

WellRyde – Getting Onboarded

Version 2.1



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Agenda

Pre-Go Live Check List

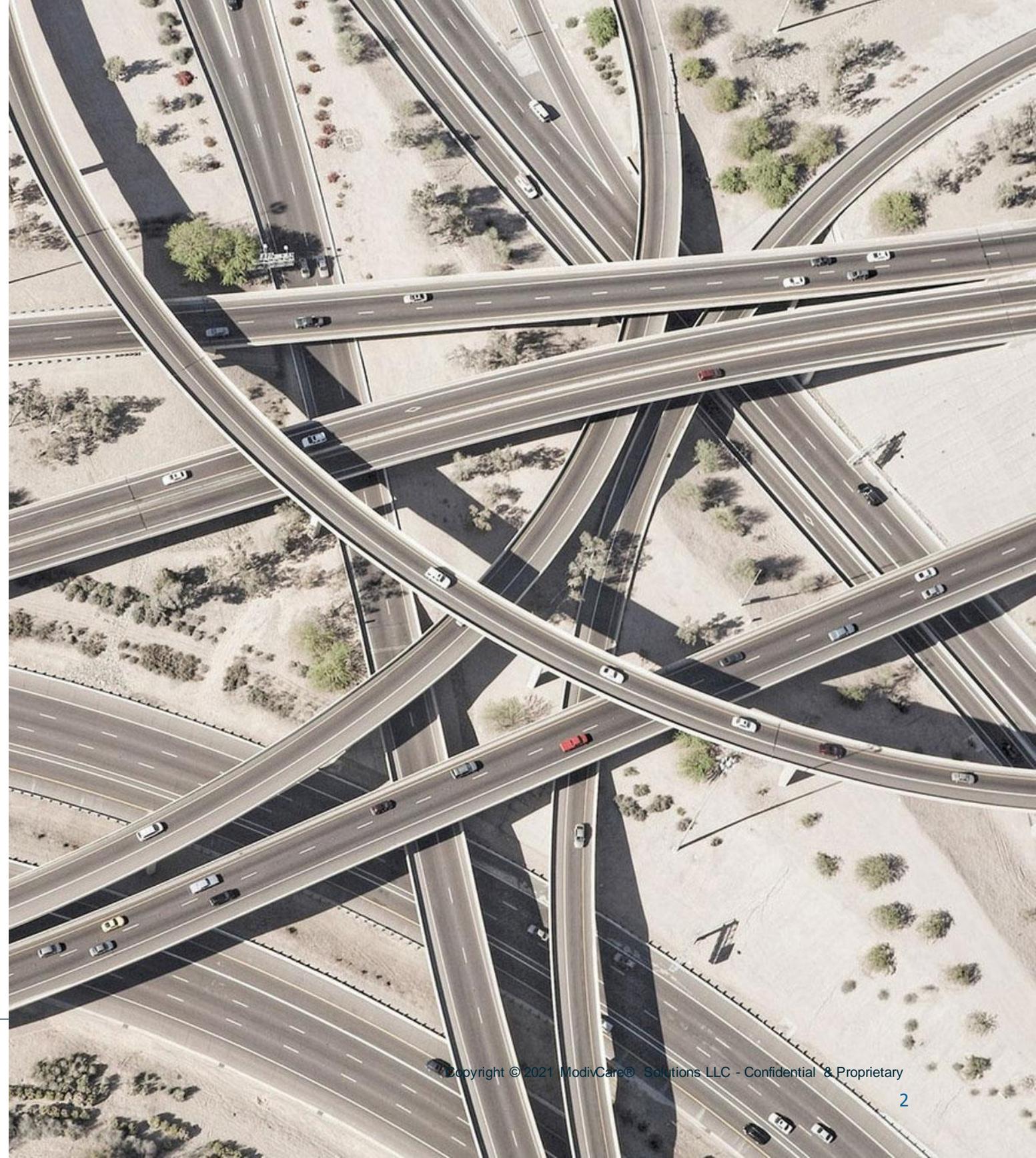
Day in the life: Dispatching

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?



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Pre-Go Live Check List

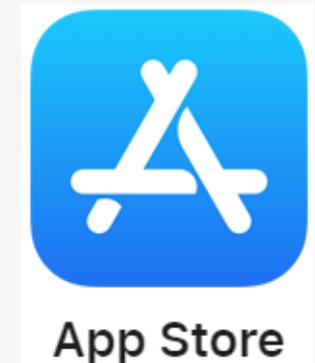
- Have a completed contract with Modivcare
- Have access to the Modivcare TP Portal
- Have all my credentialed drivers and vehicles been uploaded to your Modivcare TP Portal
- Have smartphones or tablets for my drivers to use to process their pickups and drop offs on the mobile app with a data plan
- 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
 - Drivers have access to WellRyde Driver Training Courses on the mobile app
- 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

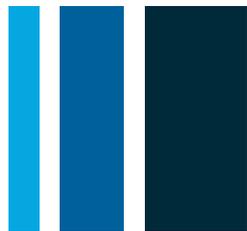
- Download the WellRyde Driver mobile app from the Google Play Store or the Apple App Store
- Mobile app is available for Android or iOs (Apple) devices
- Each driver will have their own WellRyde log in credentials
- **For Complicore Credentialed Drivers:**
- Default WellRyde Driver Mobile App Login: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

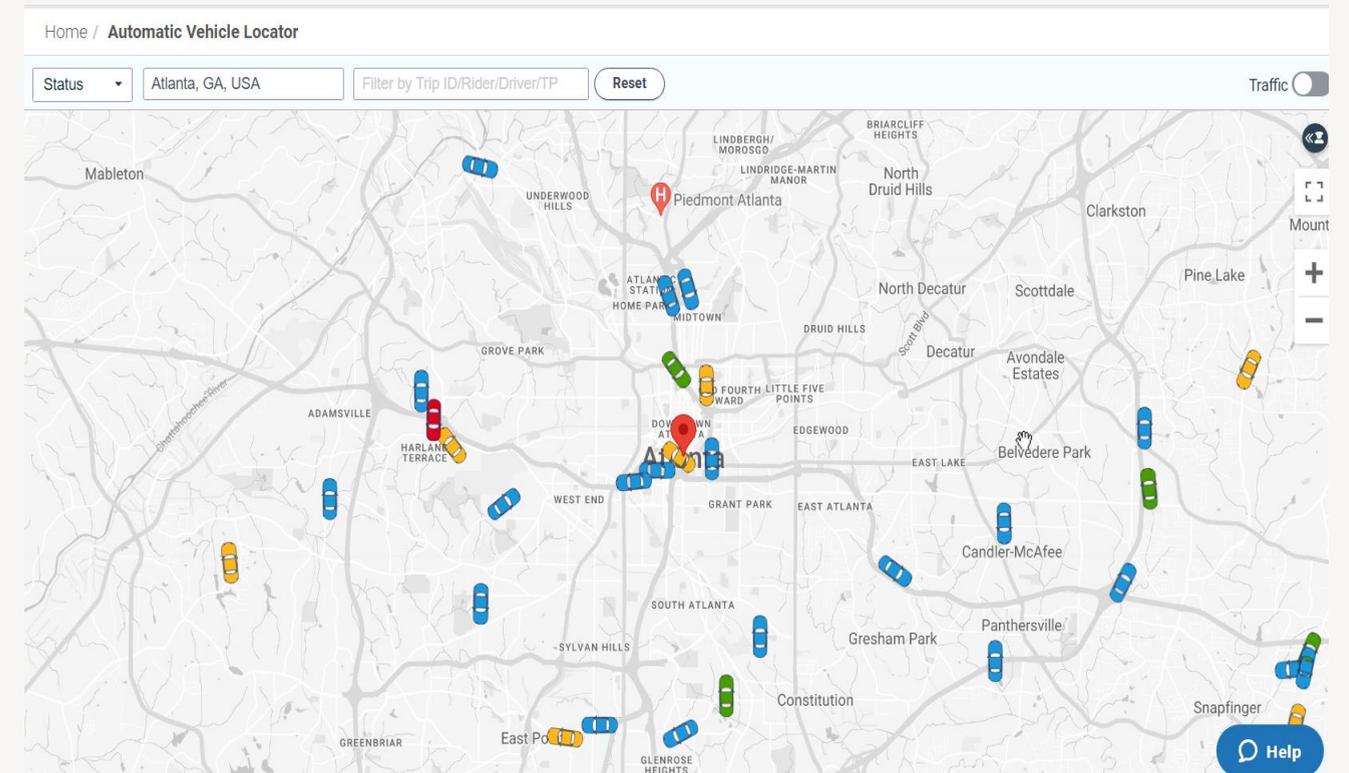
Day in the life: Dispatching



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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 (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
 - YELLOW = Driver is running a little behind on their assigned trips



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-CREDENTIALLED drivers** will be created manually
- Complicore Credentialed drivers will import **AUTOMATICALLY** 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 **AUTOMATICALLY** into your WellRyde dispatch portal
 - **Only NON-CREDENTIALLED 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 VEHICLE NAME IN WELLRYDE**

Scheduling/Assigning Trips/Trip Management

- Transport/Trips
 - Select Trip Date
 - Assign Many Trips to One Driver
 - Assign One Trip to One Driver
 - Quickly Switch Drivers
 - Cancel Trips
 - Reroute (Reject) Trips
 - Activate Will Call Trips (Update Will Call)

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

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

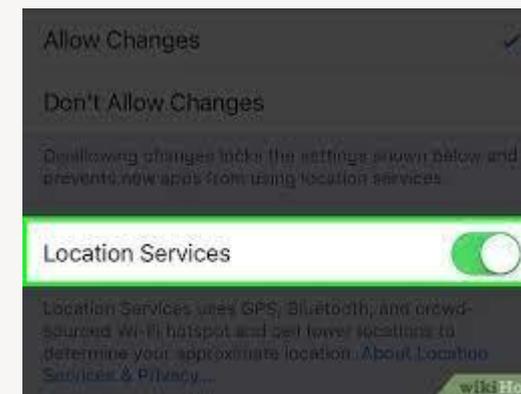
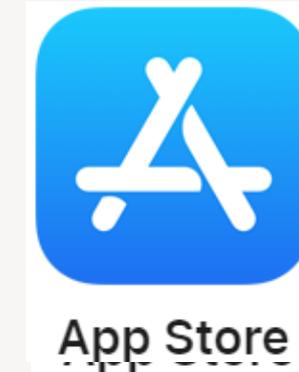
Day in the life: Driver



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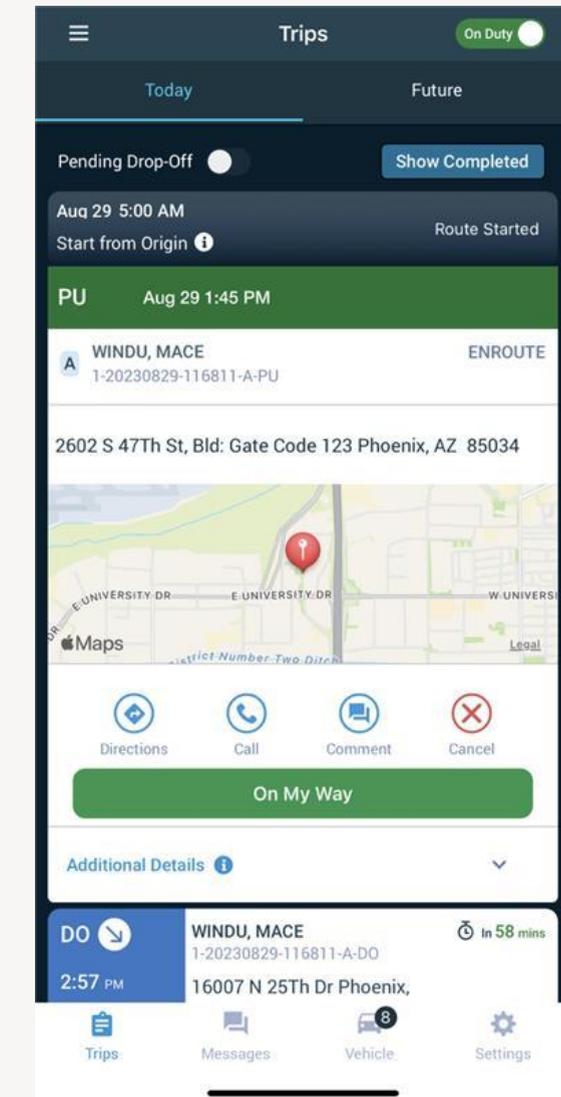
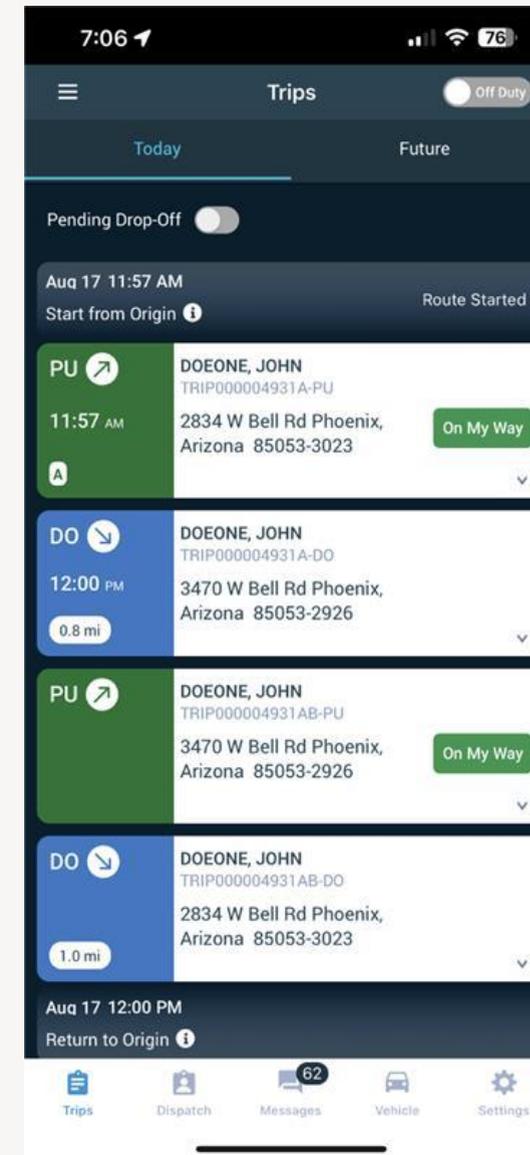
WellRyde Driver Mobile App

- 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'.



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



Day in the life: Billing



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Billing Completed Trips

2-Step Process

Part 1:

WellRyde (Review and Submit to Modivcare TP Portal):

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

Part 2:

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

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

- **Billing can be done every day!**

Charges Screen

The screenshot shows the 'Charges' screen in the WellRyde system. The interface includes a search bar, filter options, and a summary bar with status indicators for 'Not Found', 'In Progress', 'Verified-Paid', and 'Denied'. Below the summary is a table of trip data with columns for Trip Date, Trip Id, Driver, Rider's Name, Billing Status, Claim Status, Miles, Level Of Service, Calculated Distance, Adjusted Distance, Calculated Base Charge, Other Adjustments, Calculated Billed, Actual Billed, and Contract Code.

	Trip Date	Trip Id	Driver	Rider's Name	Billing Status	Claim Status	Miles	Level Of Service	Calculated Distance	Adjusted Distance	Calculated Base Charge	Other Adjustments	Calculated Billed	Actual Billed	Contract Code
<input type="checkbox"/>	03/26/2024 3:30...	TRN-113019	Anne O'Neill	CARR, DAVID	Not Submitted	-	5.85	A	0	5.85	10.25	89.75	10.25	100	CIRC
<input type="checkbox"/>	03/26/2024 7:45...	TRN-113036	Anne O'Neill	COLEMAN, PAT...	Submitted	-	27.8	A	0	27.8	50.86	0	50.86	50.86	CIRC
<input type="checkbox"/>	03/26/2024 7:30...	TRN-113011	Anne O'Neill	LINN, JIMMY	Submitted	-	9.67	A	0	9.67	15.25	84.75	15.25	100	CIRC
<input type="checkbox"/>	03/26/2024 6:20...	TRN-113032	Anne O'Neill	THOMAS, RICHA...	Submitted	-	20.27	A	0	20.27	35.8	0	35.8	35.8	CIRC
<input type="checkbox"/>	03/21/2024 8:30...	TRN-112928	Anne O'Neill	MORRIS, CHRIST...	Submitted	-	6.34	A	0	6.34	15.25	84.75	15.25	100	CIRC
<input type="checkbox"/>	03/21/2024 7:30...	TRN-112927	Anne O'Neill	LINN, JIMMY	Submitted	-	9.67	A	0	9.67	15.25	84.75	15.25	100	CIRC
<input type="checkbox"/>	03/21/2024 6:20...	TRN-112948	Anne O'Neill	THOMAS, RICHA...	Submitted	-	20.27	A	0	20.27	35.8	0	35.8	35.8	CIRC

Contacting WellRyde Support



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How do you get support?

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

Click the HELP Chat in the bottom right-hand corner of your WellRyde Screen

Email WellRyde: wellrydesupport@modivcare.com

ASK for an Incident/Ticket Number

Live Demo



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On Time Performance



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How is On Time Performance Calculated

