

Advancing Your Triple Aim with NEMT Technology

Providing reliable, cost-effective non-emergency medical transportation helps Managed Care Organizations achieve the Healthcare Triple Aim of improving the health of the population, enhancing the patient experience of care, while also reducing the per capita costs of healthcare.

The Business Case for NEMT Services

New research is now linking missed appointments and their associated revenue loss with a lack of reliable transportation for patients. NEMT can not only help maintain healthcare utilization rates by relieving a key barrier to access, it can also minimize revenue losses due to missed appointments.

- A national survey of HRSA-funded health centers found that 87% reported that missed appointments were a serious or moderate problem, with missed appointments rates between 11-30%.
- Health centers reported missed appointments cost them an average of \$175 per appointment.
- "Lack of or unreliable transportation" was identified as a top barrier for patients.

Average Costs, by Appointment Type

No Show	\$-175
Primary Care	\$142
Specialist	\$153
ER Visit	\$1,917

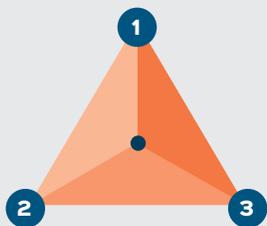
(Source: Health Care Cost Institute, 2016)

What TripSpark Offers

TripSpark's transportation software manages all aspects of NEMT operations, including booking; scheduling and dispatching trips; member eligibility and mobility needs; provider, vehicle and driver oversight; billing and reimbursements; as well as customer complaints. In-vehicle technology enables the real-time sharing of vehicle location, trip, and schedule data between MCOs, providers, and drivers. Members, family or delegates can book their trips online and receive automatic trip notifications.

Achieving the Triple Aim with TripSpark

Healthcare Triple Aim



1. Improving the patient experience of care
2. Improving the health of populations
3. Reducing the per capita cost of healthcare

“ Trying to hold that tension between the three, that's the beauty and promise of the Triple Aim, but also the greatest challenge.”

—Niñon Lewis, executive director at IHI

Aim 1

Improving the patient experience of care by...

analyzing rider feedback for improved performance and easing frustration by providing real-time travel information.

- **Tracking on-time service** – TripSpark's software sends trip status text alerts to passengers and allows them to see in real time when their ride will be arriving. Real-time travel information improves perceived and actual wait times and rider satisfaction.
- **Driver and vehicle credentialing** – Integration of driver and vehicle credentialing with trip assignment logic, ensures only the right drivers and vehicles are on the road. On-going monitoring of background checks, insurance and training helps MCOs and providers maintain safe, uninterrupted services for their members.
- **Quality ratings for drivers/providers** – After a trip is completed, a member can rate their experience in an app using a 5-star rating system. Gathering real user experience data helps MCOs better understand the true quality of the transportation services they provide.

Aim 2

Improving the health of populations by...
increasing availability of service and flexible trip booking.

- **Ease of booking and managing trips –**
TripSpark makes it easy for members to book same-day trips and let providers know when they are ready for their post-appointment, will-call trip. Ease of use and pre-trip reminders mean members are more likely to attend their appointments, thereby avoiding negative health outcomes and expensive emergency department visits.
- **Real-time insight into service availability –**
Equally important, our software keeps MCOs and providers connected, so MCOs can see the real-time location and capacity of their transportation network and increase service availability. Drivers can also add trips to their roster in real-time, as new trip requests pop up.

Transportation Barriers Can Lead to Negative Health Outcomes



Aim 3

Reducing the per capita cost of healthcare by...
helping providers lower costs through more efficient trip assignments and vehicle routing.

- **Accurate routes –** TripSpark's software allows MCOs and providers to balance passenger needs with the most cost-effective route. Our in-vehicle app displays turn by turn routes that minimize the distance driven, and avoids congestion and other delays to help keep trip prices down.
- **Correct vehicle modes –** Our scheduling logic helps users choose the right mode of transportation for the client so the vehicle and type of service always matches the rider's needs.
- **Accurate eligibility –** Our software manages eligibility rules for multiple programs to determine which program should pay for the trip, even when the trip is shared with others riders. It also enforces trip volume, mileage and payment limits.

To learn more about how TripSpark can help you achieve your Triple Aim, call us at 1-877-448-7273 ext. 2

or

[Click here to book your NEMT software demo](#)

MOVING >> << TOGETHER

TripSpark Technologies is a people transportation technology company focused on helping mid-to-large organizations increase client satisfaction, reduce costs, drive revenue, and address specific operational needs. TripSpark makes this possible by nurturing strong partnerships with our customers, offering the latest technologies and providing exceptional support.

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