## WellRyde – Getting Onboarded

Version 2.1





## Agenda

Pre-Go Live Check List

Day in the life: Dispatching

Day in the life: Driver

Day in the life: Billing

Summary/How to get support

### **Live Demo**



What do I need to do in order to start using WellRyde?





## **Pre-Go Live Check List**

- Have a completed contract with Modivcare
- Have access to the Modivcare TP Portal
- Have all my credentialled drivers and vehicles been uploaded to your Modivcare TP Portal
- Have smartphones or tablets for my drivers to use to process their pickups and drop offs on the mobile app with a data plan
- Have completed the WellRyde Online Training courses
  - Online WellRyde Training: https://tp.modivcare.com/wellryde/in-network/training-for-providers?hsCtaTracking=cec18823-7470-4ab5-9e66-c69c51980e69%7Cec3796a9-ad17-44bd-8ea0-9605fd199ee2
    - Access in WellRyde Training inside Dispatch Portal  $\succ$
    - Drivers have access to WellRyde Driver Training Courses on the mobile app  $\succ$
- Have received your WellRyde dispatching portal login credentials? If not, email, anne.oneill@modivcare.com
- Have a laptop, PC or tablet to use when accessing the WellRyde Dispatching Portal

## WellRyde Dispatching Portal

- Dispatching portal access if from a web address (URL)
  - Web Address: https://portal.app.wellryde.com/
- No need for any special software to be downloaded or installed to your computer
- Use Google Chrome as the browser when launching the WellRyde Dispatching Portal
  - If the laptop, PC or tablet does not have Google Chrome download and install this application to the device







## WellRyde Driver Mobile App

- Download the WellRyde Driver mobile app from the Google Play Store or the Apple App Store
- Mobile app is available for Android or iOs (Apple) devices
- Each driver will have their own WellRyde log in credentials



- Default WellRyde Driver Mobile App Login: • Company Code: (Same company code for all users) User ID: First Initial+Last Name
  - Password: Password (type as shown)





### WellRyde Driver Mobile App – Set Location Services

- When the WellRyde driver app is installed, the driver will be asked to set their Location Services Permissions
- Location Services permission needs to be set to 'ALWAYS'
- Refer to the Location Services for iOS (Apple) and Android support documentation for complete steps

# Day in the life: Dispatching





### WellRyde Automatic Vehicle Locator

- Automatic Vehicle Locator (AVL) provides real-time visibility into where your drivers are and status updates on their trips
- Drivers will show on the map as vehicles once the driver logs into the WellRyde Driver Mobile App
- Vehicle Colors:
  - BLUE = Driver has no trips assigned to them on the mobile app 0 (Driver is idle)
  - **GREEN** = Driver is running on time to their pickups and drop offs
  - **RED** = Driver is late to a Pickup or a Drop Offs 0
  - YELLOW = Driver is running a little behind on their assigned trips 0



## Manage Users

- Users are defined as anyone who will need access to WellRyde
  - Dispatchers and Billers users will need to be created manually in WellRyde
  - Only NON-CREDENTIALED drivers will be created manually
- Complicore Credentialed drivers will import <u>AUTOMATICALLY</u> into your WellRyde dispatch portal
- If your drivers are credentialed through the Modivcare process, there is **NO** need to add drivers manually in WellRyde
  - See Login Credentials on slide 6
  - Note: Update the driver's email address to a valid email address

## Manage Users – Creating New User

- Create a user in WellRyde for additional dispatchers, billers, owners who will need access to WellRyde
- Add **User Role** (User Roles give the individual access to the functions they will use in WellRyde)
  - Member Admin Allows user access to admin functions (create users, reset passwords, billing, etc.)
  - **DI\_User** Must go along with Member Admin role Allows user to 'Create Users' in the system
  - **DI\_Dispatcher** Allows the user access to dispatching functions
  - DI\_Driver Allows the user access to the WellRyde Driver mobile app
  - Account Owner Only given to individuals who have decision making/financial responsibility to the company and allows this role to subscribe to Add-On/Pay For features in WellRyde
  - **DI\_Integration** Allows the user to upload or create Non Modivcare Trips This is only needed if non Modivcare Broker trips are being uploaded into the WellRyde dispatch portal.

### DO NOT USE ANY OTHER ROLES ON A USER PROFILE – THE OTHER ROLES WILL CAUSE PROBLEMS ACCESSING THE WELLRYDE APPLICATION.

### Manage Vehicles

- Complicore Credentialed vehicles will import <u>AUTOMATICALLY</u> into your WellRyde dispatch portal
  - Only NON-CREDENTIALED vehicles will be created manually
- If your vehicles are credentialed through the Modivcare process, there is **NO** need to add vehicles manually in WellRyde
- Vehicle Name is the last 6-Digits of the Vehicle Identification Number (VIN)
  - Vehicle Name is used by the drivers on the mobile app to assign the vehicle they are driving to the trips they are processing
  - Vehicle Name is also used by Modivcare to match up the vehicle on this system
  - DO NOT CHANGE THE VEHCILE NAME IN WELLRYDE

## Scheduling/Assigning Trips/Trip Management

	Home / Trips										
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 Transport/Trips • Select Trip Date Quickly Switch Drivers Cancel Trips • Reroute (Reject) Trips Will Call)

Note: WellRyde offers tools to auto schedule trips to drivers with Route Optimization and Recurring Routes (for Standing Orders).

# Assign Many Trips to One Driver Assign One Trip to One Driver

# Activate Will Call Trips (Update)

## Managing Trips

- Any trips assigned to you as a Transportation Provider can be seen in WellRyde under Transport/Trips screen.
- Modivcare can assign you trips 30 days in the future
- You can pre-assign/schedule your trips to your drivers way in advance
- Trip Screen can be customized to allow you to search and see the data in the best format to fit you needs
- Easy Tools to Find and Identify Trips:
  - *Rule Formatter* can help you highlight trips for easy identification
  - Column Search allows you to search data right over the column
- Export capabilities to PDF and Excel



# Day in the life: Driver







## WellRyde Driver Mobile App

- Download the WellRyde Driver mobile app from the Google Play Store or Apple Store on the mobile device
- Works on Android and Apple devices such as Smartphones or Tablets
- Each device will need a data plan
- When downloading the mobile app, make sure Location Services permission is set to 'Always'.

![](_page_15_Picture_5.jpeg)

![](_page_15_Picture_6.jpeg)

![](_page_15_Picture_9.jpeg)

### Only While Using the App Always Allow

Don't Allow

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### How to use the WellRyde Driver App

- Driver logs into WellRyde Driver app
- Current Days trips will be displayed Green PU (Pickup Cards) • **Blue** DO (Drop Off Cards) Listed in Time Stamp Sequence
- Add Vehicle to assign vehicle to the trips the driver is driving
- Notification Messages
- Today and Future Tabs

![](_page_16_Picture_6.jpeg)

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# Day in the life: Billing

![](_page_17_Picture_1.jpeg)

![](_page_17_Picture_2.jpeg)

![](_page_17_Picture_3.jpeg)

## Billing Completed Trips

2-Step Process

Part 1:

### <u>WellRyde (Review and Submit to Modivcare TP Portal):</u>

- Click on Billing/Charges
- Click on the Circulation Box in the middle of the screen 0
- Review your completed trips and the Billed Amount for each 0 trip
- Add any price/cost overrides necessary 0
- Select trips to be submitted to Modivcare for final billing 0

### **Part 2:**

### **Modivcare TP Portal (Review and Close Out Billing Batches):**

- Log into the Modivcare TP Portal
- Click on Billing/Process ATMS Batches 0
- Review trips in the billing batch 0
- Submit batch for payment 0
- Download/Print Driver Log for billing batch 0

### Billing can be done every day! •

![](_page_18_Picture_17.jpeg)

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Сору	right © 2024 Modivcare.			03/21/2024 6:20	TRN-112948	Anne ONeill	THOMAS. RICHA	Submitted		20.2

modivcare

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A	0	27.8	50.86	0	50.86	50.86	CIRC		
A	0	9.67	15.25	84.75	15.25	100	CIRC		
A	0	20.27	35.8	0	35.8	35.8	CIRC		
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# Contacting WellRyde Support

![](_page_19_Picture_1.jpeg)

![](_page_19_Picture_2.jpeg)

How do you get support?

### Call our App Support Line: 800-597-2049, Opt. 5

Click the <u>HELP</u> Chat in the bottom right-hand corner of your WellRyde Screen

Email WellRyde: wellrydesupport@modivcare.com

**ASK for an Incident/Ticket Number** 

![](_page_20_Picture_5.jpeg)

![](_page_20_Picture_7.jpeg)

## Live Demo

![](_page_21_Picture_1.jpeg)

![](_page_21_Picture_2.jpeg)

# On Time Performance

![](_page_22_Picture_1.jpeg)

![](_page_22_Picture_2.jpeg)

![](_page_22_Picture_3.jpeg)

### How is On Time Performance Calculated

### Understanding Event

![](_page_23_Figure_2.jpeg)