

MAS Trips

User Guide For Transportation Providers



A Driving Force in Non-Emergency
Medicaid Transportation Management

CREATING AND EDITING DRIVER ACCOUNTS

A step-by-step guide on how to create a new driver or edit an existing account

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Note:

1. *Before proceeding, please verify that the TP Relations team has updated your transportation profile to allow access and use of the MAS Trips mobile application. If this step has been completed, please proceed to the instructions below.*
2. *Administrators cannot use their existing MAS username to sign into the MAS Trips application. A driver profile and username is required to use the application.*

Creating a Driver Account

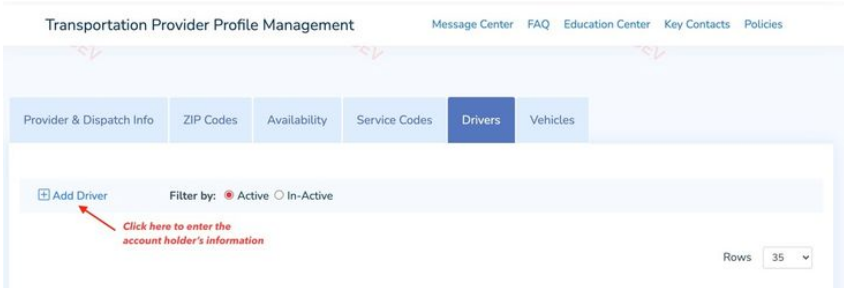
1. Login to the [dashboard](#), by visiting “www.medanswering.com/login.taf” with an admin level user account, and select *Drivers* in the *Manage My Profile* section.



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Creating a Driver Account

2. Select *Add Driver*. This will open a form asking you to enter the new driver's information.



3. In the *Add Driver* window:

- a. Mobile Login - select 'Yes'
- b. Enter the driver's first and last name
- c. Enter a valid telephone number
- d. Enter the driver's email address, where they will receive their temporary password
- e. Enter driver's license number, issuing state and expiration date
- f. Verify all the information is correct and click '*Submit*'

4. After entering submit, select the *Edit Driver* option found beside the newly created driver profile to view the driver's username, which will be used to login to the *MAS Trips* mobile application.



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Edit A Driver Account

1. Repeat step one and once in the drivers window, select the 'Edit Driver' option for the driver account you would like to update.

2. In the *Edit Driver* window:

- a. Mobile Login - select 'Yes'

- b. Enter a valid telephone number

- c. Enter the driver's email address, where they will receive their temporary password

- d. Verify all the information is correct and click '*Submit*'

3. After entering submit, return to the *Edit Driver* window to retrieve the driver's username.

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To dispatch rides, you can return to the dashboard and select the *Trip Roster* link under the *Manage Trips* section. Instructions on how to dispatch a trip can be found on the next page.



DISPATCHING TRIPS

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1. Login to the [web portal](#) and select *Trip Roster* in the *Manage Trips* section.
2. On the *Trip Roster* page, select a start and end date to view trips.
3. Once loaded, scroll through the list of trips until you find a ride that can be dispatched, which will be determined by seeing the *'Assign Driver* button in the *'Actions'* column.
4. In the *Dispatch Trip* window, select the driver and vehicle you would like to assign the trip to. If the trip has multiple legs, you may select a different vehicle and/or driver for each leg. If you'd like to assign the same driver and vehicle for all legs:
 - a. Select the driver and vehicle for the first leg
 - b. Click the *Copy* button, found to the right in the *Actions* column
 - c. Scroll to the bottom of the window and click *Assign all Legs*
 - d. Once complete a confirmation will appear, verifying the trip legs have been assigned successfully.
 - e. Select *Return to Trip Roster* to return to the trip roster list



Dispatching Trips

5. If a trip has been successfully assigned, the driver will be able to view it in their *Upcoming Trips* list within the mobile application if the trip's date matches the current date.



REASSIGNING TRIPS

Trips that have been previously assigned can be reassigned to a different driver and/or vehicle

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1. Login to the [web portal](#) and select *Trip Roster* in the *Manage Trips* section.
2. On the *Trip Roster* page, either enter the trip's invoice number or select a start and end date for a view of all available trips.
3. If a trip can be reassigned, the *Reassign Driver* button will be displayed in the actions column. Select this option to make any changes to the trip legs assignments.
4. Once in the *Reassign Driver/Vehicle* window, you will be able to view the driver and vehicle the trip is currently assigned to. From here, select the driver and/or vehicle you would like the leg(s) reassigned to. If the trip has multiple legs, it is not necessary to reassign all legs.
5. Upon clicking *Reassign Leg #*, a confirmation will appear if the reassign is successful. If the trip has been assigned to a different driver, they will be able to view it in their *Upcoming Trips* list within the mobile application if the trip's date matches the current date.

