



# VEYORIDE ROUTED IDP APP AND PORTAL PROCESS MANUAL

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Information provided in this manual is subject to change. To ensure you are reviewing the most current version of the manual, visit **[support.veyo.com](https://support.veyo.com)**.

*Last updated: March 24, 2025*



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## OVERVIEW

Thank you for choosing to drive with VeyoRide!

As a VeyoRide Independent Driver-Provider (IDP), you will help make medical transportation more accessible and efficient for those who need it.

VeyoRide IDPs operate with professionalism and go above and beyond in customer service and passenger satisfaction. Please read this manual to learn how you can be a professional, safe, and caring VeyoRide IDP. If you have any questions about our policies, please email [support@veyo.com](mailto:support@veyo.com).

## IMPORTANT CONTACT INFORMATION

There are many resources available to you as a VeyoRide IDP. You will primarily be working with Driver Support and VeyoRide Support.

**Driver Support** is a 24/7 in-person team that can be reached. Region specific Driver Support contact information is displayed above. Driver Support should only be contacted in the following situations:

1. If you have **any type of accident**. See specific information in the “**Emergencies**” section of this manual for guidelines related to accidents.
2. If you have **any urgent /immediate trip issues**, for example, the passenger is requesting a change in address during any phase of the trip.

Each region has its own support team that you can contact as you drive with VeyoRide. Below outlines the contact information for each:

**Arizona:** Driver support: [\(855\) 722-0228](tel:(855)722-0228)

**Connecticut/Wisconsin:** Driver support: [\(877\) 771-5972](tel:(877)771-5972)

**Florida/Missouri/Ohio:** Driver Support: [\(636\) 695-5539](tel:(636)695-5539)

**Michigan/Texas:** Driver Support: [\(877\) 986-7416](tel:(877)986-7416)

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Dispatch agents may reach out to you from [\(888\) 513-0708](tel:8885130708) . Save this number to your contacts so that you don't miss a call!

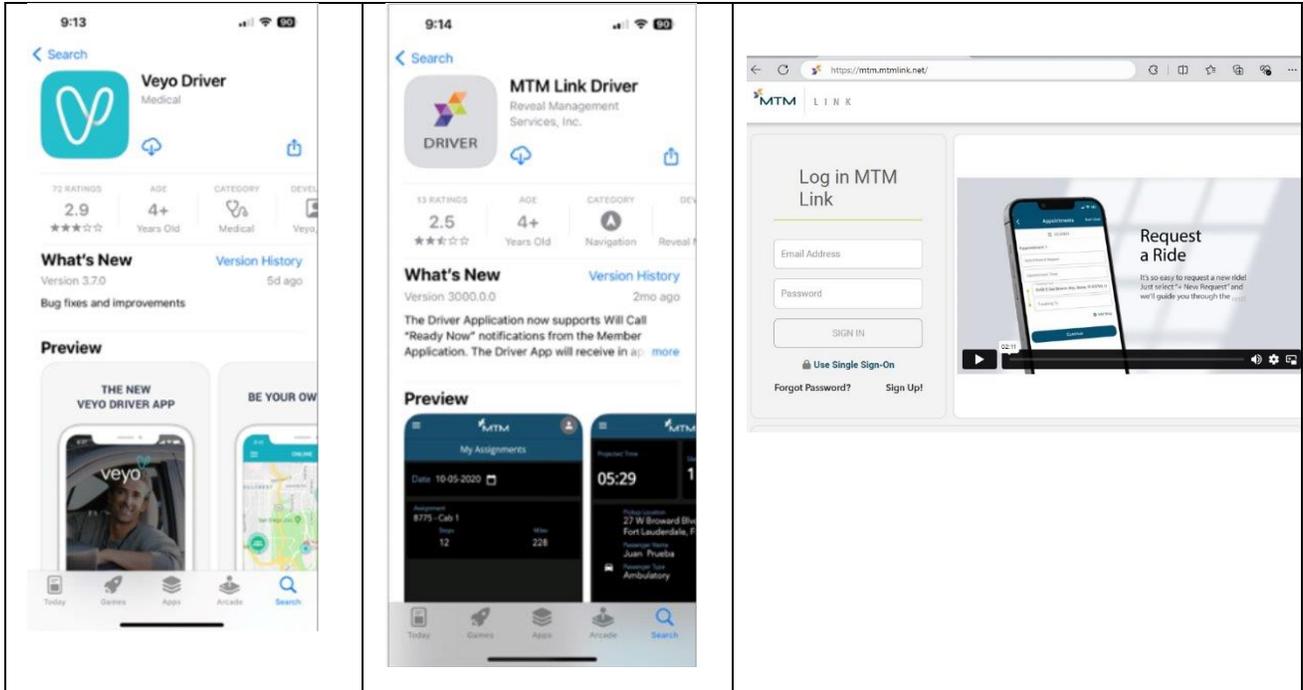
**VeyoRide Support** is best suited to handle your technical and account needs. VeyoRide Support can be contacted at, [support@veyo.com](mailto:support@veyo.com) and inquiries will be answered in 24-48 hours. Please note, during high volume times, these hours are subject to change. Additional support can be found at our online support center at [support.veyo.com](https://support.veyo.com).

Your support teams are to be respected. Rude or unprofessional behavior is subject to suspension or further action.

## USING THE RIGHT SYSTEM

The VeyoRide Routed program uses three separate systems to submit/update your documents, complete trip, and submit your claims. Here is a quick breakdown of the three systems.

Veyo Driver App	MTM Link App	MTM Link Online Portal
<ul style="list-style-type: none"><li>• Credentialing</li><li>• Be aware of expiring items</li></ul>	<ul style="list-style-type: none"><li>• Transporting Members</li><li>• Trip Routes</li><li>• Collect Member Signatures</li></ul>	<ul style="list-style-type: none"><li>• <a href="https://mtm.mtmlink.net/">https://mtm.mtmlink.net/</a></li><li>• View Schedules</li><li>• Marketplace<ul style="list-style-type: none"><li>• Varies by Market</li></ul></li><li>• Submit Claims</li></ul>



## MTM LINK

### MTM Link Online Portal – Part 1

Log in to MTM Link using the username and password provided by your Strategic Rideshare Specialist. <https://mtm.mtmlink.net/>

The MTM Link Online Portal is used to:

- View Assignments
- Use Marketplace
- Manage Trips
- Submit Claims (this will be discussed after the app information)

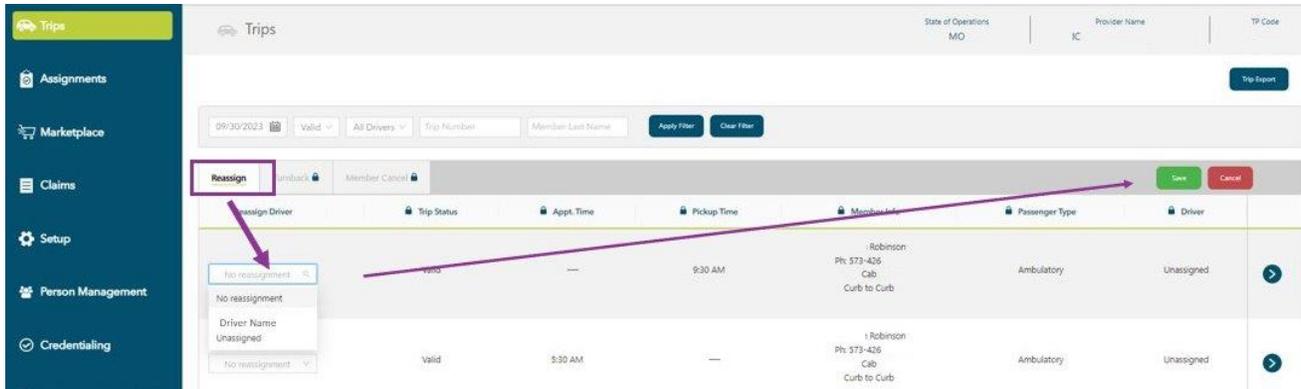
MTM Link connects with the Mobile Driver Application. By using the mobile app, all GPS data is collected and transferred to the online platform.

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## Navigation

Your main page will list three or four tabs depending on your Market. \*

## Trips



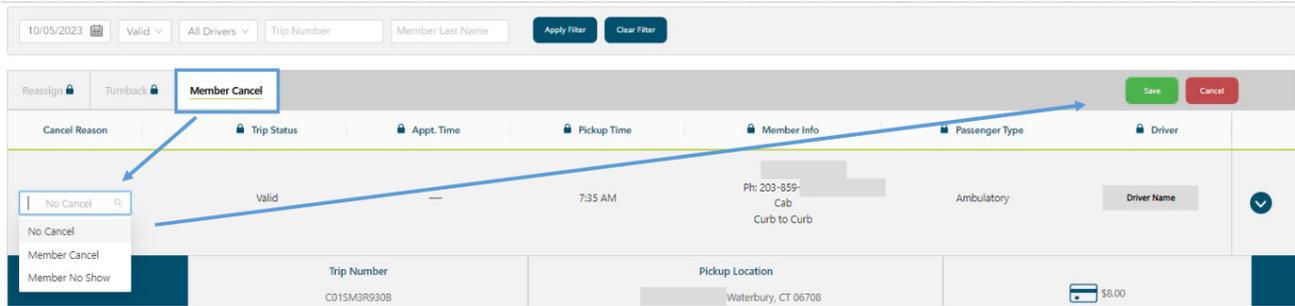
All unassigned trips must be reassigned to yourself for the trip to send to your MTM Link Driver App. Trips accepted from the Marketplace will show in the Trips tab under reassign.

**REMINDER:** Check your trips daily as new last-minute trips may be added without notice.

You can view your accepted trips by adjusting your calendar filter and selecting apply filter.

Tap the blue arrow to view more information of the trip such as mileage, trip number, address information etc.

## Member Cancel



Drivers are expected to attempt to contact a member a minimum of three (3) times.

- The day before
- Before you proceed to the pick-up
- At the pick-up location

You should always leave a clear and concise voice message if you do not speak to the member.

If a member cancels directly to you, when calling or in person, you can mark their trip as a **MEMBER CANCEL**.

Remember that not all members are able to quickly access their phone in their home/facility. For that reason, the trip must be completed regardless of confirmation. If your member is not located 5 minutes (10 minutes for CT, WI) after the projected pick-up time, you can cancel the trip as **MEMBER NO SHOW**.

## Assignments

On the assignments you can rearrange and adjust trips to make them fit in with your route. Here you can see the following items for a specific day:

- Number of Stops
- Pickup or Dropoff
- Passenger Type
- Member Name
- Address of Stop

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- Pickup/Dropoff Window
- ETA of Stop

Progress	Stop Type	Member Info	Passenger Type	Stop Address	Projected Time	Scheduled Time
✖	Depot Out	A8C5-Cab1		St. Louis Mo, 63121	7:00 AM	
✖	Pick	Bobbie	Cane 1 Additional Passenger	St. Louis Mo, 63118	7:15 AM	12:00 AM
✖	Drop	Bobbie	Cane 1 Additional Passenger	Creve Coeur Mo, 63141	7:41 AM	12:00 AM
✖	Pick	Virginia	Ambulatory	University City Mo, 63130	8:01 AM	12:00 AM
✖	Drop	Virginia	Ambulatory	St. Louis Mo, 63121	8:15 AM	12:00 AM
✖	Pick	Aurora	Ambulatory 1 Additional Passenger	St. Louis Mo, 63121	8:23 AM	12:00 AM
✖	Pick	Andrew	Ambulatory 1 Additional Passenger	St. Louis Mo, 63104	8:44 AM	12:00 AM

### Marketplace (Market Specific) \*

\*This option is not available in all markets.

Trips that have not been assigned to a provider will be available in the Marketplace tab. Use these trips to fill any gaps in your current assignments.

- You can use Marketplace as soon as you're active!

Trips in your Service Area will automatically show. To show trips outside of your service area, toggle on "Include trips outside of your service area". Remember you are not compensated for "Deadhead/Empty miles".

- By accepting a trip in Marketplace, you acknowledge that you are able to accommodate the request.

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- You will not be able to Turn-Back any trip that you accept in Marketplace.

What is a Turn-Back? The act of communicating to MTM when you are unable to perform a trip that has been assigned to you due to:

- Out of service area
- Driver/Vehicle deficiency Etc.
  - Turn-backs must occur no less than 24 hours from the scheduled appointment time.

## MTM Link [Driver App](#)

The mobile application was developed to assist drivers in their everyday operations. The app can be installed on:

- iPhone (iPhone 4 or newer)
- iPad that has cellular data and GPS capabilities
- Android (Version 3.0 or higher)
- Android Tablet that has cellular data and GPS capabilities

## Driver App Terms

Here are some common terms you will see through the driver app.

- **Depot** - Garage or home base; this is where the driver starts and ends their routes.
- **Assignment** – A route or list of trips that a driver will follow detailing pick-up and drop-off information for each passenger.
- **Arrive** – Action step indicating you have arrived at a stop location.
- **Perform** – Action step indicating a stop (either pick-up or drop-off) has been completed.

Various icons show the following:

- Car icon = Depot
- P = Pick-Up
- D = Drop-Off
- List all pick-up/drop-off addresses

On time performance windows are also displayed.

- Driver is considered on time if they arrive within this window

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- Usually within a 30 min window

## Reviewing Your Assignments

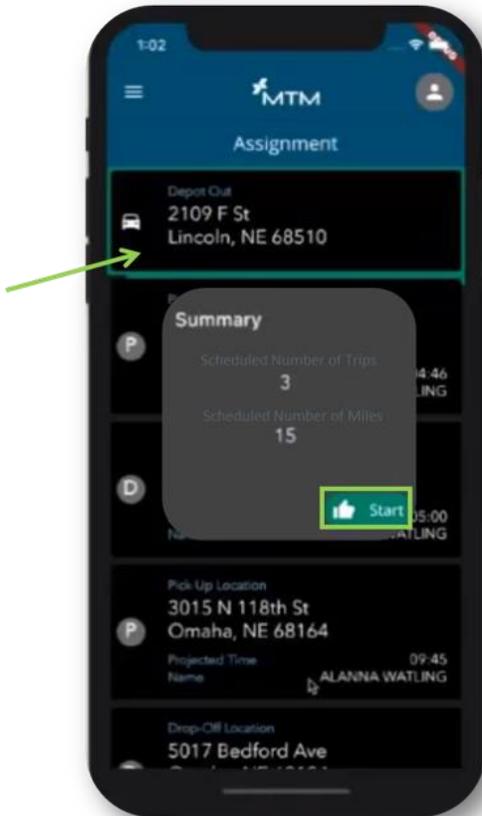
Select the assignment number (given previously by dispatch) or the date by selecting the calendar.

You will be able to see a list of all the trips that are assigned to you up to four (4) business days out. Tap **Confirm** to accept your assignment.

## Performing the Depot Out

After acknowledging your assignment, you will then perform the depot out.

- Depot out is done pre-trip when you are in your vehicle and ready to leave for your first stop.
  - Doing this allows dispatch to know you are logged in, have your assignments, and ready for your route for the day.
- **Best Practice:** Depot out prior to leaving base is required to retrieve GPS data.
- Tap **Start** to begin the day.
  - Once the depot-out is performed, it will disappear from assignments.
  - Once it has been performed, the next stop will move to the top.



## Completing Your Trips

To complete your first trip, a **View Map** option will show turn-by-turn directions via Google Maps.

- Select **More Details** for more information about the trip – **Stop Details** will appear
  - More details will show items like member information, specific trip information, and additional Driver notes are available here.
  - You can contact the member when tapping the phone number provided.
  - Stop Details will take you back to the main screen.

The trip will show En Route until you are at the member pick-up location.

## Arriving

Upon arrival at the destination, tap the **Arrive Pick-Up** button.

- Arrive Pick-Up button must be selected before performing the trip.

This indicates to dispatch that you have arrived at the location. Once you tap Arrive Pick-Up you will receive a pop-up to either **Accept** or **Cancel** your arrival.

If arriving outside of the 30-minute window for pick up, a late reason will need to be selected from the drop-down list.

- Alternatively, the late reasons may also be confirmed at the end of the day.

## Performing a Pick-Up

Tap the perform Pick-Up button once the passenger is safely in the vehicle. Always arrive before you perform Pick-Up (except for the Depot). Once you tap Perform Pick-Up you will see a drop down that lists 3 options:

- **Perform** – Passenger enters the vehicle to take the trip, and driver collects signatures
- **Cancel** – Passenger/responsible tells driver prior to arrival they are not taking the trip.
  - Rule of Three: you must call the passenger three times, and be at the pick-up location, before you can cancel a trip. Remember, during all calls, your phone number and the passenger's number will remain private.
- **Member No Show** – Passenger is not home, or not answering

After selecting the appropriate perform option. Capture Passenger Signature in the area that says Member Signature Required. You can also clear the signature if necessary. Double check that the member was able to sign before continuing. Once confirmed the member was able to sign, select continue.

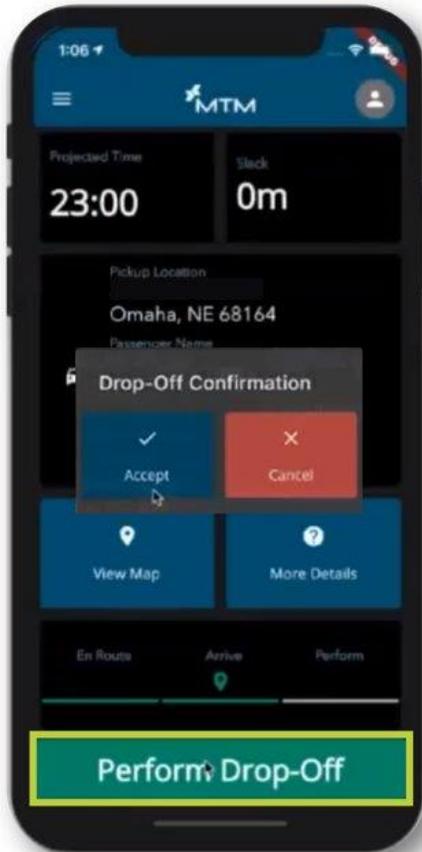
- **Remember:** If contact is made and there is a change to the passenger's pick-up and/or drop off location, you must notify Driver Support to obtain authorization and confirm the location change before proceeding.

## Performing a Drop-Off

Complete the same steps as pick-up. Tap **Arrive Drop-Off** when you've reached the members destination. To confirm arrival at the drop-off location, tap **Perform Drop-Off** when a

passenger enters the facility safely. Confirm by tapping either Accept or Cancel. This will take you back to your assignments to start your next trip by opening the top trip available.

Double check marks will indicate a completed trip. Clicking the check marks will show you a list of your completed stops for the day. Select OK to continue.



### *Changes to Your Assignments*

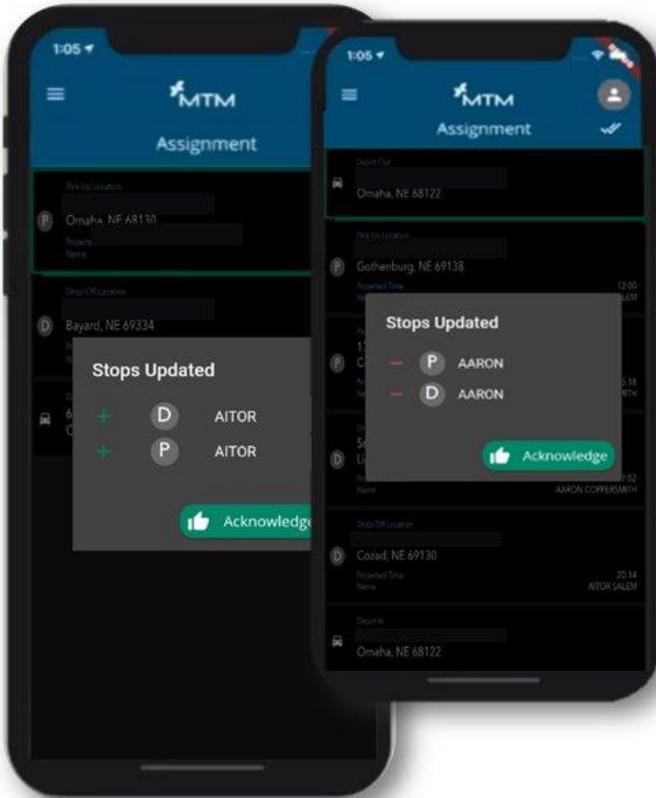
There will be times when a trip is added or deleted from your assignment. When this happens, you will be prompted to acknowledge the change to your assignment. Assignment additions will be updated with passenger's address and pick-up window.

A popup will appear if a stop is updated.

- A plus sign will indicate a trip has been added to your assignment.

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- A minus sign will indicate a trip has been canceled or removed.



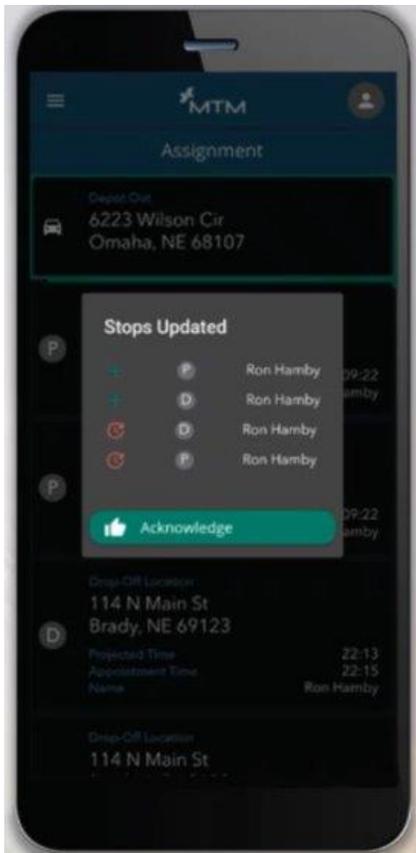
## Will-Calls

A will-call is a trip that is pending activation from the member.

- Think of this as the member *will call* once they are ready for a pick-up.

These trips are scheduled without a specific pick-up time. When a will-call trip is ready for pick-up, you will receive a new notification.

- Once you confirm your new route, click the "**Acknowledge**" button to continue your updated route.



## Performing the Depot In

Upon returning to your home base, you will select **Depot In**. Depot in will be the last step in completing your trips.

Tap **Complete Assignment** and your assignment summary will show. Listing the following items:

- Completed Number of Trips
- Completed Number of Miles
- Member Cancels
- Member No Shows
- Eligible Claims

Use your finger to sign and confirm the information.

## MTM Link Online Portal - Part 2

### Claiming Your Trips

Claiming your trips must be done on the MTM Link Online Portal. To view your claims, click claims in the navigation toolbar.

The claims dashboard is where the user will go when they are ready to submit trips to receive compensation. Claims are processed weekly and should be submitted the day the trip is completed. No later than, Thursday 6 pm your local time.

To view specific days, click the calendar icon under 'Trip Date', and use the filter to enter a date range. Once your options are selected, click 'Apply'.

On the Claims dashboard, you will see:

- Claim Status
- Trip Number
- Appointment (Appt.) Date
- Member Info
- Driver Name
- Claim Submit Date
- Appeal Deadline
- Paid Amount
- Pay By Date
- Action

Claims

State of Operations:  Provider Name:  TP Code:

Trip Date: 08/28/2024 - 08/28/2024 Claim Status: Status Trip Status: Valid Trip Number: Enter Trip Number Member Last Name: Enter Last Name  Appealable Claims

<input type="checkbox"/>	Claim Status	Trip Number	Appt. Date	Member Info	Driver	Claim Submit Date	Appeal Deadline	Paid Amount	Pay By Date	Action
		Q15EC3	08/27/2024	Member Name	Driver Name	08/27/2024	—	\$0.00	—	<a href="#">Audit Log</a>
	Not Ready	Q157F	08/27/2024			—	—	\$0.00	—	<a href="#">Audit Log</a>
		Q157F	08/27/2024			08/27/2024	—	\$0.00	—	<a href="#">Audit Log</a>
		Q154GG	08/27/2024			08/27/2024	—	\$0.00	—	<a href="#">Audit Log</a>
		Q154GG	08/27/2024			08/27/2024	—	\$0.00	—	<a href="#">Audit Log</a>
		Q1RU6T	08/27/2024			08/27/2024	—	\$0.00	—	<a href="#">Audit Log</a>
		Q1Q65C	08/27/2024			08/27/2024	—	\$0.00	—	<a href="#">Audit Log</a>
		Q154NL	08/22/2024			08/23/2024	—	\$0.00	—	<a href="#">Audit Log</a>

## Claim Status

There are four different claim status settings you should look for.

- Not Ready – This indicates action is needed to claim the trip.
- Purple Inbox Icon – This indicates that the trip is ready to be claimed.
- Yellow check - This shows the claim is processing.
- Green check - Confirms the trip has been submitted for payment.

## Not Ready

The "Not Ready" text on the left shows that action is required to submit that claim accurately. To perform the required actions, click the pencil to the right to view that trip's details.

Once you click the pencil, you will receive a pop up of the trip details. This information should auto-fill when using the driver app. Trip information can be edited if listed incorrectly. Items that need to be added or updated will list blank.

If a signature for the trip was not captured in the driver app, you should attach a copy of the member's signature captured on the Daily Trip Log. - You can find this in your welcome email.

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Once the trip information has been entered or adjusted, click Save Changes to complete the updates for the trip.

To view additional information about your claim, click the arrow to the left. This will provide additional information such as your trip mileage, and cost.

### *Fare Reviews*

DO NOT CLAIM A TRIP IF THERE IS A DISCREPANCY.

Once you claim a trip, you have confirmed you are comfortable with that trip payment. Adjustments are not made to claimed trips. If you have an adjustment request or a trip is missing from your manifest, please fill this form.

<https://forms.office.com/r/xMSJUyjDeb>

Fare Reviews can be submitted up to seven (7) days after the date the trip was completed. A fare review will no longer be reviewed past the 7<sup>th</sup> day.

### *Submit a Packet*

When you are ready to submit a claim, click the checkbox to the left of the trip for each trip that is ready for submission. Once each trip is selected, click Submit Claim.

A pop-up will appear showing the number of trips selected and requesting a Claim Packet Name. We suggest listing your Claim Packet Name as the date the trips were completed.

Once that is done, you will receive final confirmation that the claims were submitted. An emailed remittance payment will be sent to you with each paycheck.

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Thank you and Drive Safe!

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