

# NovusMED

## Non-Emergency Medical Transportation Software for Brokers & MCOs



PLAN, MANAGE, DELIVER AND MONITOR THE LOWEST COST, MOST APPROPRIATE NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT) SERVICES WITH AUTOMATED SCHEDULING SOFTWARE FOR NEMT.

TripSpark's NovusMED software suite allows brokers or Managed Care Organizations (MCOs) to manage all aspects of NEMT operations effectively, including member eligibility, trip assignment, scheduling and billing.

NovusMED is flexible and can be configured and customized to suit a broker or MCO's specific needs. For additional functionality, the core software seamlessly integrates with modules for automated data collection, volunteer management, complaints, and passenger notifications and on-line booking information. Features:

### BROWSER-BASED, WEB-ENABLED TECHNOLOGY

Experience a 360° view from your dashboard, with remote and secure access from anywhere. Web-based applications allow for straightforward installation, deployment and training.

### AUTOMATED ELIGIBILITY IMPORTS

Manage eligibility for multiple programs and funding sources. Eligibility flows through to members, trip bookings, billing, and reporting. Efficiently handle eligibility decisions for dual-eligible members.

### EASY-TO-USE NEMT BOOKING WORKFLOW

From the moment a call is answered to the time a trip is booked, successive screens cue call takers to gather, select or review required information - including addresses, special needs, multiple funding sources, demographics, mobility aids, attendants, trip times, history, and more.

### LOWEST-COST TRIP ASSIGNMENTS

Select the most appropriate door-to-door provider based upon your specific criteria such as cost, location, mode and availability. Options are also available for member mileage reimbursement and bus pass use to maximize efficient use of available resources.

### AUTOMATED SCHEDULING AND REAL-TIME DISPATCHING

The most advanced routing and scheduling algorithm in the industry to enable real-time, street-based scheduling and routing. Create, edit, delete or improvise single or group schedules days in advance or in the moment. Support for batch scheduling and trip assignments helps optimize all the trips in the day.

### BROKER-PROVIDER DATA EXCHANGE

Using the trip broker function, providers can securely access trips and trip information via a web portal. Providers have the ability to accept/reject assigned trips, as well as export accepted trips and import completion data for streamlined billing.

### NEMT BILLING FOR PROVIDERS

Provide convenient access for providers to see and respond to trip assignments and to submit follow-up trip completion and billing data. Billing goes smoothly and providers can rely upon timely reimbursements.

### NEMT BILLING FOR FUNDERS

Automated submissions to funding sources enhances timely and accurate billing and encounter reporting. Automated data accuracy checks improve billing compliance and reduce the number of denied trips.

### INTEGRATED PROVIDER, DRIVER AND VEHICLE MANAGEMENT

Upload supporting documentation and create reports to track expiration dates of licenses, vehicle inspections, insurance, training, and other requirements specified by your company and funders.

### FLEXIBLE REPORT GENERATION

Relevant data is then available for audits. Log and view statistics including: cumulative trips, trips by mode, trip purposes, no-shows, cancelations and late cancelations.

## DO EVEN MORE WITH ADD-ONS



### PROVIDER MOBILE IN-VEHICLE APP

Enable accurate AVL data collection and share your provider's trip data throughout the entire software suite. Allow your provider's drivers to view their manifest electronically and receive updates in real-time.

### VOLUNTEER MANAGEMENT

Provide support for specifically managing volunteer drivers, including their reimbursements and highly variable schedules.

### COMPLAINTS MODULE

Track and monitor the comments, complaints and compliments from the reporting phase through to resolution. Reports of accidents, incidents, complaints, and compliments are directly linked to specific members, trips, providers, drivers, and vehicles.

### NOTIFICATIONS

Reduce no-shows and late cancelations by giving customers up-to-the minute notification of next day trips, imminent vehicle arrivals, and system-wide announcements. Notifications may be sent via email, SMS or IVR voice call. Incoming notifications are also available for trip status requests and trip cancelations.

### PASSENGER PORTAL

Reduce no-shows and administrative costs by allowing members to cancel their trips, book new trips or view and edit existing trips online at any time. Using the delegate feature, family, funding agencies or medical facilities can manage trips on behalf of members.