



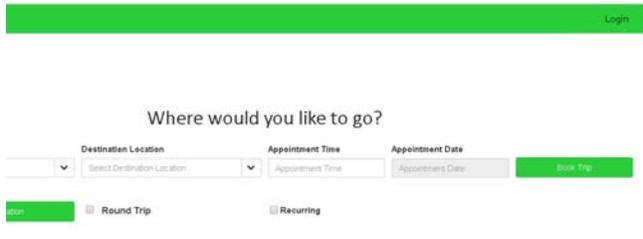
FACILITY PORTAL QUICK GUIDE

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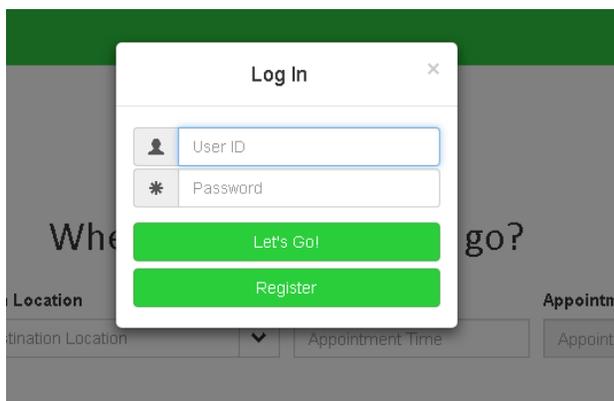
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How to register:

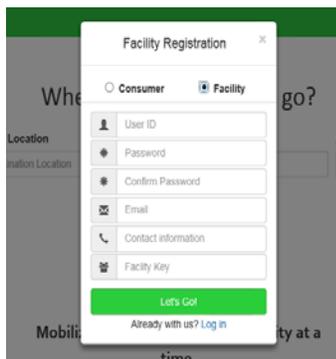
1) <https://fp-mart.gryde.com>



2) Select Login on the top right corner



3) Click on Register



4) Click on Facility

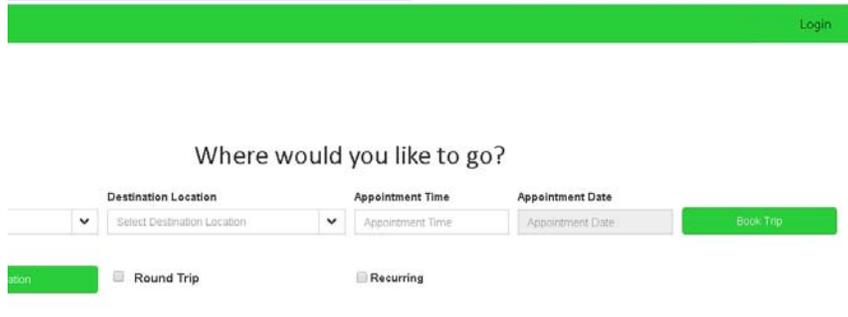
5) The Facility Key will be provided to you by MART

6) Fill in all fields and select Let's Go!

Please note: When creating your profile all fields are case sensitive

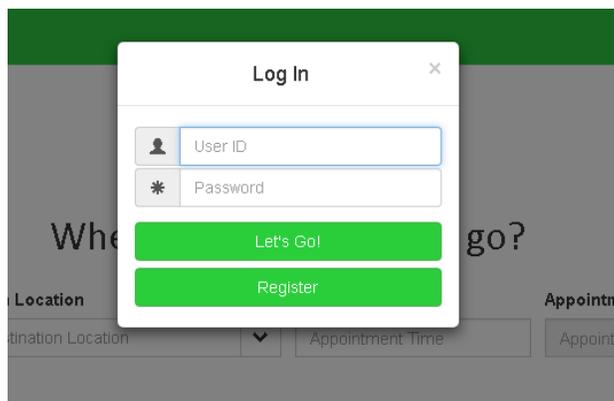
How to log into Facility Portal:

<https://fp-mart.gryde.com>



The screenshot shows the top of the Facility Portal website. A green header bar contains a 'Login' link. Below the header, the main heading is 'Where would you like to go?'. Underneath, there are three dropdown menus for 'Destination Location', 'Appointment Time', and 'Appointment Date'. To the right of these is a green 'Book Trip' button. Below the dropdowns, there are checkboxes for 'Round Trip' and 'Recurring'.

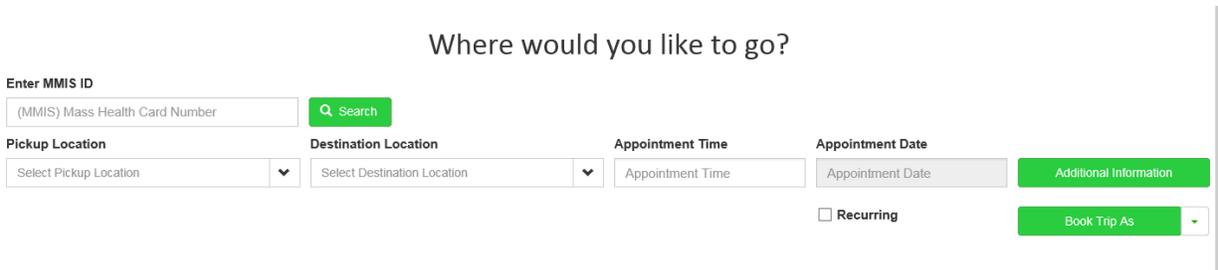
- 1) Select Login on the top right corner



The screenshot shows a 'Log In' modal window. It has a title bar with a close button. Inside, there are two input fields: 'User ID' with a person icon and 'Password' with an asterisk icon. Below the fields are two green buttons: 'Let's Go!' and 'Register'.

- 2) Enter your User ID and Password
- 3) Select Let's Go!

How to search for a member:



The screenshot shows the 'Where would you like to go?' form with a search section. The heading is 'Where would you like to go?'. Below it, there is a section for 'Enter MMIS ID' with a text input field containing '(MMIS) Mass Health Card Number' and a green 'Search' button. Below this are the same three dropdown menus for 'Pickup Location', 'Destination Location', and 'Appointment Time'. To the right of these is a green 'Additional Information' button. Below the dropdowns, there are checkboxes for 'Recurring' and a green 'Book Trip As' dropdown menu.

- 1) Enter the member's MMIS number on the MMIS card number section
- 2) Click on Search

This function must be performed before you can do any of the functions for a client.

To book a round trip:

- 1) Search for the member
- 2) Select the "Pick up location"
- 3) Select the "Destination Location"
- 4) Select your "Appointment Time"

Pick up time will automatically populate depending on distance and travel time

- 5) Select your "Appointment Date"
- 6) Click on Additional Information

If there is an approval for an escort or a wheelchair, you can add or remove from this trip. You can also add an Alternative phone number

- 7) Click on "Book Trip As"
- 8) Select round trip
- 9) Select "Return Trip" (This will be the time you would like the driver to pick the member up from their appointment)
- 10) Click on "Booking Round Trip"

A trip confirmation will pop up to inform you your trip has been booked

To book a one way to appointment (from home to appointment with no return home)

- 1) Search for the member
- 2) Select the "Pick up location"
- 3) Select the "Destination Location"
- 4) Select your "Appointment Time"

Pick up time will automatically populate depending on distance and travel time

- 5) Select your "Appointment Date"
- 6) Click on Additional Information

If you have an approval for an escort or a wheelchair, you can add or remove from this trip. You can also add an Alternative phone number

- 7) Click "Book Trip As"
- 8) Select One Way

A trip confirmation will pop up to inform you your trip has been booked

To book a one way to home (from appointment to home only)

- 1) Search for the member
- 2) Select the "Pick up location"(Facility)
- 3) Select the "Destination Location"(Home)
- 4) Select "Return Time" (you are only booking a return home from facility)
- 5) Select "Appointment Date"
- 6) Click on Additional Information

If you have an approval for an escort or a wheelchair, you can add or remove from this trip. You can also add an Alternative phone number

- 7) Click "Book Trip As"
- 8) Select One Way

A trip confirmation will pop up to inform you your trip has been booked

To book a 3-Way trip

- 1) Search for the member
 - 2) Select the "Pick up location"
 - 3) Select the "Destination Location"
 - 4) Select your "Appointment Time"
- Pick up time will auto-populate depending on distance and travel time**

- 5) Select your "Appointment Date"
- 6) Click on Additional Information

If there is an approval for an escort or a wheelchair, you can add or remove from this trip. You can also add an Alternative phone number

- 7) Click "Book Trip As"
- 8) Select 3 Legged trip
- 9) Select the Second " Destination Location"
- 10) Select the second "Appointment Time"

Pick up time will auto-populate depending on distance and travel time

- 11) Click "Booking 3 Legged Trip"
- 12) Change the third "Destination Location" to home
- 13) Click "Booking 3 Legged Trip"

A trip confirmation will pop up to inform you your trip has been booked

How to book a standing order (same appointment every week):

- 1) Search for the member
- 2) Select the "Pick up location"
- 3) Select the "Destination Location"
- 4) Select your "Appointment Time" (to start scheduling a standing order, you have to input the first appointment time from the start date).

Pick up time will automatically populate depending on distance and travel time

- 5) Select your "Appointment Date" (this date will be the start date for your standing order).

- 6) Click on Additional Information

If you have an approval for an escort or a wheelchair you can add or remove it from the trip you are booking. You can also enter in an Alternative phone number.

- 7) Select recurring trip (This is to schedule weekly appointments, to the same facility).

If your appointments are bi-weekly, they must be booked individually

- 8) Select the appointment days and change times if needed
- 9) Select "number of weeks" for the standing order
- 10) Click "Book Trip As"
- 11) Select the type of trip you would like to book
- 12) Select "Return Time" (the time you would like the driver to pick you up from your appointment if needed)
- 13) Click "booking trip" (if necessary)

A trip confirmation will pop up to inform you your trip has been booked

How to review scheduled trips

MassHealth Member Portal

Hi TEST MEMBER PORTAL

Where would you like to go?

Pickup Location: 43 CENTER ST STE 104, NORTHAMP...
 Destination Location: 561 MAIN ST , WEYMOUTH, MA 02190
 Appointment Time: Appointment Time
 Appointment Date: Appointment Date
 Book Trip

Additional Information Round Trip Recurring

Discover Member Portal

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- 1) Search for the member
- 2) Click on the top right corner “Hi followed by your user name”
- 3) Click on My trips

+	11/09/2017	03:45 AM	06:30 AM	43 CENTER ST STE 104, NORTHAMPTON, MA 01060	561 MAIN ST , WEYMOUTH, MA 02190	T7621862	OPERATOR NOT ASSIGNED	
+	11/09/2017	08:00 AM		561 MAIN ST , WEYMOUTH, MA 02190	43 CENTER ST STE 104, NORTHAMPTON, MA 01060	T7620960	OPERATOR NOT ASSIGNED	
+	11/10/2017	03:30 AM	06:15 AM	43 CENTER ST STE 104, NORTHAMPTON, MA 01060	561 MAIN ST , WEYMOUTH, MA 02190	T7623027	OPERATOR NOT ASSIGNED	Cancel
+	11/10/2017	07:00 AM		561 MAIN ST , WEYMOUTH, MA 02190	43 CENTER ST STE 104, NORTHAMPTON, MA 01060	T7623028	OPERATOR NOT ASSIGNED	Cancel

First Previous 1 2 3 Next Last

- 4) If the trip is confirmed, on the first line of your trip you have the travel date and start time (pick up time) from the first pick up to the drop off address including the vendor assigned to the trip, if there is one. The second line will have the second pick up address which is the return pick up time.

To cancel a trip

- 1) Search for the member
- 1) Go to “My trips”
- 2) Look for the trip you would like to cancel
- 3) Click on “Cancel”, if you have a round trip you must select both pick ups
- 4) A pop up will appear, allowing you to confirm the cancellation

Review approved PT1's

MassHealth Member Portal

Hi TEST MEMBER PORTAL

Where would you like to go?

Pickup Location: 43 CENTER ST STE 104, NORTHAMP...
 Destination Location: 561 MAIN ST , WEYMOUTH, MA 02190
 Appointment Time: Appointment Time
 Appointment Date: Appointment Date

Book Trip

Additional Information Round Trip Recurring

MART
 Mobilizing the world.
 One community at a time.

Discover Member Portal

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https://cp-martstq.qryde.com/PT1s.html

- 1) Search for the member
- 2) Click on the top right corner “Hi *followed by your user name*”
- 3) Click on PT1’s

MassHealth Member Portal

Hi TEST MEMBER PORTAL Home

PT1s

PT1 Address

If you would like to update an address, please contact MassHealth Customer Service at 1-800-841-2900

Search:

Show 10 entries

PT1 Number	Start Date	End Date	Facility Name	Frequency
2797000000	05/19/2016	12/31/2017	SOUTH COVE COMM. HLTH CTR	7 trips per Week
2830050200	05/19/2016	12/31/2017	* No Facility Name Available *	7 trips per Week
R454215484	11/01/2017	12/31/2017	TEST MEDICAL FACILITY	10 trips per Month

First Previous 1 Next Last

- 4) You are able to review the searched client’s active PT1’s, expiration dates and approved frequency.

If a PT1 you’re looking does not appear in this section, contact the provider and request a new PT1 to be submitted to Mass Health. If the provider already submitted the PT1, contact Mass Health Customer Service at 1-800-841-2900. Once the PT1 has been approved by Mass Health they must fax it over to MART.