



Consumer Orientation Session





Accessibility at Today's Meeting

- Interpreters
- CART
- Use the **chat box** to contact the hosts for assistance at any time



Today's Agenda

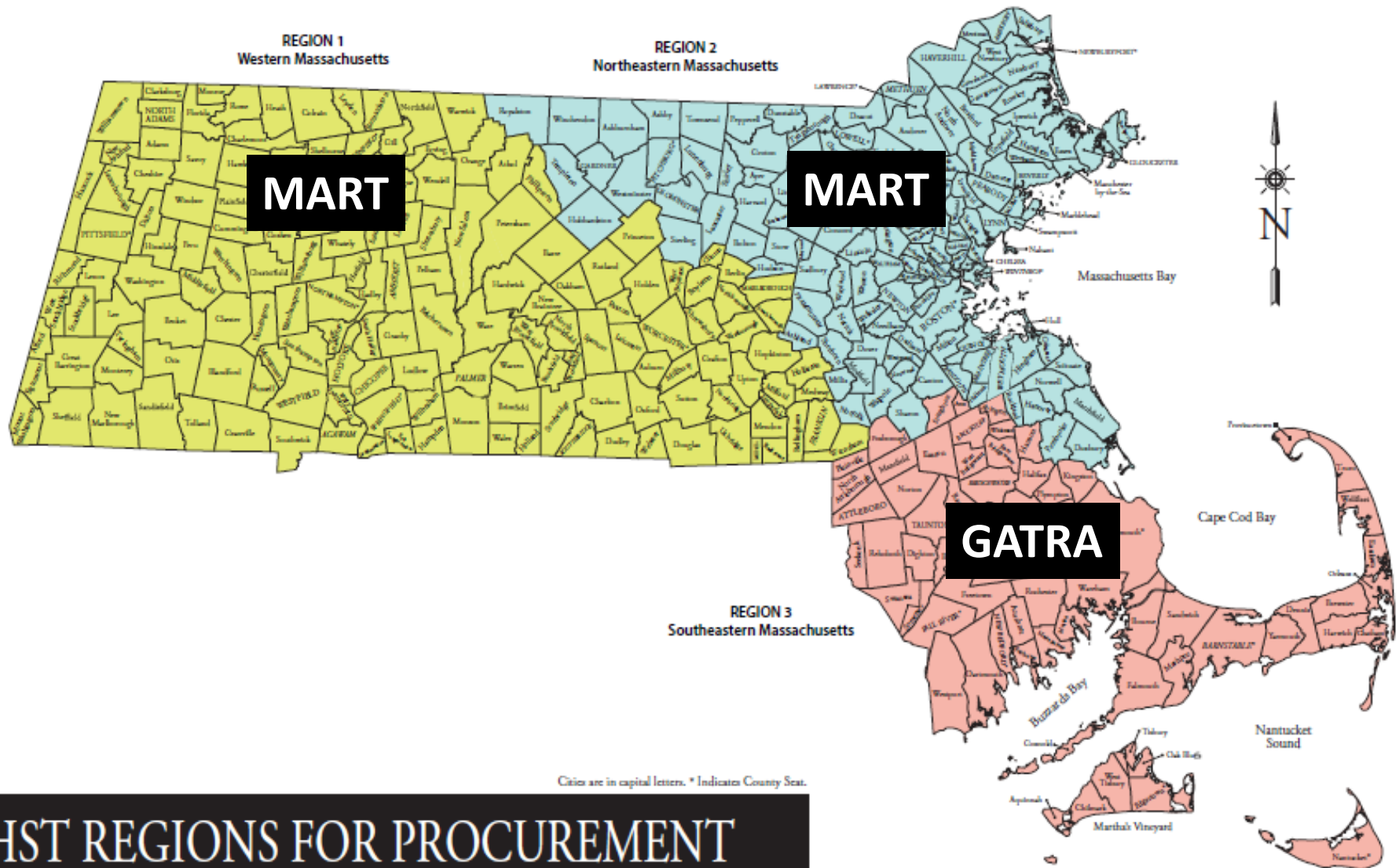
- Welcome and introductions
- Overview of Services
- What you can expect
- Recent updates and improvements
- Questions & comments
- Submit your questions at any time
 - Q&A box
 - Raise your hand during the Questions & Comments section



Effective July 1, 2021 MART will be the broker for the newly defined HST Area 1 and 2

- Rides funded by MassHealth and other state Health & Human services agencies
 - Office of Medicaid (MassHealth PT-1)
 - Department of Developmental Services (DDS)
 - Department of Public Health (DPH)
 - Massachusetts Rehabilitation Commission (MRC)
 - Massachusetts Commission for the Blind (MCB)
 - Department of Mental Health (DMH)

State Contracts with Regional Brokers



HST REGIONS FOR PROCUREMENT



What you can expect

- Seamless transition
- Exceptional customer service
- Timely responses to issues and concerns
- Extended call center hours



New and exciting improvements
coming July 1, 2021



On-Time Performance & Reliability

- Coming July 1
 - New consumer smartphone application
 - Enhanced Member Portal
 - Enhanced transportation provider performance monitoring dashboard
- Other improvements:
 - GPS tracking on vehicles
 - Ride-hail pilots



Efficient Call Center

- Currently in place
 - Members can call into our Call Center to book a trip through one of our multilingual call center agents
 - Hours: Monday – Friday from 7am-7pm
 - Languages offered: English, Spanish, Russian
- Coming July 1
 - Additional Call Center staff to reduce wait times and improve upon our high customer service standards
 - Enhanced Consumer and Provider portals
 - Mobile App (**free**, available on all devices)



Prioritizing Driver & Vehicle Safety

- Currently in place
 - Mobile inspectors perform random safety and spot checks & conduct annual audits
- Coming July 1
 - Increased number of inspectors
 - Enhanced driver training system
 - Updated facilities portal



Timely & Transparent Complaints Process

- Currently in place
 - Multiple ways to file a complaint (phone, email, mail)
 - Quality Assurance Unit/Customer Complaints Division
 - Text notification of complaint resolution
 - Details available by mail by request
- Coming July 1
 - Additional ways to file complaints – including app and member portal
 - Notification system for complaint resolution



Enhanced Member Portal

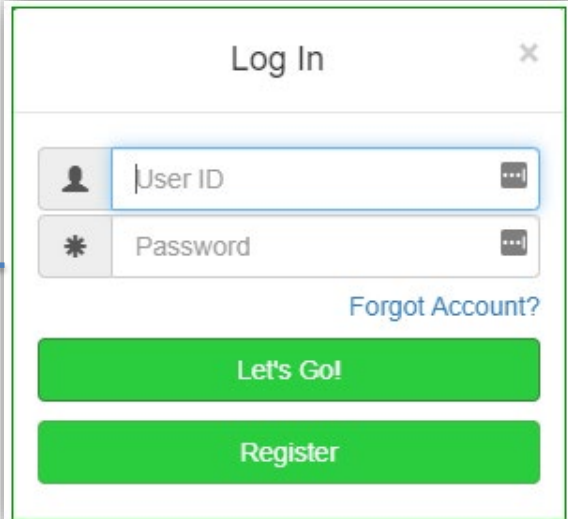
- As of **July 1st**, the improved Member Portal will be available to all members
 - Data security and privacy are of the utmost important to us. We implemented multi-layered measures on the Member Portal that are designed to protect the personal data under our control.
- Within the improved Member Portal, you will be able to:
 - Book trips to approved PT-1 locations
 - View past and future trips
 - View a list of your PT1's
 - Log a complaint
- The member portal and facilities will be located at:
<http://www.mrta.us/masshealth/customer-information>

Member Portal: Login and Registration

Registering and logging into your account is easy!
Below are the steps to start using the improved Member Portal:

How to Log In:

1. Select 'Login' on the top right of your browser
2. Enter your User ID and Password
3. Select Let's Go!

A screenshot of a web form titled "Log In" with a close button (X) in the top right corner. The form contains two input fields: "User ID" with a person icon and "Password" with an asterisk icon. Both fields have a "Show/Hide" button (three dots) on the right. Below the password field is a link that says "Forgot Account?". At the bottom of the form are two green buttons: "Let's Go!" and "Register".

Log In

User ID

Password

[Forgot Account?](#)

Let's Go!

Register

Member Portal Quick Guide URL:

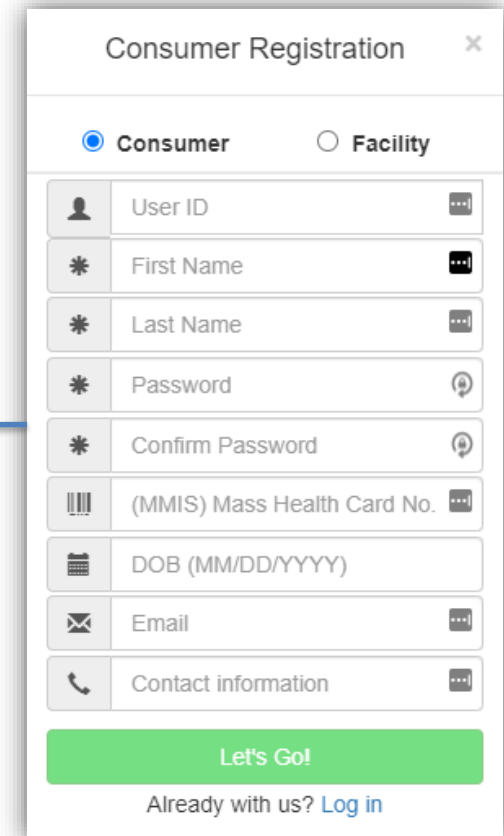
<http://www.mrta.us/sites/default/files/pdf/Member%20portal%20quick%20guide.pdf>

Member Portal: Login and Registration

Registering and logging into your account is easy!
Below are the steps to start using the improved Member Portal:

How to Register:

1. Select 'Login' on the top right of your browser
 2. Select 'Register' at the Login screen.
 3. Fill in all required fields and select 'Let's Go!'
 - If information is successfully entered, you will be notified; otherwise, you will have to correct the information.
- (Please note: While creating your profile all fields are case sensitive)



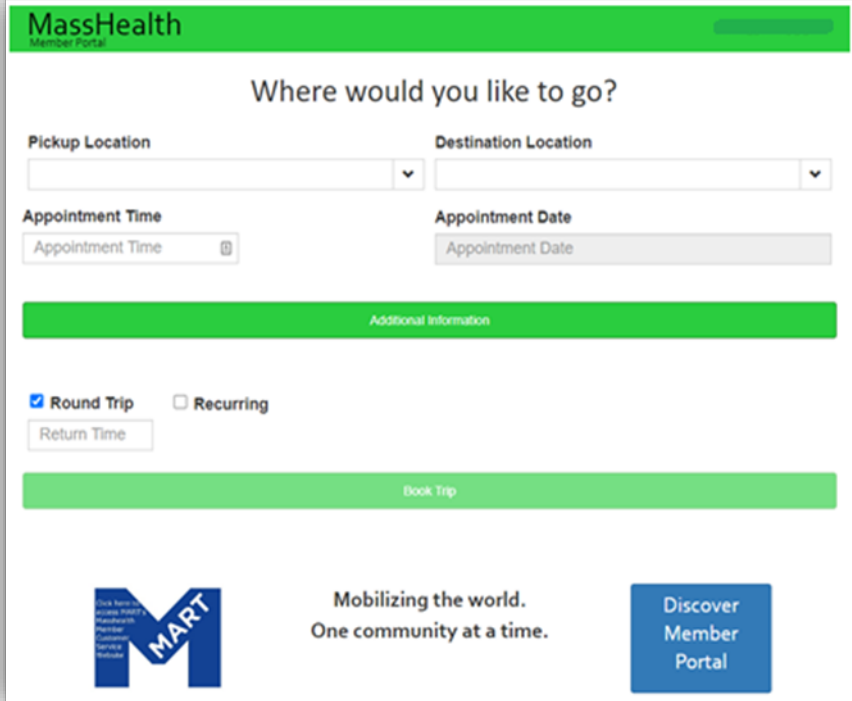
The screenshot shows a 'Consumer Registration' form with a close button (X) in the top right corner. Below the title, there are two radio buttons: 'Consumer' (selected) and 'Facility'. The form contains several input fields, each with an icon on the left and a clear button (three dots) on the right: 'User ID' (person icon), 'First Name' (asterisk icon), 'Last Name' (asterisk icon), 'Password' (asterisk icon and eye icon), 'Confirm Password' (asterisk icon and eye icon), '(MMIS) Mass Health Card No.' (barcode icon), 'DOB (MM/DD/YYYY)' (calendar icon), 'Email' (envelope icon), and 'Contact information' (phone icon). At the bottom, there is a green 'Let's Go!' button and a link that says 'Already with us? Log in'.

Member Portal Quick Guide URL:

<http://www.mrta.us/sites/default/files/pdf/Member%20portal%20quick%20guide.pdf>

Member Portal: How to book a trip

1. Once logged in, you will see areas to enter your ride information
2. Select prepopulated 'Pickup' and 'Destination' Location based on your approved PT1(s)
3. Input Appointment Time and Date
4. Select 'Single Trip' or 'Recurring'
5. Enter any 'Additional Information' that are needed for the trip
6. Review and Confirm your trip details. If all the information is correct, click 'Book Trip'



The screenshot displays the MassHealth Member Portal interface for booking a trip. At the top, a green header bar contains the "MassHealth" logo and the text "Member Portal". Below this, the heading "Where would you like to go?" is centered. The form includes two dropdown menus for "Pickup Location" and "Destination Location". Below these are input fields for "Appointment Time" and "Appointment Date", each with a calendar icon. A green bar labeled "Additional Information" follows. Underneath, there are radio buttons for "Round Trip" (selected) and "Recurring", with a "Return Time" input field. A green "Book Trip" button is positioned below the form. At the bottom, the MART logo is on the left, the slogan "Mobilizing the world. One community at a time." is in the center, and a blue button labeled "Discover Member Portal" is on the right.

Member Portal: View & Cancel Trips

All trips will be displayed and you will have the ability to cancel any previously scheduled trip(s) in real-time.

Filter: Daily Trips


Search:

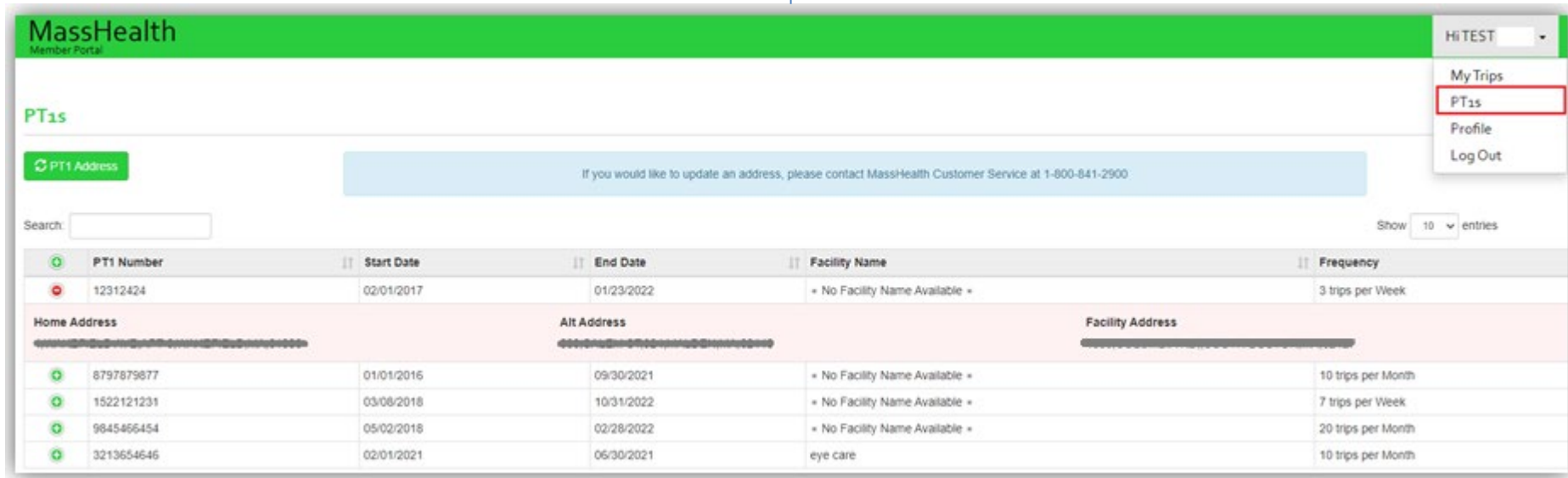
Show 10 entries

Travel Date	Start Time	Appointment Time	From	To	Booking ID	Operator	Action
04/28/2021	08:45 AM		1053 UTYOTYTYT, NEW BEDFORD, MA 02746	2425 VEGVGAGLNNV, FALL RIVER, MA 02720	T50150603 ONE WAY		Cancel
04/28/2021	08:00 AM		1053 UTYOTYTYT, NEW BEDFORD, MA 02746	2425 VEGVGAGLNNV, FALL RIVER, MA 02720	T50150598		Cancel
04/28/2021	07:00 AM		1053 UTYOTYTYT, NEW BEDFORD, MA 02746	2425 VEGVGAGLNNV, FALL RIVER, MA 02720	T50150595 ONE WAY		Cancel
04/28/2021	07:00 AM		1053 UTYOTYTYT, NEW BEDFORD, MA 02746	2425 VEGVGAGLNNV, FALL RIVER, MA 02720	T50150611		Cancel
04/28/2021	07:45 AM		1053 UTYOTYTYT, NEW BEDFORD, MA 02746	2425 VEGVGAGLNNV, FALL RIVER, MA 02720	T50150602		Cancel
04/28/2021	07:15 AM		2425 VEGVGAGLNNV, FALL RIVER, MA 02720	1053 UTYOTYTYT, NEW BEDFORD, MA 02746	T50150612		Cancel
04/29/2021	10:00 AM		1053 UTYOTYTYT, NEW BEDFORD, MA 02746	2425 VEGVGAGLNNV, FALL RIVER, MA 02720	T50150599		Cancel
04/29/2021	10:15 AM		2425 VEGVGAGLNNV, FALL RIVER, MA 02720	17 T N VPNIEM2T MWVN, WHITMAN, MA 02382	T50150600		Cancel

First Previous 1 2 Next Last

Member Portal: View Your PT1s

- You can view your current PT1s by selecting 'PT1s' from the drop down menu on the top right of your browser.
- You can expand each PT1 by clicking the  button to see additional information




The screenshot displays the MassHealth Member Portal interface. At the top, there is a green header with the 'MassHealth Member Portal' logo. On the right side of the header, a dropdown menu is open, showing options: 'My Trips', 'PT1s' (highlighted with a red box), 'Profile', and 'Log Out'. Below the header, the 'PT1s' section is visible. It includes a green button labeled 'PT1 Address' and a light blue banner with the text: 'If you would like to update an address, please contact MassHealth Customer Service at 1-800-841-2500'. A search bar is located below the banner. To the right of the search bar, there is a 'Show' button and a dropdown menu set to '10' entries. The main content area features a table of PT1s. The table has columns for PT1 Number, Start Date, End Date, Facility Name, and Frequency. The first row is expanded, showing details for PT1 Number 12312424, Start Date 02/01/2017, End Date 01/23/2022, Facility Name 'No Facility Name Available', and Frequency 3 trips per Week. Below this, there are three sections: 'Home Address', 'Alt Address', and 'Facility Address', each with a redacted address. The table continues with four more rows of PT1s, each with a plus icon to expand it.

PT1 Number	Start Date	End Date	Facility Name	Frequency
12312424	02/01/2017	01/23/2022	No Facility Name Available	3 trips per Week
8797879877	01/01/2016	09/30/2021	No Facility Name Available	10 trips per Month
1522121231	03/08/2018	10/31/2022	No Facility Name Available	7 trips per Week
9845466454	05/02/2018	02/28/2022	No Facility Name Available	20 trips per Month
3213654646	02/01/2021	06/30/2021	eye care	10 trips per Month

Member Portal: Submitting Feedback

You can register a complaint in the Member Portal by following these steps:

1. Once you are logged into the portal, go to the top right corner of the browser and select 'My Trips'
2. Select 'Past Trips' under the drop down filter under 'My Rydes'
3. Expand the trip you'd like to submit a complaint under by clicking the  button.
4. Click the green 'Complain' button



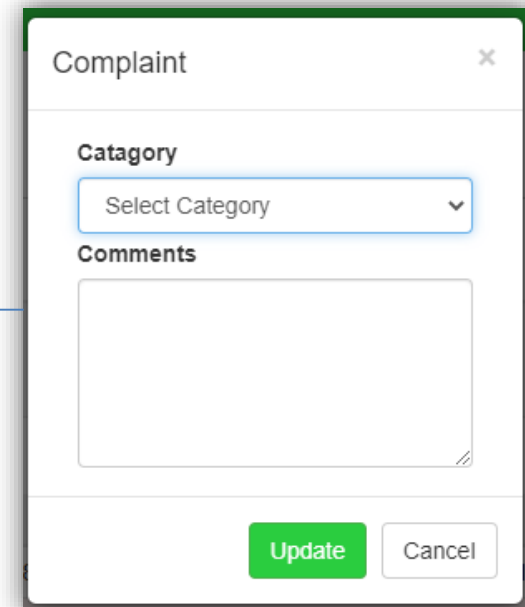
The screenshot displays the MassHealth Member Portal interface. At the top, a green header bar contains the 'MassHealth Member Portal' logo on the left and a user menu on the right. The user menu includes options for 'HiTEST', 'Home', 'My Trips' (highlighted with a red box), 'PT1s', 'Profile', and 'Log Out'. Below the header, the 'My Rydes' section is visible. It features a 'Filter:' dropdown menu with 'Past Trips' selected (highlighted with a red box). A search bar is located below the filter. To the right of the search bar, there is a 'Show' dropdown set to '10' and the text 'entries'. Below these elements is a table with columns: Travel Date, Start Time, Appointment Time, From, To, Booking ID, Operator, and Action. The first row of data shows a travel date of 03/10/2021, start and appointment times of 00:00 AM, and a booking ID of T50145571. The operator is listed as 'OPERATOR NOT ASSIGNED'. At the bottom of the page, there is a red box containing the text 'Name : TEST', 'Phone Number:', and 'Mobility: ESCORT'. A green 'Complain' button (highlighted with a red box) is located to the right of this information.

Travel Date	Start Time	Appointment Time	From	To	Booking ID	Operator	Action
03/10/2021	00:00 AM	00:00 AM			T50145571	OPERATOR NOT ASSIGNED	Complain

Member Portal: Submitting a Complaint (Cont.)

Once you click on the 'Complain' button, a pop out window will appear. From there, you will:

- Select your complaint 'Category'
- Type your complaint in the 'Comments' field
- When you are completed, select 'Update' to submit your complaint



The screenshot shows a 'Complaint' pop-up window with a green header bar and a close button (X) in the top right corner. Inside the window, there is a 'Category' section with a dropdown menu labeled 'Select Category'. Below this is a 'Comments' section with a large text area for typing. At the bottom of the window, there are two buttons: a green 'Update' button and a white 'Cancel' button with a grey border. A blue line connects the text in the list to the 'Comments' field in the form.





Member Portal: Submitting a Complaint (Cont.)

- Once your complaint is submitted, the complaint number and status is listed under the trip
- Once the complaint has been addressed by one of our Quality Assurance Agents, the complaint will be updated in the portal with resolution of the complaint.

My Rydes

Filter:
Past Trips ▼

Search:

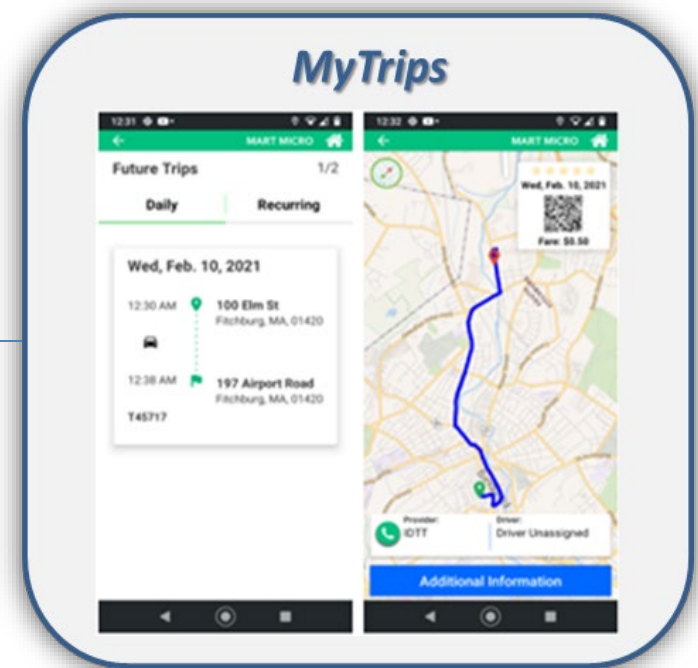
	Travel Date	Start Time	Appointment Time
	03/10/2021	00.00 AM	00.00 AM

Name : TEST
Phone Number:
Mobility: ESCORT
Your Complaint ID is: CM31 and status is: PENDING

New Member Application

The new member app will...

- ...allow members to book trips to approved PT-1 locations
- ...monitor trips in real-time with reporting updates of any delays related to the trip
- ...allow the user to file a complaint directly through the application
- ...be accessible to all
- ...be easy to download and **free** on all internet connected devices
- ...be secure, and all data will be protected

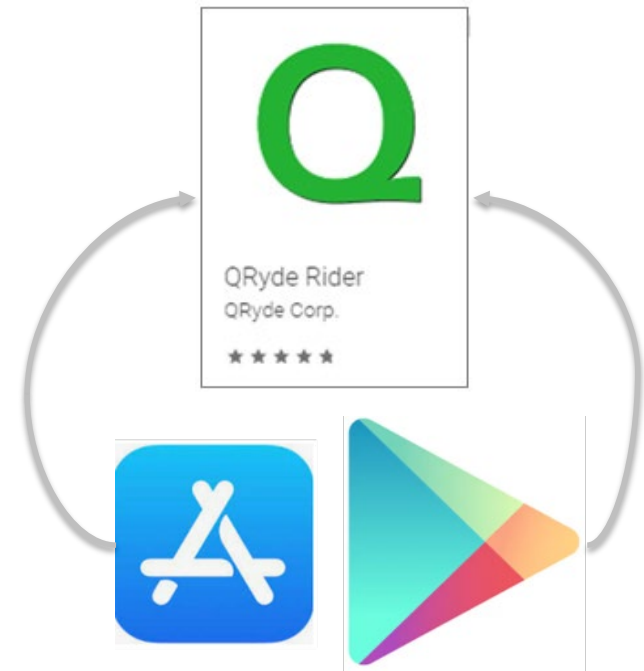




New Member Application: How to Download

Downloading the app is easy, just follow these steps:

1. To download the application on your device, navigate to Apple's App Store or the Google Play store depending on your device.
2. Search for **QRyde Rider** and install onto your device.
3. Once installed, open the application and proceed to registering for an account.



Member Application: Sign Up & Registration

How to Log In:

1. Open the application on your device
2. Enter your User ID and Password
3. Select 'LOG IN'

How to Register:

1. Open the application on your device
2. Select 'SIGN UP'
3. Enter your phone number
4. Verify the SMS code
5. Fill in all required fields and select 'Let's Go!'

(Please note: While creating your profile, all fields are case sensitive)

Sign up & Registration

The image displays four sequential mobile app screens for the 'Sign up & Registration' process. The first screen shows a login form with fields for 'User ID' and 'Password', and buttons for 'LOG IN' and 'SIGN UP'. The second screen shows a phone verification step where the user confirms their country code (UNITED STATES) and enters their phone number (+1 9788667889). The third screen shows the 'Phone Verification' step with a 'Verification Code' field and a 'VERIFY CODE' button. The fourth screen shows the final registration form with fields for 'First Name', 'Last Name', 'User ID', 'Email Address', and 'Password', and a 'Let's Go!' button.

Member Application: Booking a Ride

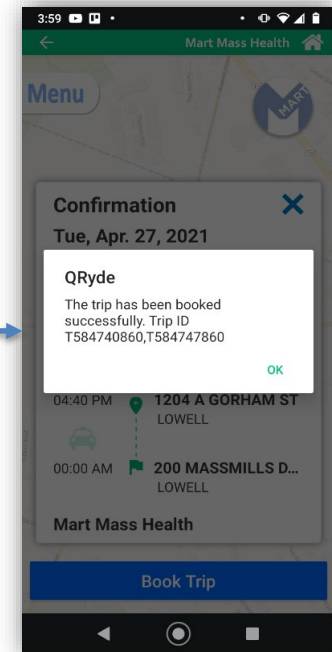
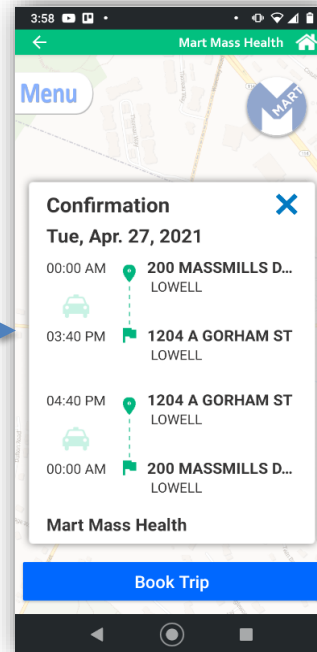
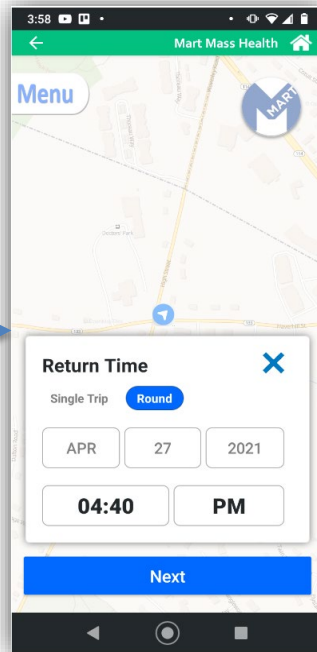
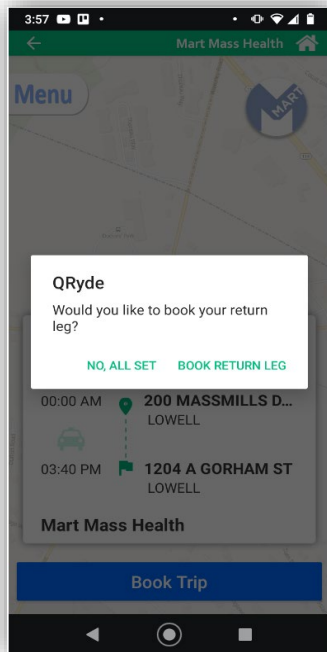
1. Select prepopulated 'Pickup' and 'Destination' location based on your approved PT1(s)
2. Select 'Single Trip' or 'Recurring'
3. Enter Date & Time of your trip and then click 'Next'
4. Enter any 'Advanced Options' (if applicable) and then click 'Next'
5. Review and confirm your trip details. If all the information is correct, click 'Book Trip'

The image displays four sequential screenshots of the Mart Mass Health mobile application, illustrating the steps to book a ride. Each screenshot shows a map background with a 'Menu' button in the top left and a 'Mart Mass Health' logo in the top right.

- Appointment:** The first screen shows a 'Pickup' location of '200 MASSMILLS DR APT 201' and a 'Destination' location of '1204 A GORHAM ST, LOWELL'. A blue 'Next' button is at the bottom.
- Date & Time:** The second screen shows the trip type set to 'Single Trip' (with 'Recurring' as an option). The date is 'APR 27 2021' and the time is '03:40 PM'. A blue 'Next' button is at the bottom.
- Advanced Options:** The third screen shows an 'Alternate Phone (optional)' field, a checked 'WHEEL CHAIR' option, an unchecked 'PCA' option, and a 'Number of Escorts' set to 4. A blue 'Next' button is at the bottom.
- Confirmation:** The fourth screen shows the confirmed trip for 'Tue, Apr. 27, 2021'. It lists the pickup at '00:00 AM' at '200 MASSMILLS D... LOWELL' and the drop-off at '03:40 PM' at '1204 A GORHAM ST LOWELL'. A blue 'Book Trip' button is at the bottom.

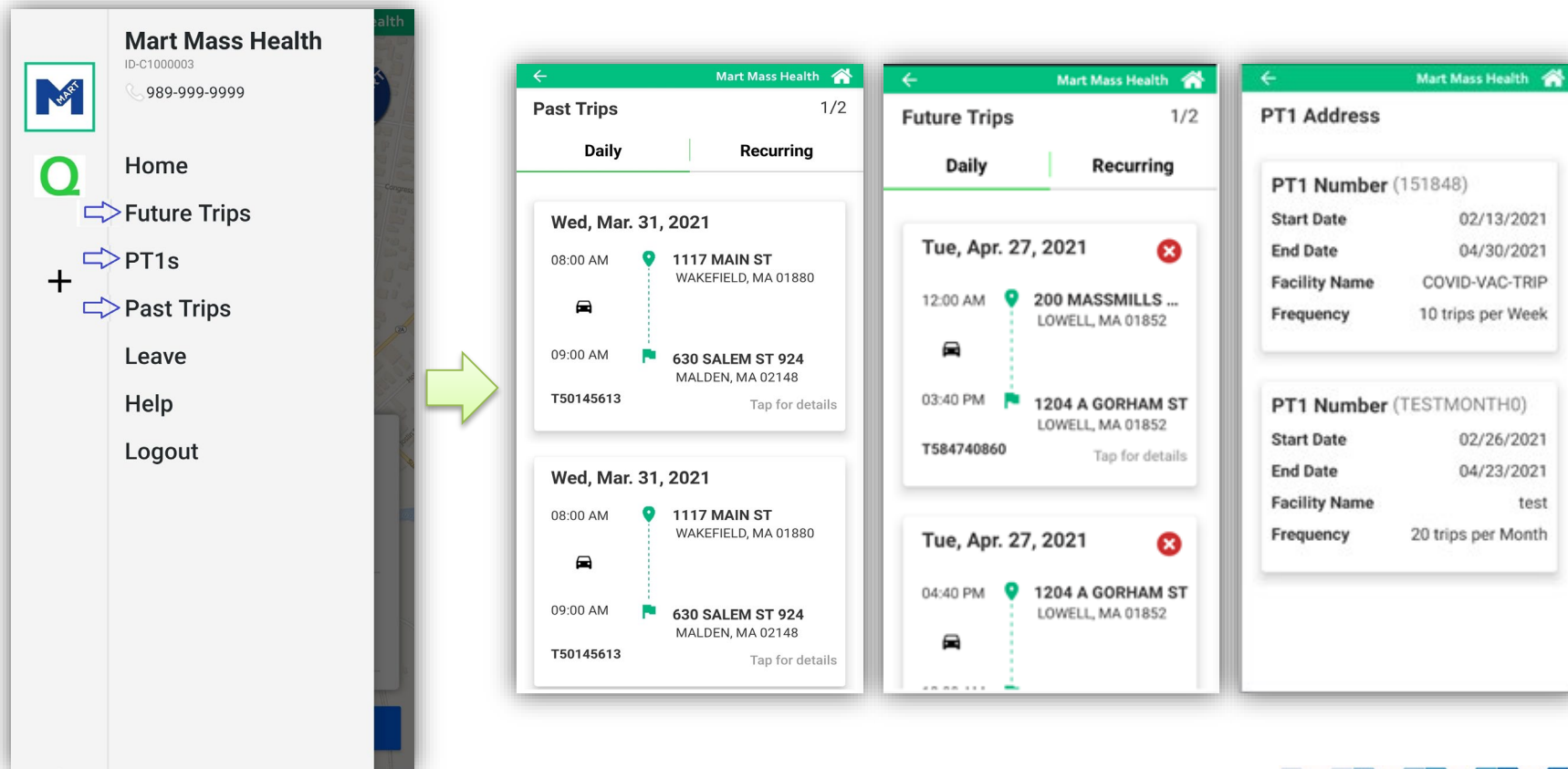
Member Application: Booking a Ride

1. After you confirm your single trip, a pop out screen will appear and ask you if you want to book a return leg. If so, select 'Book Return Leg'
2. Enter Date & Time of your return trip and then click 'Next'
3. Review and confirm your full trip details. If all the information is correct, click 'Book Trip'
4. Once the trip is booked, you will receive confirmation, which includes the trip ID associated with your scheduled trip.



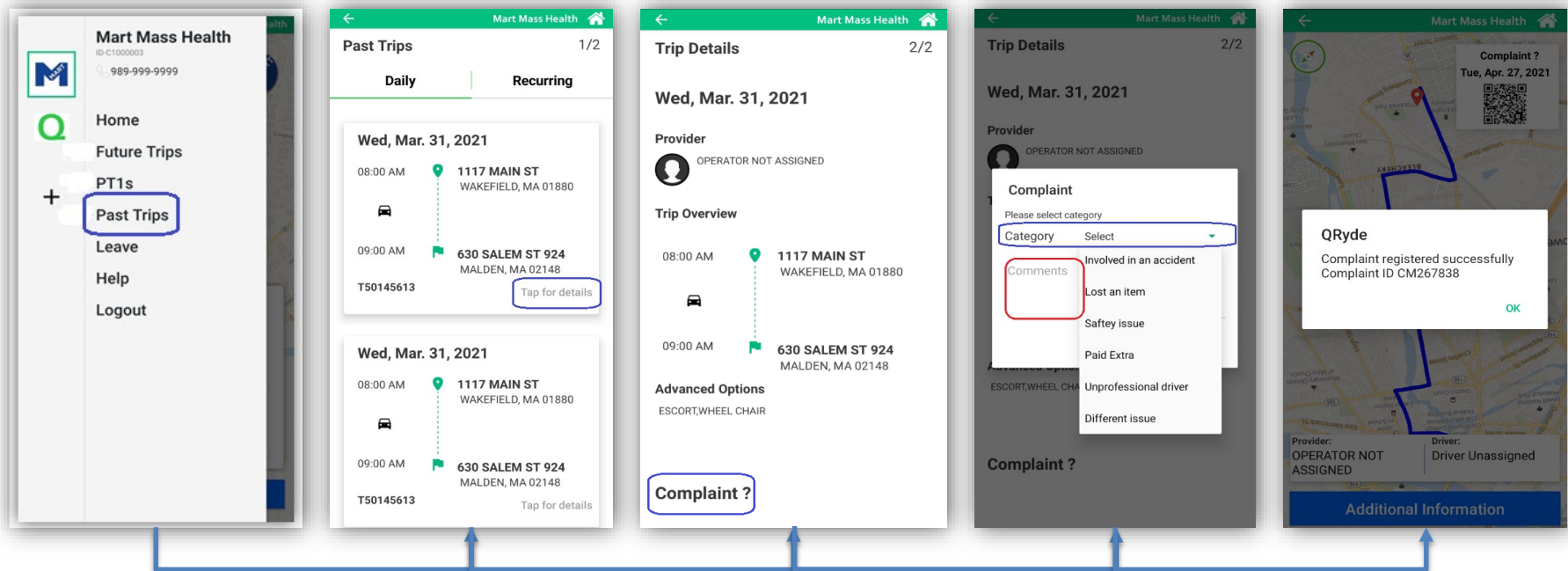
Member Application: Viewing Trips & PT1s

You can view Future Trips, Past Trips, and PT1s by tapping the “Menu” option located in the upper left corner of the screen



Member App: Submitting Feedback

1. Navigate to the “Menu” option located in the upper left corner of the screen and select ‘Past Trips’
2. Find the trip that you would like to submit feedback on and select ‘Tap for details’
3. Once the trip details are shown, you will tap ‘Complaint?’
4. Select a category from the drop down menu, and then type in your feedback in the ‘Comments’ section.
5. Once your feedback has been submitted, a pop up screen will appear with confirmation that your complaint was registered successfully, and provide the ‘Complaint ID’





We welcome your feedback!

- Submit a complaint or share your ideas:
 - Monday-Friday 7 AM to 7 PM
Toll Free: 1-866-834-9991
 - More ways to contact us coming July 1



Questions & Comments

- Raise your hand
 - Click on “Raise Hand”
 - Use Alt+Y for Windows or Option+Y for Mac
 - If you are calling in, dial *9
- Or type into the Q&A box



Thanks for attending!

- Keep in touch
- To submit complaints about a specific trip or vendor or to provide positive feedback on your experience
 - Contact MART at 1-866-834-9991

Additionally if you feel that your issue was not addressed to your satisfaction you are welcome to reach out to the HST office.

- Contact HST at hstcomplaintincident@mass.gov or (617) 847-3427