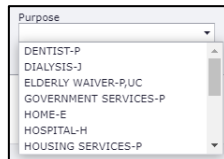
Process,
continued

Step	Action
13	<p>Select the bus provider, in the Provider drop down. All Medica bus providers are listed.</p> 
14	<p>In the Transportation Mode drop down, select <i>Bus</i>.</p>  <ul style="list-style-type: none"> • <i>Bus</i> – Public Transit
15	<p>In the Bus/Gift Card No. field, the bus pass number will be populated if you are requesting a bus pass.</p>  <p>Note: If you are submitting a new request, there will be nothing in this field.</p>

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Submitting Bus Pass Requests, Continued


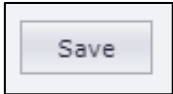
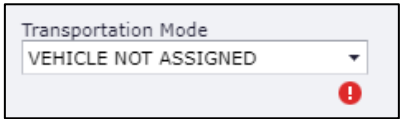
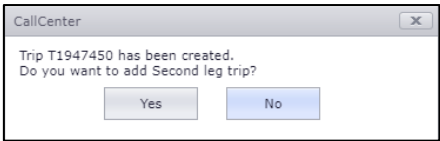
Process,
continued

Step	Action
16	<p>In the Pass Request Type drop down, select the type of pass you are requesting.</p>  <ul style="list-style-type: none"> • <i>New Pass</i> – Select this type when you are ordering a brand new pass for the member • <i>Recurring</i> – This is only used by Care Coordinators • <i>Reload</i> – Select this type when you are reloading a member's current bus pass • <i>Replace</i> – Select this type when you need to replace an existing bus pass • <i>Deactive</i> – Select this type when you need to cancel a bus pass <p>Note: Remember that the bus pass requests are stored in three different appointments, if you need to replace or deactivate, make sure to make the change in every bus appointment.</p>
18	<p>In the Ride Purpose drop down, you will select the reason for the ride. You are only able to select one drop down.</p> 

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Submitting Bus Pass Requests, Continued

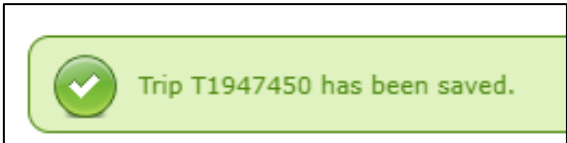
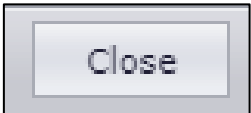
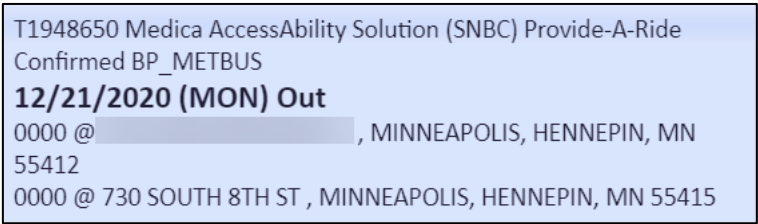
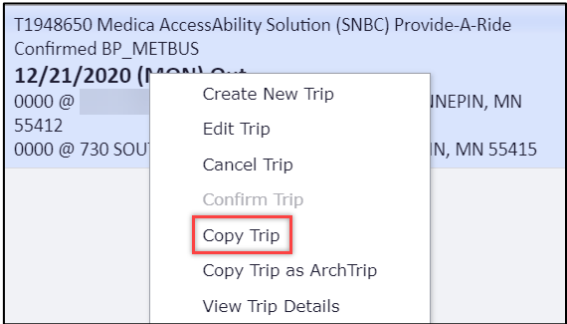
Process,
continued

Step	Action
19	<p>In the Client Notes section, this is where any member alerts will be displayed.</p>  <p>Note: If the member wants their pass mailed to a different address other than what is in the bus request, type in the address in the Client Notes field.</p>
20	<p>Once all fields have been entered in the bus request, click Save.</p>  <p>Note: 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> 
21	<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>  <p>You will select No.</p>

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Submitting Bus Pass Requests, Continued

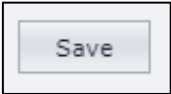
Process,
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Step	Action
22	<p>At the top of the screen, the system will give you a confirmation that the ride has been saved.</p>  <p>Click Close in the Trips Management screen to go back to the main page.</p> 
23	<p>Locate the first bus pass appointment in the Trips Management pad.</p> 
24	<p>Right click on the bus appointment and select Copy Trip.</p> 

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Submitting Bus Pass Requests, Continued

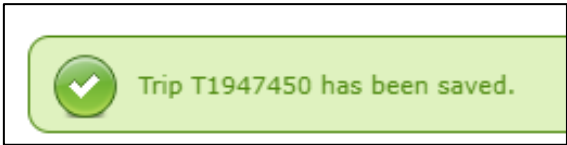
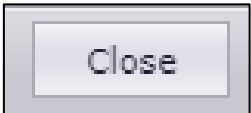
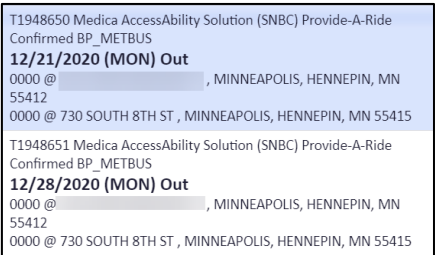
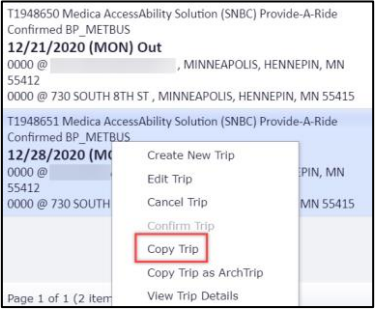
Process,
continued

Step	Action
25	<p>All of the details from the first bus appointment will be entered into the new appointment.</p> <p>You will need to update the following information:</p> <ul style="list-style-type: none">• <i>Travel Date</i> – You will need to enter in the second appointment date• <i>Appointment Time</i> – You will need to enter in the second appointment time• <i>Drop Off Address</i><ul style="list-style-type: none">○ If the drop off address for the second appointment is different, you will need to change it○ If the second appointment location is not different, you don't have to change the drop off address
26	<p>Once all fields have been entered in the bus request, click Save.</p> <div data-bbox="919 1180 1088 1272"></div> <p>Note: 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>
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> <p>You will select No.</p>

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Submitting Bus Pass Requests, Continued

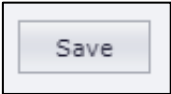
Process,
continued

Step	Action
28	<p>At the top of the screen, the system will give you a confirmation that the ride has been saved.</p>  <p>Click Close in the Trips Management screen to go back to the main page.</p> 
29	<p>Locate the second bus pass appointment in the Trips Management pad.</p> 
30	<p>Right click on the bus appointment and select Copy Trip.</p> 

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Submitting Bus Pass Requests, Continued

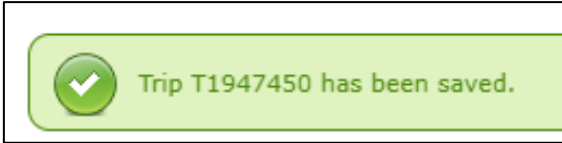
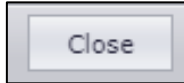
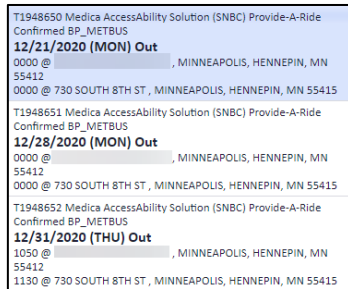
Process,
continued

Step	Action
31	<p>All of the details from the second bus appointment will be entered into the new appointment.</p> <p>You will need to update the following information:</p> <ul style="list-style-type: none">• <i>Travel Date</i> – You will need to enter in the second appointment date• <i>Appointment Time</i> – You will need to enter in the second appointment time• <i>Drop Off Address</i><ul style="list-style-type: none">○ If the drop off address for the second appointment is different, you will need to change it○ If the second appointment location is not different, you don't have to change the drop off address
32	<p>Once all fields have been entered in the bus request, click Save.</p> <div data-bbox="919 1180 1088 1272"></div> <p>Note: 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>
33	<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> <p>You will select No.</p>

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Submitting Bus Pass Requests, Continued

Process,
continued

Step	Action
34	<p>At the top of the screen, the system will give you a confirmation that the ride has been saved.</p>  <p>Click Close in the Trips Management screen to go back to the main page.</p> 
35	<p>All three bus appointments will be loaded into the Trips Management pad.</p> 
36	<p>There is no further action that is needed on your part. The Provider Oversight team will be pulling reports from QRyde daily and generating bus pass requests.</p> <p>When the pass has been generated, the bus pass field will be populated.</p> 