

# How to use Veyo RideView

## Welcome to Veyo RideView!

This document will walk you through the main features of **Veyo's transportation management system**. If you have any questions, please visit our support center at <u>facilitysupport.veyo.com</u>.

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**Please note**: We recommend that you use the Google Chrome browser for the best experience. (To learn more about Google Chrome, visit <u>https://www.google.com/chrome/</u>)



# Getting started

## Accessing RideView

veyo <sup>%</sup>
Welcome John Doe
Compatible VoxVerbern invited to use <u>IndexVerse</u> With RiskeVerse, vox Inhere more context one vox vox Veyo transportation options. You can easily review, manage, and request tips all more incatation.
To get started, you'll need to activate your account and create a new password You can do that by clicking on the "Activate Your Account" button below.
Once you've activated your account, you can a tagin in with your email address and your new passand. The email address for your account is: john.dos@veyo.com.
Activate Your Account The Ink ergins in 7 days.
V
Copyright 6 2020 Veyo, All rights reserved.

When your supervisor has set you up to create a RideView account, you will receive an email invite with a link to "Activate Your Account."

RideView is supported on Chrome and Firefox web browsers. If you have issues accessing RideView, you may be using an unsupported browser. If this happens, go back to your email invitation, right click the "Activate Your Account" link and select "Copy Hyperlink." Then simply open a Chrome or Firefox browser, and paste the link into the address bar.

## Logging in to RideView

Sign In RideView	veyo	
Email *	ö	
Forgot password?	SIGN IN	

To log in to Veyo RideView, start by visiting <u>facility.veyo.com</u> on your browser. If you do not have a username and password, please reach out to the administrator at your facility.

If you have forgotten your password, click the "Forgot password?" link in the bottom left corner. You can then enter your email to recieve a link to reset your password.

Please Note: We recommend that you use the Google Chrome browser for the best experience.



# Viewing your trips

Noticing Trigs For Your Accipital California Facility         Your Facilities         Your Passengers         List Name         MD         DOB           California Facility	Ƴ RI	DEVIEW	: TRIP I	LIST 🏦 MANAGE U	JSERS			💽 email@email.com 🕸
Factive*         First Name         Last Name         MID         DOB           Account*         Balanc*         Balanc*         Barn Date         Confirmation #           ACH         14 Statusees Selected         Barn Date         End Date         Confirmation #           FWER OPTIONS >         Barnford Verge         MID         DOB         DOB         CoNF #: 12345678         End Date         Confirmation #           Acr 20         1030 AM         Carolina Bischwood         MID         DOB         DOB: 02/15/1592         CONF #: 12345678         Confirmation #           Acr 20         1030 AM         Carolina Bischwood         MID         DOB: 02/15/1592         CONF #: 12345678         COD         CO         CO <td>Viewing Your Ac</td> <td>Trips For counts</td> <td>Your Facilities You</td> <td>r Passengers</td> <td></td> <td></td> <td></td> <td>Q REQUEST TRIP</td>	Viewing Your Ac	Trips For counts	Your Facilities You	r Passengers				Q REQUEST TRIP
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Apr 20         12.30 PM         Hydre Normansen         MID: 50930728         D08: 04/191975         CONF #: 50908800         D05           Apr 20         10.0 PM         Jacent Bischwood         MID: 60920298         D08: 00/101984         CONF #: 509089800         CO	Apr 20	10:30 AM	Stanford Virgo	MID: 🚯	DOB: 08/20/196	7 CONF #: 305920	20	0 ti 🛛
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Apr 20         115 PM         Jahn Smith         MID: 47390236         DOI: 10/11/1987         COMF #: 08599900         CO           Apr 20         200 PM         Lkyd Miles         MID: 4028009         DOI: 00/11/1987         COMF #: 0850300         CO         CO           Apr 20         200 PM         Lkyd Miles         MID: 4028009         DOI: 00/11/1987         COMF #: 5050300         CO         CO           Apr 21         100 AM         Dame: Kumbak         MID: 5029280         DOI: 10/12/198         COMF #: 40503002         CO         CO           Apr 21         1100 AM         Jame: Kumbak         MID: 20948820         DOI: 00/19/197         COMF #: 40503002         CO         CO           Apr 21         1100 AM         MID: 602948820         DOI: 00/19/197         COMF #: 40603090         CC         CC           Apr 21         1200 AM         MID: 502948820         DOI: 00/19/197         COMF #: 40603090         CC         CC	Apr 20	1:00 PM	Jason Blackwood	MID: 04920298	DOB: 09/10/198	4 CONF #: 989580	30	0 I 🗸
Apr 20         2:00 PM         Lipyd Miles         MD: 4028009         Doit: 03/2411978         ComF #: 5080390         CO           Apr 21         9:00 AM         Charley Millord         MD: 24086802         Doit: 101/411977         ComF #: 50803028         CO         C           Apr 21         10:00 AM         James Kunslak         Add: 59822500         Doit: 101/21198         Coller #: 49803028         CO         C           Apr 21         11:00 AM         Melson Schwartz         MD: 20948820         Doit: 001/19/1974         Coller #: 49803039         C         C           Apr 21         12:00 AM         Melson Schwartz         MD: 20948820         Doit: 02/19/1974         Coller #: 49803039         C         C	Apr 20	1:15 PM	John Smith	MID: 47390296	DOB: 10/11/198	7 CONF #: 085989	00	et 🔽
Apr 21         9:00 AM         Charley Millorid         MID: 24080802         DOI: 10/14/1977         COMF #: 84003028         CS IT           Apr 21         11:00 AM         James Kandak         Add: 5922500         Doi: 11/12/1985         COMF #: 49593020         OOI           Apr 21         11:00 AM         James Kandak         MID: 20448820         Doi: 11/12/1985         COMF #: 49593020         OOI           Apr 21         11:30 AM         Melson Schwartz         MID: 20448820         Doi: 02/10/1974         COMF #: 49593020         COMF #: 49593020	Apr 20	2:00 PM	Lloyd Miles	MID: 40828009	DOB: 03/24/197	78 CONF #: 508039	00	et 🗸
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Apr 21 12:30 PM Joyce Maloney' MID: 69302903 DOB: 03/16/1969 CONF #: 99830200 GD	Apr 21	11:30 AM	Nelson Schwartz	MID: 20948820	DOB: 02/19/197	4 CONF #: 409039	09	et 🔽
	Apr 21	12:30 PM	Joyce Maloney'	MID: 69302903	DOB: 03/16/196	9 CONF #: 998302	00	eț 🔽

The first thing you will see when viewing your trips is the 'Trip List'. This shows a list of scheduled trips in ascending order. You can always view this list by clicking "Trip List" at the top of your screen. If you have access to multiple facilities, you will see trips to and from all of those facilities here.

To refine the list of trips you see, use the filters on the top of the screen.

- Facility (required)
- Account (required)
- Status
- MID
- Name
- DOB
- Booking Refernce Number
- Appointment Date Range (by default, RideView will show you trips occurring in the next 14 days)

Each trip is listed with the date, time, member name, MID, DOB, and booking refernce number.

To view more information about the trip, click on the

Apr 20	12:30 PM	Hayden Normanson	MID: 50930928	DOB: 04/19/1975	CONF #: 58988898	9 II	~



## Viewing information on a specific trip



Once a trip card has been expanded, you will be able to see:

- Real-time trip status
- Member information
- Driver contact information
- Vehicle information
- Pickup/drop-off addresses
- Driver Notes
- Real-time map (Map data will appear if the driver is using Veyo's Driver App)

# Booking new trips

When you're ready to book a trip for a passenger, please have the following information ready:

- The account name the trip should be booked under
- Passenger details: First and last name, MID or DOB, contact number, additional passenger details (if necessary)
- The appointment location, time, and date
- Name of the facility booking the trip
- Address for the pickup and drop-off location
- The repeating details of the trip (if the trip occurs more than once)
- Trip details including trip reason and mode
- Any special requests/needs for the trip (e.g. service animal, oxygen, extra assistance)
- Full driver notes (no abbreviations)

V RIDEVIEW		I TRIP LIST	K MANAGE USERS		il.com 💠
Viewing Trips For Your Accounts	Your Fa	cilities Your Passer	gers	0	EQUEST TRIP

To book a trip, click on the pink "Request Trip" button on the top-right corner of your screen.



## Searching for a passenger

The first step required to book a trip through RideView is to verify the passenger that you are trying to book for.

V RIDEVIEW	I TRIP LIST	ANAGE USERS		Asmith@phoenixhospital.com	¢
	← Passenger Se	arch			
	By booking this trip, you ackno that this trip does not meet the rates.	wledge that this is a valid trip as defined ise requirements, you acknowledge that t	by the health plan's transportation benefit policies. If it is he facility is responsible for payment for this trip at the c	later determined surrent agreed-upon	
	Passenger Information (	Enter All 3)			
	Account Name				
	First Name		Last Name		
	Identifying Details (Ente	r at Least 1 of 2)			
	MID		DOB		
	Eligibility Check 🜖				
	Appointment Date				
	RESET FORM		SEARCH F	OR PASSENGER	

On the Passenger Search page, enter in the following information for the member:

- Account name
- First and last name
- MID or DOB (date of birth)
- The appointment date (to check for eligibility)

V RIDEVIEW	i 🗮 TRIP L	IST 🏩 MANAGE USERS			asmith@phoenixhospital.com
	← Passeng	er Search			
	By booking this trip, y that this trip does not rates.	ou acknowledge that this is a valid trip a meet those requirements, you acknowle	is defined by the health plan's adge that the facility is respon	transportation benefit policies. sible for payment for this trip a	If it is later determined t the current agreed-upon
	-	CONF	IRM PASSENGER DETAI	LS	×
	Passenger Info	We found a few sin Please confirm wh	nilar passengers to the one nich passenger you would li	you looked up. ke to book for.	
	Account Nam	You Entered:			
			MERCY CARE RBHA		
	First Name	Carolina Blackwood	DOB:	MID: A12345678	
		We Found:			
	Identifying Del	ARI	ONA COMPLETE HEALTH	Eligible	
	MID	Carolina Blackwood	DOB: 02/19/1952	MID: A12345678	
	Eligibility Chec			CONFIR	м
	Appointment D	ate			
	RESET FORM			SEAF	CH FOR PASSENGER

#### **Passenger Eligibility**

If a passenger is located under another plan - or multiple plans - you will need to confirm which plan you are booking the trip for.

On the Confirm Passenger Details pop-up, you will see all of the plans that the passenger is eligible to book trips under.



← Passeng	er Search				
By booking this trip, that this trip does no	you acknowledge that this is a valid trip it meet those requirements, you acknow	p as defined by the health plan's t wledge that the facility is respons	ransportation benefit policies. able for payment for this trip a	If it is later determined t the current agreed-upon	
rates.	CON	IFIRM PASSENGER DETAIL	.s	×	
Passenger Infe	We found a few a Please confirm	similar passengers to the one which passenger you would lik	you looked up. se to book for.		
Account Nam	You Entered:				
		MERCY CARE RBHA			
First Name	Carolina Blackwood	DOB:	MID: A12345678		
	We Found:				
Identifying Del	AF	RIZONA COMPLETE HEALTH	Eligible		
MID	Carolina Blackwood	DOB: 02/19/1952	MID: A12345678		
Eligibility Chec			CONFIR	M	
Appointment D	ate				
RESET FORM			SEAR	CH FOR PASSENGER	

Select the plan by clicking on the box that lists the correct information and plan name for that passenger. If the passenger is located under several plans, please select the appropriate plan.

Once you have selected the correct plan, click Confirm.

## Booking a round trip



## Appointment Details

If the member is eligible to book a trip, the Itinerary Details page will appear.

Enter in:

- Trip Reason
- Booking Facility
- If the Itinerary is for an Appointment or a Discharge
- Appointment Date
- Appointment Time
- Immediate intinerary (if applicable)
- Type of Itinerary Round Trip





## Repeating Details

If this is a one-time booking, click "Continue to Trip A Details" to move onto the next screen.

If the trip will repeat, please review the 'Booking a repeating trip' section of this guide.

Click "Continue to Trip A Details" to move onto the next screen.

V RIDEVIEW		ANAGE USERS		🕡 asmith@phoenixhospital.com 🏚
BOOKING FOR CAR	OLINA BLACKWO	VILLEEF UNIVERSITY CITY		
1 2 3 ENTE This is	R TRIP DETAILS	CLAIRENONT CANNATAN CLAIRENONT KEARNY VESA BAY NO CLAIRENONT		
TRIP A Enter the addresses, date and t	ime for the first trip in the iti	nerary.		NEA FAST
Origin Address		Destination Address	RAY PARK LINDA VISTA GRANTVILLE	
Departure Date 6/15/2020	Departure Time	This trip will be picked u	up on request.	VALLEY RAT COLLEGE
Add a Driver Instruction				ACH MIGHAN HILLCREST NORTH PARK CITY HIGHTS DAK P.
PASSENGER DETAILS These details will ensure that the	ne driver is properly equippe	d for the trip.		e Citrae Have Nava San Diego
Select the Level of Assistance	required by your passenger. por-to-Door O Passer	nger-to-Passenger		MA LOBAN HIGHTS ENCOUN PAR
The passenger has not requi	ested assistance to/from the	a vehicle.		Coronado National City
Mode of Transportation	<ul> <li>Additional Con</li> </ul>	panions Primar	y Contact #	Line
Special Needs (Optional)	•			g Chula Vi
		GO BACK	REVIEW ITINERARY	

#### **Trip A Details**

Now enter the:

- Origin address
- Destination address
- Departure Time

As you type in the address, it will autocomplete using Google Maps. Once you have entered the address, the map will update to show the address location and the departure time will be calculated.



#### **Can't Find an Address?**

If the address isn't appearing when you type it in, click on "Click here to add it manually" and enter the:

- Street Address
- Unit (Optional)
- City
- State
- Zip Code

Click 'Submit' to verify the address, and move onto the Destination Address.







## Add Driver's Notes

If specific instructions are needed to be shared with the Driver, click "Add a Driver Instruction"

Select the "Instructon Type" and enter text into the Driver Instructions field. The text will automatically be saved once you click out of the field.



#### Passenger Details

Enter in the:

- Level of Assistance
- Mode of Transporation
- Additional passengers (if applicable)
- Primary contact phone number for the member
- Specific needs (e.g. oxygen, service animal, walker)

Click 'Add Another Trip' to move onto the next screen, or click 'Go Back' to move back to the previous screen.





## Trip B Details

Confirm prepopulated Trip Details for the additional Trip. Enter in:

- Departure Time
- Driver's Notes

Click 'Review Itinerary' to move onto the next screen, or click 'Go Back' to move back to the previous screen.



## **Trip Review**

Verify that the member and trip details are correct. Then click 'Request Trip' to book the trip.

To edit Itinerary Details or Trip Details click the Edit button next to the section needing updates. You will be taken to the approrite page to make updates.

A booking reference number will be shown on the next page if the trip is booked successfully.



## Booking a repeating trip

	K MANAGE USERS	🕡 asmith@phoenixhospital.com 🔹
BOOKING FOR CAROLINA BLACKWO	O D CHANGE PASSENGER	VICEN UNIVERTITY A
1 2 3 ENTER ITINERARY DETAILS This information will be the same	for every trip in the itinerary.	CLAIRINGT RAY NO CLAIRINGT RAY NO CLAIRINGT CLAIRIN CLAIRINGT CLAIRINGT CLAIRINGT CLAI
Trip Reason 👻	Booking Facility -	PACHIC MAGH
APPOINTMENT DETAILS These details will help us set up each trip in your itinerary.		MISSION RATE COLLEGE ME
Appointment Date     Appointment Date     Appointment Tate     Appointment Time      Pryce of HINERARY      Select the number of trips that will be part of this ilterary.	This is an immediate itinenary.	anne anno anno anno anno anno anno anno
One Way ORound Trip Multi-Trip     This is a repeating itinerary.		ora 2004 Oceanor de la construction de la construct
Repeating Frequency	Ends After CONTINUE TO TRIP & DETAILS	Chula Vete

#### **Repeating Trips**

If the trip will be repeated more than once (e.g. a trip that occurs every Tuesday at 10am), you can set up a repeating Itinerary.

V RIDEVIEW	i 🗮 TRIP LIST	K MANAGE USERS		I	asmith@phoenixhospital.com 🔅		
BOOKING FOR CARC	DLINA BLACKWO	DD	CHANGE PASSENGER	VILLANS UNIVERSITY CITY	N I		
1 2 3 ENTER This inf	R ITINERARY DETAILS	BAY HD CLAR	KEARNY MESA TIERRASANTA A SAST				
Trip Reason	•	Booking Facility	•	PACIFIC BEACH	SEERA MESA ALLIED CARDEN		
APPOINTMENT DETAILS These details will help us set up	each trip in your itinerary.				NISSON VALLEY EAST COLLEGE WE		
Appointment     Diss     Appointment     Diss     Appointment     Date     6/15/2020	Appointment Time	This is an immediate iti This is an immediate iti	nerary.	A BLAN MINAN MINAN MINAN KANAN KANA	RESOLVENT DESERT		
One Way Round 1     This is a repeating itinerary	Trip 🔿 Multi-Trip			Corone	do National City		
		CONT	TINUE TO TRIP A DETAILS		Chula Vist		

## **Appointment Details**

If the member is eligible to book a trip, the Itinerary Details page will appear.

Enter in:

- Trip Reason
- Booking Facility
- If the Itinerary is for an Appointment or a Discharge
- Appointment Date
- Appointment Time
- Type of Itinerary (One Way, Round Trip, or Multi Trip)





## **Repeating Details**

Now check the "Repeating Itinerary" check box and enter:

- The repeating frequency
- The day the trip repeats on
- The end date

Click 'Continue to Trip A' to move onto the next screen.

V RIDEVIEW	I TRIP LIST	🚢 MANAGE USERS		🕐 asmith@phoenixhospital.com
BOOKING FOR CARC	DLINA BLACKWO	VILLAGE UNIVERSITY CITY		
1 2 3 ENTER This inf	R TRIP DETAILS	ch trip in the itinerary.		CLARENONT CANNOT CANNOT THEREASANTA
TRIP A Enter the addresses, date and tir	me for the first trip in the it	inerary.		MEELEAT
Origin Address		Destination Address		HAY PARK LINDA VIETA CRANTVILLE
Departure Date 6/15/2020	Departure Time	This trip will be picked up	up on request.	MISSION DAY VALLER NORMAL
Add a Driver Instruction				LCH MIDRAY DISTRICT HILLCREST NORTH PARK LIPPET STATION CITY MEGHTS
PASSENGER DETAILS These details will ensure that the	e driver is properly equippe	d for the trip.		San Diego
Select the Level of Assistance re	equired by your passenger.	nger-to-Passenger		
The passenger has not reques	sted assistance to/from th	Coronado National City		
Mode of Transportation   Additional Companions  Primary Contact #				
Special Needs (Optional)	•	g Chula		
		GO BACK	REVIEW ITINERARY	

## **Trip A Details**

Now enter the:

- Origin address
- Destination address
- Departure Time

As you type in the address, it will autocomplete using Google Maps. Once you have entered the address, the map will update to show the address location and the departure time will be calculated.



V RIDEVIEW	I TRIP LIST	ANAAGE USERS			asmith@phoenixhospital.com
BOOKING FOR CAR	OLINA BLACKW	OOD	CHANGE PASSENGER		$\rightarrow$ $/$
1 2 3 ENTE This is	ER TRIP DETAILS Information is specific to ea	ach trip in the itinerary.		BAY HO	
TRIP A Enter the addresses, date and	time for the first trip in the	itinerary.		AL4	
Origin Address 1234 Jennson Dr, Scottso	dale, AZ 83778 TH	PLEASE ENTER THE FU is will allow us to add the address	LL ADDRESS YOU ARE s to our system, as long as for it.	LOOKING FOR we can find co-ordinates	X LINDA VISTA
Departure Date 6/15/2020	Departure Tin	treet Address	L	Jnit (Optional)	MISSION VALLEY NOT MALE
Add a Driver Instruction	c	tity	S	State 👻	HILLCREST NORTH PARK
PASSENGER DETAILS These details will ensure that t	he driver is propo	üp Code			San Diego
Select the Level of Assistance	required by your oor-to-Door			SUBMIT	LOGAN HEIGHTS SARRIO LOGAN
The passenger has not requ	ested assistance				National City
Mode of Transportation	Additional Co	Primary	Contact #		
Special Needs (Optional)	•				Chula Vi
		GO BACK	REVIEW ITINERARY		

## Can't Find an Address?

If the address isn't appearing when you type it in, click on "Click here to add it manually" and enter the:

- Street Address
- Unit (Optional)
- City
- State
- Zip Code

Click 'Submit' to verify the address, and move onto the Destination Address.

V RIDEVIEW	I TRIP LIST	K MANAGE USERS		٩.	smith@phoenixhospital.com 🕸
BOOKING FOR CAR	OLINA BLACKWO	0 D	CHANGE PASSENGER		MIRAMAR
1 2 3 ENTE This is	R TRIP DETAILS formation is specific to each	h trip in the itinerary.		LA JOLLA VILLAGE UNIVERSITY CIT	TY
TRIP B Confirm the details for the seco	nd trip of this itinerary.				Shop and the
Origin Address 4875 Eastgate Mall, San I	Diego, CA 92121	Destination Address 750 B St, San Diego, CA,	92101	BAY HO	KEARNY MESA
Departure Date 6/15/2020	Departure Time	This trip will be picked	up on request.	PACIFIC BEACH	MESA EAST
Instruction Type	Driver Instruction		8	BAY PAR	K LINDA VISTA
Gate Code				MISSION BAY	MISSION
Building Name / #	roperly equipper	d for the trip.		AN BEACH MIDWAY	HILLCREST NORTH DAR
Select the Level of Assistance	equired by your passenger. por-to-Door O Passer	nger-to-Passenger		LIBERTY STATION	
The passenger has not requ	ested assistance to/from the	vehicle.		CLIFFS	LITTLE HALV
Mode of Transportation Ambulatory	Additional Compani     1	ons Primary ( (619) 1	Contact # 23-4567	NT LOMA	LOGAN HEIGH
Special Needs (Optional)	•				Coronado
		GO BACK	REVIEW ITINERARY	8	Saul

## **Add Driver's Notes**

If specific instructions are needed to be shared with the Driver, click "Add a Driver Instruction"

Select "Instructon Type" and enter text into the Driver Instructions field. The text will automatically be saved once you click out of the field.





#### **Passenger Details**

Enter in the:

- Level of Assistance
- Mode of Transporation
- Additional passengers (if applicable)
- Primary contact phone number for the member
- Specific needs (e.g. oxygen, service animal, walker)

Click 'Go Back' to move back to the previous screen. Click "Add Another Trip" if another Trip is needed or "Review Itinerary" if all Trips have been added.

	ANAAGE USERS			asmith@phoenixhospital.com	\$
BOOKING FOR CAROLINA BLACKWO	OOD	CHANGE PASSENGER	IORREY PINES	SORRENTO	1
1 2 3 REVIEW ITINERARY This information is specific to ea				MIRAN	AR
CAROLINA'S PHYSICAL THERAPY TRIP Appointment: 7/7/2020 at 11:00am		Edit Trip Details	LA JOLLA		
Trip Does Not Repeat			UNIVERS	ITY CITY	-/
TRIP A Ambulatory Trip (Curb-to-Curb Assistance)		Edit Trip 1 Details	CLA	IORTH IREMONT	"
O 750 B St. San Diego, CA 92101	Primary Contact (619) 123-4567		BAY HO	CLAIREMONT MESA EAST	HA
4875 Eastgate Mall San Diego, CA 92121	Additional Companions 1				-
O Departs on 7/7/2020 at 10:00am	Special Needs None		PACIFIC BEACH	AY PARK LINDA VISTA	A MESA
TRIP B Ambulatory Trip (Curb-to-Curb Assistance)	0	Edit Trip 2 Details	MISSION BAY	MISSIO	
4875 Eastgate Mall San Diego, CA 92121	Primary Contact (619) 123-4567		K SY	MISSION VALLEY	NORI
750 B St. San Diego, CA 92101	Additional Companions 1		AN BEACH DIST	WAY HILLCREST	$\mathbf{\lambda}$
O Departs on 7/7/2020 at 10:00am	Special Needs None		LIBERTY STAT	ION	TH PAR
Driver Notes Gate Code: 1234 Building Name	0: Center Building		CLIFFS	LITTLE ITALY	
By booking this trip, you acknowledge that this is a valid trip as later determined that this trip does not meet those requirement	defined by the health plan's transports, you acknowledge that the facility	ortation benefit policies. If it is is responsible for payment	LA PLAYA	San Piego	-
for this trip at the current agreed-upon rates.		REQUEST TRIP	INT LOMA	BARRIO	N HEIGH

## **Trip Review**

Verify that the member and trip details are correct. Then click 'Request Trip' to book the trip.

To edit Itinerary Details or Trip Details click the Edit button next to the section needing updates.

A booking reference number will be shown on the next page if the trip is booked successfully.



The booking reference number will be shown if the trip is booked successfully.

If the passenger has not already opted into text message notifications about their trips, you will have the opportunity to do so on their behalf. Enter a valid phone number and click "Yes, Receive Text Messages".



## Booking a single immediate trip



#### **Appointment Details**

If the member is eligible to book a trip, the Itinerary Details page will appear.

Enter in:

- Trip Reason
- Booking Facility
- If the Itinerary is for an Appointment or a Discharge
- Appointment Date & Time
- Appointment Time
- Type of Itinerary One Way

	ANAGE USERS	🕡 asmith@phoerixhospital.com 🔹
BOOKING FOR CAROLINA BLACKWO	OOD CHANGE P	
Physical Therapy	e for every trip in the illinerary. Peregrine Facility	Processor     Alter
APPOINTMENT DETAILS These details will help us set up each trip in your itinerary Appointment Discharge		ALLEY ALL ALLEY ALL ALLEY ALLEY ALLEY ALLEY ALLEY ALLEY ALLEY ALLEY ALLEY ALLEY ALLEY ALLEY ALLEY ALLEY ALLEY ALLEY ALLEY ALLEY ALLE
Appointment Date 6/15/2020 03:30pm	This is an <b>immediate itinerary</b> .	
TYPE OF ITINERARY Select the number of trips that will be part of this itinerary O One Way O Round Trip Multi-Trip		LE YALT SAN Diego
This is a repeating itinerary.		Coronelo National City Uncon
	CONTINUE TO TRIP	Chula Vist

#### **Immediate Itinerary**

## To set the trip for immediate pick up, check the box next to "This is an immediate itinerary".

Appointment time will still be required. You can use an appointment time of the current time or a future time.





#### V RIDEVIEW **()** a CHANGE PASSENGER BOOKING FOR CAROLINA BLACKWOOD 1 2 3 ENTER TRIP DETAILS TRIP A Enter the addresses, date and time for the first trip in the iti Origin Address Departure Date 6/15/2020 Departure Time This trip will be picked up or Add a Driver Instruction PASSENGER DETAILS San Diego Curb-to-Curb O Door-to-Door Passe tion - Additio Primary Contact # Special Needs (Optional) GO BACK REVIEW ITINERARY

#### **Repeating Details**

If this is a one-time booking, click "Continue to Trip A Details" to move onto the next screen.

If the trip will repeat, please move onto the next section of this guide, 'Booking a repeating trip'.

Click "Continue to Trip A Details" to move onto the next screen.

## As you type in the address, it will autocomplete using Google Maps. Once you have entered the address, the map will update to show the address location and the departure time will be calculated.

•

.

**Trip A Details** 

Now enter the:

Origin address

Departure Time

Destination address



## Can't Find an Address?

If the address isn't appearing when you type it in, click on "Click here to add it manually" and enter the:

- Street Address
- Unit (Optional)
- City
- State
- Zip Code

Click 'Submit' to verify the address, and move onto the Destination Address.





## **Add Driver's Notes**

If specific instructions are needed to be shared with the Driver, click "Add a Driver Instruction"

Select "Instructon Type" and enter text into the Driver Instructions field. The text will automatically be saved once you click out of the field.

V RIDEVIEW	I TRIP LIST	🚉 MANAGE USERS		① as	mith@phoenixhospital.com 💠
BOOKING FOR CAROL	INA BLACKWO	OD	CHANGE PASSENGER		MIRAMAR
1 2 3 ENTER TI This inform	RIP DETAILS nation is specific to eacl	n trip in the itinerary.		LA JOLLA VILLAGE	
TRIP B Confirm the details for the second t	rip of this itinerary.				A sur al
Origin Address 4875 Eastgate Mall, San Dieg	o, CA 92121	Destination Address 750 B St, San Diego, CA,	92101	LAIREMONT BAY HO	KEARNY MESA
Departure Date 6/15/2020 Dep	parture Time	This trip will be picked	up on request.	PACIFIC BEACH	SERRA MESA
Instruction Type •	Driver Instruction		0	BAY PARK	LINDA VISTA
Add Another Driver Instruction	,			MISSION BAY	MISSION VALLEY EAST MISSION VALLEY
PASSENGER DETAILS These details will ensure that the dr	iver is properly equipper	d for the trip.		AN BEACH MIDWAY	HILLCREST
Select the Level of Assistance requi	ired by your passenger. o-Door OPasser	iger-to-Passenger		LIBERTY STATION	
The passenger has not requested	d assistance to/from the	vehicle.		CLIFFS LA PLAYA	San Piego
Mode of Transportation Ambulatory	Additional Compani 1	Primary C (619) 1	Contact # 23-4567	INTLOMA	
Special Needs (Optional)	•			C C	BARRIO LOGAN
		GO BACK	REVIEW ITINERARY	<b>B</b>	San S

## **Passenger Details**

Enter in the:

- Level of Assistance
- Mode of Transporation
- Additional passengers (if applicable)
- Primary contact phone number for the member
- Specific needs (e.g. oxygen, service animal, walker)

Click 'Review" to move onto the next screen, or click 'Go Back' to move back to the previous screen.





## Trip Review

Verify that the member and trip details are correct. Then click 'Request Trip' to book the trip.

To edit Itinerary Details or Trip Details click the Edit button next to the section needing updates.

A booking reference number will be shown on the next page if the trip is booked successfully.



# Managing your trips

## View all trips for a member

V RIDEVIEW	=	TRIP LIST	2 MANAGE USERS		
Viewing Trips For Your Accounts	Your Facilities	Your Passer	gers	REQUES	IT TRIP

V RIDEVIEW  $\bigcirc$ Viewing Trips For Your Accounts ٩ Your Passengers DOB\* 04/19/1975 Easy Choice Approval Requested, Cancelled, .... Start Date 1/1/2021 FEWER OPTIONS RESET 12:30 PM DOB: 04/19/1975 CONF #: 5090885 e 🖬 🔽 e 🖬 🔽 DOB: 04/19/1975 CONF #: 9895803 e # 🔽 : 04/19/197 e 🖬 🔽 OB: 04/19/197 0 I 🔽 OB: 04/19/197

Users with the Case Manger profile are able to view a list of all scheduled trips for a specific member by clicking 'My Passenger's' trips tab on the top of your screen.

Use the filters on the left side to enter in the member's:

- Account name
- MID
- First and Last Name
- DOB

A list of all of the scheduled trips for that member will appear.

To view all of the member's trips at your facility, click 'View all trips at your facility' in the top-right corner of your screen.

## Rebook the same trip for a member



Expand the trip card for the trip you'd like to rebook by clicking the blue arrow to the right of the trip. On the expanded trip card, you will see a 'Book Again' button under each trip.

Click 'Book Again' to book another trip with the same trip information (member information, origin address, destination address).





Enter the new appointment details for the trip. This includes the appointment date, appointment time, and booking facility.

Next enter the dates and times for the trips in the itinerary.

Click "Review Trip" to proceed to the next screen.



Revew the trip details. If Edits are needed, click "Edit Intinerary" to go back.

Click 'Request Trip' to book the trip.

♥ RIDEV	IEW		🚉 MANAGE USERS		① asmith@phoenixhospital.com	*
	Booking	for Carolina Bla	ckwood			
	Confirmat	tion				
	Confi	HAVE SUCCESSFULLY rmation Number: 12345	BOOKED THIS TRIP.			
	The tr	rip is currently being crea	ated. It could take a few mi	nutes to appear in your trip list.		
			BO	DK ANOTHER TRIP FOR THIS PASSENGER BOOK F	OR ANOTHER PASSENGER	
	Text Mes	sage Notifications				
	Would this	s passenger like to receiv	ve text message notification	ns about their trips?		
	Phone Num (123) 45	iber 6 - 7890		YES,	RECEIVE TEXT MESSAGES	
	By clicking Y behalf to Vey	es, you are indicating that you yo's terms and conditions for t	have approval from the passeng ext message notifications.	er to opt in to receive text messages from Veyo and you are ag	reeing on the passenger's	

The booking reference number will be shown if the trip is booked successfully.

If the passenger has not already opted into text message notifications about their trips, you will have the opportunity to do so on their behalf. Enter a valid phone number and click "Yes, Receive Text Messages".



## Request a driver for immediate pickup



If you have set the pick up time as "On Request" during the booking process, the Driver will need to be dispatched to complete the Trip.

To do so, expand the trip card for the trip you'd like to dispatch by clicking the blue arrow to the right of the trip. On the expanded trip card, you will see a 'Dispatch' button under each trip. Click 'Dispatch' under the trip you'd like to dispatch.

A pop-up screen will ask you to review the request. If the details look correct, click 'Dispatch Trip' to request an immediate pickup.

# Apr 20 103 AM Carriers Blackwood MD: 12345273 DOB: 02/15/1522 COF# : 12345273 CD C <thC</th> C <thC</th> C C <thC<

If you'd like to contact the driver of a trip, you can reach them by calling the phone number listed in the trip card.



If the trip is being fulfilled by a Veyo rideshare driver, the system will generate a temporary phone number and pin that can be used to contact the driver. Once you call the phone number, you will be asked to enter the pin. The call will then connect to the driver. This temporary phone number will only be available during the duration of the trip.

## Contact the driver of a trip



## Cancel a single or repeating trip



## Cancel a single trip

Expand the trip card of the trip you'd like to cancel by clicking the blue arrow to the right of the trip. On the expanded trip card, you will see a 'Cancel' button under each trip. Click on 'Cancel' under the trip you'd like to cancel.

A pop-up screen will ask you to review the cancellation. If you'd still like to cancel the trip, click 'Cancel Trip.'



## **Cancel a repeating trip**

Expand the trip card of the repeating trip you'd like to cancel by clicking the blue arrow to the right of the trip. On the expanded trip card, click on 'Cancel Repeating Trip' in the top-right corner of the trip card.

A pop-up will ask you to review the cancellation. If you'd still like to cancel the trip, click 'Cancel Repeating Trip.'



## Managing your users

## User management

If you have administrator access, you can add and remove users to your RideView account. You can also edit a user's access to include additional facilities or user roles if you manage multiple facilities or passengers travelling to other locations.

V RIDEVIEW	I TRIP LIST	K MANAGE USERS	;		() asmith@phoenixh	ospital.com
Manage Users						ADD USER
Full Name 🗠	Email 个		Facilities 个	Roles 个	Status 个	Action
Stanford McDonald	smcdonald@aptf	oundation.com	ABC Foundation - Long Wharf Dr., ABC Foundation - State St	Supervisor	Active	EDIT
John Smith	jsmith@abcfound	dation.com	ABC Foundation - Grant Street	Agent	Deactivated	EDIT
Maria Soto	msoto@abcfoun	dationn.com	ABC Foundation - Front Street	Agent	Active	EDIT
Allen Jackson	ajackson@abcfo	undationn.com	ABC Foundation - Grant Street	Agent	Active	EDIT
Tinna Summers	tsummers@abcf	oundation.com	ABC Foundation - State Street	Agent	Active	EDIT
Brian Wolfeschlegelstein- hausenberg	bwolfeschlegelst @abcfoundations	einhausenberg 1.com	ABC Foundation - State St, ABC Foundation - Grant St	Supervisor	Pending	EDIT
Hayden Normanson	norman.son@abc	foundation.com	ABC Foundation - Grant Street	Agent	Blocked	EDIT
Jason Blackwood	jblackwood@abc	foundation.com	ABC Foundation - Front Street	Agent	Active	EDIT
Lloyd Miles	Imiles@abcfound	lation.com	ABC Foundation - Grant Street	Agent	Active	EDIT
Sean Donavan	sdonavan@abcfc	undation.com	ABC Foundation - State Street	Agent	Deactivated	EDIT
Charley Milford	cmilford@abcfou	indation.com	ABC Foundation - Front Street	Agent	Active	EDIT
					1 - 11 of 36	$\langle \rightarrow \rangle$

Click on 'Manage Users' at the top of your screen to view a list of all the users associated with your account. You can see their:

- Full name
- Email
- List of facilities they can book trips for
- User role (Facility Supervisor, Facility Agent, Case Manager)
- Status (Active, Pending, Deactivated)

V RIDEVIEW	I TRIP LIST	ANAGE USERS	Asmith@phoenixhospital.com	۵
Manage Users			ADD USER	

V RIDEVIEW	III TRIPLIST 🕂 MANAGE USERS	asmith@phoenixhospital.com
	← Add New User	
	Email*	
	First Name*	
	Last Name*	
	Roles*	•
	Facilities*	<b>.</b>
		CREATE USER

## Add a user

To add a user, click on 'Add User' in the top right of your screen. Enter in their contact information, determine whether their role should be a supervisor or agent, and select which facilities they can manage.

Once you click 'Create User' an email will be sent to the user with login instructions.



V RIDEVIEW	I TRIP LIST	👔 asmith@phoenixhospital.com
	← Stanford McDonald	DEACTIVATE RESEND INVITE
	First Name* Stanford	
	Last Nerre* McDonald	
	Roles* Facility Agent	•
	ABC Foundation - Long Wharf Dr., ABC Foundation - State St	

## Resend a user's invite

Click the 'Edit' button to the right of the user's name on the user list. Then select 'Resend Invite' at the top of your screen.

V RIDEVIEW	III TRIP LIST	() asmith@phoenixhospital.com
	← Stanford McDonald	RESEND INVITE
	Email smcdonald@aptfoundation.com	
	Status Pending	
	First Name* Stanford	
	Last Neme* McDonald	
	Roles* Facility Agent	•
	Facilities* ABC Foundation - Long Wharf Dr., ABC Foundation - State St	•
		UPDATE USER

V RIDEVIEW	I TRIP LIST	💽 asmith@phoenixhospital.com 🔅
	← Stanford McDonald	DEACTIVATE
	First Name* Stanford	
	Last Name* McDonald	
	Roles* Facility Agent	•
	Facilities* ABC Foundation - Long Wharf Dr., ABC Foundation - State St	•
		UPDATE USER

#### Edit a user

Click the 'Edit' button to the right of the user's name on the user list. Make the changes to their account and then click 'Update User.'

Please Note: at this time you can't update a user's email address. You will need to deactivate their old account and create a new account for them if their email has changed.

#### Add facilities to a user's account

Click the 'Edit' button to the right of the user's name on the user list. Then click on facilities. Place a check box next to the facilities you'd like the user to be able to access.



V RIDEVIEW	I TRIP LIST	asmith@phoenixhospital.com
	Stanford McDonald	RESEND INVITE
	First Nama* Stanford	
	Last Nere* McDonald	
	nolies* Facility Agent	•
	Facilities* ABC Foundation - Long Wharf Dr., ABC Foundation - State St	•
		UPDATE USER

## Add user roles to a user's account

Click the 'Edit' button to the right of the user's name on the user list. Then click on user roles. Place a check box next to the user roles you'd like the user to have.

V RIDEVIEW	🔚 TRIP LIST 🏩 MANAGE USERS	asmith@phoenixhospital.com
	- Stanford McDonald	RESEND INVITE
	Email smcdonald@aptfoundation.com	
	First Name* Stanford	
	Last Name* McDonald	
	Roles* Facility Agent	•
	Facilities* ABC Foundation - Long Wharf Dr., ABC Foundation - State St	•
		UPDATE USER

#### Deactivate/remove a user

Click the 'Edit' button to the right of the user's name on the user list. Then select 'Deactivate' at the top of your screen.

A pop-up screen will ask you to confirm the deactivation. Click 'Confirm Deactivation' to remove the user's access.

V RIDEVIEW	I TRIP LIST	asmith@phoenixhospital.com
	← Stanford McDonald	REACTIVATE
	First Name* Stanford	
	Last Name" McDonald	
	<sup>Roles*</sup> Facility Agent	•
	Factories* ABC Foundation - Long Wharf Dr., ABC Foundation - State St	<b>.</b>
		UPDATE USER

#### Reactivate a user

Click the 'Edit' button to the right of the user's name on the user list. Then select 'Activate' at the top of your screen.

A pop-up screen will ask you to confirm the reactivation. Click 'Confirm Reactivation' to restore the user's access.



# Frequently asked questions (FAQ)

A few FAQs are included below. For more information, please visit facilitysupport.veyo.com.

## I've lost my password. How do I reset my password?

If you've lost your password, please click on the 'Forgot Password' button on your login screen. Then just enter the email address connected to your account. In a few minutes you'll receive an email that will help you reset your password.

## Why can't I book a trip that's more than 30 days out?

While it is always recommended that you book a trip at least two to three business days in advance, each health plan may have a different restrictions on how far out you can book a trip. For example, while some health plans allow scheduling up to 180 days in advance, others only allow scheduling up to 30 days in advance. RideView won't let you book a trip past the applicable booking window or eligibility on file.

## What if my passenger needs an item that isn't on the Specific Needs list?

If you need to add a note to the trip that isn't included in the special equipment list, you can add additional instructions in the final step of trip booking. These instructions will be seen by the driver when they are assigned the trip.

## Why can't RideView find my pickup/drop-off location?

RideView must verify the geolocation of every address before it can add that address to a trip. If you cannot find the correct address, please reach out to the appropriate contact center for further assistance.

## Why isn't RideView letting me book a trip for a specific passenger?

In order to book a trip for a passenger, they must be included in our eligibility files. If you believe the passenger should be in our eligibility files, please contact the appropriate contact center for further assistance.

## Why can't I see the "View My Passenger's Trips" button?

The "View My Passenger's Trips" button is only visible to users with the Case Manager profile. If you serve as a Case Manager and need access to view a passenger's trip, please reach out to your administrator to adjust your profile.