

Book a Trip

Search for Member

Use this page to schedule a trip for one of your members.

You must first search for the member. This can be done either by their Medicaid ID or their Last Name and Date of Birth.

If the currently logged in Facility is not part of the selected members Active Address List, it will automatically be added.

The screenshot shows the 'Search For Member' interface with the following details:

- Search Type:** Medicaid Id
- Search For:** 1111111111
- Search Button:** Search
- Table:**

ID	Medicaid Id	First Name	Last Name	Phone Number	City	State	County
6	1111111111	Minnie	Mouse	(404) 555-0101	Atlanta	2	
- Footer:** Showing 1 to 1 of 1 entries. © Copyright Southeasterns Inc., 2018. version: 1.0.6758.17248

The screenshot shows the 'Search For Member' interface with the following details:

- Search Type:** Last Name/DOB
- Search For:** Mouse
- Date of Birth:** 01/17/1985
- Search Button:** Search
- Table:**

ID	Medicaid Id	First Name	Last Name	Phone Number	City	State	County
6	1111111111	Minnie	Mouse	(000) 000-0000	Atlanta	2	
- Footer:** Showing 1 to 1 of 2 entries. © Copyright Southeasterns Inc., 2018. version: 1.0.6758.17248

Book a Trip

Request a Trip Details

After your search for a member is successful click on the arrow next to their information

ID	Medicaid Id	First Name
	042520240224	Minnie

Showing 1 in 1 of 1 entries

This will populate some of the details for requesting a trip. The remainder of the form will need to be filled out by you. Everything marked with a red asterisk is mandatory.

***Note – Currently you can only max 45 days in advance.**

Do not forget to check the “Certify” that the member has no other transportation options.

I Certify that the member does not have other transportation options available. *

Also displayed is some additional Provider Information. Included is “Preferred Provider” as well as the ability to add an “Alternate Provider” is so desired. If there are any listed as “Do Not Use” they will also be displayed for informational purpose only.

If no preferred provider is included a text box will be displayed to allow the facility to manually enter and request one.

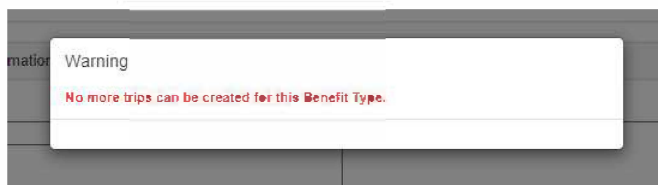
Book a Trip

Request a Trip Details (continued)

Before you can continue filling in any Appointment date or time, you must select a “Benefit Type.”

This is displayed under the “Provider Preference Information” box. Once a Benefit Type is selected the number of legs available to the user will be displayed.

If there are no legs available an auto popup will be displaying informing you so.



You will not be allowed to exceed this amount. If the member has 3 legs and since Facility Portal allows for max 4 legs, you will be allowed to schedule only 3.

Once a valid Benefit Type is selected the Appointment Date and Time will be available for selection.

Based on the Benefit Type your available selections for Appointment Reason, Mobility Type, and Relationship may change.

The screenshot shows the 'Book a Trip' form with the following sections:

- Provider Preference Information:** Includes a 'Preferred Provider' field with a radio button and a text input 'Enter a Provider Name', and a 'Do Not Use Provider List' checkbox area.
- Benefit Type:** Features a 'Benefit Type' dropdown menu currently set to '-Please Select-' and a 'Number of Legs available for this Benefit Type: 0' indicator.
- Appointment Date and Time:** Contains 'Appointment Date' and 'Appointment Time' fields with calendar and clock icons.
- Appointment Reason and Mobility:** Includes 'Reason' and 'Mobility' dropdown menus, both currently set to '-Please Select-'.
- Other Requirements:** Lists 'Escort', 'Attendants', 'Infant Seat', 'Car Seat', and 'Booster Seat', each with a dropdown menu set to 'None'.

Book a Trip

Request a Trip Details (continued)

Keep in mind some “Mobility” reasons may require extra information when selected. If that happens that information IS required as well.

Appointment Reason and Mobility

Reason *

Mobility *

Mobility Notes *

* Please combined weight of member and wheelchair. *

Dimensions

Length	Height	Width
<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

(Estimated Dimension of Wheelchair in Feet)

For instance, the above has “Oversized Wheelchair” is needed so additional Length, Height, Width are needed to assist the provider with transportation selection as well as the estimated combined weight of both member and wheelchair.

If the member has had a trip previously created in Facility Portal their last selected Mobility type will automatically be pre-selected to assist the Facility with creating another trip.

Home Book a Trip Standing Orders Attendance Search for Trips Forms Contact Us Help demouser

Last Name * Requester Phone *

Phone Number * Relationship *

I Certify that the member does not have other transportation options available. *

Provider Preference Information

Preferred Provider Jim's Transportation Do Not Use Provider List

Or

Alternate Provider

Appointment Date and Time

Appointment Date *

Appointment Time *

Appointment Reason and Mobility

Reason *

Mobility *

Mobility Notes *

* Please combined weight of member and wheelchair. *

Dimensions

Length	Height	Width
<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

(Estimated Dimension of Wheelchair in Feet)

Other Requirements

Escort <input type="text" value="None"/>	Car Seat <input type="text" value="None"/>
Attendants <input type="text" value="None"/>	Booster Seat <input type="text" value="None"/>
Infant Seat <input type="text" value="None"/>	

Any Special Needs?

Special Needs Special Needs notes

Check all that apply.

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Facility Portal 1.0.7.192 (build 27445)

Book a Trip

Adding Stops

After you've filled out the details of the trip request you'll be presented with the "Add Stops" options.

Please note the first trip will have the "Pickup Date" listed but no time. This is normal as the time to pick up will be calculated after the trip is submitted into the system.

Based on the Benefit Type selected, if the user runs out of available trips during the "Add Stop" step, a warning message will inform the user that no more legs are available.

The screenshot shows the 'Book a Trip' interface. At the top is a navigation bar with links: Home, Book a Trip, Standing Orders, Attendance, Search for Trips, Forms, Contact Us, Help, and a user profile 'demouser'. Below the navigation bar, the page title is 'Book a Trip'. There are two expandable sections: 'Search For Member' and 'Trip Information for - Sheriff Woody'. The main section is 'Add Stop', which contains two columns: 'Pick-Up Information' and 'Drop-Off Information'. Each column has an 'Address *' dropdown menu (currently showing '-Please Select-') and a 'Notes' text area. A note at the top right of the 'Add Stop' section states: 'All fields marked with * are mandatory'. A blue 'Add Stop' button is located at the bottom right of the 'Add Stop' section. Below this section, a message reads: 'Please note we currently cannot add addresses online. If the desired address is not listed, you must call Southeastrans to have it added.' At the bottom of the page, there is a 'Stops' section with a message: 'No Stop(s) added to this trip. Use the above section to add Stop(s) to this trip.' and a red 'Cancel Request' button. The footer contains the text: '© Copyright Southeastrans Inc., 2018 version: 1.0.0775.22000'.

Book a Trip

Adding Stops (Add New Address)

In the first stop/leg you will have the option to add an address that is not listed.

Simply select the “Address Not Listed” option at the bottom in either the Pick-Up or Drop-Off Address drop down to bring up the Address Search Window.

Book a Trip

Adding Stops (Add new Address continued)

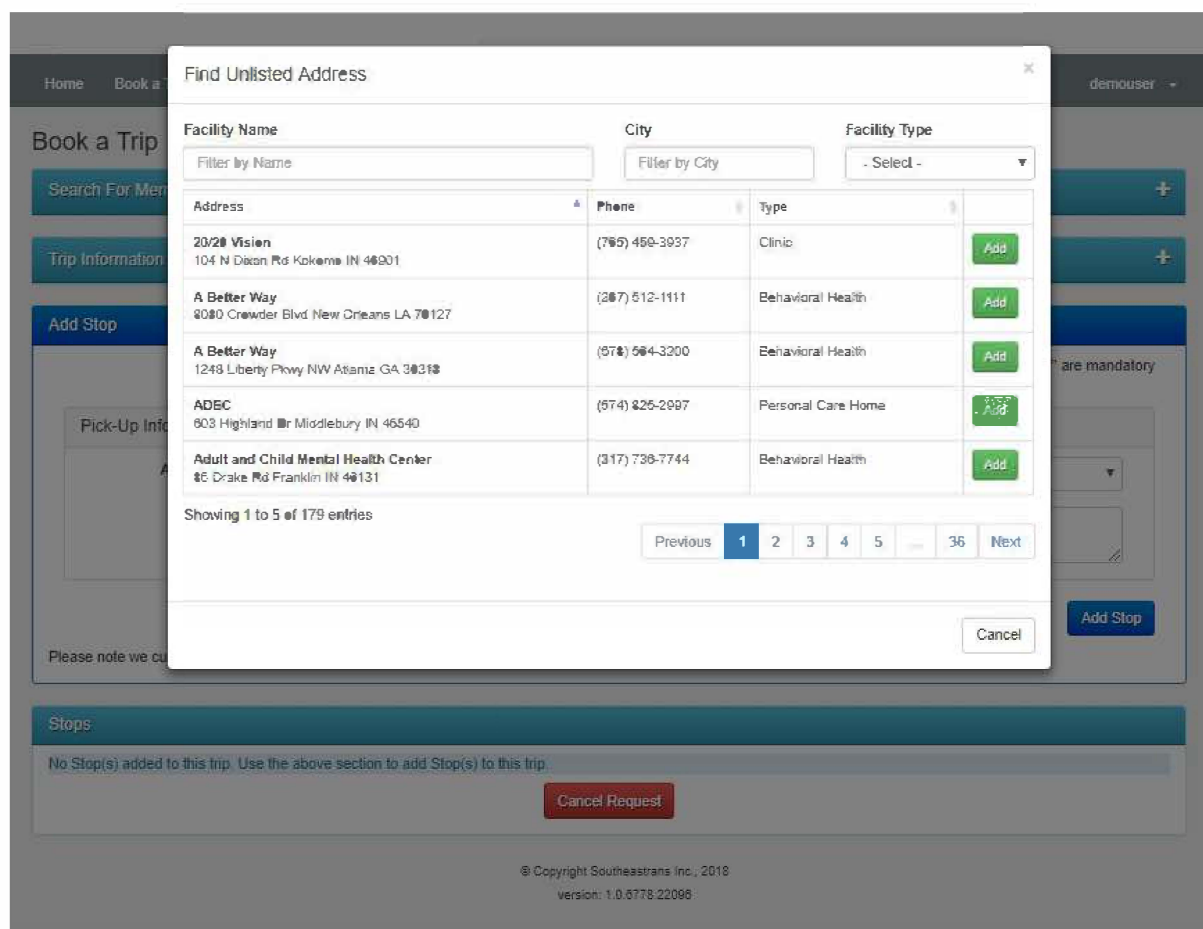
From this window you can filter by

- Facility Name
- City
- Facility Type

You can also sort by

- Name
- Phone
- Facility Type

Then click “Add” and it will add the facility to the user and pre-select it for you in whichever drop down you are adding the address to.



The screenshot shows a 'Find Unlisted Address' modal window. At the top, there are three filter options: 'Facility Name' (with a 'Filter by Name' input), 'City' (with a 'Filter by City' input), and 'Facility Type' (with a '- Select -' dropdown). Below these is a table with the following data:

Address	Phone	Type	
20/20 Vision 104 N Dixon Rd Kokomo IN 46901	(765) 459-3937	Clinic	<input type="button" value="Add"/>
A Better Way 9080 Crowder Blvd New Orleans LA 70127	(207) 512-1111	Behavioral Health	<input type="button" value="Add"/>
A Better Way 1248 Liberty Pkwy NW Atlanta GA 30318	(578) 584-3200	Behavioral Health	<input type="button" value="Add"/>
ADEC 903 Highland Dr Middlebury IN 46540	(574) 825-2997	Personal Care Home	<input type="button" value="Add"/>
Adult and Child Mental Health Center 80 Drake Rd Franklin IN 46131	(317) 738-7744	Behavioral Health	<input type="button" value="Add"/>

Below the table, it says 'Showing 1 to 5 of 179 entries'. There is a pagination control with buttons for 'Previous', '1', '2', '3', '4', '5', '36', and 'Next'. A 'Cancel' button is located at the bottom right of the modal.

The background shows the 'Book a Trip' interface with a sidebar containing 'Search For Men...', 'Trip Information', 'Add Stop', and 'Pick-Up Info...'. The main area has a 'Cancel Request' button and a 'Stops' section with the message 'No Stop(s) added to this trip. Use the above section to add Stop(s) to this trip.' and an 'Add Stop' button.

At the bottom of the page, there is a copyright notice: '© Copyright Southeasterns Inc., 2018' and 'version: 1.0.5778.22098'.

Book a Trip

Adding Stops (continued)

Your second stop will auto default to “Will Call” but you can if need be change this to a specific date and time.

Keep in mind if you do, those 2 fields (Date and Time) are now mandatory.

The Pick-Up Information Address will default to the Drop Off address from the previous Stop/Leg and be the only option available.

Drop Off will still allow adding an Address as an option.

Add another stop

<p>Pick-Up Information</p> <p>Address * Residence 1000 Nowhere Street,</p> <p>Will Call Yes</p> <p>Notes _____</p>	<p>Drop-Off Information</p> <p>Address * -Please Select-</p> <p>Notes _____</p>
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Add Stop

* Please note we currently cannot add addresses online. If the desired address is not listed, you must call Southeastrans to have it added

Add another stop

<p>Pick-Up Information</p> <p>Address * Residence 1000 Nowhere Street,</p> <p>Will Call No</p> <p>Date * 07/24/2018</p> <p>Time * Pick-Up Time</p> <p>Notes _____</p>	<p>Drop-Off Information</p> <p>Address * -Please Select-</p> <p>Notes _____</p>
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Add Stop

* Please note we currently cannot add addresses online. If the desired address is not listed, you must call Southeastrans to have it added.

Book a Trip

Adding Stops (continued)

You're only allowed to create a total of 4 legs to any given trip.

Once you're finished adding all the needed legs to the trip (max of 4) you can then click "Submit Trip Request."

The screenshot shows the VERIDA web application interface for booking a trip. At the top, there is a navigation bar with links: Home, Book a Trip, Standing Orders, Attendance, Search for Trips, Forms, Contact Us, and Help. The user is logged in as 'demouser'. Below the navigation bar, there are two buttons: 'Search For Member' and 'Request a Trip For a Member - Sheriff Woody'. The main section is titled 'Add another stop' and contains two form panels: 'Pick-Up Information' and 'Drop-Off Information'. The 'Pick-Up Information' panel has fields for 'Address *' (Residence 1000 Nowhere Street), 'Will Call' (Yes), and 'Notes'. The 'Drop-Off Information' panel has fields for 'Address *' (-Please Select-) and 'Notes'. An 'Add Stop' button is located at the bottom right of the form. Below the form, there is a note: '* Please note we currently cannot add addresses online. If the desired address is not listed, you must call Southeastrans to have it added.' Below the note is a table titled 'Stops' with columns: Stop, Pickup Address, Pickup Date, Drop-Off Address, and actions (Edit, Remove). The table contains three rows of data. At the bottom of the form, there are two buttons: 'Cancel Request' and 'Submit Trip Request'. At the very bottom, there is a copyright notice: '© Copyright Southeastrans Inc., 2018' and 'version: 1.0.0758.15670'.

Pick-Up Information

Address * Residence 1000 Nowhere Street, ▾

Will Call Yes ▾

Notes

Drop-Off Information

Address * -Please Select- ▾

Notes

Add Stop

* Please note we currently cannot add addresses online. If the desired address is not listed, you must call Southeastrans to have it added.

Stop	Pickup Address	Pickup Date	Drop-Off Address	
A	Residence, 1000 Nowhere Street, Atlanta SD 57201	7/26/2018	Medical Center, 2000 Somewhere Street, Atlanta SD 57201	Edit Remove
B	Medical Center, 2000 Somewhere Street, Atlanta SD 57201	Will Call	Some Pharmacy, 3000 Elsewhere Street, Atlanta SD 57201	Edit Remove
C	Some Pharmacy, 3000 Elsewhere Street, Atlanta SD 57201	7/27/2018 - 12:07 PM	Residence, 1000 Nowhere Street, Atlanta SD 57201	Edit Remove

Cancel Request Submit Trip Request

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Book a Trip

Request a Trip Confirmation

After submitting your trip request, you will be presented with a trip confirmation noting your trip is pending and your assigned Trip Id for in case you need to call Verida you can reference your trip with this trip id.

Use this to verify the details of your trip.

VERIDA

Home Book a Trip Standing Orders Attendance Search for Trips Forms Contact Us Help demouser

Print

Your trip has been submitted and is pending. Your assigned Trip Id is - 30180

Member Information		Requester Information	
Member Name	Mouse, Minnie	Name	Demo User
		Phone	(000) 000-0000
		Relationship	Caregiver

I Certify that I do not have other transportation options available: Yes

Appointment Date and Time			
Date	7/24/2018	Reason	Medical Supplies
Time	10:17 PM	Mobility Type	Ambulatory

Other Requirements			
Escort	Not Needed	Car Seat	Not Needed
Attendants	Not Needed	Booster Seat	Not Needed
Infant Seat	Not Needed		

Any Special Needs?

Special Needs	Special Needs Notes

Legs				
Leg	Name	Pickup Address	Pickup Date	Drop-Off Address
20847	A	Residence, 1000 Nowhere Street, Atlanta SD 57201	7/24/2018 9:24:00 PM	Medical Center, 2000 Somewhere Street, Atlanta SD 57201

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Hospital Discharge

Book a Trip and Hospital Discharge are nearly identical with the following differences.

Room Number and Nurse Station Number are new fields and are required.

Appointment Date and Time have been replaced with “Discharge Date” and “Discharge Time” and have been pre-populated. You can still make changes to these fields if needed.

Discharges are exempt from the Benefit Type restrictions.

As with Book a Trip, if the currently logged in Facility is not part of the selected members Active Address List, it will automatically be added.

The screenshot shows the 'Hospital Discharge' form with the following details:

- Member Information:** First Name: Mickey, Last Name: Mouse, Phone Number: (000) 000-0000, Room Number: Member Location (highlighted).
- Requester Information:** Requester Name: Demo User, Requester Phone: (000) 000-0000, Relationship: -Please Select-.
- Provider Preference Information:** Preferred Provider: Jim's Transportation, Or: Alternate Provider: Enter a Provider Name, Do Not Use Provider List: [Empty Box].
- Discharge Information:** Discharge Date: 02/02/2019 (highlighted), Discharge Time: 0:40PM (highlighted), Nurse Station Number: [Empty] (highlighted), Nurse Phone Number: [Empty] (highlighted), Reason: -Please Select-, Mobility: Wheelchair.
- Other Requirements:** Escort: None, Attendants: None, Infant Seat: None, Car Seat: None, Booster Seat: None.
- Any Special Needs?:** Special Needs: None selected, Special Needs notes: [Empty].

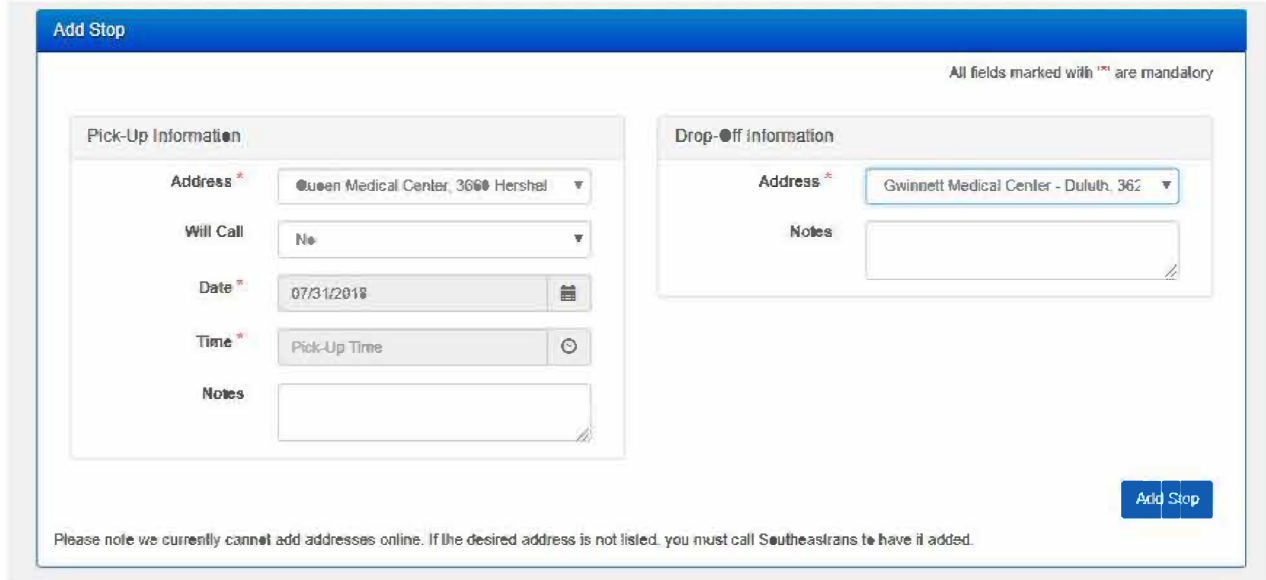
Hospital Discharge

Another change is the first Stop or Leg of the trip will default to the current Hospital logged in making the Discharge request.

It is THE ONLY option in the Pick-Up Information window.

Also, the date is prefilled out. You will again need to set a time here since this will be the actual time you will need transportation available.

Everything else including Address search works the same as in Book a Trip except for the first stop's address since it is pre-selected and not changeable.



Add Stop

All fields marked with * are mandatory

Pick-Up Information

Address * Queen Medical Center, 3600 Hershel

Will Call No

Date * 07/31/2018

Time * Pick-Up Time

Notes

Drop-off information

Address * Gwinnett Medical Center - Duluth, 362

Notes

Add Stop

Please note we currently cannot add addresses online. If the desired address is not listed, you must call Southeastrans to have it added.