

EXPANDING TRANSPORTATION OPTIONS TO INCLUDE LYFT



Lyft Integration through TripBroker in TripSpark's NovusMED software offers the ability to assign last minute, difficult to fulfill trips and pre-scheduled trips to Lyft, a Transportation Network Company (TNC). Leveraging a TNC offers flexible, low-cost, and on-demand transportation. Lyft may be chosen as a provider for ambulatory trips in markets where they offer these options.

TRIP BROKER

TripBroker is an online portal that allows easy export and import of trip information to third-party transportation providers. Assign trips to traditional providers and alternate providers, including Lyft, all from one system.

- Let providers view all trips assigned to them and allow them to accept or decline trips
- Exchange trip information with providers. Electronically collect provider trip information including arrival locations, pickup and drop-off times, odometer readings, and fares
- View trips that are unassigned to a provider and are available for bid
- Select bid trips based on criteria including cost, mode, accessibility, service level, and area of operation

OPERATIONAL BENEFITS

Fulfill challenging trips. Trips that span multiple jurisdictions and those in areas underserved by traditional providers can sometimes be affordably served by a TNC such as Lyft. Trip assignment rules and exclusions allow you to choose what types of trips are suitable to be sent to Lyft.

Schedule Lyft in advance or at a moment's notice. Trip requests can be sent to the Lyft platform for short-notice trips or up to 7 days in advance.

Know the exact cost. See prices upfront when you request a ride. When scheduling a booking, NovusMED will indicate when Lyft is the most cost-effective option compared to the other Traditional NEMT Transportation Providers in your network.

Support for flexible rides for automated Will Call management. Members are sent a text message for return trips. After their appointment, they can simply click the link in the message and a vehicle will be automatically dispatched to their destination.

Streamline billing. Trip completion data is automatically sent and received via the API in real-time.

CUSTOMER SERVICE BENEFITS

Enable will-calls. When depending on traditional providers, it can be challenging to accommodate same-day trip requests during times of peak demand. Lyft drivers may be available on shorter notice.

Help riders identify their vehicle. Lyft Amp is a light-emitting device that sits on the dashboard of most Lyft vehicles. When Lyft accepts a trip, they assign a specific color to the Amp. Providing riders with the Amp color allows them to quickly verify the identity of their driver.

Provide safe, friendly and on-time service. Lyft uses user ratings to evaluate driver performance. Drivers with sub-par ratings risk losing their ability to drive for Lyft.

