

# Massachusetts Human Service Transportation (HST) Brokerage

Orientation Session

May 2021



# Accessibility at Today's Meeting

- Interpreters
- CART
- Use the **chat box** to contact the hosts for assistance at any time

# Today's Agenda

- Welcome
- Orientation to HST services, including consumer facing improvements coming July 1
- Questions & comments
  
- Submit your questions at any time
  - Q&A box
  - Raise your hand during the Questions & Comments section

# What stays the same

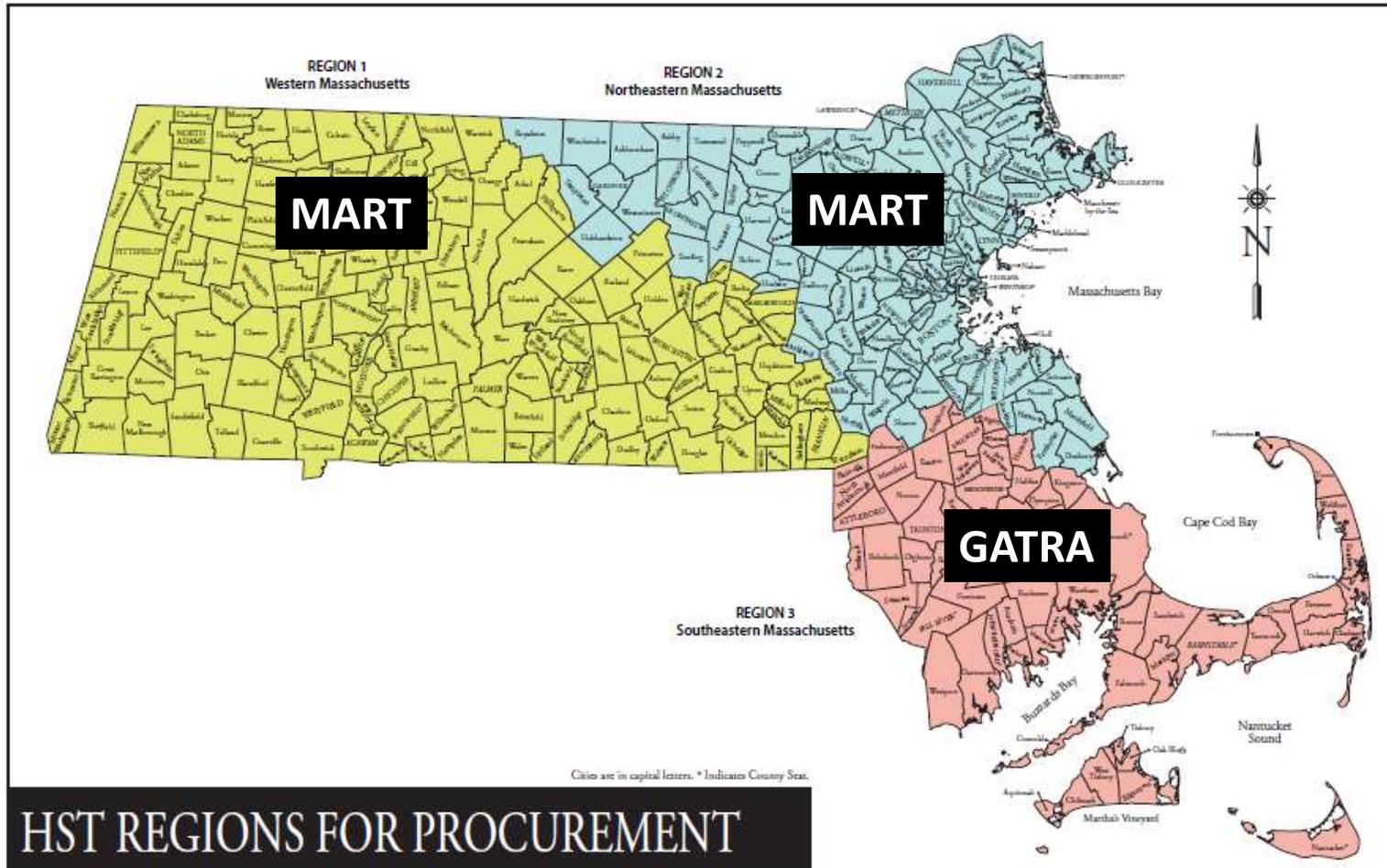
- If you receive HST transportation now, you will continue to receive these rides:
  - MassHealth through PT-1
  - Agency-funded trips to a program
- Trips arranged through a broker
- Working with the same transportation companies

# Effective July 1, 2021, GATRA will be the broker for HST Area 3

- Rides funded by MassHealth and other state Health & Human Services agencies
  - MassHealth PT-1
  - Department of Developmental Services (DDS)
  - Department of Public Health (DPH)
  - Massachusetts Rehabilitation Commission (MRC)
  - Massachusetts Commission for the Blind (MCB)
  - Department of Mental Health (DMH)



# HST Regions



# Timeline

- June 17 – brokers ready to start taking your trip requests for July 1 and after
- July 1 – new contract goes into effect
- Ongoing – HST and brokers welcome feedback and work on additional improvements

What we're doing to ensure a system that works for everyone



# A little background about GATRA

- GATRA has been providing safe and reliable service to MassHealth members for more than 20 years
- Our Call Center is staffed with 15 Customer Service Representatives, 4 Supervisors, and an Office Manager
  - Now through June 30: Monday-Friday 8am-5pm
  - Starting July 1: Monday-Friday 7am-6pm
- GATRA is committed to providing efficient service in a courteous and professional manner



# Here are some improvements we're making to improve on-time performance & reliability

## Coming July 1

- GPS on PT-1 rides
  - Ability to see location of vehicles in real-time
- Consumer smartphone app
  - Provides an additional way to contact us to schedule rides, etc.
  - You can still call if you prefer



# New and innovative ways to contact us and schedule your transportation

## Coming July 1

- Consumer Web Portal and a Consumer App for smartphones
  - Ability to schedule rides
  - Ability to submit complaints/feedback
  - You can still call if you prefer



To access the Consumer Web Portal, visit  
<https://cp-gatra.qryde.com>

Getting started is simple, just enter the following information and you're ready to start scheduling trips!

- MMIS Number
  - (The member number located on your MassHealth card)
- Your Date of Birth
- Your Email address
- Your Phone number
- Create a password

Call us at 1-800-431-1713 if you need assistance



### Consumer Registration ✕

Consumer  Facility

[Let's Go!](#)

Already with us? [Log in](#)

Pickup Location

Select Pickup Location

Destination Location

Select Destination Location

Where do you want to go?

Appointment Date

Appointment Date

Additional Information

Recurring

Book Trip



Discover  
Member  
Portal



In order to schedule your transportation, choose the location from which you will be picked up, as well as the address to which you will be transported, choose the time you need to arrive to your appointment.

**GATRA**  
Member Portal HITEST HBSS ▾

Where would you like to go?

<b>Pickup Location</b> 1053 UTYOTYTYT , NEW BEDFORD, MA 0... ▾	<b>Destination Location</b> 2425 VEGVGAGLNNV , FALL RIVER, MA 027... ▾	<b>Appointment Time</b> Appointment Time 6:00 AM 6:15 AM 6:30 AM 6:45 AM 7:00 AM 7:15 AM	<b>Appointment Date</b> Appointment Date	<input type="checkbox"/> <b>Recurring</b>
				<input type="button" value="Additional Information"/>
				<input type="button" value="Book Trip"/>



Then choose the date you need to be transported by choosing from the interactive calendar.

**GATRA**  
Member Portal

Where would you like to go?

**Pickup Location**      **Destination Location**      **Appointment Time**      **Appointment Date**

1053 UTYOTYTYT , NEW BEDFORD, MA 0...      2425 VEGVGAGLNNV , FALL RIVER, MA 027...      7:00 AM

Round Trip

Return Time

Appointment Date

April 2021

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Additional Information

Book



If scheduling a round-trip, click the box indicating that and choose the time you need to be returned from your appointment.

**GATRA**  
Member Portal HITEST HBSS ▾

Where would you like to go?

Pickup Location	Destination Location	Appointment Time	Appointment Date	
1053 UTYTYTYT , NEW BEDFORD, MA 0...	2425 VEGVGAGLNNV , FALL RIVER, MA 027...	7:00 AM	04/26/2021	<a href="#">Additional Information</a>
		<input checked="" type="checkbox"/> Round Trip 7:15 AM	<input type="checkbox"/> Recurring	<a href="#">Book Trip</a>



Once all of the required information has been entered, click the “Book Trip” button on the right side of the screen.

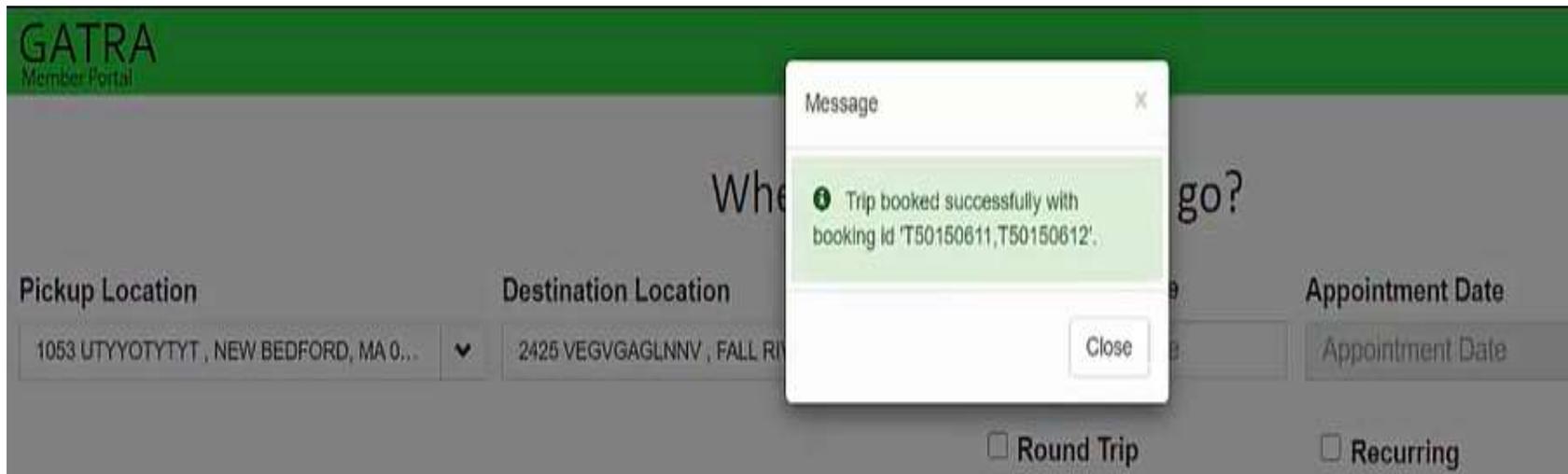
**GATRA**  
Member Portal HITEST HBSS ▾

Where would you like to go?

Pickup Location	Destination Location	Appointment Time	Appointment Date	
1053 UTYYOTYTYT , NEW BEDFORD, MA 0...	2425 VEGVGAGLNNV , FALL RIVER, MA 027...	7:00 AM	04/28/2021	<a href="#">Additional Information</a>
		<input checked="" type="checkbox"/> Round Trip 7:15 AM	<input type="checkbox"/> Recurring	<a href="#">Book Trip</a>



Once the trip is booked, you will receive confirmation, which includes the trip ID associated with your scheduled trip.



If you would like to check on all trips you have already scheduled, or to cancel a previously scheduled trip, you can do so by going to the menu located in the upper right corner of the screen and choosing “My Trips”.

The screenshot displays the GATRA Member Portal interface. At the top left, the GATRA logo and "Member Portal" text are visible. In the top right corner, a user profile dropdown menu is open, showing the user's name "HI TEST HBSS" and several options: "My Trips" (highlighted with a red circle), "PTIS", "Profile", and "Log Out". Below the header, the main heading reads "Where would you like to go?". Underneath this heading is a search form with four input fields: "Pickup Location" (containing "1053 UTYOTYTYT , NEW BEDFORD, MA 0..."), "Destination Location" (containing "2425 VEGVGAGLNNV , FALL RIVER, MA 027..."), "Appointment Time" (containing "Appointment Time"), and "Appointment Date" (containing "Appointment Date"). To the right of these fields is a green button labeled "Additional Information".



All trips will be displayed and you will have the ability to cancel any previously scheduled trip(s) in real-time.

Filter:

Search:

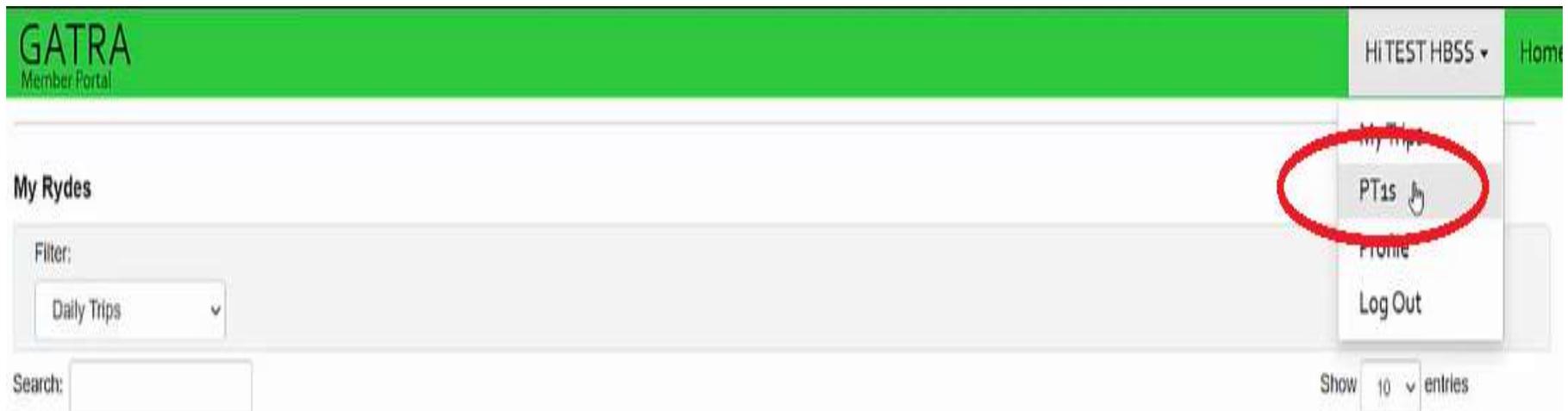
Show  entries

Travel Date	Start Time	Appointment Time	From	To	Booking ID	Operator	Action
04/28/2021		08:45 AM	1053 UTYOTYTYT , NEW BEDFORD, MA 02746	2425 VEGVGAGLNNV , FALL RIVER, MA 02720	T50150603 ONE WAY		<a href="#">Cancel</a>
04/28/2021		08:00 AM	1053 UTYOTYTYT , NEW BEDFORD, MA 02746	2425 VEGVGAGLNNV , FALL RIVER, MA 02720	T50150598		<a href="#">Cancel</a>
04/28/2021		07:00 AM	1053 UTYOTYTYT , NEW BEDFORD, MA 02746	2425 VEGVGAGLNNV , FALL RIVER, MA 02720	T50150595 ONE WAY		<a href="#">Cancel</a>
04/28/2021		07:00 AM	1053 UTYOTYTYT , NEW BEDFORD, MA 02746	2425 VEGVGAGLNNV , FALL RIVER, MA 02720	T50150611		<a href="#">Cancel</a>
04/28/2021		07:45 AM	1053 UTYOTYTYT , NEW BEDFORD, MA 02746	2425 VEGVGAGLNNV , FALL RIVER, MA 02720	T50150802		<a href="#">Cancel</a>
04/28/2021	07:15 AM		2425 VEGVGAGLNNV , FALL RIVER, MA 02720	1053 UTYOTYTYT , NEW BEDFORD, MA 02746	T50150612		<a href="#">Cancel</a>
04/29/2021		10:00 AM	1053 UTYOTYTYT , NEW BEDFORD, MA 02746	2425 VEGVGAGLNNV , FALL RIVER, MA 02720	T50150599		<a href="#">Cancel</a>
04/29/2021	10:15 AM		2425 VEGVGAGLNNV , FALL RIVER, MA 02720	17 T N VPNIEM2T MWWN , WHITMAN, MA 02382	T50150600		<a href="#">Cancel</a>

First Previous 1 **2** Next Last



You can also search for your current active PT-1 forms by going to the same menu and choosing “PT1s” from the dropdown list.



The screenshot displays the GATRA Member Portal interface. At the top left, the GATRA logo and 'Member Portal' text are visible. On the right, there is a navigation menu with 'HiTEST HBSS' and 'Home' options. Below the header, the 'My Rydes' section is shown, featuring a 'Filter:' dropdown menu currently set to 'Daily Trips'. A search bar is located below the filter. On the right side of the 'My Rydes' section, a dropdown menu is open, listing 'My Rydes', 'PT1s', 'Profile', and 'Log Out'. The 'PT1s' option is highlighted with a red circle and a mouse cursor. At the bottom right of the 'My Rydes' section, there is a 'Show 10 entries' option.



You will then see a list of currently active PT-1 forms. In order to get details, click the green icon next to the PT-1 and it will expand to show you further information about that PT-1.

**PT1s**

[PT1 Address](#)

If you would like to update an address, please contact MassHealth Customer Service at 1-800-841-2800

Search:

Show  entries

 PT1 Number	Start Date	End Date	Facility Name	Frequency
 5648464655	03/01/2021	04/30/2021	« No Facility Name Available »	30 trips per Month
<b>Home Address</b> 1053,UTYYOTYTYT,,NEW BEDFORD,MA,02746		<b>Alt Address</b> 17,T N VPNIEM2T MWVN,,WHITMAN,MA,02382		<b>Facility Address</b> 2425,VEGVGAGLNNV,,FALL RIVER,MA,02720
 987964645	03/01/2021	04/30/2021	« No Facility Name Available »	30 trips per Month

First Previous **1** Next Last



If you would like to submit feedback, such as a compliment or a complaint about a previous experience with transportation, you can easily do so by accessing your trip history. To do this, choose “My trips from the dropdown list, located in the upper right corner.

GATRA Facility Portal

Hi Gatra Facility ▾

My Trips

PTIS

Profile

Log Out

Where would you like to go?

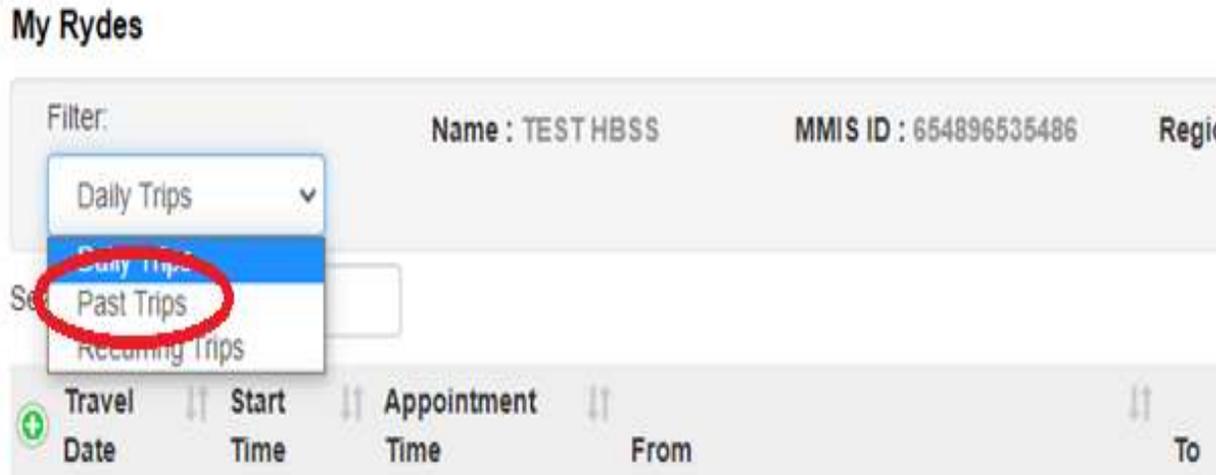
Enter MMIS ID

654896535486 Search

Name : TEST HBSS MMIS ID : 654896535486 Region : MainSt



To access past trips, choose “Past Trips” from the dropdown list located under the “Filter” section located on the left of the screen.



When viewing the list of past trips, you will have the ability to view additional details by clicking the icon next to the individual trip.

	Travel Date	Start Time	Appointment Time	From	To
	03/03/2021	07:40 AM	08:00 AM	1053 UTYOTYTYT , NEW BEDFORD, MA 02746	2425 VEGVAGLNNV
	03/03/2021	07:40 AM	08:00 AM	1053 UTYOTYTYT , NEW BEDFORD, MA 02746	2425 VEGVAGLNNV
	03/03/2021	11:20 AM		2425 VEGVAGLNNV , FALL RIVER, MA 02720	1053 UTYOTYTYT ,



Once the trip information is expanded, you will have the ability to submit a complaint by clicking the “Complain” button.

**My Rydes**

Filter:  
Past Trips

Search:

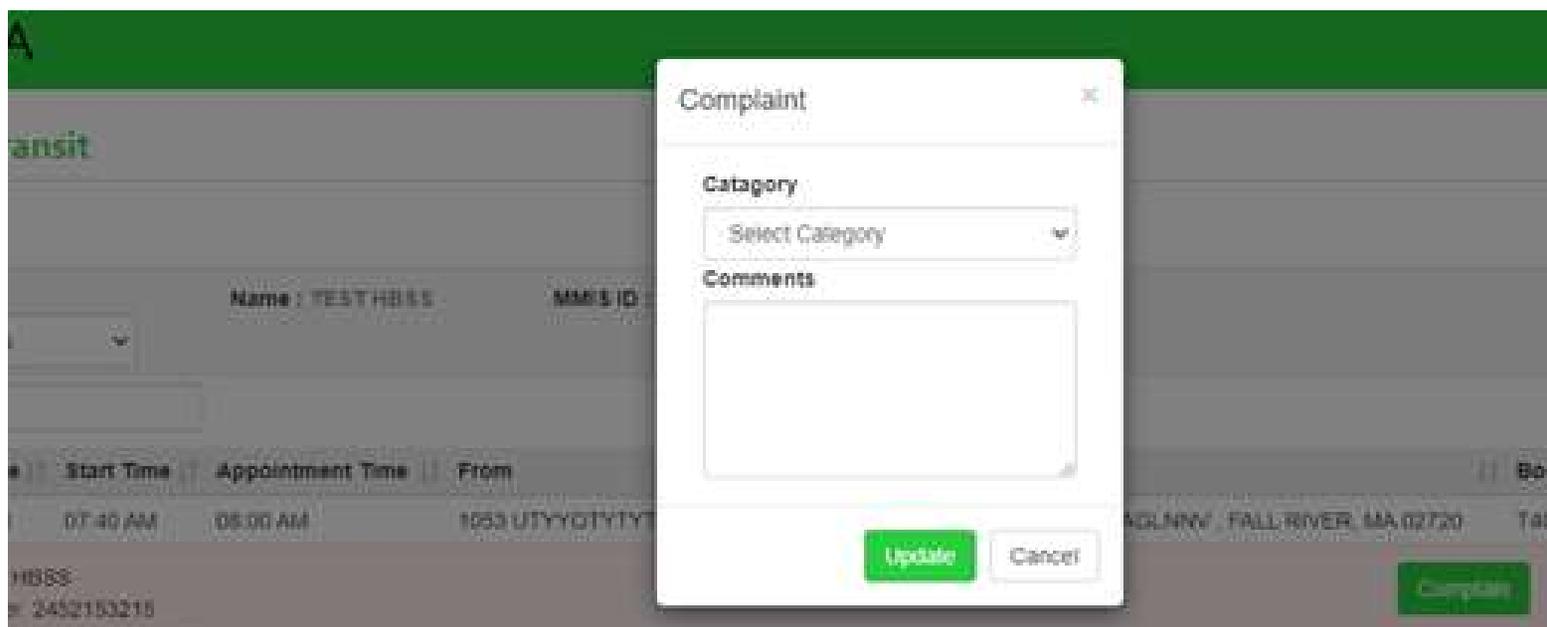
Travel Date	Start Time	Appointment Time	From	To	Booking ID
03/03/2021	07:40 AM	08:00 AM	1053 UTYOTYTYT , NEW BEDFORD, MA 02746	2425 VEGVGAGLNNV , FALL RIVER, MA 02738	T4054682

Name : TEST HBSS  
Phone Number: 2452153215  
Mobility: ESCORT,WHEEL CHAIR  
Your Complaint ID is: CM49 and status is: PENDING

[Complain](#)



You can then enter the details of your experience within the “Comments” box that is displayed and once finished, click “Update”



The image shows a screenshot of a web application interface. A modal window titled "Complaint" is centered on the screen. The modal contains a "Category" dropdown menu with the text "Select Category" and a small downward arrow. Below the dropdown is a large, empty text area labeled "Comments". At the bottom of the modal are two buttons: a green "Update" button and a white "Cancel" button. The background is a blurred view of a transit website with a green header and a table of transit data. The table has columns for "Start Time", "Appointment Time", and "From". A "Complaint" button is visible in the bottom right corner of the background page.

Start Time	Appointment Time	From
07:40 AM	08:00 AM	1053 UTYDYTYT



GATRA will also have a consumer smartphone app, where you can schedule rides and submit feedback right from the convenience of your mobile device.

This is in addition to our Call Center – you can still always reach us by phone.

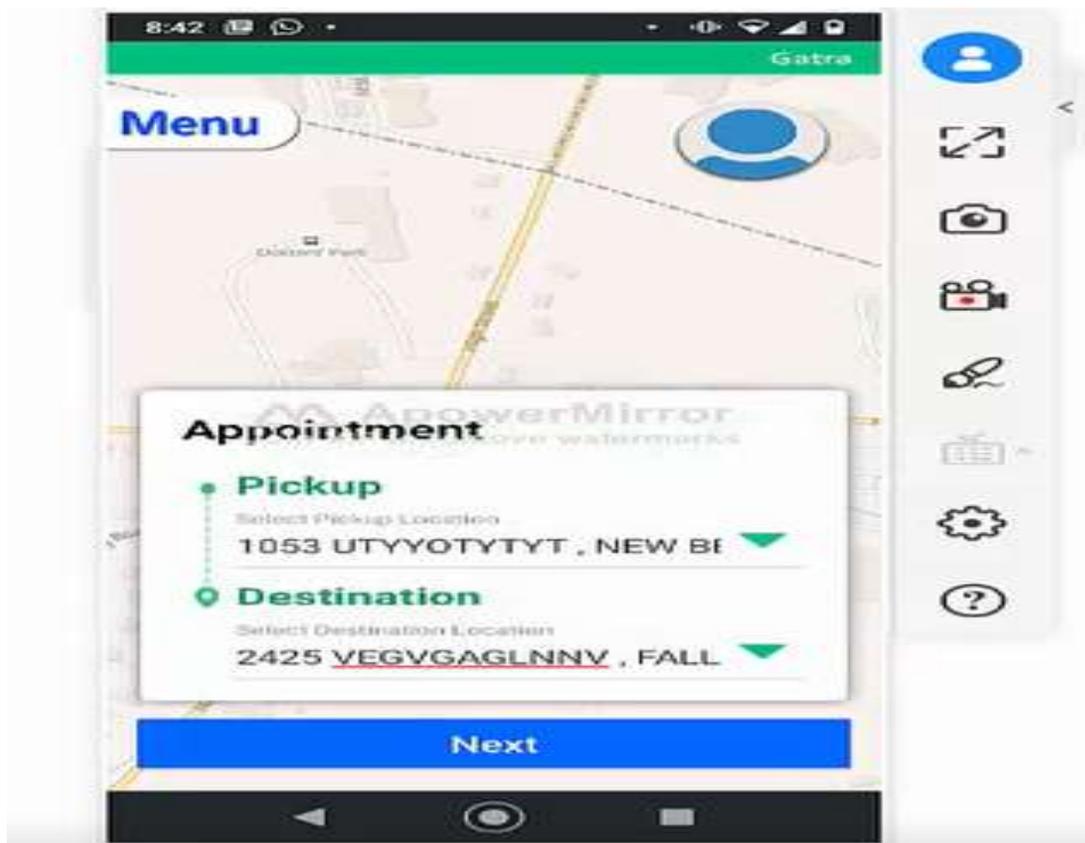


## Mobile Apps

- The Mobile apps will be available from the iOS and Android app stores
- Consumers will download the “Qryde Rider App” and enter the user ID as “MassHealthID” and password as “GATRAMH”
- After initial login they will be required to change the password



Once logged in, you can schedule your trip(s) by choosing the appropriate pick-up and destination addresses.



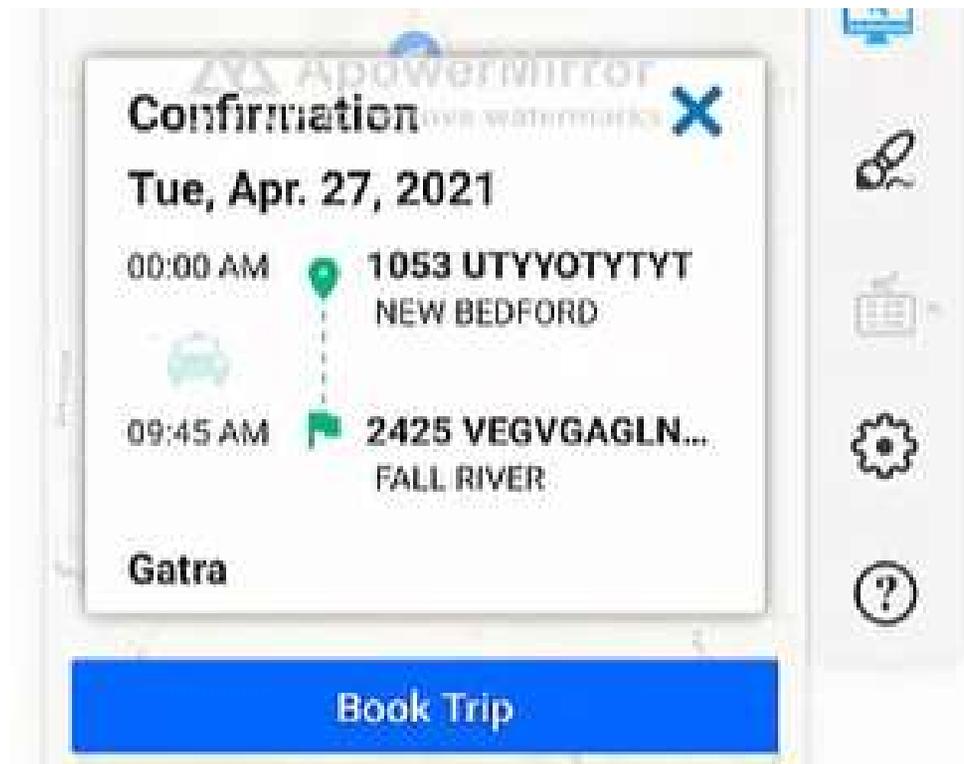
Next, choose the date of the trip you're scheduling by choosing from the interactive calendar.



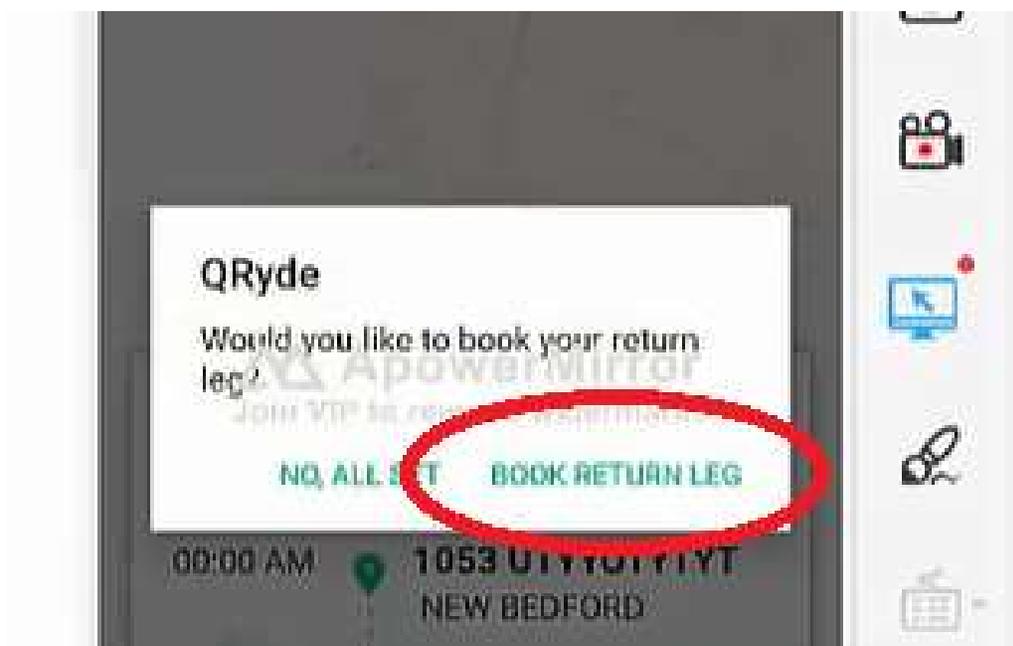
Then choose the time you need to arrive to your appointment, using the interactive clock.



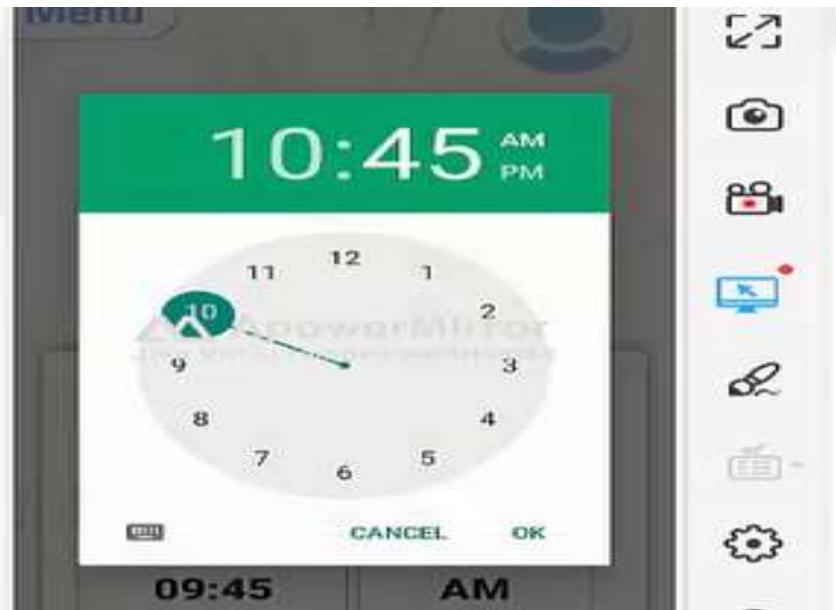
Once all the information for the trip has been entered, tap the “Book Trip” button at the bottom of the screen



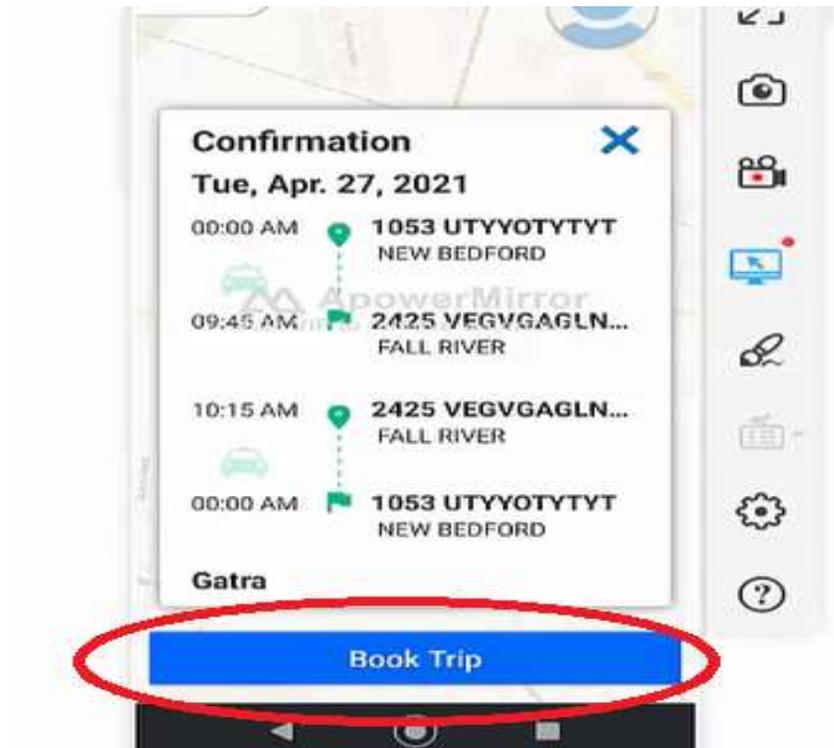
You will then be asked whether or not you need a return trip back. If this is a round trip, click “Book Return Leg”



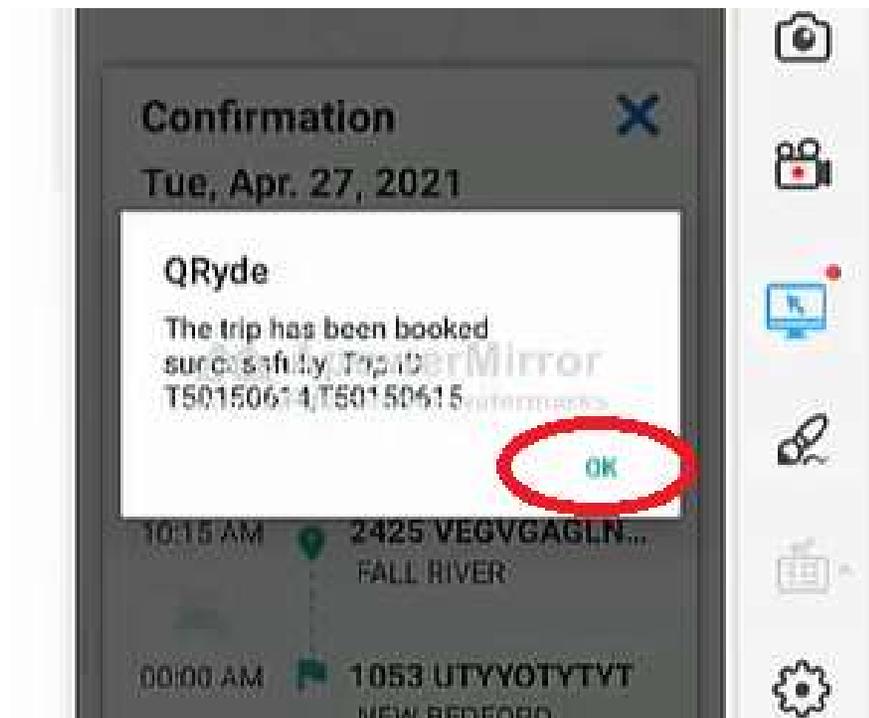
Choose the time you need to be returned home from your appointment, using the interactive clock.



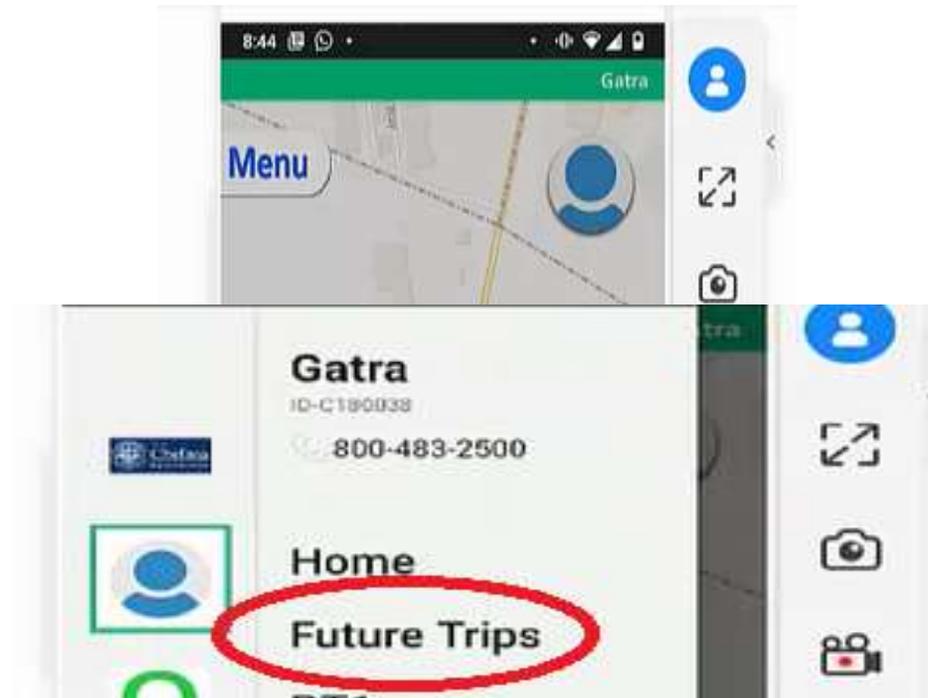
A summary of the trip information you booked will be displayed. Once you confirm accuracy, tap the “Book Trip” button.



A confirmation of the trip(s) being successfully scheduled will then be displayed. Tap “OK” to move forward.



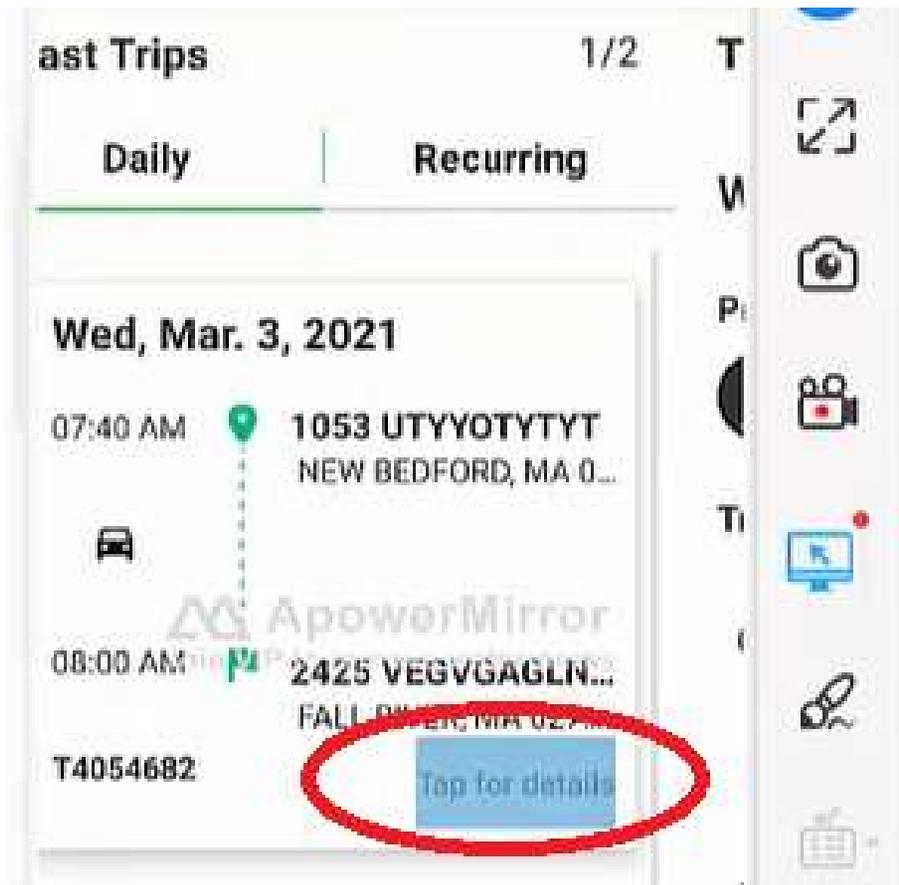
If you would like to view currently scheduled trips, tap the “Menu” option, located in the upper left corner of the screen and choose “future trips”



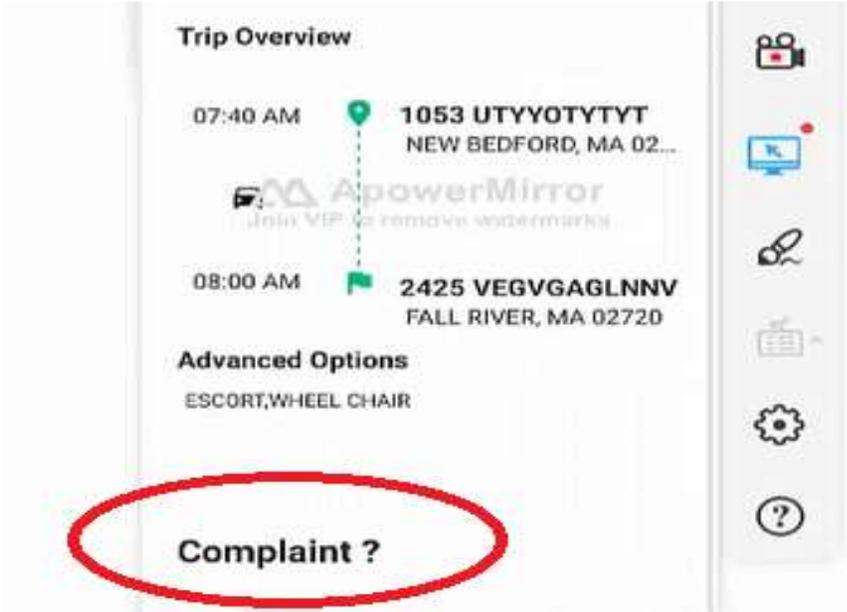
To view a list of trips previously taken, choose “Past Trips” from the list



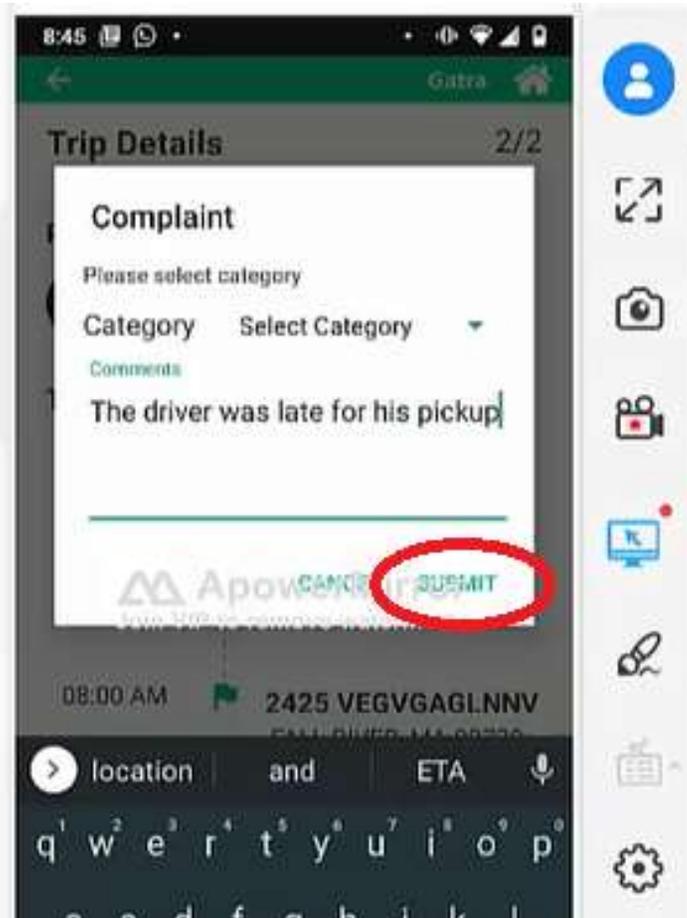
To get more information about a past trip, tap the “Tap for Details” link.



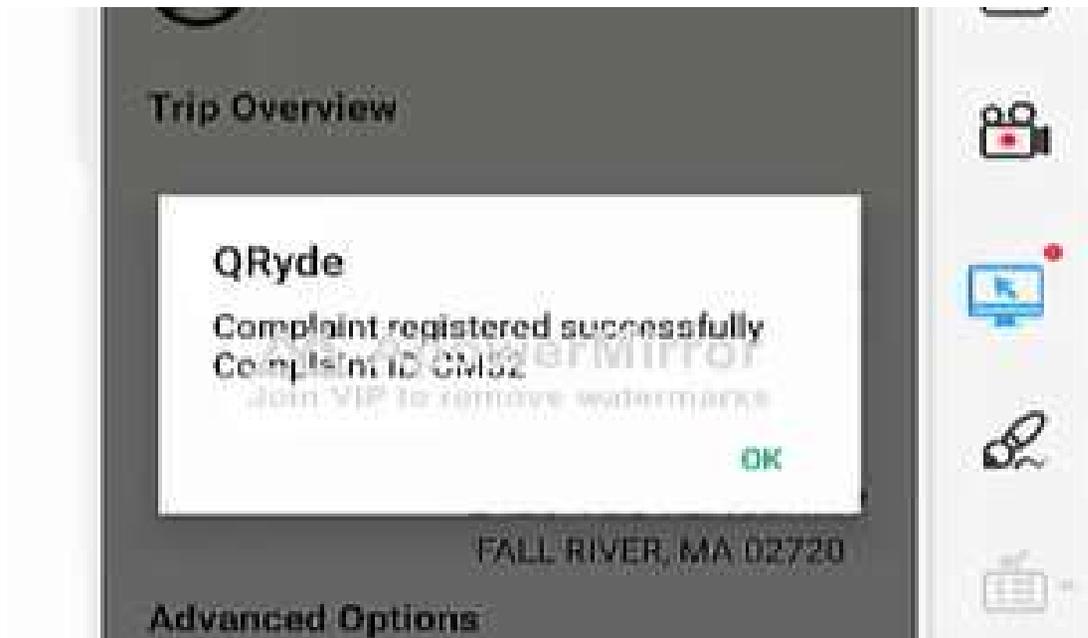
This screen will display an overview of the trip you selected. If you experienced an issue with a particular trip, you can submit a complaint right from the app, without having to call us, simply by tapping the “Complaint” option at the bottom.



Enter the details of the complaint and then tap the “Submit” option.



Once submitted, a confirmation will be displayed, indicating your complaint was successfully received by GATRA and we will be diligently working to resolve the issue(s) reported.



Once you submit your complaint, the status of the complaint will be displayed within the trip details on the consumer app, as well as the web portal.

**Wed, Mar. 3, 2021**

07:40 AM  **1053 UTYTYTYTYT**  
NEW BEDFORD, MA 02...



08:00 AM  **2425 VEGVGAGLNNV**  
FALL RIVER, MA 02720

T4054682 [Tap for details](#)

CM4 **(PENDING)**



## Notification of submitted complaints

- User will receive a text/SMS message, confirming GATRA has received the complaint and is currently investigating
- Once the complaint has been resolved, another text/SMS message will be sent to the user, indicating their complaint has been resolved.
- Our Call Center remains available for you to contact us by phone.



## What we're working for on future enhancements

- Further expansion of GPS Tracking on all vehicles, not just PT-1 rides
- Ride-Hail Pilot Program
  - Potentially utilizing companies such as Uber and Lyft to assist with meeting the growing demand for Non-Emergency Medical Transportation



We welcome your feedback!

- Submit a complaint or share your ideas
  - Call us at (800) 431-1713
  - More ways to contact us coming July 1



## Questions & Comments

- Type into the Q&A box
- Raise your hand
  - Click on “Raise Hand”
  - Use Alt+Y for Windows or Option+Y for Mac
  - If you are calling in, dial \*9



# GATRA Orientation Session

- The presentation has concluded
  - You are welcome to log off if you have no more questions or comments
- We are available for questions & comments
  - Type in the Q&A box
  - Raise your hand
- Attend a future session: [www.mass.gov/hstnews](http://www.mass.gov/hstnews)
- Keep in touch
  - GATRA: (800) 431-1713
  - HST: [hstinfo@mass.gov](mailto:hstinfo@mass.gov) or (617) 847-3427

