

# NON-EMERGENCY MEDICAL TRANSPORTATION SOFTWARE: TOOLS FOR BETTER MEDICAL TRANSPORTATION

TRIPSPARK'S NON-EMERGENCY MEDICAL TRANSPORTATION SOFTWARE HELPS HEALTH SERVICE PROVIDERS DELIVER QUALITY PATIENT CARE and improved efficiency with comprehensive management tools. TripSpark provides scheduling, tracking and operational analysis for a wide range of medical transportation services including non-emergency, brokerage, and community and home health programs.

## BENEFITS

### Better Service

- Increase the reliability and flexibility of your service
- Allow call takers to view detailed patient information, including special needs
- Secure access can be given to third party locations such as hospitals and providers for trip scheduling

### Lower Costs

- Simple, browser-based application reduces staff training expenses and overall cost of ownership
- More efficient vehicle and driver deployment lowers overall operational costs
- Hosted solutions available for operations without dedicated IT resources

### Increased Productivity

- Fast, automated scheduling and dispatch
- Less time required for booking, billing and eligibility
- Browser-based functionality can be used over the internet or company intranet
- Optimize your resource allocation

### Easy-to-Use

- Easy-to-follow menus, maps and help screens
- Clearly defined and simplified function-based processes
- Browser-based application uses .NET technology for simplified installation and deployment

## FEATURES

### Accurate Service Scheduling and Routing

- View detailed itineraries for each service resource
- Quickly schedule groups of trips with one click
- Manage the service reservation process from call taking to dispatching
- Geographically schedule and route drivers as well as caregivers
- Monitor and adjust services in real-time a variety of mobile devices such as cell phones, pagers, mobile data computers
- Instantly track cancellations, no-shows and schedule changes

### Comprehensive Management

- Accurately manage calls and patient information
- Manage will-calls, confirmation calling, and recurring trips/standing order in real-time
- Monitor trends and adjust resource capacity to meet changes in service demand

- Track on-time performance of staff
- Manage multiple contractors, funding sources (payors), multiple providers and volunteer driver programs
- Manage external subcontractor outsourcing
- HIPAA compliant

### Integrated Mapping

- Provide up-to-date, easy-to-use geographic locations and driver directions
- View routes and locations
- Integration with most other existing map data sources

### Flexible Billing and Reporting

- Interface available to automatically submit accurate claims reimbursement information including Medicaid
- Integrate with your accounts payable billing system
- Generate detailed manifests and reports on performance, utilization, resource management and more
- Available interfaces for Medicaid eligibility and claims management

See your schedule at a quick glance on your calendar

View and Edit the Pick-Up and Drop-Off information

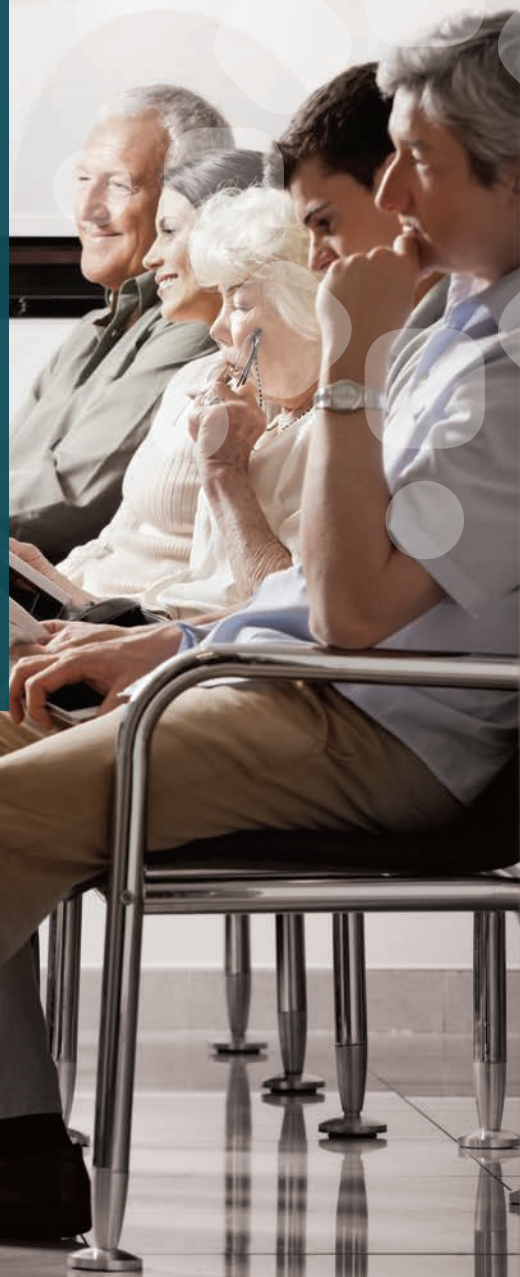
See all of your trip details and all relevant client information

Quickly and easily access the navigation bar

The screenshot displays the 'Manage Bookings' interface for a client named MRS. SARA ALVAREZ, aged 54, on Monday, 04-09-2016. The interface includes a calendar view for April 2016, a list of trips with details like 'Direct Time: 33' and 'Direct Distance: 19.451mi', and a detailed view of a specific trip. The detailed view shows trip information such as 'DR SMITH' at '3251 20TH AVE SAN FRANCISCO CA 94132', 'Drop-off' location '100 MAIN ST SAN FRANCISCO CA 94401', and 'Purpose: Doctor Visit'. It also includes sections for 'Funding Programs', 'Map', 'IVR', 'Reimbursement', and 'Files'. A navigation bar is visible at the bottom of the interface.

#### ADDITIONAL FEATURES:

- MEDICAID ELIGIBILITY INTERFACE - electronically verify client eligibility and automatically store eligibility records, authorization numbers, and reasons for rejection
- MEDICAID CLAIMS INTERFACE - electronically submit claims using flat or per-mile rates for single or multiple providers
- SERVICE REQUEST INTERFACE - import service requests from a variety of funding sources
- MOBILE COMPUTING - integrate mobile computing devices and automatic vehicle location technologies to monitor and adjust services in real-time
- INTERACTIVE VOICE RESPONSE (IVR) - offer automated telephone services with state-of-the-art Voice-XML technology



#### 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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