

Bluegrass Community Action Partnership BUS Program Provider/Subcontractor Route Match Portal Training Manual

Initial Training Date Tuesday 1/20/2015

Your individual Log-in ID is enclosed in this binder.

Your individual Password is enclosed in this binder.

All of the above plus this presentation manual will be emailed to you after the initial training.

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Use the time between today and 1/31/2015 to practice, ask questions, and test verification.

Effective Sunday 2/1/2015, this method of manifest dissemination and trip verification by the Provider/Subcontractor and payment by the Region 8 Broker (BUS) WILL BE MANDATORY.

Just in case you missed it, the Mandatory Implementation Date is 2/1/2015.

If you have *questions* regarding **trips**, please call any of the three (3) Transportation Coordinators: Linda Baker, Debbie McKee, or Melody Stuckwish.

If you have *questions* regarding the **Route Match Portal process OR billing questions**, call Robin Hudnall.

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To Access the BUS/Route Match Web Portal visit the Blue Grass Community Action Partnership web site (www.bluegrasscommunityaction.org) and click on Provider Portal at bottom left of Main Page (link in Red):

Bitter Cold Weather

Blue Grass Community Action
facebook



Join Us on Facebook



Join us on Twitter



Provider Portal

Employee Email
Intranet
Webmaster

Woodford
County Senior
Center

February 2015
Newsletters
and Calendars

Anderson County
Adult Day

Mercer County
Adult Day

Frostbite warnings signs

- Redness or pain in any skin area
- White or grayish-yellow skin
- Skin that feels unusually firm or waxy and numbness

What to do

- Get the victim into a warm room, and immerse the affected area in warm, not hot, water.
- Do not rub the frostbitten area with snow or massage it, as this can cause more damage.
- Do not use a heating pad, heat lamp or the heat of a stove, fireplace or radiator for warming, as the frostbitten areas are numb and can be easily burned.

Hypothermia warning signs

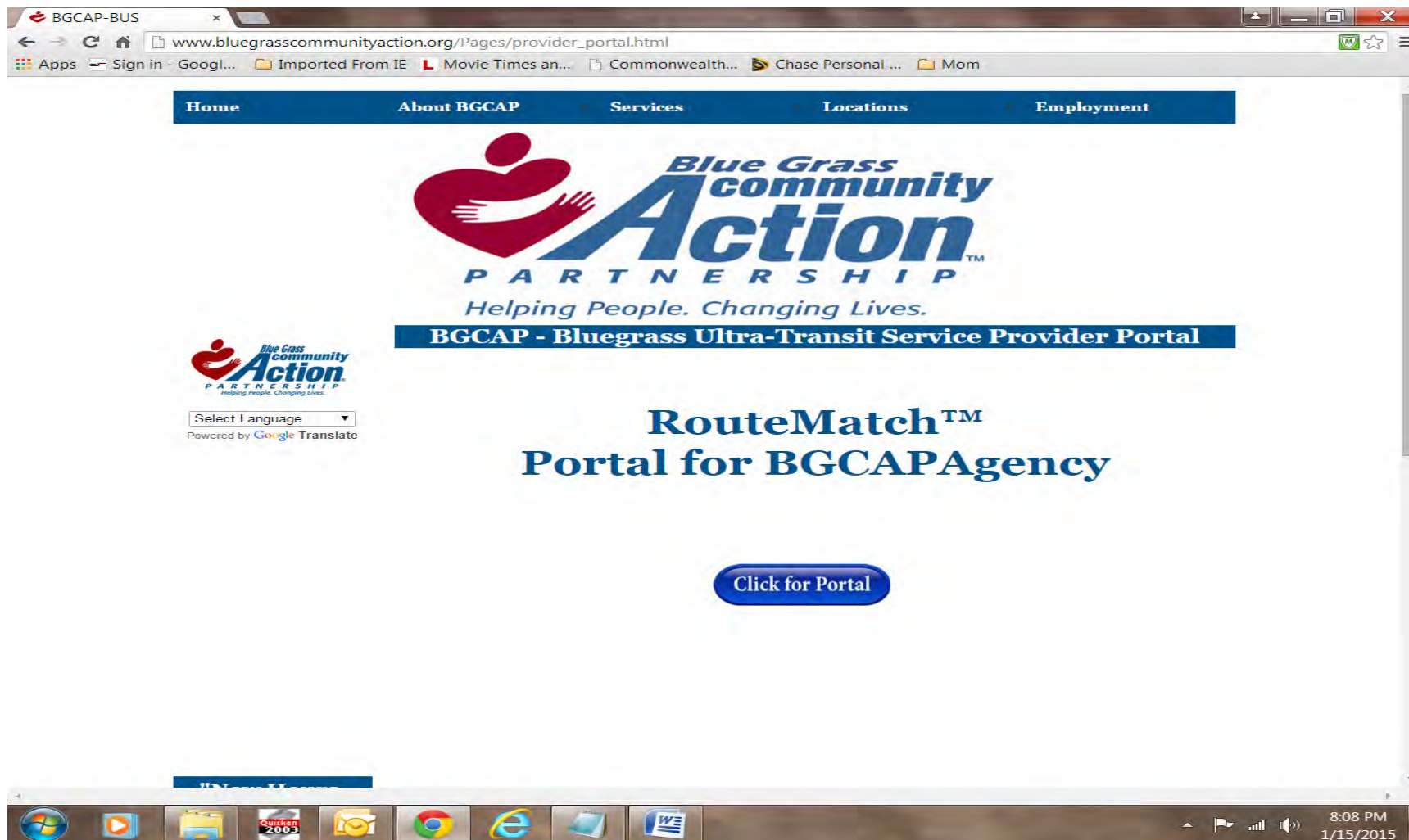
- Shivering
- Exhaustion
- Confusion
- Fumbling hands
- Memory loss
- Slurred speech
- Drowsiness

What to do

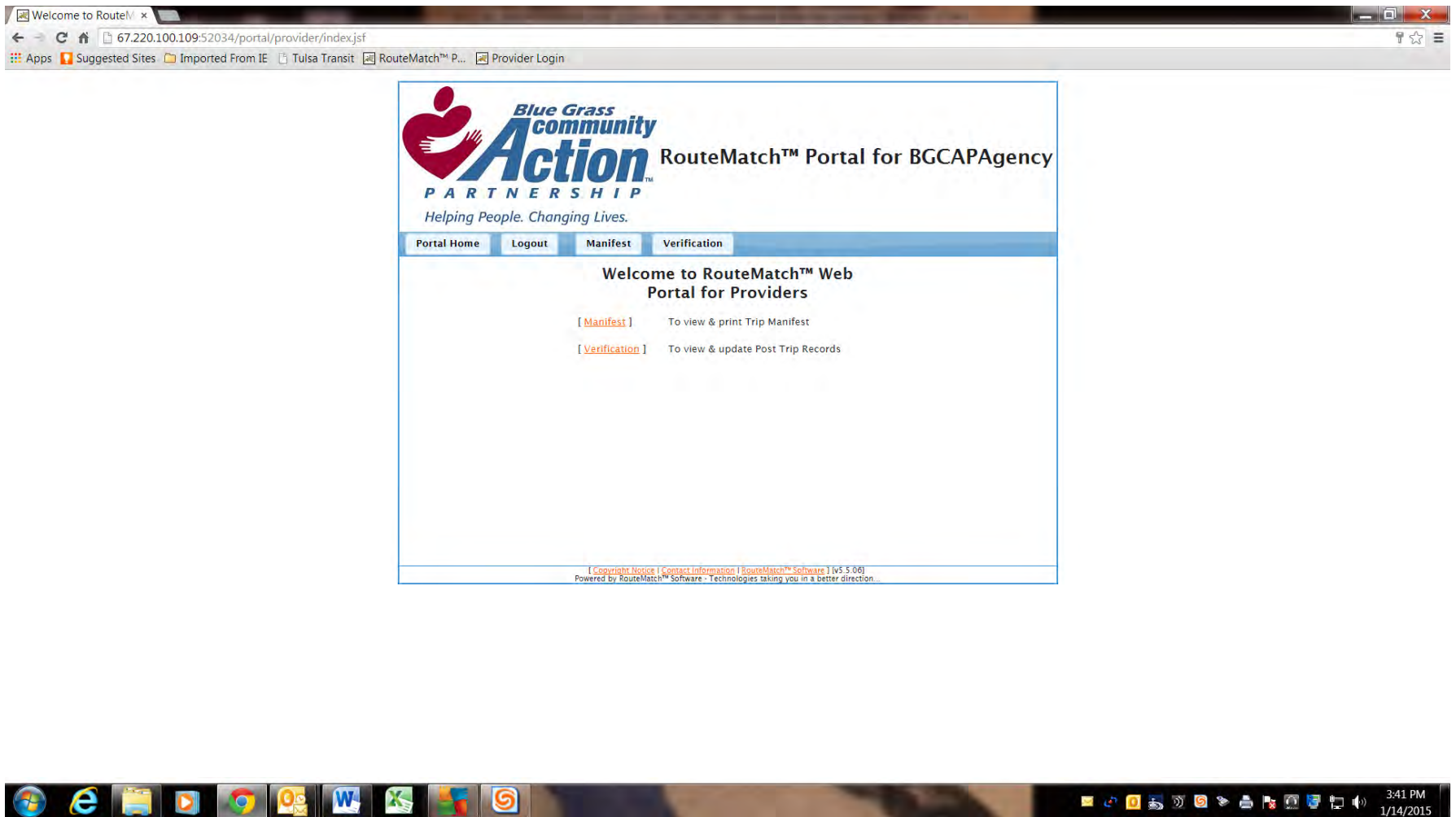
- Get the victim into a warm room and remove any wet clothing.
- Warm the center of the body first with an electric blanket, if available.
- Otherwise, use skin-to-skin contact under loose, dry layers of blankets, clothes, towels or sheets.
- Warm beverages can help increase the body temperature, but do not use alcoholic beverages.

SOURCE: Lexington-Fayette County Health Department

Once you have clicked on the BUS Provider Portal icon (link in Red), you will be brought to this page (NOTE that in the future this page will also have many of the required forms and pertinent information for you as a Provider/Subcontractor):



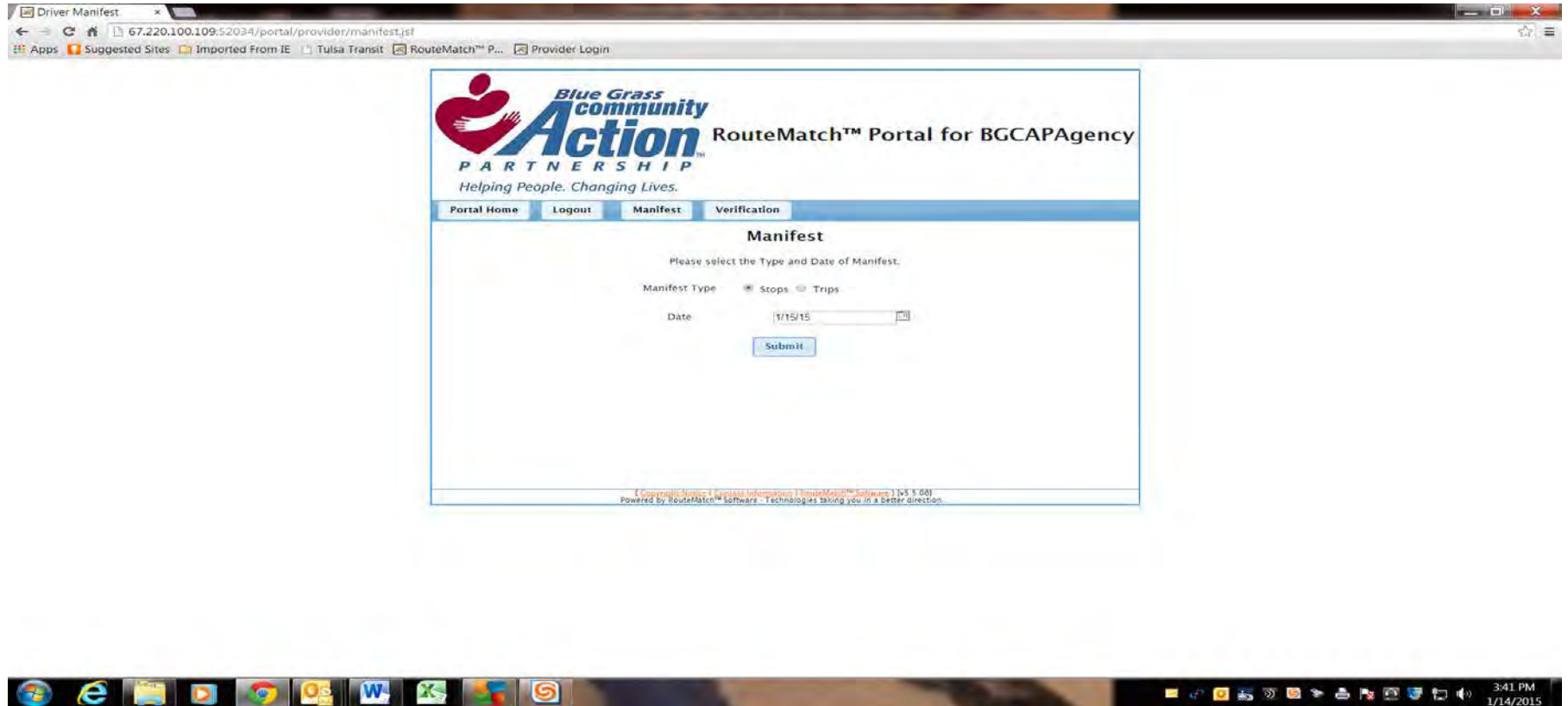
Now click the "Click for Portal" Button, and you are on your way to the following site:



To retrieve your Manifest (your client trips are all in ONE big manifest), click on **Manifest (link in Red)**:

The Default is Next Day (NOTE that reservations taken by BUS for the future exist, so you may choose a future date. Be AWARE that only NEXT DAY manifests are current and complete).

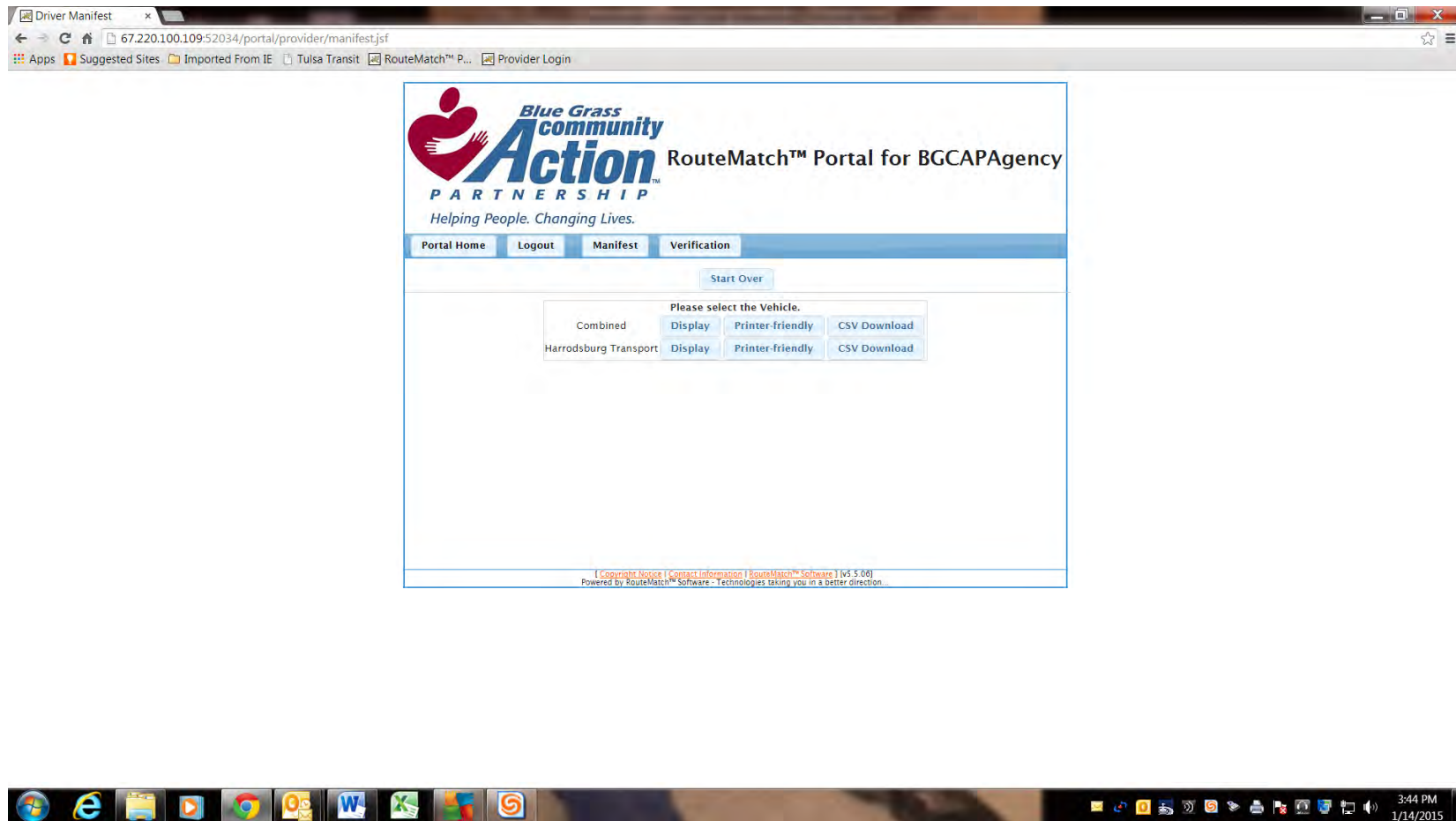
You have two options, Stops or Trips; select the one that best fits your organization (the default is stops).



Once you have decided on your options and date, click the **Submit** button and this page loads:

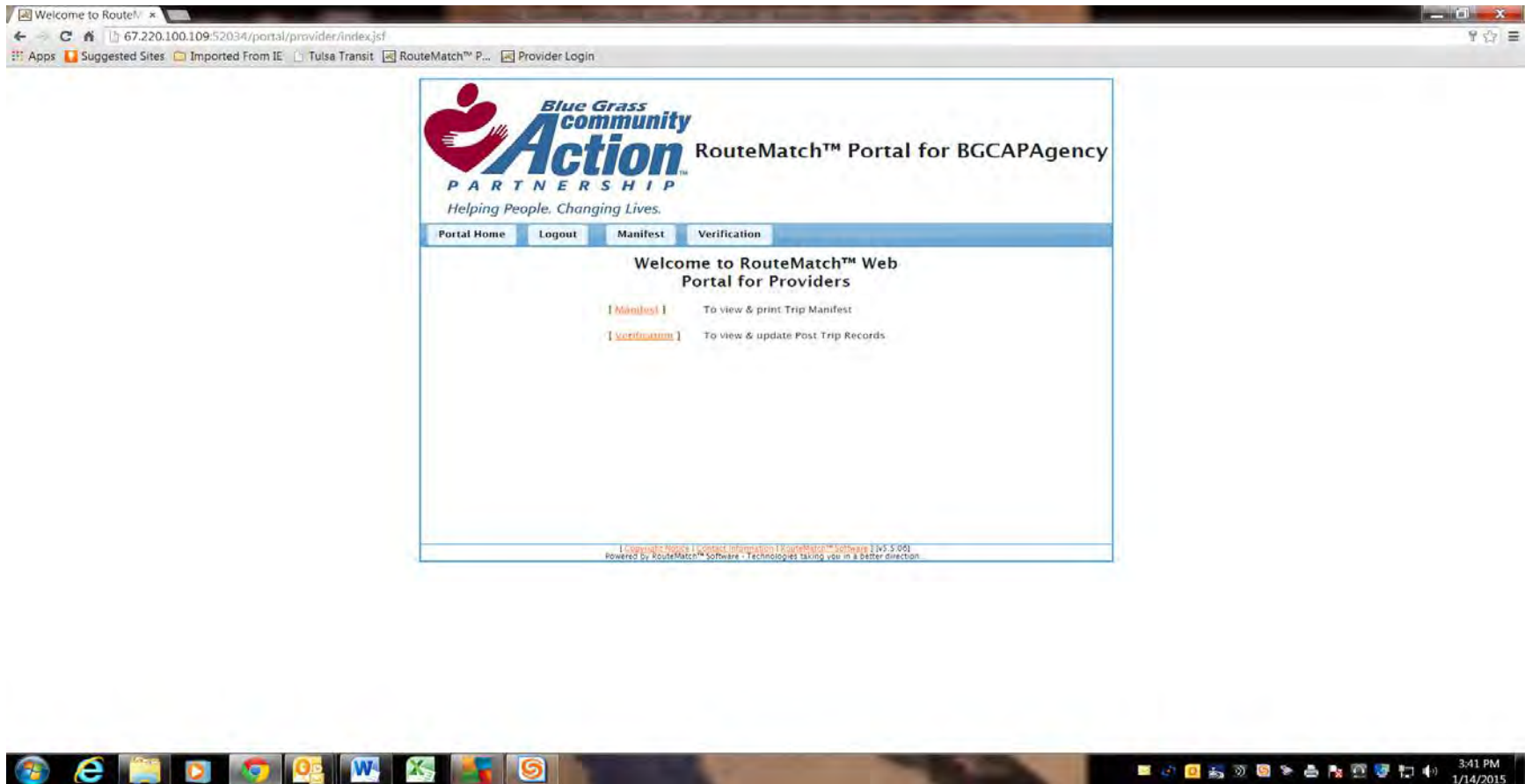
Ignore the **Combined** button; it will always come up the same.

Your options are: 1. Display (basically just look at it); 2. Printer-friendly (to print it off); 3. CSV (to use it in other software environments)



Verification Process: To start the Verification Process, click on the Verification Tab.

The best practice is to **verify DAILY**. The MINIMUM ACCEPTABLE PRACTICE is to verify within three working days following a completed day of trips.



Click on Verification (link in Red) and you will be taken to the following page:

You have now been taken to the Verification screen, which will look similar to this one from Harrodsburg Transportation.

Start Over Select Another Run

Run Summary for Harrodsburg Transport - Tuesday, January 13, 2015

Run Start	First Pickup	Last Dropoff	Run End
Time: 1/13/15 5:00 AM	1/13/15 5:00 AM	1/13/15 11:59 PM	1/13/15 11:59 PM
Odometer: 0	0	0	0

Update Run

Trips for Tuesday, January 13, 2015

Showing 1 thru 10 of 16
10 items per page

1 2 3 -> >>

Update Manifest

Trips	Confirm	Cancelled	No Show	Vehicle	FS Cost	Origin	Destination	Est. Dist.	Pick up	Drop off	PU Odometer	DO Odometer	Guests	Attendants	Comments
1313	No	No	No	Harrodsburg Transport	\$0.00			11.2236	1/13/15 5:45 AM	1/13/15 6:03 AM	0	0	0	0	
1348	No	No	No	Harrodsburg Transport	\$0.00			2.8021	1/13/15 7:00 AM	1/13/15 7:30 AM	0	0	0	0	
1356	No	No	No	Harrodsburg Transport	\$0.00			2.6776	1/13/15 7:00 AM	1/13/15 7:30 AM	0	0	0	0	
1309	No	No	No	Harrodsburg Transport	\$0.00			2.2991	1/13/15 7:45 AM	1/13/15 8:15 AM	0	0	0	0	
14312	No	No	No	Harrodsburg Transport	\$0.00			3.2721	1/13/15 7:53 AM	1/13/15 8:00 AM	0	0	0	0	
1360	No	No	No	Harrodsburg Transport	\$0.00			2.8911	1/13/15 7:55 AM	1/13/15 8:00 AM	0	0	0	0	Attendants
1314	No	No	No	Harrodsburg Transport	\$0.00			11.2236	1/13/15 10:15 AM	1/13/15 10:33 AM	0	0	0	0	
32005	No	No	No	Harrodsburg Transport	\$0.00			9.6728	1/13/15 12:44 PM	1/13/15 1:00 PM	0	0	0	0	
29858	No	No	No	Harrodsburg Transport	\$0.00			10.8053	1/13/15 1:55 PM	1/13/15 2:15 PM	0	0	0	0	

Verification Screen: Default is always the same day

IGNORE>>> Combined:(Ignore; comes up same every time); **Empty runs:**(Ignore); **Select another run:**(Ignore)

Start over Button: Takes you back to the starting Verification screen (you must do this if you are **choosing a different date** than when you started)

Showing items per page: Allows you to choose how many trips you see per web page; default is 10

Verification

67.220.100.109:52034/portal/provider/verification.jsf

Apps Suggested Sites Imported From IE Tulsa Transit RouteMatch™ P... Provider Login

Portal Home Logout Manifest Verification

Start Over Select Another Run

Run Summary for Harrodsburg Transport - Tuesday, January 13, 2015

Time	Run Start	First Pickup	Last Dropoff	Run End
	1/13/15 5:00 AM	1/13/15 5:00 AM	1/13/15 11:59 PM	1/13/15 11:59 PM

Odometer 0 0 0 0

Update Run

Trips for Tuesday, January 13, 2015

Showing 1 thru 10 of 16
10 Items per page

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Update Manifest

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1309	No	No	No	\$0.00			2.2991	1/13/15 7:45 AM	1/13/15 8:15 AM	0	0	0	0	
14312	No	No	No	\$0.00			3.2721	1/13/15 7:53 AM	1/13/15 8:00 AM	0	0	0	0	
1360	No	No	No	\$0.00			2.8911	1/13/15 7:55 AM	1/13/15 8:00 AM	0	0	0	0	Attendants
1314	No	No	No	\$0.00			11.2238	1/13/15 10:15 AM	1/13/15 10:33 AM	0	0	0	0	
32065	No	No	No	\$0.00			9.6728	1/13/15 12:44 PM	1/13/15 1:00 PM	0	0	0	0	
29858	No	No	No	\$0.00			10.8053	1/13/15 1:55 PM	1/13/15 2:15 PM	0	0	0	0	

3:52 PM 1/14/2015

Tasks you must perform in order to verify your trips:

You MUST change ONLY these two (2) time columns at the top of this web page:

First PICKUP (2nd column from left) must be the same time as FIRST client pickup time OF THE DAY.

---AND---

Last DROPOFF (3rd column from left) must be same time as LAST client dropoff time OF THE DAY.

Note that these times (FIRST client pickup time and LAST client dropoff time) APPLY to the entire day, **not just what may be showing on the screen**. Make sure you choose the **LAST TRIP of the DAY** (may be multiple screens down) for the Last Dropoff column (3rd column from the left).

Then you Must click Update RUN

NEVER EVER change any other times showing.

The next step is to Update Manifest with no shows and cancellations

Select Cancel *ONLY IF the client was cancelled*.

Select NO SHOW *ONLY IF the client was cancelled*.

Nothing else needs to be entered.

When finished for ALL TRIPS, click the **Update Manifest button**.

At that point, you have now completed verification of your trips in Route Match. Congratulations!

Now, on to the question preying on everyone's mind. How do we get paid?

Provider/Subcontractor Payment Procedures by Bluegrass Ultra-Transit Service (BUS):

- A. Generally, on Monday BUS will begin validating trips* that have been verified. Typically this task should be completed by Tuesday, with Wednesday coming if events or a holiday intervene.
- B. Generally, on Thursday, BUS will run reports for each Provider/Subcontractor. This report matches the information turned into the State OTD. The report will be emailed to the Provider/Subcontractor. You will proceed to generate your internal accounting procedures specific to your business model based upon that emailed report.
- C. The emailed report will be detailed, rather than a recap.
- D. Generally, on Thursday, BUS will begin internal documentation to issue a check to the Provider/Subcontractor, based upon that report.
- E. Generally, by the following Monday, a check will go in the mail to the Provider/Subcontractor.

The trips being validated will be the week prior to the week before the beginning of this process.

So, let's use an example with specific dates FOR EXAMPLE PURPOSES ONLY:

On Monday 1/19/2015, BUS begins the validation process for trips performed from 1/5/2015-1/11/2015.

On Thursday 1/21/2015, BUS will begin processing internal documentation necessary to issue a check to the Provider/Subcontractor for trips performed from 1/5/2015-1/11/2015.

On Monday 1/26/2015, BUS will put a check in the mail for trips performed from 1/5/2015-1/11/2015.

With normal mail response time, the provider/subcontractor will have a check in their hand by Thursday 1/28/2015 for trips performed from 1/5/2015-1/11/2015.

Name me one other brokerage that can normally deliver payment for trips performed before a month elapses (at maximum).

This method by far EXCEEDS the terms in your provider/subcontractor contract.