MAS Trips
Mobile Application
User Guide

MAS | A Driving Force in Non-Emergency
Medicaid Transportation Management

Version 2.1.0 - Updated 01/26/24

WHAT'S NEW
New Features in Version 2.1.0

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1. Users will now be able to disable the application's automatic ride controls and geofence checks, which are responsible for auto starting and completing trips when it's detected that the driver has exited either the pickup or drop-off geofence for a ride. Drivers can disable this by visiting the device settings menu, and setting the **Automatic Ride Controls** to the off position. When set to the **off** position, the app will remove any geofence checks required to start a ride and once the Start Pickup button is clicked, the *No Show* and *Start* buttons will be displayed. The user will be asked to confirm each of these selections, to ensure rides are not started by mistake or prematurely.

Automatic Ride Controls

Note: Disabling this option will remove any geofence checks and turn off the auto start and completion of rides.

*Automatic Ride Controls **Enabled***

Automatic Ride Controls

Note: Disabling this option will remove any geofence checks and turn off the auto start and completion of rides.
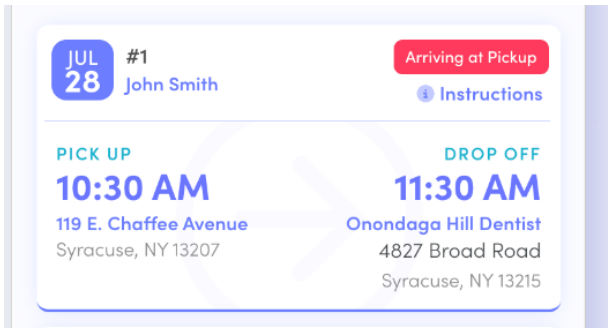
*Automatic Ride Controls **Disabled***

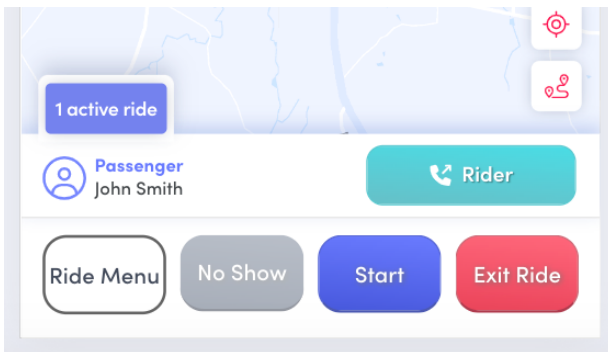MAS | A Driving Force in Non-Emergency Medicaid Transportation Management

WHAT'S NEW
New Features in Version 2.1.0

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2. If the automatic ride controls are enabled, the *Start* option, formerly *Start Ride,* will now continue to be displayed as long as the *Arriving at Pickup* status has been recorded, regardless of the driver's current location. This will allow the trip to progress to the next milestone of *Started,* indicating the enrollee is in the vehicle, which is the minimum status required for a trip to be completed.

*Trip with a status of **Arriving at Pickup***

Button Options on Map Screen

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What's new
New Features in Version 2.1.0

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Note: If the application is left with automatic ride controls turned on, it will continue to perform as it always has, minus the change described above.

First Steps
Things to note before signing in and using the MAS Trips application

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1. Only users with a driver profile and username are able to use the application. If you have an existing MAS account as an admin user, you will need to create a driver profile and obtain a driver username to sign into the application. New and existing drivers will need to have their administrator enable the *'Mobile Login'* option in their driver profile via the web dashboard. Enabling this option will generate a username for the driver to sign into the app.

2. Location access will be needed to use the MAS Trips correctly. For instructions on how to enable these permissions, visit page 9 of this guide by clicking here.

3. The mobile application can be downloaded for iOS by visiting the iOS App Store and the Google Play Store on Android devices.

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LOGGING IN

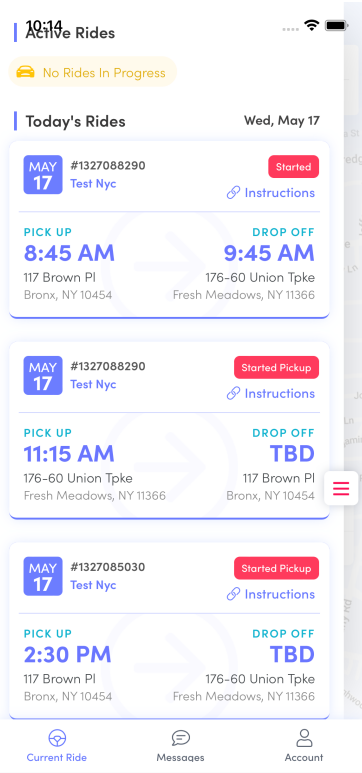..
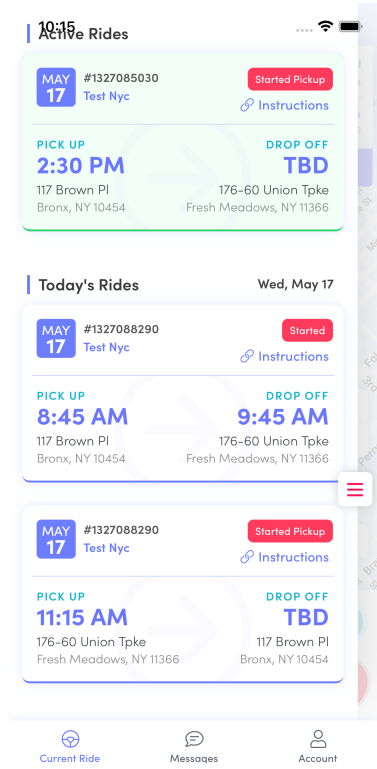
First Time Sign-On

1. After installing and opening the application, select the *Request Password* option found on the login screen.

2. Upon clicking the *Request Password* button, you will be taken to a new screen, where you will be asked to enter your username and the e-mail address provided to your TP. A temporary password will be sent to this e-mail.

3.   After requesting the temporary password, you will return to the login screen. Here you will enter your username and the e-mailed temporary password.
    Note: If you receive an error stating that the username can not be found, you will need to contact your dispatcher, or the person in your company responsible for IT to verify both are correct.

4. Upon successfully entering the username and temporary password, you will be taken to the *Reset Password* screen. You will be asked to provide the following information:
    *   Your new and confirmed password: passwords must contain at least 1 number, 1 special character, and have a minimum length of 7 characters.

5. Once you have successfully created a new password,, you will now be able to view the *Current Ride* screen, where you will have access to upcoming, active, and completed rides for the current date, as seen on the next page.

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First Time Sign-On

Ride list w/no active rides

10:14

Active Rides

🚗 No Rides In Progress

Today's Rides   **Wed, May 17**

MAY 17   #1327088290   `Started`
Test Nyc
🔗 Instructions

PICK UP   **DROP OFF**
8:45 AM   **9:45 AM**
117 Brown Pl   176-60 Union Tpke
Bronx, NY 10454   Fresh Meadows, NY 11366

MAY 17   #1327088290   `Started Pickup`
Test Nyc
🔗 Instructions

PICK UP   **DROP OFF**
11:15 AM   **TBD**
176-60 Union Tpke   117 Brown Pl
Fresh Meadows, NY 11366   Bronx, NY 10454

MAY 17   #1327085030   `Started Pickup`
Test Nyc
🔗 Instructions

PICK UP   **DROP OFF**
2:30 PM   **TBD**
117 Brown Pl   176-60 Union Tpke
Bronx, NY 10454   Fresh Meadows, NY 11366

Current Ride   Messages   Account

Ride list w/no active rides

Ride list w/one active ride

10:15

Active Rides

MAY 17   #1327085030   `Started Pickup`
Test Nyc
🔗 Instructions

PICK UP   **DROP OFF**
2:30 PM   **TBD**
117 Brown Pl   176-60 Union Tpke
Bronx, NY 10454   Fresh Meadows, NY 11366

Today's Rides   **Wed, May 17**

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PICK UP   **DROP OFF**
11:15 AM   **TBD**
176-60 Union Tpke   117 Brown Pl
Fresh Meadows, NY 11366   Bronx, NY 10454

Current Ride   Messages   Account

Ride list w/one active ride

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CURRENT RIDE

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Upon signing in, or clicking the 'Current Ride' icon on the bottom navigation bar, you will be able to view all your active, upcoming, and completed rides for the <u>current date</u> by clicking 'View Rides'. Clicking on the menu icon, found towards the bottom right of the screen ,will close the list and display the map screen.
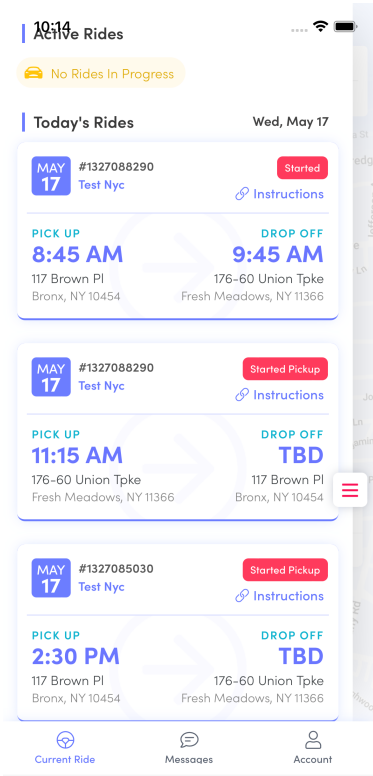

Ride list menu
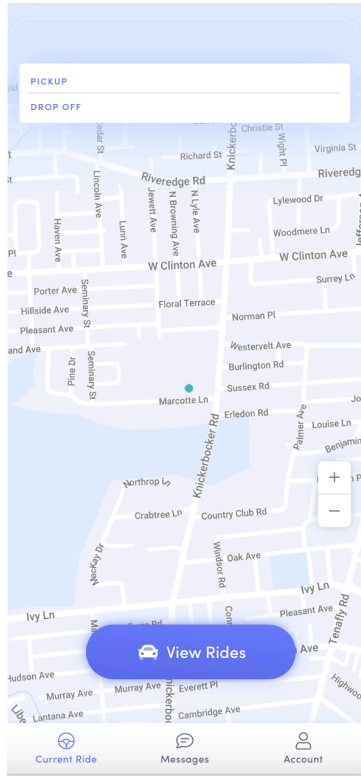
Initial map screen

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Current Ride

Trip Cards

Each card will display:
1. The trip date - *May 17*
2. The invoice number for the trip - *#1327088290*
3. The Medicaid enrollee's name - *Test NYC*
4. The current trip status: *'Arriving at Pickup'* *
5. *Instructions* link
6. The pickup and drop-off information for the leg
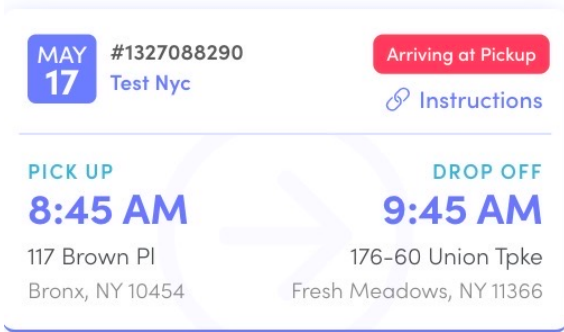
The possible trip statuses are as follows:

- **Dispatched** **-** the ride has been assigned but has not been started by the driver.
- **Started Pickup -** the driver is en route to the pickup address
- **Arriving at Pickup -** the driver has entered the geo-fence for the pickup address
- **Started -** the enrollee is in the vehicle and headed to the drop-off address
- **Arriving at Dropoff -** the driver has entered the geo-fence for the drop-off address
- **Complete**

Note: In order for a trip to be completed, the status **must** either display *Started* or *Arriving at Dropoff.*

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Current Ride

The *Instructions'* button contains the instructions for the associated trip. When clicked, the instructions will load off-screen (denoted by a progress bar/moving line at the top of the card.)

Once loaded, a new screen will appear with a series of icons denoting the accommodations that may be required for a trip. Any icon with a circled red 'X' below signifies that this accommodation is not necessary or applicable. If there is a circled green check mark, or a numeric value, this accommodation will be applicable.
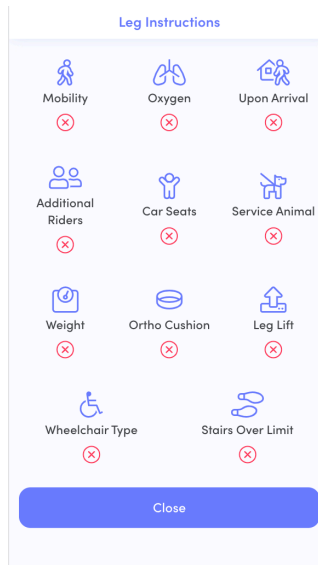
Leg Instructions screen w/no special accommodations required

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Current Ride

Clicking on the trip card will close the ride list menu display the map view. Here, you will find the pick-up address, pick-up time, drop-off address, drop-off time, estimated time of arrival, and the pickup and drop-off areas, displayed as shown below.
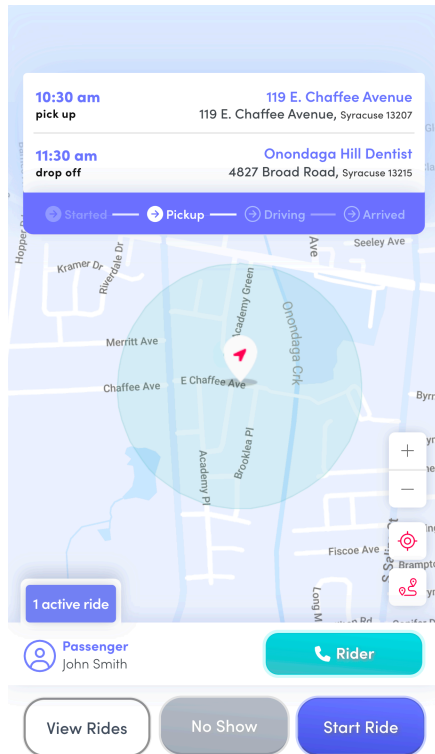
Map Screen With One
Active Ride

STARTING A TRIP

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Important- *You must allow full (Always On & Precise) location access when prompted by the app. If the app does not prompt you for these permissions, follow the instructions below:*

For iOS Users:
1. Go to **Settings**
2. Select **Privacy**
3. Select **Location Services -** this should say **On.**
4. Scroll through this list till you see **MAS Trips.**
5. This final screen should have the permissions to Allow Location Access, select **Always** and set **Precise Location** to **On**

For more information visit https://support.apple.com/en-us/HT207092

For Android Users:
1. On your phone's home screen, find the app icon.
2. Touch and hold the **MAS Trips** icon.
3. Select **App info** .
4. Select **Permissions. Location.**
5. Select **Allow**
6. Set **Precise Location** to **On**

For more information visit *https://support.google.com/accounts/answer/6179507?hl=en*

Background Geolocation

Important: *Although the app can track your location in the background (when the app is minimized) - it is highly recommended to have the app active and in the foreground during a ride. This ensures optimal performance and will avoid any issues with the device terminating background processes (automatically turning off the GPS to save battery/memory)*

MAS | A Driving Force in Non-Emergency
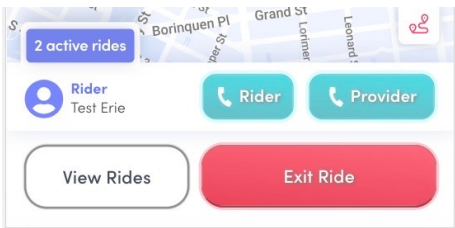Medicaid Transportation Management

Starting a Trip

The *'Start Pickup'* button will initiate the trip and begin recording the driver's location if the driver does not have any active trips.
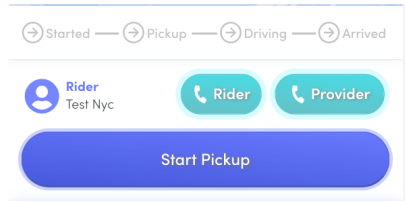

If the driver has more than one active trip, the screen will display the active rides bar, which will show the total amount of active trips, with the ability to cycle through each one by pressing the left and right arrows or open a list of all active rides by pressing `*Active Rides: ..'*

The list will display the Medicaid enrollee's name, trip status, and the address the driver is heading to, along with any action buttons - *Start Ride, Complete Ride, etc.*

Tracked Rides Bar - "2 Active Rides"
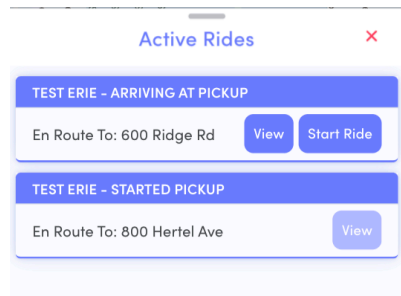
Active Rides Menu

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Starting a Trip

Buttons

This menu icon will be used to toggle -open and close - the user's ride list .

The top button will center the map according to the user's current location.

The bottom button will open a prompt with a list of navigational apps for the user to access, followed by where the user would like directions to - the pickup or drop-off address and is only accessible once the driver has started/resumed a trip.
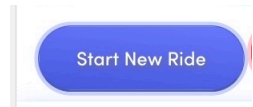

Center Map, View Route Buttons

The '*Call Rider*' and '*Call Provider*' buttons will allow you to call each party, respectively, masking both the caller and the recipient's number for privacy and security.

The '*Start New Ride*' button will open the user's rides list and allow them to add a ride to the active rides list.
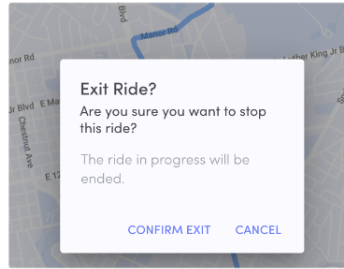

Start New Ride

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Starting A Trip

If you need to exit the ride at any time, you can do so by pressing the *Exit Ride* button. On pressing, you will receive a prompt asking you to confirm that you would like to end the ride in progress.

Exit Ride Prompt

When you reach the pick-up location, the red '*Exit Trip*' button will change to a purple '*Start Ride*' button alongside a light gray disabled '*No Show*' button.

The '*No Show*' button will not become enabled until 15 minutes after the designated pickup time, or if the driver arrives late, fifteen minutes after their arrival time.
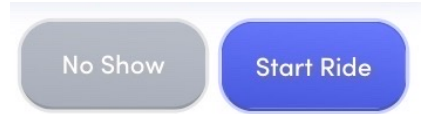
No Show & Start Ride Buttons

Case 1 - If the pickup time is 11:00 am,

and the driver arrives at 10:50 am, the 'No Show' will become enabled at 11:15 am vs 11:05 am.

Case 2 - If the pickup time is at 9:00 am, and the driver arrives at 9:10, the 'No Show' button will become enabled at 9:25 am vs 9:15 am.

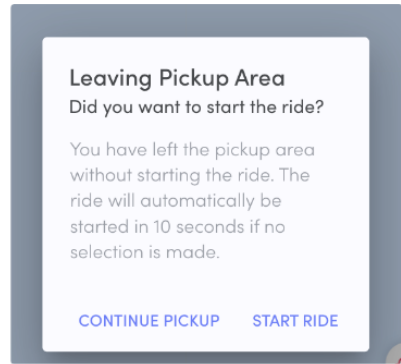**MAS** | A Driving Force in Non-Emergency Medicaid Transportation Management

If you were to leave the pick-up Area without pressing '*Start Ride*', the app will present an alert, asking you to either '*Continue Pickup*' or to '*Start Ride*'.

If you have picked up the enrollee, you should select the '*Start Ride*' button. Otherwise, you can select the '*Continue Pickup*' button.
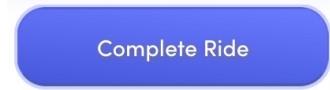
If the automatic ride controls are enabled, the application will automatically start the ride if you don't select one of these options within thirty seconds.

Leaving Pickup Area
Did you want to start the ride?

You have left the pickup area without starting the ride. The ride will automatically be started in 10 seconds if no selection is made.

CONTINUE PICKUP   START RIDE

Leaving Pickup Area Prompt

Once the ride has started, the buttons will change to a purple '*Complete Ride*' button.
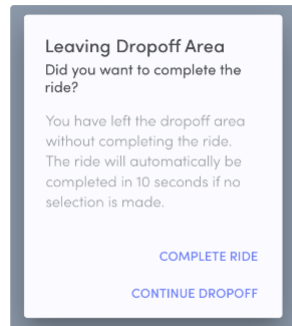

Complete Ride

Complete Ride Button

If you were to leave the Drop-off Area without pressing '*Complete Ride'*, the app will present an alert, asking you to either '*Continue Dropoff*' or to '*Complete Ride'*.

Leaving Dropoff Area
Did you want to complete the ride?

You have left the dropoff area without completing the ride. The ride will automatically be completed in 10 seconds if no selection is made.

COMPLETE RIDE

CONTINUE DROPOFF

Leaving Dropoff Area

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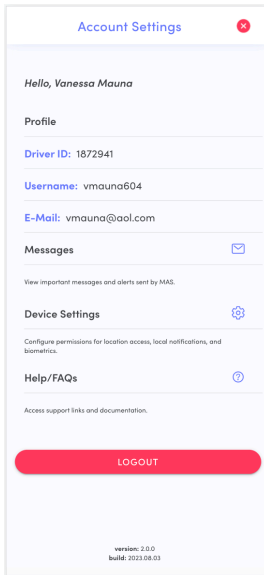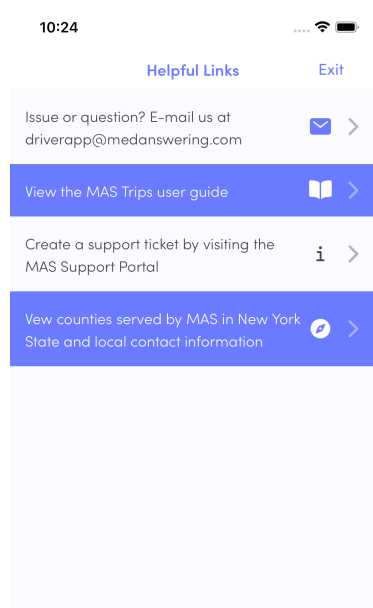Medicaid Transportation Management

ACCOUNT SETTINGS

On the account screen, the driver will find their account information listed - name, username, the e-mail address linked to the account, and their unique MAS driver ID.

This screen will also provide access to:
- **Device Settings** - here the user can configure the device's permissions for local notifications, location access, and biometric login
- **Messages** - any important messages and alerts from MAS will be displayed here.
- **Help/FAQs** - this menu will provide links to the following:
  - The e-mail address for application support
  - The application's user guide in PDF format
  - The MAS support portal
  - Counties served by MAS and their local contact information

*Accounts Settings Menu*

Helpful Links Menu

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Device Settings

When accessing the *Device Settings* menu, the user can:

1. Enable and disable the use of the application's automatic ride controls
2. Enable trip notifications - this will allow for the display of ride notifications on the user's device
3. Enable location access, which is required for use with the MAS Trips application.
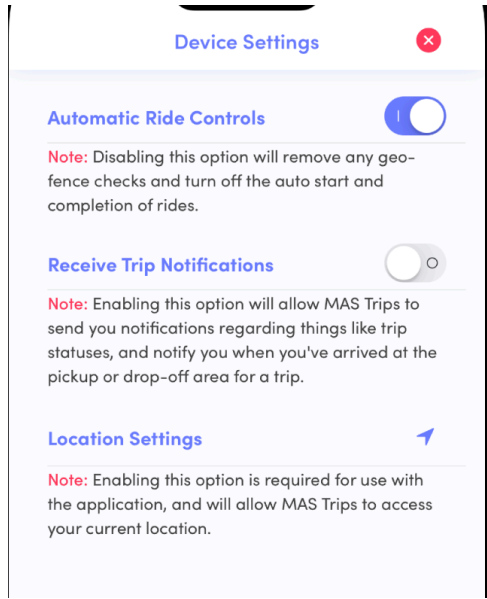
Automatic Ride Controls

This feature is automatically enabled by the application. Turning it off will remove any geofence checks for a ride and will also disable the auto-start and auto-complete functions for all rides. This feature can be toggled on and off as needed and does not require logging out or restarting the application.

Receive Trip Notifications

If permission has been granted to allow local notifications from the application, enabling this feature will allow for the user to receive notifications for when they've entered the pickup and drop-off areas for a trip, as well as if a new trip has been added to the rides list.

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DEVICE SETTINGS

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Note: The trip notifications permission and local notifications permission are two separate items. Trip notifications are exclusive to the application and should only be turned on and off via the device settings screen within the app.

Local notification permissions are specific to the device and will need to be updated via the device's system settings menu.

REPORTING ISSUES

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To help aid in resolving any issues within the application, the following information will be required when submitting feedback and bugs:
- *The name and model of the device e.g. iPhone 12, Google Pixel 5, Samsung Galaxy s21 Ultra, etc..*
- *The device's operating system.*

iOS Users
- Find and select the *Settings* icon on your home screen
- Select *General,* followed by *About*
- The accompanying screen, as displayed on the right, should now list the name, software version, and model name.
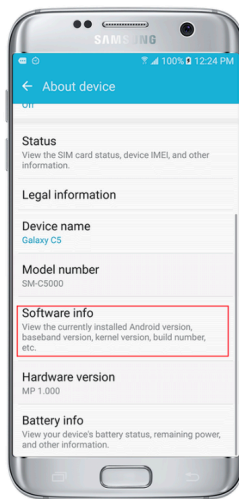
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Reporting Issues

Android Users
- Find and select the *Settings* icon on your home screen
- Select *About Phone,* typically phone towards the end of the *Settings* menu list
- The accompanying screen will give you the device's name and model. To obtain information about the device's software, select the *Software Version* option.
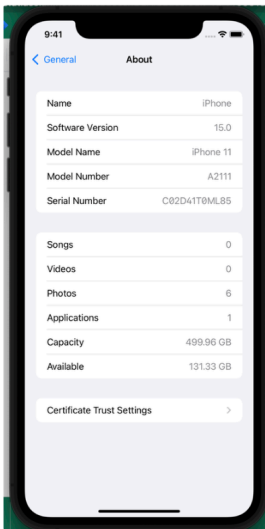
iOS Device Name and Software Version

Android Device Name
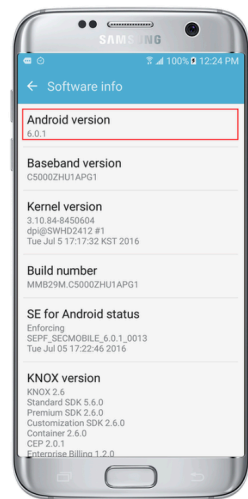
Android Software Version

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Ride Reassignments

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Dispatchers are able to reassign upcoming and active rides as long as a trip has not been attested, without any limits on the number of reassignments.

Reassignments for an upcoming ride

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 If a ride has not been started by the driver originally assigned to it, it will be removed from that driver's list and instead display on the newly reassigned driver's list.

Reassignments during an active Ride

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When a dispatcher reassigns an active ride to another driver, the current driver will be able to continue the trip until it is resumed by the new driver on their device. The new driver will be able to see the trip under *'Today's Rides'*.

When ready to begin the trip, the new driver can click on the desired trip*,* and will be taken to the map screen, where they will be able to start the ride. The button to initiate the ride will read '*Resume Ride - New Driver'.*

If the previous driver has not yet exited the ride, they will receive an alert from within the app informing them the ride has been reassigned and will no longer be displayed in the ride list.

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