

Provider Job Aid: 10to8 Scheduler



Overview

This document details provider functions in the 10to8 scheduler application, which is replacing the Alpha slot scheduler. The 10to8 application allows providers to add days and times during which they are available for appointments. Vaya Health Member and Recipient Services staff also can update appointments in the scheduler to reflect call center interactions including specific member and recipient information.

Click any section below for details:

- [Accessing the 10to8 Scheduler](#)
- [Setting Availability](#)
- [Messaging](#)

Accessing the 10to8 Scheduler

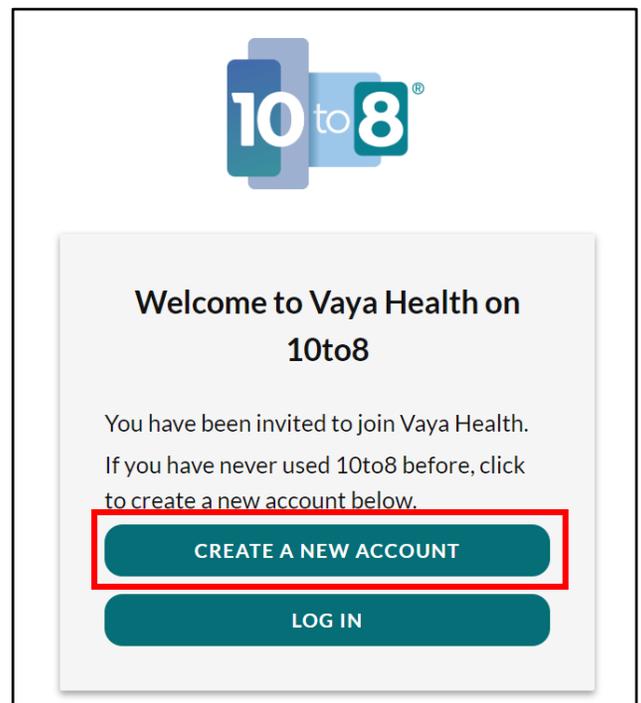
Step 1

Navigate to the 10to8 Login Page

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.



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Step 2

Log in to 10to8

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

A screenshot of the 10to8 login interface. At the top is the 10to8 logo, which consists of the numbers "10" and "8" in white on blue squares, with "to" in blue between them. Below the logo is the tagline "Powering appointments for time better spent". The main content area is a light gray box with the heading "Welcome Back!". It contains two input fields: "Email Address:" with a placeholder "Enter your email address" and "Password:" with a placeholder "Enter your password". Below these fields is a green "LOG IN" button with white text, which is highlighted with a red rectangular border. At the bottom of the box are two blue links: "Forgot my password" and "Create free account".

Setting Availability

Step 1

Email Vaya Health

Vaya we will make any adjustments to your agency’s availability in 10to8. By default, each agency’s availability has been sent to accept appointments from Vaya Health for any service from 9:00AM to 5:00PM Monday through Friday. If you would like to adjust this availability, please contact our team at ServiceDesk@vayahealth.com and include the following information:

- Day(s) of the week
- Block of time during which your agency will accept appointments from Vaya Health
- The type(s) of services you will accept appointments for during each block. “All services” is acceptable, as well. (Service list below.)
 - ED Discharge
 - Inpatient Discharge
 - Prison Release
 - Walk In Assessment – Adult
 - Walk In Assessment – Any Age
 - Walk In Assessment – Child

Please note: Unlike Alpha’s “Slot Scheduler”, instead of adding specific “slots”, you may instead indicate your availability to accept appointments for a large span of time. (Example: Available to accept appointments from 9:00AM to 3:00PM)

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Monday, Wednesday, and Friday and 10:00AM to 6:00PM Tuesday and Thursday each week, etc.) If you have questions, please contact ServiceDesk@vayahealth.com

Step 2

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.



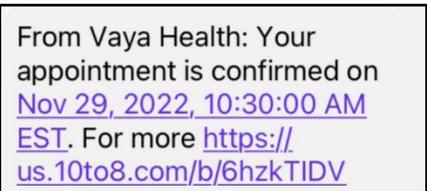
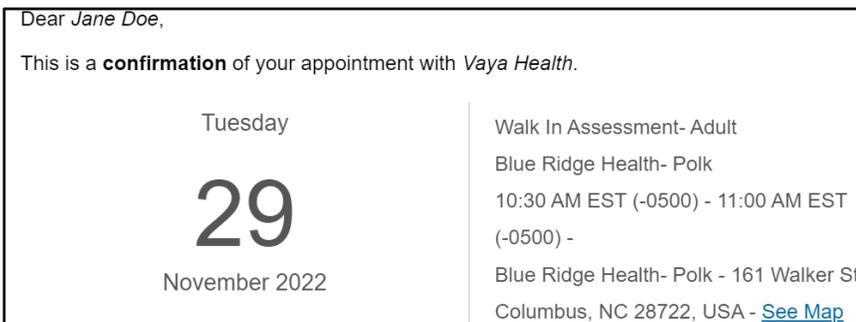
Messaging

Step 1

Member or Recipient 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
- Appointment reminders
 - Two hours before appointment by SMS
 - One day before appointment by email
- Changed appointment
- Canceled appointment



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Dear Jane Doe,

This is a reminder for your appointment with Vaya Health.

Wednesday

30

November 2022

Walk In Assessment- Any Age

Daymark- Vance

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](https://us.10to8.com/b/qt00lxBj)

Step 2

Provider Messaging

10to8 automatically notifies providers by email messages when an appointment is scheduled. The scheduler also sends email reminders one day before an appointment and again one hour before an appointment.

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