



U.S. Department of Transportation

ITS4US

IT'S TRANSPORTATION FOR ALL OF US

Health Connector Procedures from Booking to Boarding

Heart of Iowa Regional Transit Agency

January 24, 2024

Agenda

▪ Purpose of this Webinar

- This webinar highlights the standard processes that will be used by HIRTA operations staff, drivers, travelers, and care facility employees when planning, booking, and providing Health Connector trips.

▪ Webinar Content

- ITS4US Deployment Program Overview (*Mike Barry, FHWA*)
- Health Connector Project Overview (*Brooke Ramsey, HIRTA*)
- Standard Operating Procedures (SOPs) for HIRTA Operations Staff (*Amber Falls, HIRTA*)
- Differences in SOPs for Health Connector (*Rachel Birnbaum, Via*)
- Traveler Process for using Health Connector (*Rachel Birnbaum, Via*)
- SOPs for HIRTA Drivers (*Blake Hansen, HIRTA*)
- SOPs for NEMT trips – now and later (*Brooke Ramsey, HIRTA*)
- Using the Mobility on Demand (MOD)- Electronic Health Record (EHR) dashboard to track care facility trip needs (*Josh Albertson, Arcadis IBI Group*)
- Q&A

▪ Webinar Protocol

- Please mute your phone during the entire webinar.
- You are welcome to ask questions via the chat box and Q&A section.
- The webinar recording and the presentation material will be posted on the ITS4US website.



Source: Mike Barry

Mike Barry

Transportation Specialist, Site AOR
FHWA Office of Planning

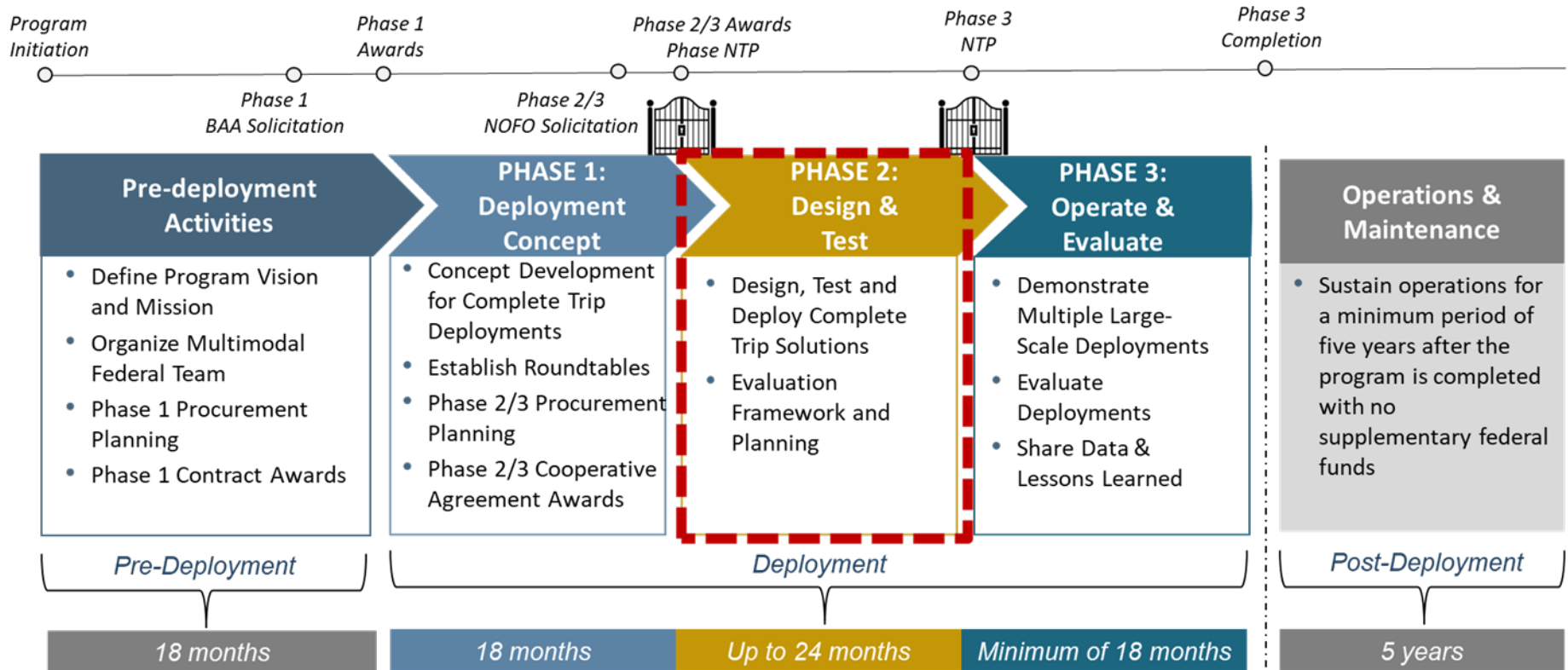
ITS4US Program Overview

- A USDOT Multimodal Deployment effort, led by ITS JPO and supported by OST, FHWA and FTA
- Supports multiple large-scale replicable deployments to address the challenges of planning and executing all segments of a complete trip



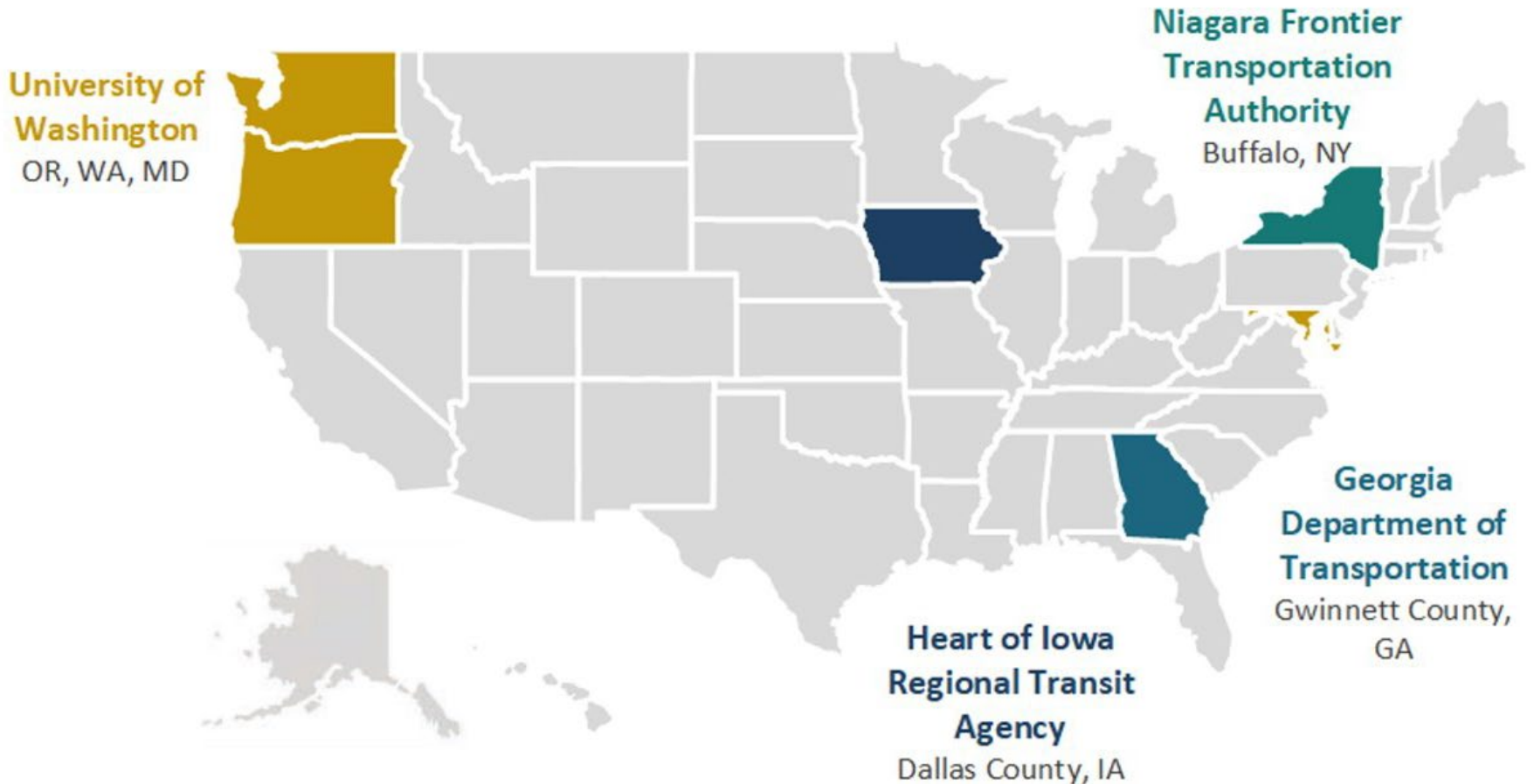
Vision: Innovative and integrated complete trip deployments to support seamless travel for all users across all modes, regardless of location, income, or disability

Deployment Phases



Source: USDOT

ITS4US Deployment Sites



Source: USDOT

ITS4US Team Photo Collage





Source: Brooke Ramsey

Brooke Ramsey

Project Management Lead

Heart of Iowa Regional Transit
Agency

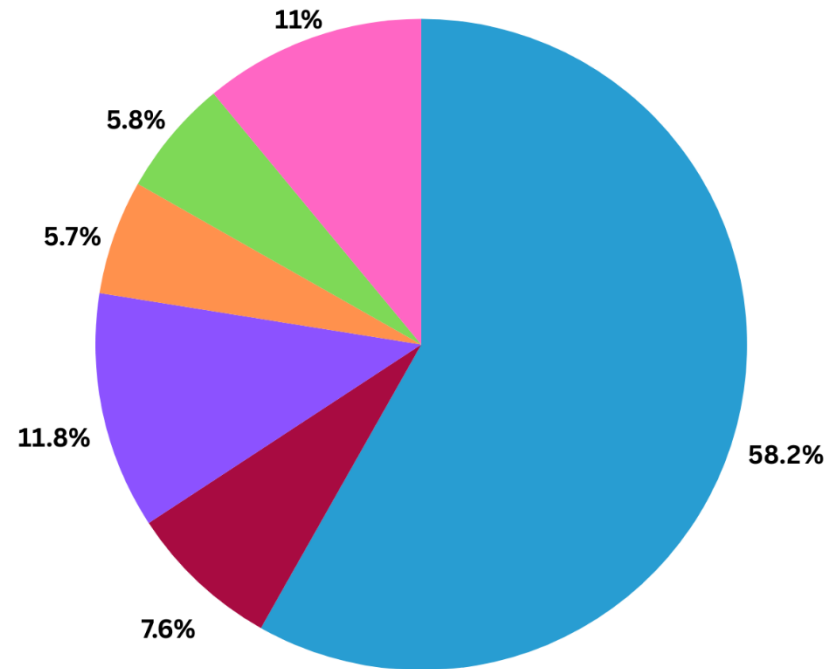
Health Connector for the Most Vulnerable

- Deployment area: Dallas County, Iowa
- Implement a scalable and replicable solution enabling transportation access to healthcare for all underserved populations and their caregivers
 - Use advanced technologies to resolve barriers
- Include information and wayfinding services to guide each step of user's trip
- Provide enhanced access to healthcare options for all travelers in Dallas County, a mostly rural county

HIRTA and Dallas County Overview

- HIRTA provides demand response services to population in 7 county areas, including Dallas County
- Dallas County grew 36% in the last decade
- Coordination of medical transportation services for underserved is a major challenge

Dallas County Underserved Population

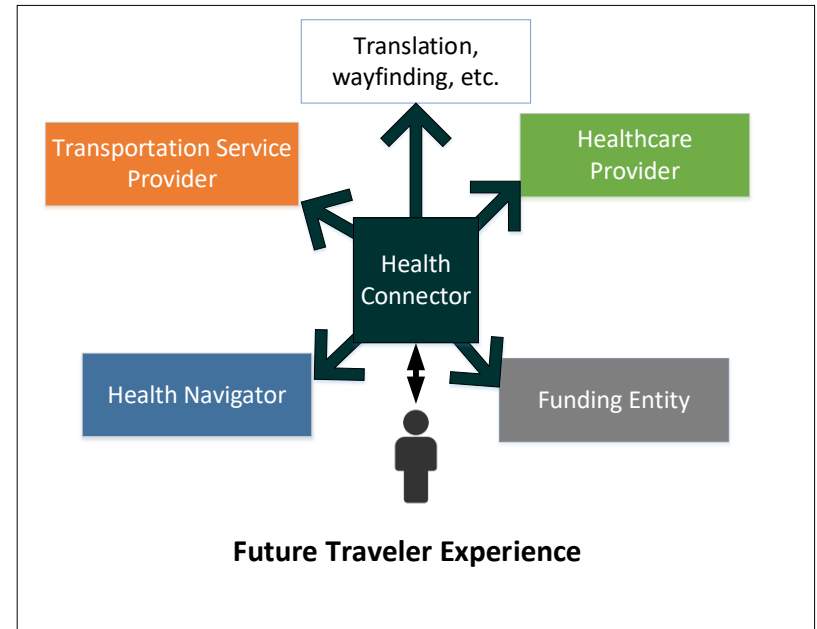
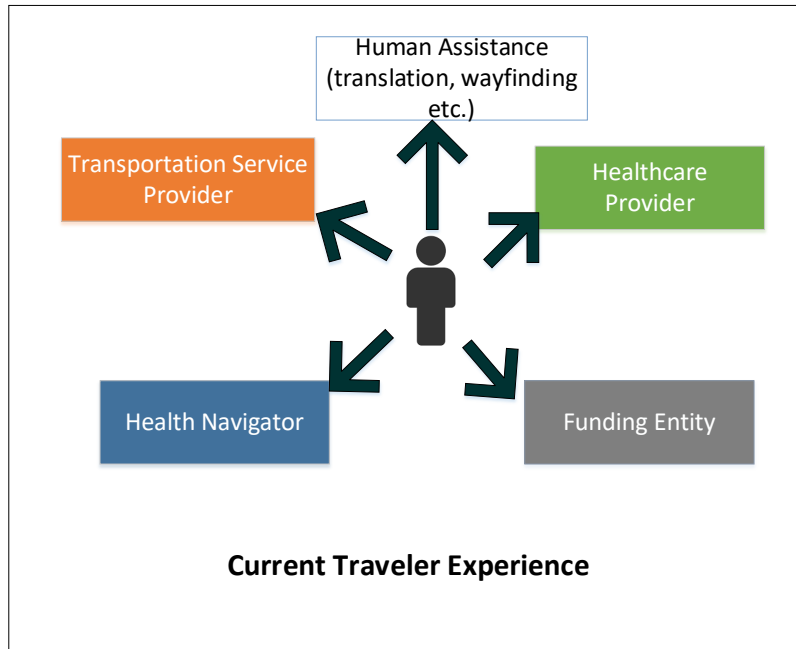


Source: HIRTA

High-Level Findings from Stakeholders

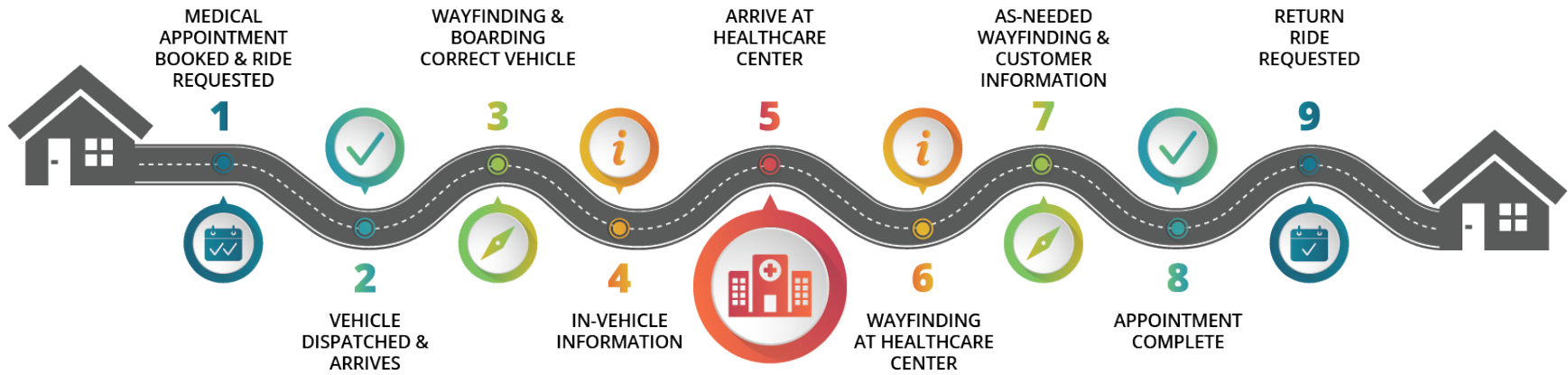
- Lack of awareness on transportation options
- Lack of integrated booking and trip management experience
- Limited capabilities in current modes to meet the needs of underserved
- Limited wayfinding capabilities
- Service management challenges with return trips
- Same-day and after-hours service issues
- Limited data sharing and reporting to measure the performance of healthcare transportation

System Vision



Source: HIRTA

Concept Overview



Source: HIRTA



Source: Amber Falls

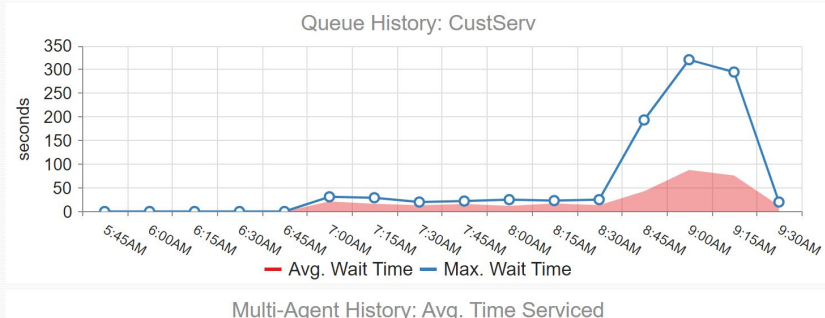
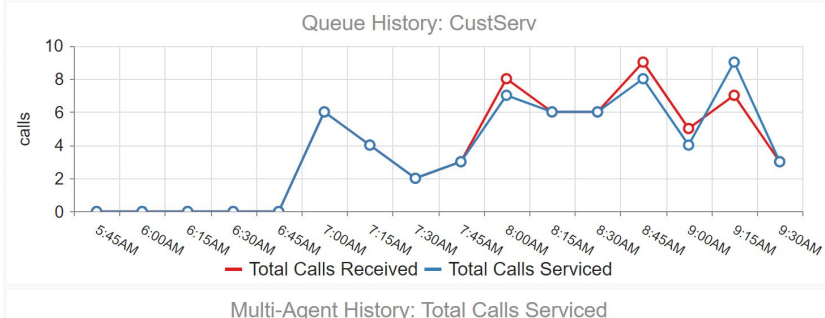
Amber Falls

Communications Manager

Heart of Iowa Regional Transit
Agency

Call Center Management

Status	IDLE	Status	ONCALL	Status	BUSY	Status	IDLE
Busy Reason		Busy Reason		Busy Reason	Call On Hold	Busy Reason	
Calls Missed	0	Calls Missed	2	Calls Missed	0	Calls Missed	1
Time In Status	00:07:42	Time In Status	00:07:57	Time In Status	00:01:17	Time In Status	00:01:46
Occupancy	5%	Occupancy	7%	Occupancy	9%	Occupancy	13%
Length Of Call	00:00:00	Length Of Call	00:07:57	Length Of Call	00:00:00	Length Of Call	00:00:00
Avg. Time to Answer	00:00:18	Avg. Time to Answer	00:00:08	Avg. Time to Answer	00:00:05	Avg. Time to Answer	00:00:05
Calls Serviced	12	Calls Serviced	18	Calls Serviced	17	Calls Serviced	11



Source: HIRTA's phone system

- **Responsible Person(s)**

- Communications Manager

- **Procedure**

- Ensure lines of communication are open and in-service during business hours
- Ensure office equipment is in working order at each workstation
- Ensure call center is staffed to effectively handle all general daily operations
- Provide oversight and assistance to call center staff as needed
- Monitor, review, & maintain logs of call center productivity

Customer Service

- **Responsible Person(s)**
 - Scheduling/dispatching staff
- **Procedure**
 - Call/email processing
 - Toll-free customer service line and emails answered first come, first served.
 - Language barrier
 - Spanish speaking callers may be forwarded to internal bi-lingual representative
 - Other languages may be received through Language Link Service
 - Complaints
 - Documentation of issues and steps to address them
 - Abusive/offensive language
 - Addressing inappropriate language with caller and requesting respectful communication

Registration & Eligibility Management

- **Responsible Person(s)**
 - Scheduling/Dispatching staff
- **Procedure**
 - Creating a New Rider
 - Complete each account section as needed
 - Ex. Identify rider as NEMT, emergency contact, disabilities, Medicaid eligibility

The screenshot displays the VIA mobile application interface. At the top, the VIA logo is visible. Below it, a navigation menu includes options for Notifications, Hub, Ride Plan, Riders, Rider Search, Create Rider, Book Ride, and Rider Management [BETA]. The 'Create Rider' option is highlighted. Below the menu, the 'Create Rider' screen is shown, featuring a breadcrumb trail: < Services Rider Detail Paratransit Rider Details 2 Contact For I >. Two toggle switches are present: 'Paratransit' (disabled) and 'NEMT' (enabled).

Source: Via

Scheduling

- **Responsible Person(s)**
 - Scheduling/Dispatching staff
- **Procedure**
 - TMS Login
 - Reservation Submission
 - Booking
 - Pending Reservations

Ride details

Generic Customer, New

To destination

Pickup
205 Se 5th St, Ames, Iowa, 50010

Dropoff
Walmart Supercenter, Grand Avenue, Ames, IA, USA

Depart at
05/04/2023 10:00 AM

From destination

Pickup
Walmart Supercenter, Grand Avenue, Ames, IA, USA

Dropoff
205 Se 5th St, Ames, Iowa, 50010

Depart at
05/04/2023 11:00 AM

Service	Price
SHARED RIDE (Best Offer) Pickup: 9:55 AM - 10:15 AM 205 Se 5th St, Ames, Iowa, 50010	\$2.50
SHARED RIDE Pickup: 10:00 AM - 10:20 AM 205 Se 5th St, Ames, Iowa, 50010	\$2.50
SHARED RIDE (Best Offer) Pickup: 10:50 AM - 11:10 AM Walmart Supercenter, Grand Avenue, Ames, IA, USA	\$2.50
SHARED RIDE Pickup: 11:00 AM - 11:20 AM Walmart Supercenter, Grand Avenue, Ames, IA, USA	\$2.50
SHARED RIDE Pickup: 10:30 AM - 10:50 AM Walmart Supercenter, Grand Avenue, Ames, IA, USA	\$2.50

Back BOOK RIDE

Photo: 'Book a Ride' Screen on the MOD TMS Platform

Reservations

- **Responsible Person(s)**
 - Scheduling/Dispatching staff
- **Procedure**
 - Reservations Management
 - Review and manage past/upcoming reservations within the rider management module
 - Changes or cancellations for upcoming reservations are made here

The screenshot displays the rider management interface for a 'Generic Customer'. The customer's profile includes their name, Rider ID (1858), and External ID (10588). Below the profile, there are sections for 'Details' (address and phone), 'Payments' (default method and remaining credit), 'Services' (NEMT status), and 'Rider Activity' (completed rides). The main section is a table of reservations with columns for 'Requested For', 'Passengers', 'Recurring request', 'Service', and 'Status'. The table lists several reservations with various statuses such as 'Completed', 'Cancelled by Admin', 'Pre Assignment Failure', and 'Booked'.

	Requested For	Passengers	Recurring request	Service	Status
<input type="checkbox"/>	Mon, Mar 20, 2023 3:30 PM	Δ 2		NEMT	Completed
<input type="checkbox"/>	Mon, Mar 27, 2023 12:00 PM	Δ 1		NEMT	Cancelled by Admin
<input type="checkbox"/>	Tue, Mar 28, 2023 12:00 PM	Δ 1		NEMT	Cancelled by Admin
<input type="checkbox"/>	Thu, Mar 30, 2023 5:02 PM	Δ 1		NEMT	Pre Assignment Failure
<input type="checkbox"/>	Mon, Apr 10, 2023 9:50 AM	Δ 14		NEMT	Cancelled by Admin
<input type="checkbox"/>	Mon, Apr 10, 2023 11:15 AM	Δ 14		NEMT	Cancelled by Admin
<input type="checkbox"/>	Tue, Apr 11, 2023 7:26 AM	Δ 1		NEMT	Cancelled by Admin
<input type="checkbox"/>	Tue, Apr 11, 2023 7:57 AM	Δ 1		NEMT	No show
<input type="checkbox"/>	Thu, May 4, 2023 10:00 AM	Δ 1		NEMT	Booked
<input type="checkbox"/>	Thu, May 4, 2023 11:00 AM	Δ 1		NEMT	Booked

Source: HIRTA On-Demand

Dispatching

- **Responsible Person(s)**

- Scheduling/Dispatching staff
- Driver staff

- **Procedure**

- Real-Time Monitoring
 - Ride Plan is monitored throughout day and delays or conflicts are addressed as needed
- Manual Trip Status Updates
 - In the event a driver is not able to process a trip as needed from tablet, staff can change ride status
- Shift Adjustments
 - To adjust any driver's shift
- Dispatch/Driver Communications
 - Using radio to communicate general updates or concerns during daily operations



Source: Rachel Birnbaum

Rachel Birnbaum

Mobility on Demand Lead

Via

What's Changing for Health Connector



Expanded Access to the Transportation Management System for Health Care Providers and Health Navigators

Affected SOPs: Reservation, Customer Service, Scheduling, Reservations



Third-Party Drivers

Affected SOPs: Scheduling, Dispatching

TMS Functions for Health Navigators

Same Functionality

- Ability to book/modify trips and return trips
- Confirm trip status

New Functionality

- Can book trips without involvement of HIRTA staff
- Access to medical appointment data and transportation services as relevant to travelers

Third-Party Drivers

Same Functionality

- Driver application functions
- Trip assignment

New Functionality

- Expanded pool of eligible drivers
- Ability to assign trips outside of normal operating hours

Traveler Process for Using Health Connector

Traveler Application Process

- Both Via web and phone application will prompt account registration
 - Traveler can input accessibility preferences as needed

The image displays three sequential screenshots from the HIRTA On-Demand mobile application during the account registration process.

First Screenshot: Phone Number Entry
The screen is titled "What's your number?" with the subtext "We'll send a code to this number". It features a "Next" button in the top right corner. Below the heading, there is a field for the phone number, currently showing "+1" and "Phone Number". A "Login with password" link is located below the field.

Second Screenshot: Personal Details
The screen is titled "Personal details" with a "Next" button in the top right corner. It contains input fields for "First Name", "Last Name", and "Email". Below these fields is a checkbox labeled "I agree to receive information and offers from HIRTA On Demand and selected third parties". A link "I already have an account" is positioned below the checkbox. At the bottom, there is a disclaimer: "By pressing 'Next' you agree to HIRTA On Demand's:" followed by links for "Terms of Use" and "Privacy Policy".

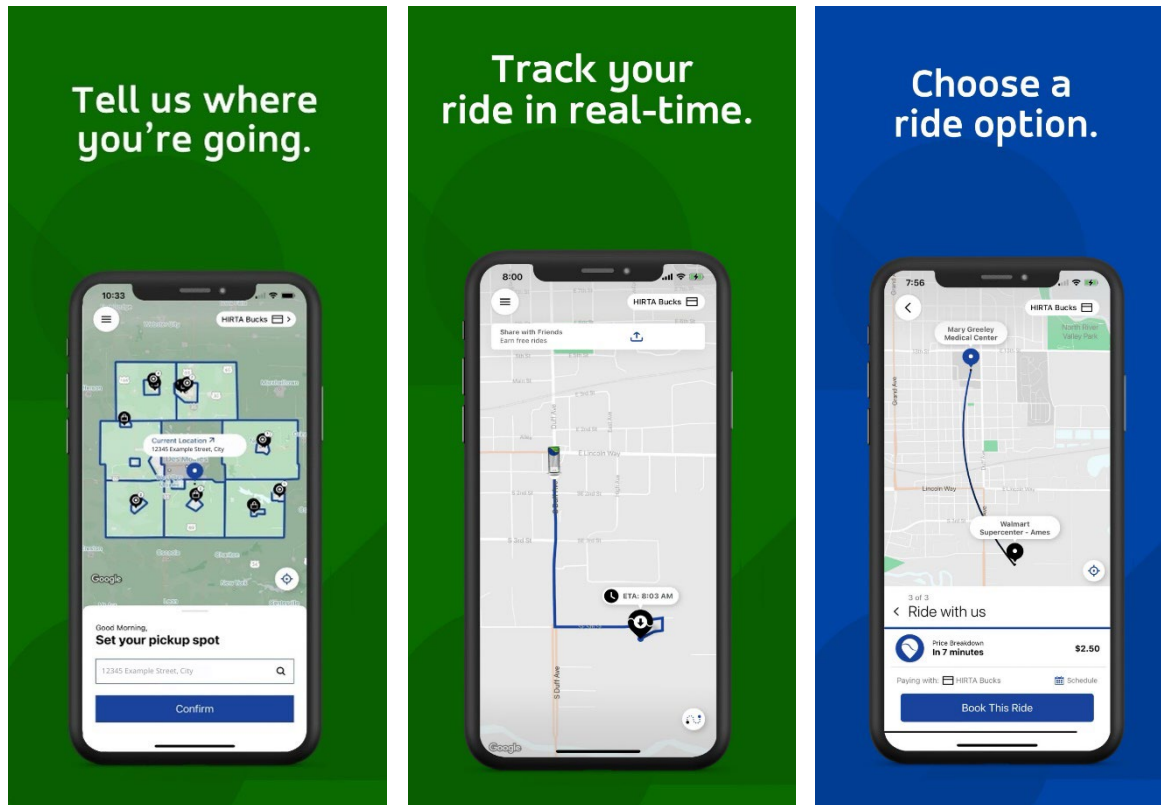
Third Screenshot: Account Settings
The screen is titled "Account" with a back arrow in the top left corner. It shows a list of account details, each with a right-pointing chevron: "Name", "Phone Number", "Email", "Password", and "Payment Method". The "Payment Method" is currently set to "Cash / Check". A "Wheelchair accessibility" toggle switch is highlighted in yellow and is currently turned off. Below the account details are sections for "Privacy Settings" and "Delete my account". At the bottom, there is a "Logout" button.

Source: HIRTA On-Demand

Traveler Process for Using Health Connector (cont.)

Traveler Application Process

- Traveler inputs trip origin, destination, and number of passengers
- Application provides traveler with route, estimated pickup time, and cost of trip
- To confirm booking, click “Book a Ride”



Source: HIRTA On-Demand

Health Connector vs. Regular Service for Travelers

Health Connector Highlights

- Gives travelers a more streamlined experience for mobility and healthcare needs
- Complete trip emphasis
- Added flexibility when booking

Regular Service

- Trips booked by calling HIRTA (1-14 days in advance)

Health Connector Service

- Ability to book trips on demand
- Healthcare resources directly linked in Traveler app
- Coordinate with Health Navigators to book trips



Source: Blake Hansen

Blake Hansen

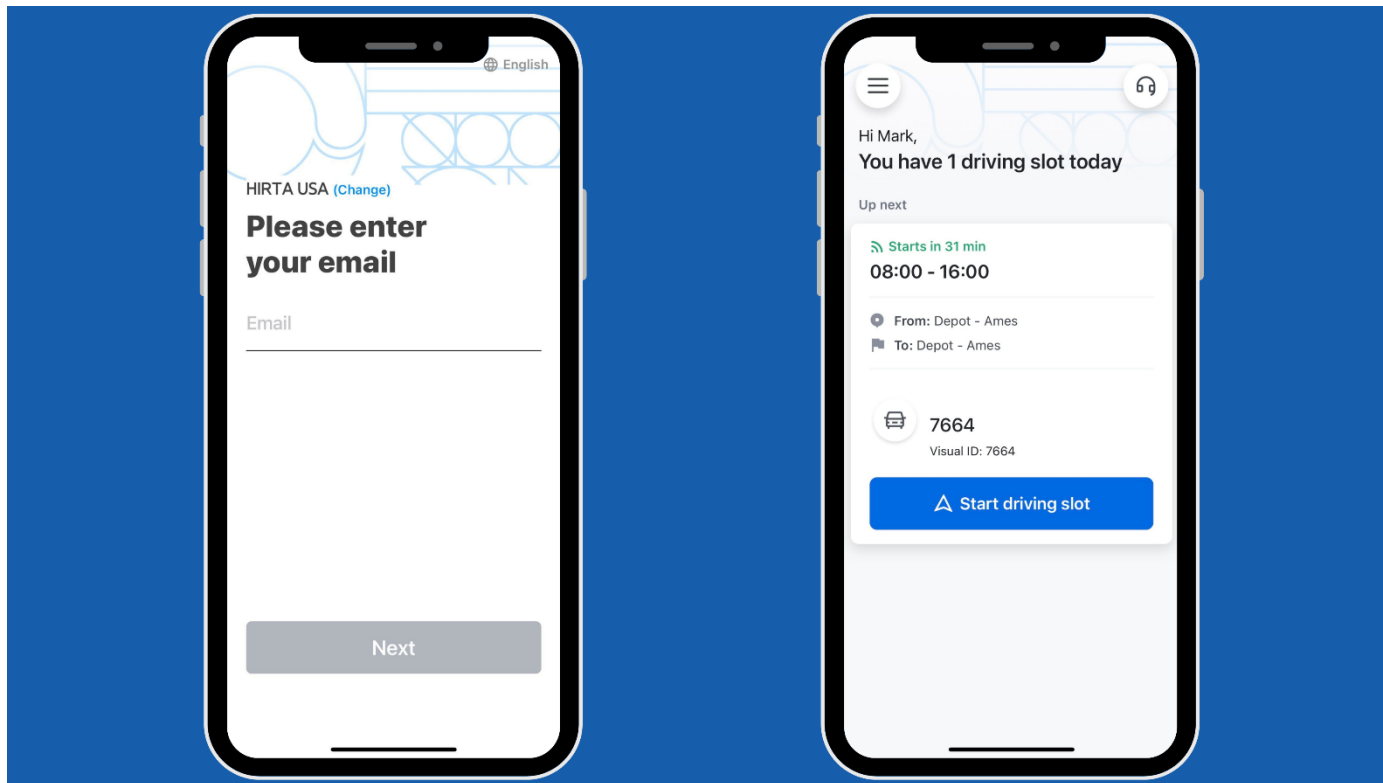
Operations Manager

Heart of Iowa Regional Transit
Agency

Logging On/Starting Shift

■ Procedures

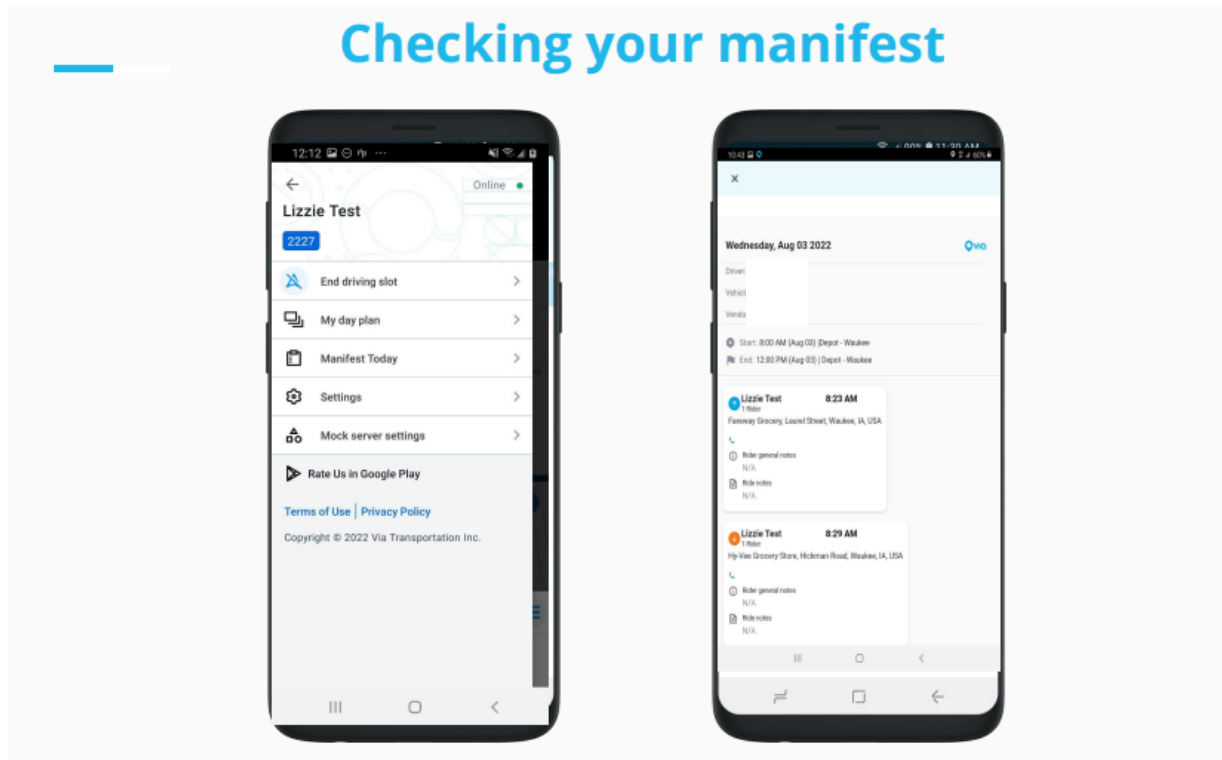
- Complete vehicle pre- and post-trip inspections as required
- Prepare and submit vehicle inspection report
- Operate transit vehicle while in strict compliance with HIRTA policies



Manifest Management

■ Procedures

- Effectively utilize tablet to follow schedule and ensure on-time performance
- Maintain and record accurate passenger counts and fare collections

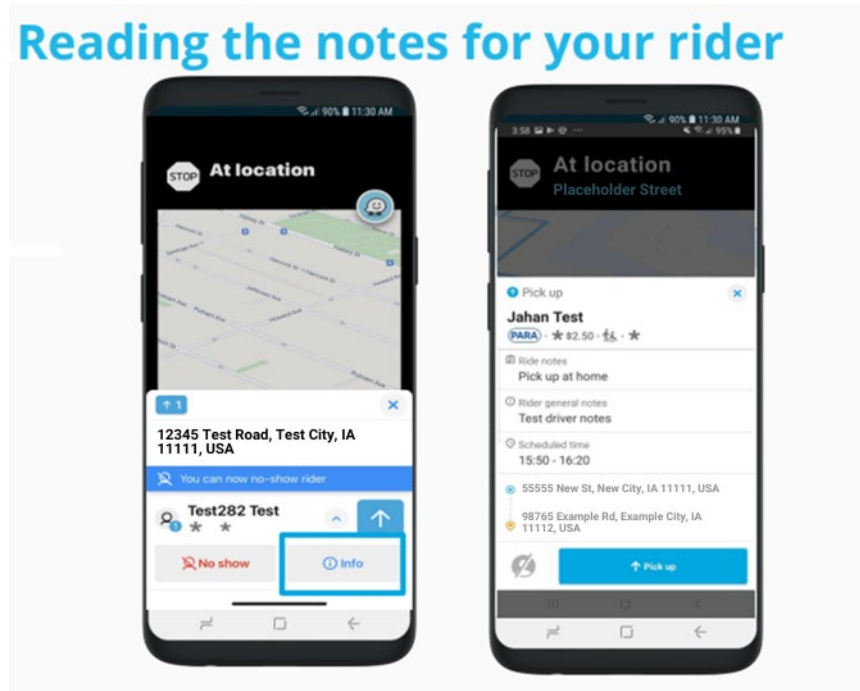


Source: Via

Communications with Riders and Dispatch

▪ Procedures

- Promote good passenger relations by providing positive, courteous interactions with passengers
- Maintain communication with the dispatch and/or operations manager as instructed for reporting unusual conditions



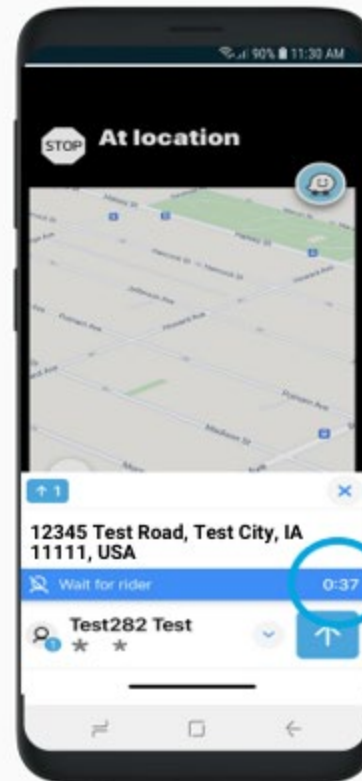
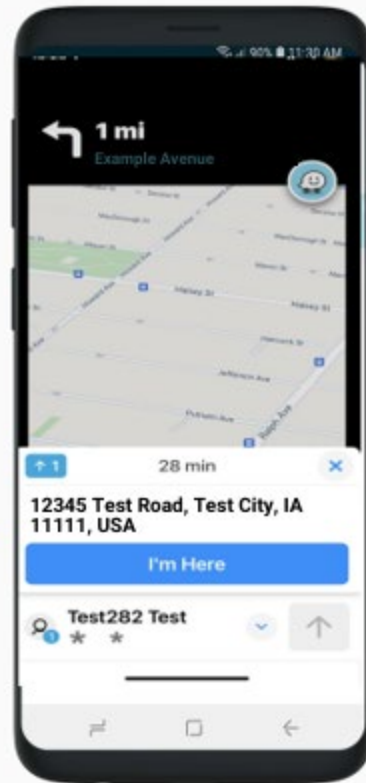
Source: Via

Traveler Pickup

Picking up your rider

Once you press, "I'm Here":

- The rider will get a phone call/ text alerting them of your arrival
- Pickup or dropoff notes will pop up automatically



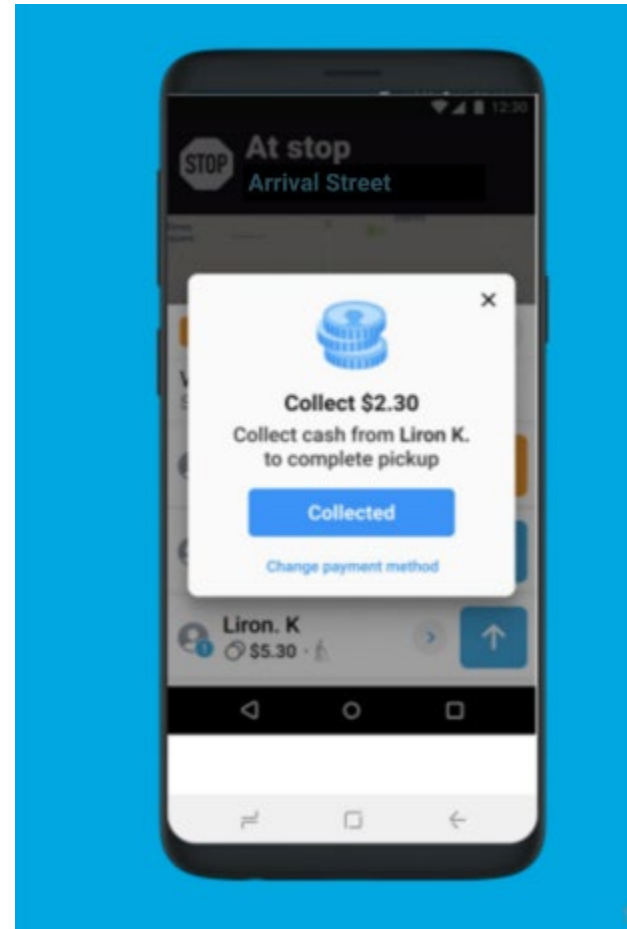
If you are early to the pickup, the countdown here will show x amount of minutes till the scheduled pickup time plus 5 minutes for the no-show timer.

Source: Via

Collecting Payment

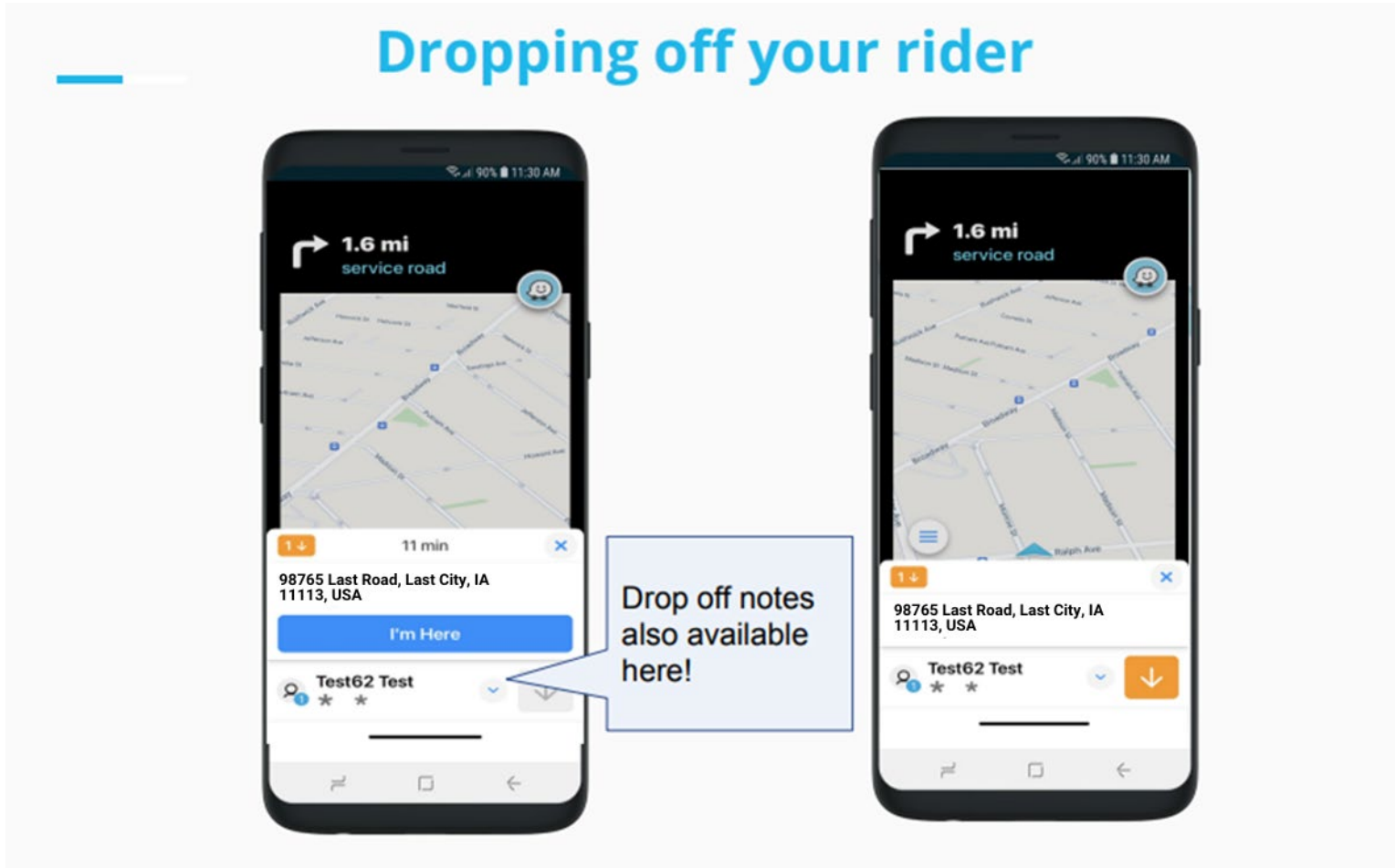
■ Procedures

- If rider is paying with a ticket or electronic card, drivers will be prompted to visually validate payment method
- If no pop-up is received, the rider has already paid



Source: Via

Traveler Dropoff



Source: Via



Source: Brooke Ramsey

Brooke Ramsey

Project Management Lead

Heart of Iowa Regional Transit
Agency

SOPs for NEMT Trips – Now and Later

Same Functionality

- Constant monitoring of Medicaid Broker portal for assigned trips
- Coordination with Medicaid Broker over phone and email

New Functionality

- Automatic ingestion of Medicaid trips into Via
- Automated trip confirmations
- Configurable trip tags (i.e., out of town trips, Health Connector trips)



Source: Josh Albertson

Josh Albertson

Technical Lead

Arcadis IBI Group

Using the MOD-EHR Middleware Dashboard

- A webpage available to HIRTA and care facility staff to monitor trip/appointment alignment in real time.

Customer	Med Appointment		Transportation Status			
	Time	Location	Status	Drop Off Time	Drop Off Spot	Driver/Vehicle
John T.	10:00 Am	123 Main St	Scheduled	9:50 AM	DCH A2	TBD
Meg. A.	2:15 PM	123 MLK Blvd	Confirmed	9:55 AM	UPH A1	Driver 3/ 1751
Paul. T.	4:15 PM	123 MLK Blvd	Not Requested	TBD	TBD	TBD

Source: Arcadis IBI Group

Stakeholder Q&A

- Please keep your phone muted.
- Please use chat box to ask questions.
- Questions will be answered in the order in which they were received.

Stay Connected

For more information, please contact:

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Video

<https://youtu.be/pztl1IRyXAc>