

BCB Passenger Portal Quick Guide

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.

Access

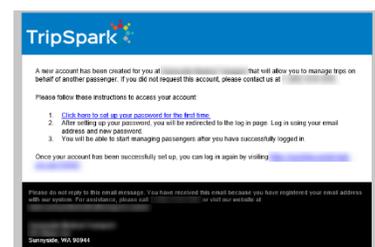
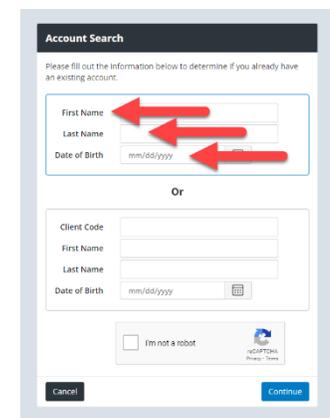
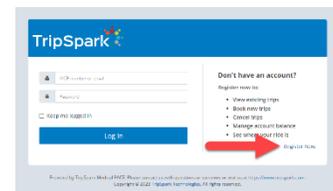
1. Visit www.portal.bca-ride.com from any web browser on a desktop or mobile device.
2. Register using an email address. **(BCB will require this to be in their software)**
3. Log in and get started!

Registering for a New Account

Keeping your data safe is our number one priority. Only members who are eligible to receive NEMT benefits from us may access the web portal.

To register for your account, follow these steps:

1. Click on Register Now
2. Complete the registration fields using the same information you have on file with the health care plan.
 - a. First Name
 - b. Last Name
 - c. Date of Birth
 - d. Client Code **(you will need to get this from BCB)**
3. Select "Continue"
4. Enter and confirm your email address.
5. After you complete steps 1 through 4, you will receive an email. The email will ask you to verify your registration. You can then create a 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.

The screenshot displays a mobile application interface for managing trips. On the left is a dark sidebar menu with options: Home, My Trips (selected), Book a Trip, Bulletins, Profile, Payment, Feedback, Agency Website, Twitter, and Help. The main content area shows a calendar for March 2021. The 23rd is highlighted in red, and the 24th is highlighted in orange. Below the calendar are two buttons: "View Recurring Trips" and "View All Future Trips", both with red arrows pointing to them. To the right, the date "Wednesday, March 24, 2021" is shown with a "Print" button in the top right corner, also with a red arrow. Below the date, there are two trip entries. The first entry shows a "PICK UP" at 8:59 AM in San Francisco and a "DROP OFF" at 9:30 AM at Coyote Hills Regional Park. The second entry shows a "PICK UP" at 1:30 PM at the same location and a "DROP OFF" at 1:44 PM in San Francisco. A red arrow points to the first trip entry. At the bottom of each trip entry are buttons for "Details", "Cancel", and "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)
Select a Recent Booking ▾

DATE
mm/dd/yyyy

FROM **TO**

Origin Address	Unit #	Destination Address	Unit #
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OUTBOUND TRIP **RETURN TRIP**

Drop me off at	▼	Pick me up at	▼
Select a time	▼	Select a time	▼

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
2/22/2023

FROM **TO**

4007 Muirfield Dr, Memphis, Tn, 38125	Unit #	Doctor, 3180 Millington Road, Memphis, Tn, 38127	Unit #
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(901) 605-9910 (901) 605-9910

Enter any special pick up instructions here. Enter any special drop off instructions here.

OUTBOUND TRIP **RETURN TRIP**

Drop me off at	▼	4:45 AM	▼	Pick me up at	▼	9:15 AM	▼
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OUTBOUND OPTIONS **RETURN OPTIONS** SAME AS OUTBOUND

I Am Bringing:
Walker
Change

Service Type:
▼

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

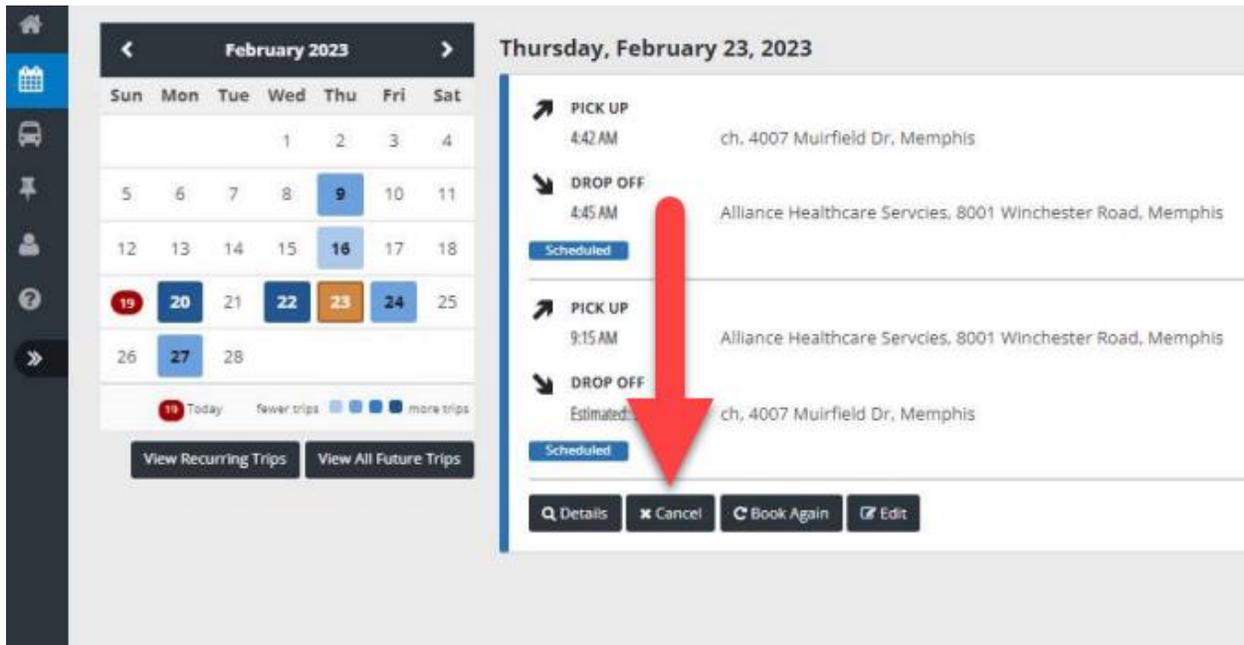
Booking Purpose:
Select a service type before selecting a booking purpose.

Book Trip

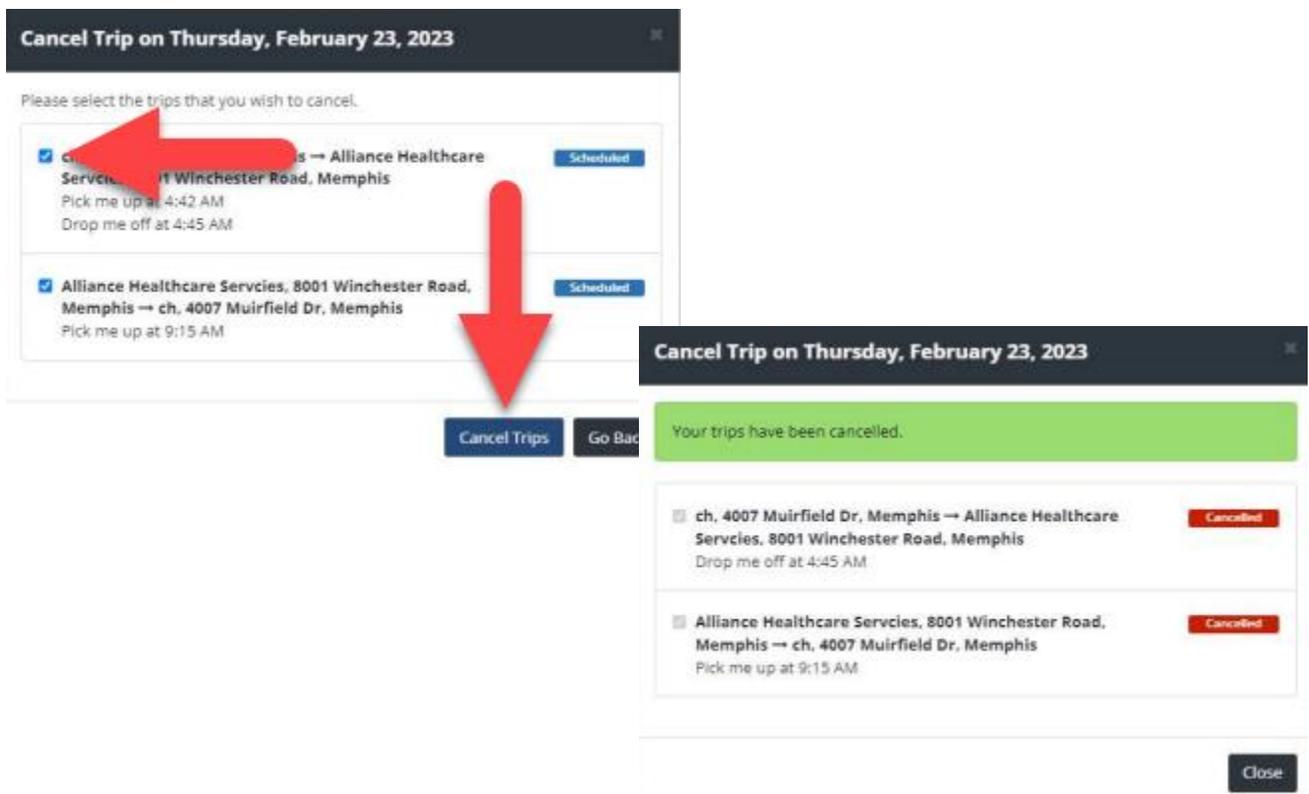
Cancel an existing ride

If you no longer need a ride that you already have booked, you can cancel it.

1. Go to the calendar icon on the left.
 - a. When the calendar comes up, select the date you want to cancel.
2. The trip will then pop up. You can then 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

1. Can I view and request rides for multiple family members with a single passenger portal account?
 - a. No. Currently each member needs their own account.
2. If I have a reoccurring appointment, can I set a recurring ride through passenger portal?
 - a. No. Right now you can only schedule one ride at a time. You may contact our call center to book those reoccurring trips.
3. Can an employee at a medical facility or health plan use passenger portal to request and view rides on behalf of members?
 - a. Yes. An authorized member of the facility should contact us via email at: portalsupport@yourdomain.com to request access for employees of the facility.
4. If I request or cancel a ride with you, will those trips be visible in my passenger portal account?
 - a. Yes. You can view all your rides in the portal regardless of how they were requested or cancelled.