

TENNESSEE CARRIERS PASSENGER PORTAL GUIDE

PORTAL OVERVIEW

The passenger portal gives members self-service tools for managing their non-emergency medical transportation (NEMT) rides without having to call into the call center.

The passenger portal allows you to:

- Request new rides that are covered under your NEMT benefit.
- View scheduled rides.
- Cancel rides that are no longer needed.

Accessing Passenger Portal

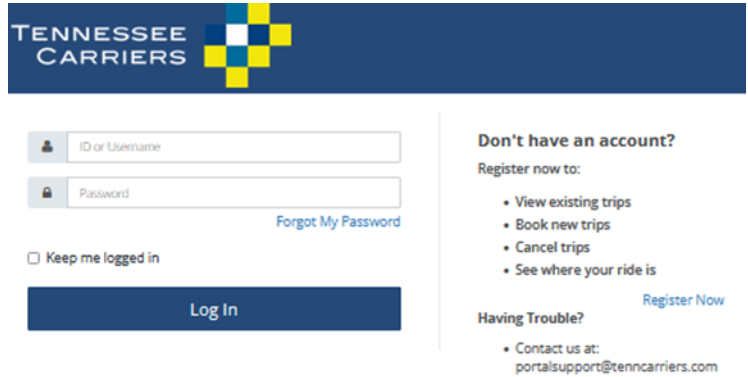
1. Visit www.portal.tenn carriers.com from any web browser on your computer or mobile device.
2. Register using an email address.
3. Log in and get started!

REGISTERING FOR AN ACCOUNT

Tennessee Carriers is committed to keeping member data safe. Only members who are eligible to receive NEMT benefits from Tennessee Carriers can access the web portal.

To register for your account, follow these steps:

1. Click on [Register Now](#)



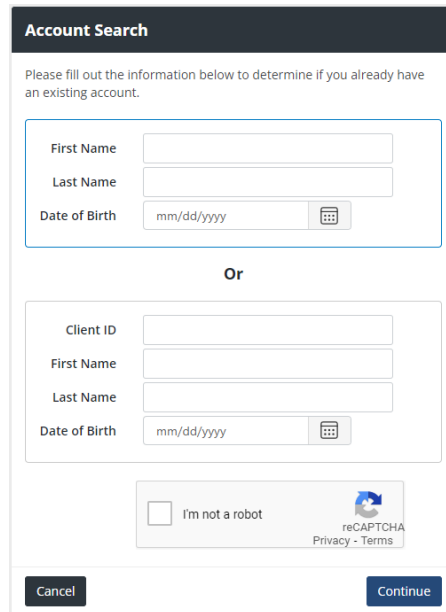
The screenshot shows the Tennessee Carriers login interface. On the left, there are input fields for 'ID or Username' and 'Password', a 'Keep me logged in' checkbox, and a 'Log In' button. A 'Forgot My Password' link is located below the password field. On the right, there is a section titled 'Don't have an account?' with a 'Register now to:' heading and a list of options: 'View existing trips', 'Book new trips', 'Cancel trips', and 'See where your ride is'. A 'Register Now' link is positioned below this list. At the bottom right, there is a 'Having Trouble?' section with a contact email: 'portalsupport@tenncarriers.com'.

2. Complete the registration fields using the same information you have on file with your health plan:

- First name
- Last name
- Date of Birth

Click "Continue"

3. Enter and confirm your valid email address.



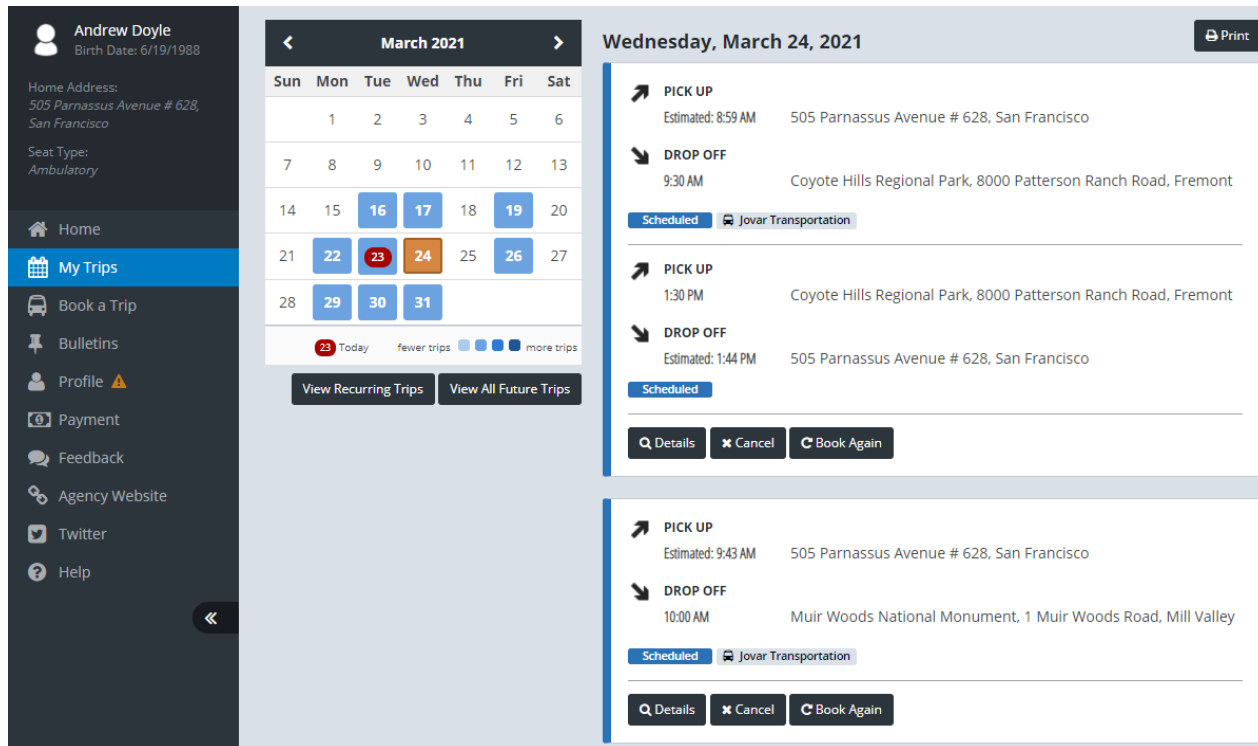
The screenshot shows the 'Account Search' form. It begins with the instruction: 'Please fill out the information below to determine if you already have an existing account.' There are two main sections separated by 'Or'. The first section contains fields for 'First Name', 'Last Name', and 'Date of Birth' (with a date picker icon). The second section contains fields for 'Client ID', 'First Name', 'Last Name', and 'Date of Birth' (with a date picker icon). At the bottom, there is a reCAPTCHA 'I'm not a robot' checkbox, a reCAPTCHA logo, and links for 'Privacy' and 'Terms'. 'Cancel' and 'Continue' buttons are located at the very bottom of the form.

4. After you complete steps 1 through 3, you will receive an email. The email will ask you to complete your registration. From here, you will create your password.

VIEWING SCHEDULED RIDES

Select “My Trips” on the left side menu. Select the day on the calendar and the trips will populate accordingly. Hovering over the day on the Calendar will reveal the number of trips currently booked.

1. To ‘View Recurring Trips’ click on the appropriate button and the trips will display.
2. To ‘View All Future Trips’ click on the appropriate button, and they will display.
3. To view trip details, book that same trip again, click on the corresponding button and you will be brought to the appropriate page to manage the request.
4. To Print off a copy of the trips on the page, click on the Print button to the top right corner of the screen.



Andrew Doyle
Birth Date: 6/19/1988

Home Address:
505 Parnassus Avenue # 628,
San Francisco

Seat Type:
Ambulatory

- Home
- My Trips**
- Book a Trip
- Bulletins
- Profile
- Payment
- Feedback
- Agency Website
- Twitter
- Help

March 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	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	31			

23 Today fewer trips more trips

View Recurring Trips View All Future Trips

Wednesday, March 24, 2021 Print

PICK UP
Estimated: 8:59 AM 505 Parnassus Avenue # 628, San Francisco

DROP OFF
9:30 AM Coyote Hills Regional Park, 8000 Patterson Ranch Road, Fremont

Scheduled Jovar Transportation

PICK UP
1:30 PM Coyote Hills Regional Park, 8000 Patterson Ranch Road, Fremont

DROP OFF
Estimated: 1:44 PM 505 Parnassus Avenue # 628, San Francisco

Scheduled

Details Cancel Book Again

PICK UP
Estimated: 9:43 AM 505 Parnassus Avenue # 628, San Francisco

DROP OFF
10:00 AM Muir Woods National Monument, 1 Muir Woods Road, Mill Valley

Scheduled Jovar Transportation


Details Cancel Book Again


SCHEDULING A NEW RIDE


When you log in, you will see “New Booking” on the right. This is where you will start booking your trip. Enter the information and select continue.


New Booking


One Way Round Trip

 **BOOK AGAIN (OPTIONAL)**

 **DATE**


 **FROM**


 **TO**

 **OUTBOUND TRIP**


RETURN TRIP

On the next page, you will verify your addresses and add pick-up, drop off information, add mobility aids (if needed), escorts (if needed) and let us know the type of appointment you have. After this information is added, select book trip.


 **DATE**

 **FROM**

TO

 **OUTBOUND TRIP**

RETURN TRIP

 **OUTBOUND OPTIONS**

I Am Bringing:
Walker

Service Type:

Additional Passengers:
None
Select a service type before selecting additional passengers.

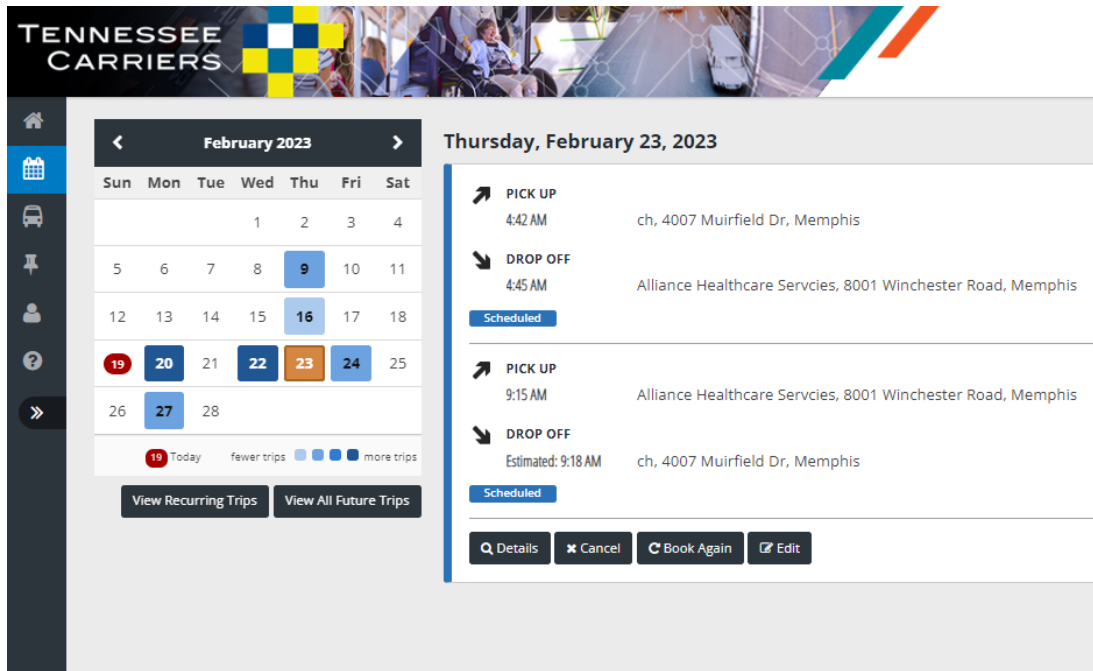
Booking Purpose:
Select a service type before selecting a booking purpose.

RETURN OPTIONS SAME AS OUTBOUND

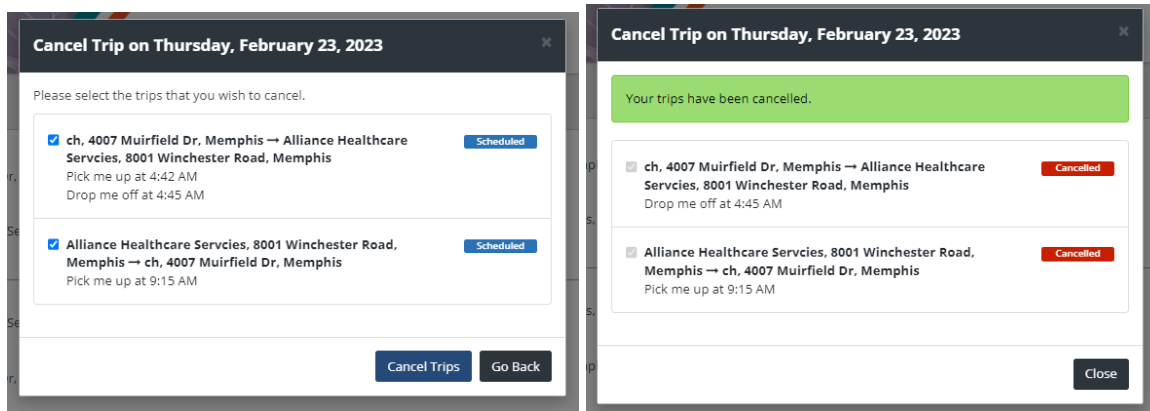
Book Trip

CANCELLING AN EXISTING RIDE

If you no longer need a ride that you already have booked, you can cancel it. Go to the calendar icon on the left. When the calendar comes up, select the date you want to cancel. The trip will then pop up on the right. You will select the “Cancel” button.



Check the box if you want to cancel the trip. After you selected all the trips you want to cancel, press “Cancel Trips”. Another box will pop up and show “Cancelled” in red. Click close.



FREQUENTLY ASKED QUESTIONS

Can I view and request rides for multiple family members with a single passenger portal account?

No. Currently each member needs their own account.

If I have a recurring appointment, can I set a recurring ride through passenger portal?

No. Right now you can only schedule one ride at a time. In the future, we plan to introduce the ability set a schedule for recurring rides.

Can an employee at a medical facility or health plan use passenger portal to request and view rides on behalf of members?

Yes. They should e-mail portalsupport@tenncarriers.com to request access.

If I request or cancel a ride with the Tennessee Carriers Call Center, will those trips be visible in my passenger portal account?

Yes. You can view all of your rides in the portal regardless of how they were requested or cancelled.