

# EASILY MANAGE SUBMISSIONS AND REIMBURSEMENTS

**CLAIMS MANAGEMENT** provides organizations with an efficient and customized workflow to manage the claims submission and reimbursement process of their Non-Emergency Medical Transportation.

Each step in the submission and reimbursement process initiates a unique status that can be easily tracked for audit purposes. The claims submission and reimbursement processes begin the moment a trip is requested. Every step in the booking, eligibility, scheduling, and billing process is recorded. Once the trip is concluded and completion data is submitted to the funder, the data is reviewed and either authorized or rejected. Once authorized, payment can be made to the service provider and the agency can bill their funder.

## SIMPLIFIED TRIP COMPLETION DATA SUBMISSION AND REIMBURSEMENT

- Single screen to handle both billing invoices and payments
- Submit completion data by individual trip or an entire invoice
- Track the submission and payment status of individual trips or group of trips

## EASILY FIND AND LOCATE THE DATA YOU NEED

Search and filter by:

- Date
- Booking ID
- Funding Source
- Provider
- Vehicle
- Driver
- Client Name
- Client Medicaid ID
- Provider Medicaid ID
- Provider Name
- Trip Submission and Reimbursement Status

Manage Claims mid 12/14/2019 11:17:24 AM

Search Travel Log Verify Signatures

From Date: 08-01-2018 Funding Source: Client: Submission Statuses: Find

To Date: 12-31-2018 Provider: BayMed Express Vehicles: [ALL] Reimbursement Statuses: Authorized Clear

Booking Ids: Service Type Id: Schedule Status: Scheduled Driver: Payee:

Billing: 2489.68 Disputed: 2499.68 Agreed: 0.00

Booking Id	Claim Id	First Name	Last Name	Date	Driver	Vehicle Num	Submission State	Reimbursement State	Schedule Status	Requested Time	From	To	Reimbursement
714087	311999	GERARDO	BROCK	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	9:43a	165 Sacramento Ave Sausalito	MOKI'S SUSHI & PACIFIC GRILL,	18.30
714088	312000	GERARDO	BROCK	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	9:30p	MOKI'S SUSHI & PACIFIC GRILL	165 Sacramento Ave Sausalito Cj	18.30
714089	312001	ELSIE	BARNES	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	8:00a	135 West St Sausalito CA 9496	LUCKY OCEAN DONUT, 1501 OCE	13.41
714090	312002	ELSIE	BARNES	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	6:15p	LUCKY OCEAN DONUT, 1501 O	135 West St Sausalito CA 94965	13.41
714095	312007	CHRISTOPH	SANTOS	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	11:30a	713 Page St Berkeley CA 9471	FU WAR RESTAURANT, 996 MISS	16.41
714099	312011	ISAAC	MORGAN	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	10:30a	757 Hearst Ave Berkeley CA 9	BANK OF AMERICA, 70 OLD COU	23.67
714117	312053	MILDRED	JACOBS	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	8:15a	1735 Gibson Rd San Francisco	MARILYN INN, 27 DASHHELL HAM	6.19
714118	312054	MILDRED	JACOBS	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	9:30p	MARILYN INN, 27 DASHHELL H	1735 Gibson Rd San Francisco Cj	6.19
714125	312061	MINDY	MORRISON	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	1:00p	61 Genessee St San Francisco	PARISIAN BAKERIES, 1995 EVANS	6.26
714133	312069	KAYLA	RANSEY	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	10:30a	1122 Hoo St San Francisco CA	WELLS FARGO, 1221 BROADWAY	16.44
714138	312074	ALEXIS	OLIVER	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	10:00p	CAL-MART SUPERMARKET, 358 39	18th Ave San Francisco CA 94	2.88
714145	312081	OTIS	MCDONALD	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	10:45a	3114 Phoenix Ln Alameda CA	1 MI PUEBLO TAQUERIA, 319 BADE	19.17
714167	312103	ALFRED	CHASE	08-01-2018	CHASE BENNINGTON	A103	Authorized	Authorized	Scheduled	9:45a	732 Rivera St San Francisco Cj	SWEET DELIGHT BAKERY, 331 Cl	4.91
714205	312141	REGINA	FOREMAN	08-01-2018	CHASE BENNINGTON	A103	Authorized	Authorized	Scheduled	8:00a	313 Camaritas Ave South San	FERRY PLAZA SEAFOODS, 1 FERR	16.33
714219	312269	ALVIN	SALINAS	08-01-2018	CHASE BENNINGTON	A103	Authorized	Authorized	Scheduled	12:30p	2097 Stuart St Berkeley CA 94	KC MARKET, 400 WILDE AVE SAN	22.65
714223	312273	DARRYL	SHEPPARD	08-01-2018	CHASE BENNINGTON	A103	Authorized	Authorized	Scheduled	10:00a	58 Southridge Way Daly City C	CAFE DELIGHT BAKERY, 1504 PO	10.29
714236	312286	WALTER	FERNANDEZ	08-01-2018	CHASE BENNINGTON	A103	Authorized	Authorized	Scheduled	10:00p	GRECO-ROMANA PIZZA Caffe	3481 Glen Park Rd Oakland CA 9	20.55
714237	312287	PAH	HACK	08-01-2018	CHASE BENNINGTON	A103	Authorized	Authorized	Scheduled	10:15a	1881 Baker St San Francisco C	RAMBLAS TAPAS BAR, 357 VALEI	4.60
714239	312289	JERRY	MCGOWAN	08-01-2018	CHASE BENNINGTON	A103	Authorized	Authorized	Scheduled	11:30a	819 Marina Village Fky Alamec	OLIVERS RESTAURANT, 421 AIRS	21.11
714247	312297	DOYLE	JOHNSON	08-01-2018	CHASE BENNINGTON	A103	Authorized	Authorized	Scheduled	8:15a	115 Highland Ave South San F	STARBUCKS, 1501 FILLMORE ST	12.26

## 📍 BROKER, MCO, HEALTH CARE ORGANIZATION BENEFITS

- EASY TO USE INTERFACE - Manage claims for both funders and providers within one screen.
- AUDIT REPORTING - Charges to funding sources and provider reimbursements are tracked for Medical and Customer contract audits. Download data directly from billing files and create billing summaries by provider with claim counts and amounts.
- CLAIMS PROCESSING - Filter to search for provider claims that have been paid and claims that are pending payment. Rejected submissions are flagged and the cause of the rejection is clearly defined, allowing for quick claim reconciliation.
- AVOID UNAUTHORIZED PAYMENTS - Cross reference active drivers and providers to ensure payments are only authorized for active drivers and vehicles.
- DATA EXPORT – Export data in a format that can be recognized by most popular accounts receivable systems.

## 📍 PROVIDER BENEFITS

- CLAIMS PROCESSING - Filter to search for claims that are ready to be billed, are pending submission, have already been submitted, or are awaiting payment.
- ELECTRONIC CLAIMS SUBMISSIONS - Upload and submit trip completion data electronically. Required documentation and signatures can also be uploaded and associated to applicable trips.
- COST ADJUSTMENTS - Compare estimated and actual costs, and request adjustments if the actual cost exceeded the estimated cost. Simply note the reason for the adjustment, for example, the addition of an unanticipated bridge toll.

### CLAIMS MANAGEMENT WORKFLOW



## MOVING >> << TOGETHER

TripSpark Technologies is a transportation technology company focused on helping NEMT and healthcare transportation providers increase service and access to transportation, drive revenue, and overcome operational challenges. We are not just a vendor—we are your long-term strategic partner, offering the latest technologies and providing exceptional support.

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