

NovusMED Software Suite Ecosystem

TripSpark's NovusMED software provides control over an entire operation: member eligibility, trip booking, scheduling, provider management, monitoring, billing, and operational analysis. It is designed for a wide range of medical transportation services including: non-emergency, brokerage, provider, managed care, and community health programs.

1 MEMBER SELF-SERVICE

Passenger Portal

- Member self-service portal
- Lets clients manage their trips e.g. book and cancel
- Reduces call volume
- I Am Ready / Will Call notification
- Where is my ride?

Delegates Module

- Family and facility booking tool
- Managed security and full audit capability
- Self-serve reduces call center workload

Notifications

- Time-saving reminders
- Text, email, voice to confirm and cancel trips
- Reduces no-shows

2 CALL CENTER AND ADMINISTRATION

Core Functionality

- Automated eligibility imports
- Intuitive NEMT workflows
- Automated scheduling and real-time dispatching
- Flexible trip assignment logic for lowest cost, most appropriate
- Shared ride costing and bus pass
- Broker-provider data exchange
- NEMT billing for providers and funders
- Integrated provider, driver and vehicle management
- Flexible report generation

Add-ons

- Client/trip data import and export
- Complaints/Commendations
- Volunteer Management
- Notifications
- Passenger Portal
- DriverMate
- Provider Mobile
- Rideshare/TNC

Customer Service Representatives

Scheduling/Dispatch

Billing

Quality Assurance

3 IN-VEHICLE OPTIONS

Provider Mobile

- For third party contractors
- Real-time availability of drivers
- Electronic manifest
- Ability to accept/reject trips

Rideshare

- Options for overflow and last minute trips
- Direct integration with TNC (e.g., Lyft and taxi)
- Unified costing, tracking and billing

DriverMate

- For in-house fleet
- Electronic manifest with real-time dispatch
- Two-way communication
- Where are my vehicles?

Scheduling/Dispatch