



# 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](http://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 A NEW 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](#)

A screenshot of the Tennessee Carriers web portal. The header is dark blue with the logo. Below it, there are two input fields for "ID or Username" and "Password", a "Forgot My Password" link, a "Keep me logged in" checkbox, and a "Log In" button. To the right, there's a section titled "Don't have an account?" with a "Register now to:" link and a list of features: "View existing trips", "Book new trips", "Cancel trips", and "See where your ride is". There's also a "Register Now" link and 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.

A screenshot of the "Account Search" form. It has a dark header with the title "Account Search". Below the header, it says "Please fill out the information below to determine if you already have an existing account." There are three input fields: "First Name", "Last Name", and "Date of Birth" (with a date picker icon). Below these is an "Or" separator. Then there are four input fields: "Client ID", "First Name", "Last Name", and "Date of Birth" (with a date picker icon). At the bottom, there's a checkbox labeled "I'm not a robot" and a reCAPTCHA logo with links for "Privacy" and "Terms". There are "Cancel" and "Continue" buttons at the bottom.

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.

The screenshot displays the user interface for Andrew Doyle, showing a calendar for March 2021 and a list of scheduled trips for Wednesday, March 24, 2021.

**User Profile:** Andrew Doyle, Birth Date: 6/19/1988. Home Address: 505 Parnassus Avenue # 628, San Francisco. Seat Type: Ambulatory.

**Calendar:** March 2021. The calendar shows the following dates: Sun (1), Mon (2), Tue (3), Wed (4), Thu (5), Fri (6), Sat (7), Sun (8), Mon (9), Tue (10), Wed (11), Thu (12), Fri (13), Sat (14), Sun (15), Mon (16), Tue (17), Wed (18), Thu (19), Fri (20), Sat (21), Sun (22), Mon (23), Tue (24), Wed (25), Thu (26), Fri (27), Sat (28), Sun (29), Mon (30), Tue (31). The date 23 is highlighted as 'Today'.

**Trips for Wednesday, March 24, 2021:**

- 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.
- Status:** Scheduled, Jovar Transportation.
- Buttons:** Details, Cancel, Book Again.

**Trips for Wednesday, March 24, 2021:**

- PICK UP:** Estimated: 1:30 PM, Coyote Hills Regional Park, 8000 Patterson Ranch Road, Fremont.
- DROP OFF:** Estimated: 1:44 PM, 505 Parnassus Avenue # 628, San Francisco.
- Status:** Scheduled.
- Buttons:** 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)

Select a Recent Booking ▾

DATE

FROM

TO

OUTBOUND TRIP

RETURN TRIP

Continue >

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

RETURN OPTIONS ☒ SAME AS OUTBOUND

I Am Bringing:  
Walker  

Change

Service Type:

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

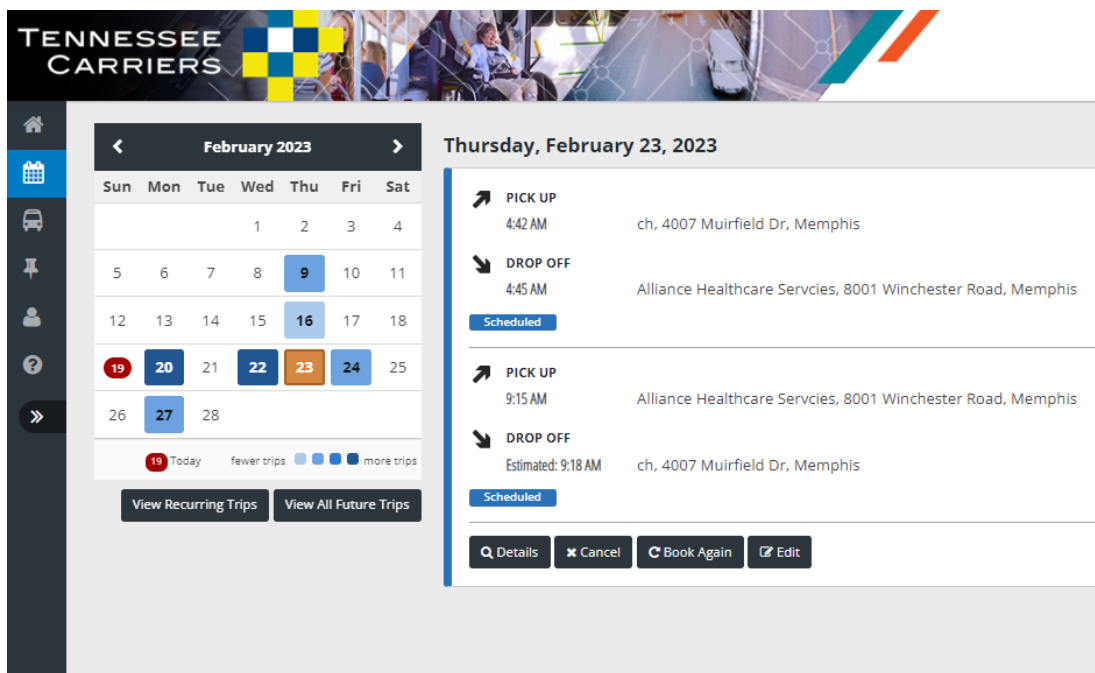
Booking Purpose:  
Select a service type before selecting a booking purpose.

Book Trip

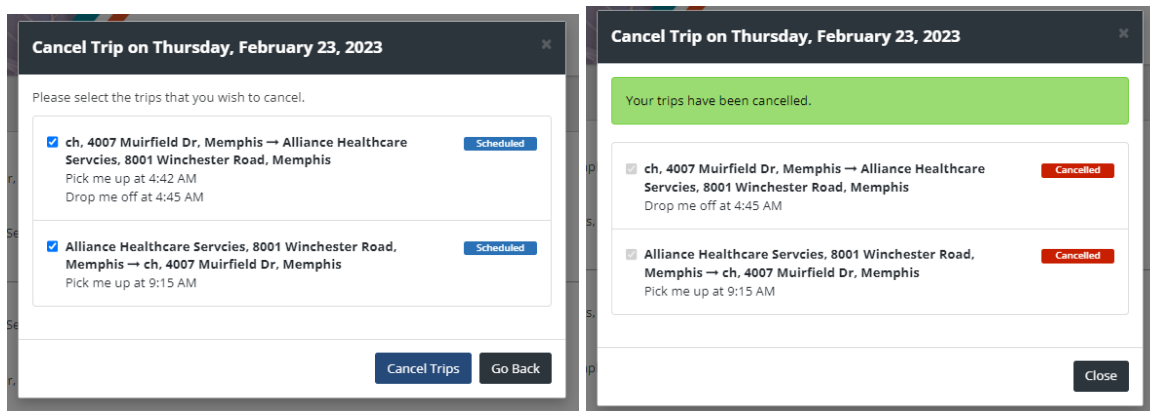


## CANCELLING AN EXISTING RIDE

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](mailto: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.