

10to8 Provider Training



VAYAHEALTH

Objectives

Understand:

- What the 10to8 application is
- How to log in
- The process for configuring your agency's availability for appointments
- Email notification options that are available when scheduling, changing, or cancelling appointments
- How to update records post-appointment to indicate whether the member/recipient attended the appointment or was a "no-show"

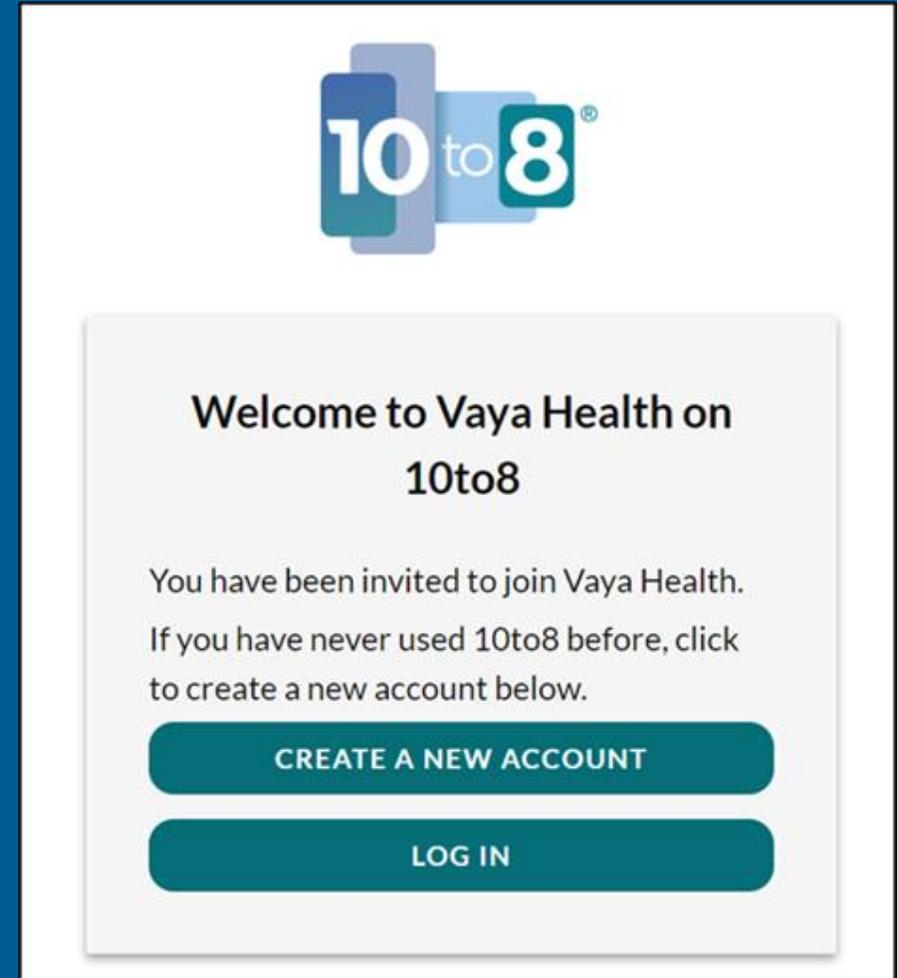
What is the 10to8 Application?

10to8

- 10to8 is the scheduler application replacing the Alpha slot scheduler.
- 10to8 allows providers to add their appointment availability to the scheduler.
- Vaya Health Member and Recipient Services (MRS) staff can update appointments in 10to8 to reflect call center interactions including specific member and recipient information.

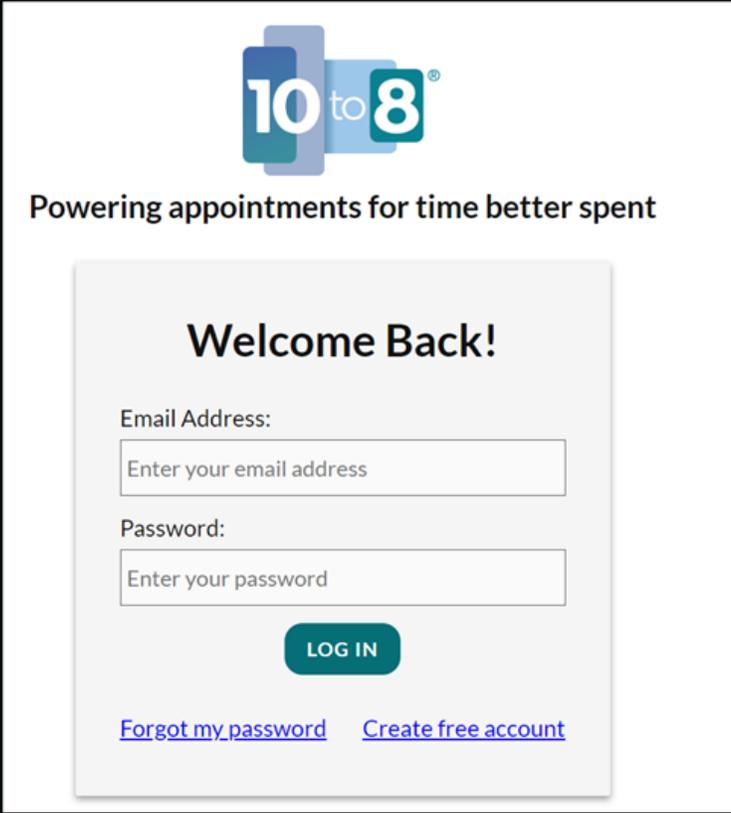
10to8 Access

- After you have received an email invitation to 10to8, access the scheduler at the web address: <https://us.10to8.com/login>
- On that page, select “Create a New Account.”
- Create a password for your account.



Log in to 10to8

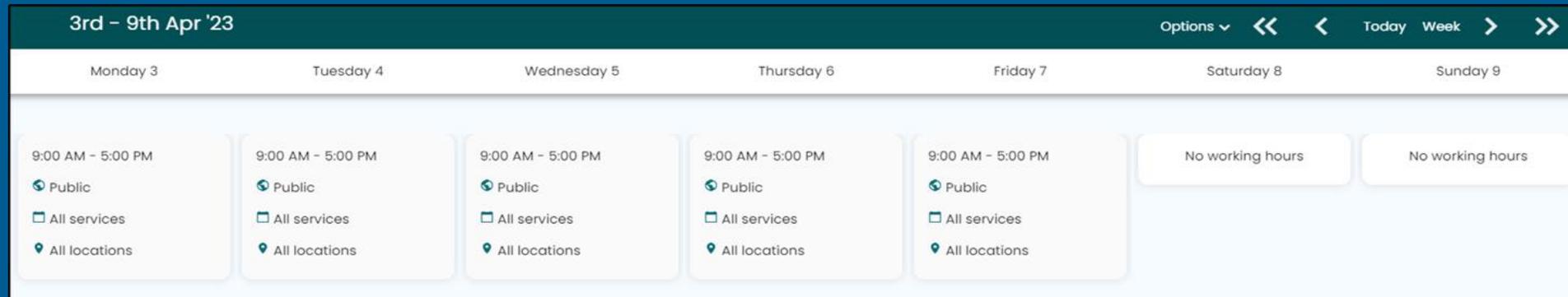
- Once the account is set up, **enter** email and password and select “Log In.”



The screenshot shows the 10to8 login interface. At the top is the 10to8 logo, followed by the tagline "Powering appointments for time better spent". Below this is a white login card with the heading "Welcome Back!". The card contains two input fields: "Email Address:" with a placeholder "Enter your email address" and "Password:" with a placeholder "Enter your password". A green "LOG IN" button is positioned below the password field. At the bottom of the card are two blue links: "Forgot my password" and "Create free account".

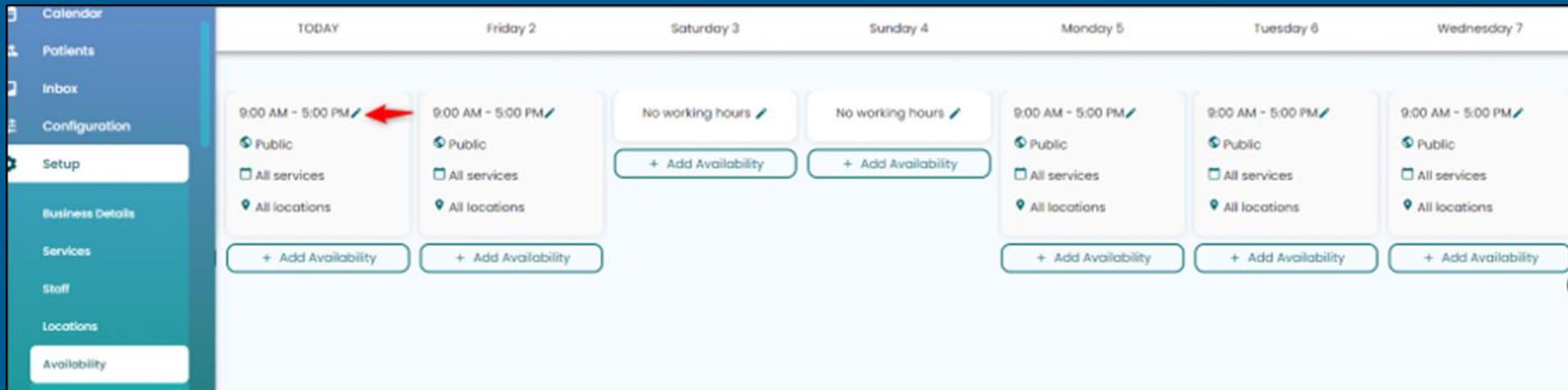
Provider Availability

- Review your default availability for all sites.



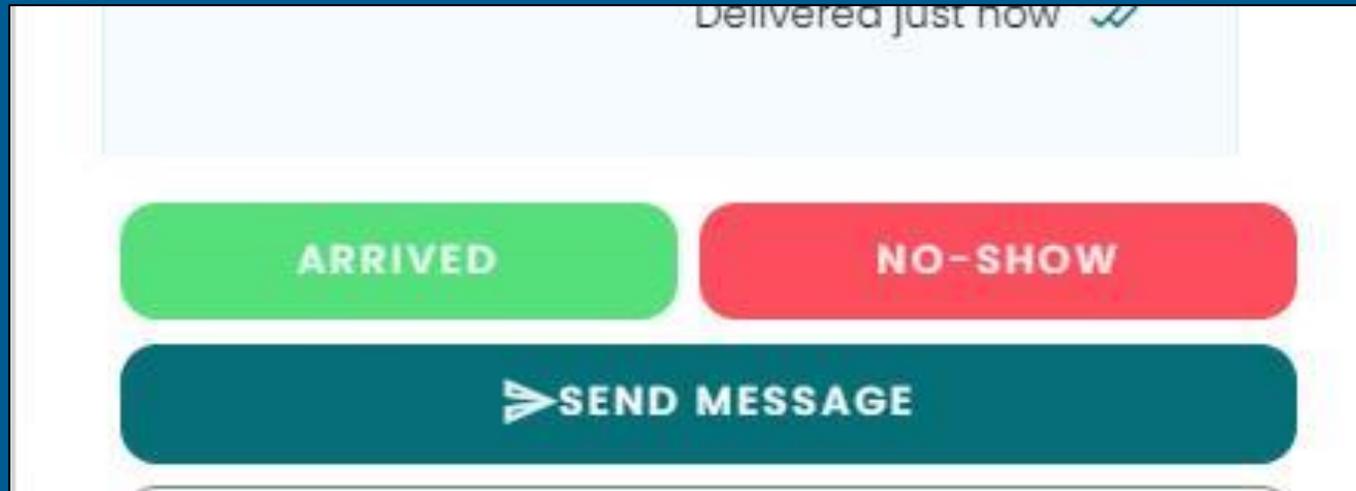
Make Changes to Availability

- To change your availability, select “Setup” and select “Availability”.
- Select the pencil beside each available time range and adjust the ranges as necessary.



Arrivals or No-Shows

- After the date and time of a scheduled appointment has passed, access the appointment in 10to8 to mark whether the patient arrived or was a no-show.



Member Messaging

- 10to8 will automatically send a “New Booking” notification is sent to a member, recipient, or LRP via email and/or SMS for the following:
- New appointment
- Changed appointment
- Canceled appointment
- Appointment reminders
 - Two hours before appointment by SMS
 - One day before appointment by email

Dear *Jane Doe*,

This is a **confirmation** of your appointment with *Vaya Health*.

Tuesday	Walk In Assessment- Adult
29	Blue Ridge Health- Polk
November 2022	10:30 AM EST (-0500) - 11:00 AM EST (-0500) -
	Blue Ridge Health- Polk - 161 Walker St, Columbus, NC 28722, USA - See Map

From Vaya Health: Your appointment is confirmed on [Nov 29, 2022, 10:30:00 AM EST](#). For more <https://us.10to8.com/b/6hzkTIDV>

SMS and Email Appointment Reminders

Dear Jane Doe,

This is a reminder for your appointment with Vaya Health.

Wednesday	Walk In Assessment- Any Age
30	Daymark- Vance
November 2022	10:30 AM EST (-0500) - 11:00 AM EST (-0500) -
	Daymark- Vance - 943 W Andrews Ave, Henderson, NC 27536, USA - See Map

From Vaya Health: Don't forget your appointment on [Nov 29, 2022, 1:00:00 PM EST](#). For more <https://us.10to8.com/b/qt00lxBj>.

Provider Messaging

10to8 automatically notifies providers by email messages when an appointment is scheduled.

It also sends email reminders one day before an appointment and again one hour before an appointment.

Live Demo of 10to8



For questions or issues using 10to8

Email ServiceDesk@vayahealth.com or call 1-800-893-6246, ext. 1500.



Thank You

provider.training@vayahealth.com



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