



NovusMED

NEMT TRANSPORTATION
SOFTWARE SUITE

TripSpark 
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WHY TRIPSPARK?

TripSpark solutions enable community transportation providers to deliver accessible, flexible, and comprehensive transportation services to their communities. Our advanced software, in-vehicle hardware and mobile technologies help agencies increase ridership, improve service, and operate more efficiently.



LEGACY

TripSpark comes from a family of companies with an impressive legacy across North America and globally, with decades of experience in software innovation.



RESOURCES

TripSpark offers comprehensive operational and industry resources. Our customers can access online training resources, including monthly training courses on new features and functions, user guides and collaborative discussion forums.



SINGLE VENDOR SOLUTION

For many of our long-term customers, a single-vendor solution for both their hardware and software means better support, dependable product integration, and top-of-the-line reliability.



ONGOING SUPPORT

Responsive and effective customer support is critical for your operations. Our Customer Care team is available 24/7 by phone, email or online through our Customer Care portal.



IMPLEMENTATION

Our trainers employ a “train the trainer” methodology to empower your staff to confidently train others. Implementation always includes a thorough needs assessment, and rigorous testing and piloting process in preparation of your go-live date.



EXPERT CUSTOMER CARE

Our support representatives come from the industry and have years of industry experience. They are very knowledgeable, and not your typical “front-line” support. Our customers come to know them well as our reps work one-on-one with them to solve problems, provide training, and discover new opportunities.

A NON-EMERGENCY MEDICAL TRANSPORTATION SOFTWARE ECOSYSTEM

TRIPSPARK'S NovusMED NEMT SOFTWARE HELPS HEALTH SERVICE PROVIDERS DELIVER QUALITY PATIENT CARE.

NovusMED is an ecosystem that includes call center, administrative, driver applications and client/clinic booking applications. NovusMED is the platform of choice for a wide range of medical transportation services and includes configurations for brokerage, providers, senior, community, and home health programs.

BENEFITS

Better Service Vehicles

- Market-leading routing and scheduling provides your drivers with a schedule they can deliver
- With integrated driver applications, you get the benefit of real-time tracking, updated manifests and accurate compliance that results in a significant improvement in member experience
- Empowers call takers to view detailed patient information, including limitations and modifiers to make better decisions
- Increased autonomy for clients and their caregivers to manage bookings and changes via a notification platform
- Enable third parties such as hospitals and clinics with a secure booking portal to increase productivity and lower costs

Lower Costs

- More efficient vehicle utilization and driver deployment lowers overall operational costs
- Hosted solutions are available, removing the need for dedicated IT resources
- Published API and file exchange methods to ensure improved data accuracy and automation

Increased Productivity

- Fast, automated, and rule-based scheduling and dispatch
- Significantly improved driver routes and on-time performance
- Enhanced claims and billing capabilities speeds time to payment and lower claim rejection
- Ensure both vehicle and driver compliance and improved utilization to reduce and control costs

Easy-to-Use

- Customizable and best-in-class workflows simplify user experience
- Easy-to-follow menus, maps and help screens
- Clearly defined and simplified function-based processes
- Automated software installer makes first-time and upgrade installs easy to deploy

FEATURES

Accurate Service Scheduling and Routing

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

Comprehensive Management

- Accurately manage calls and patient information
- Monitor real-time performance and adjust resource capacity to meet changes in service demand
- Manage Will Calls, confirmation calls, and recurring trips/standing orders in real-time
- Track on-time performance of drivers
- Improved mileage reimbursement and cost calculators to manage multiple contractors, funding sources (payors), multiple providers and volunteer driver programs
- Enhanced credential management for vehicles and drivers
- Manage subcontractor outsourcing with Provider Mobile, trip bidding and trip offering
- Bus pass management
- Include TNC/Lyft into contract management
- HIPAA compliant

Integrated Mapping

- Multiple choices for map data sources including Waze, Bing, Google and HERE
- Able to see the closest vehicle and perform immediate bookings
- Provide up-to-date, easy-to-use geographic locations and driver directions

- View routes and locations
- Vehicle history replay
- Integrated fixed route as an option upon initial trip booking

Flexible Billing and Reporting

- Advanced funding program capabilities
- Integrate with your accounts payable billing system
- Generate detailed manifests and reports on performance, utilization, and resource management
- Interfaces for Medicaid eligibility and claims management
- API and CSV file transfer capabilities
- DataMart cleans data and moves it to secondary database for increased performance when reporting

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
- **Advanced Communications Platform** - offering multi-language IVR, email and text notifications

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
- Clients can manage their own trips e.g. book and cancel
- Reduces call volume
- I Am Ready / Will Call notification
- Where is my ride?

Delegates Module

- Family and medical facility booking tool
- Managed security with 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
- Bus passes and mileage reimbursement
- 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
- Real-time location of vehicles
- Electronic manifest
- Ability to accept/reject trips

Rideshare

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

DriverMate

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

Scheduling/Dispatch

MANAGE CREDENTIALS AND CERTIFICATION DATA

Credential Management ensures only active and approved drivers and vehicles provide NEMT trips. This is key for accurate reimbursements and clean audits for transportation providers and brokers. Additionally, brokers need to ensure that only approved providers may perform and bill for NEMT trips.

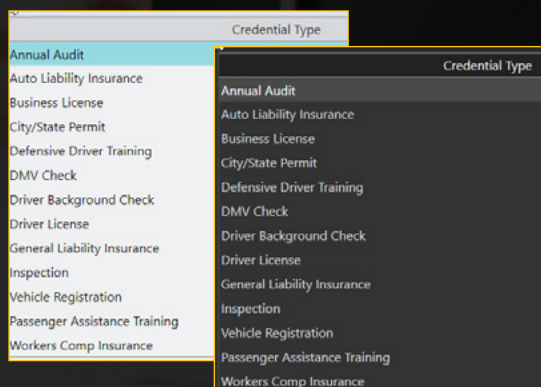
Credential Management capabilities allow efficient management of all necessary certification data, validating providers and their drivers and vehicles. Providers can upload supporting documentation, while brokers and providers can create reports to track expiration dates of licenses, vehicle inspections, insurance, training, and other requirements specified by the organization, funders, or state and federal regulators.

KEY BENEFITS INCLUDE

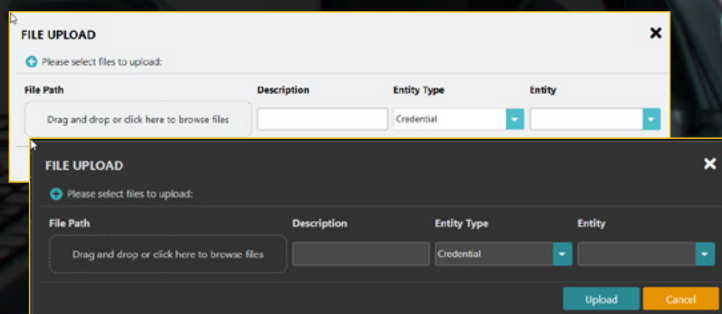
- Accurate compliance with funders contracts by ensuring only active and approved providers, drivers and vehicles provide NEMT trips
- Clean audits and faster reimbursement as data is complete and verifiable
- Improving billing efficiencies by reducing the number of denied trips
- Flexibility to allow for the variances in credentialing requirements across different states
- Manage all credential types (expiring license/ insurance, drug test cert, etc.) from one central place at the broker and provider level

FEATURES

- Easy to use credential dashboard
- Store driver and vehicle credentials by type, status and details
- Mark a driver or vehicle as active or inactive
- Receive notifications of upcoming expirations of credentials
- Automatically update a status upon expiration of a credential
- Providers can log in, review and update credential statuses, as well as upload and attach relevant documents for each credential



Set up specific credential categories for drivers, vehicles, and providers



Upload relevant documentation associated with credentials

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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.

FACILITATE COMMUNICATION AMONG BROKERS AND PROVIDERS

TripBroker is a portal that allows Brokers (and MCOs) to exchange trip related information with the providers in their network as well as manage credentialing (drivers and vehicles) and to facilitate the exchange of performance data and billing – a full life cycle management tool.

📍 TRIP OFFER FROM BROKER TO PROVIDER

The TripBroker interface lets third-party providers log in to see available trips on a simple screen. Providers can then accept or reject assigned trips and/or respond to bids and offers of unassigned trips. Using this portal, NEMT Brokers and MCOs can find the most cost-effective service provider and realize the greatest savings. TripBroker comes with a customizable user interface, as well as an API interface.

📍 MANAGING PROVIDER PERFORMANCE

TripBroker can be easily customized. When providers use our Provider Mobile app, information such as arrival and departure times, odometer readings and vehicle locations can be tracked in TripBroker. This information is synchronized and automatically updated in the NovusMED software. This leads to easy performance management.

📍 EXPANDS FOR BILLING AND CREDENTIAL MANAGEMENT

Whether you are an NEMT broker, MCO or a transportation provider, TripBroker can be extended to simplify your billing. Trip completion data can be added to each completed trip, either manually, via a file upload or using the Provider Mobile App. You can also manage drivers and vehicles by inputting capacity, license, insurance, training, inspection, and other mandatory credentialing data to ensure trips are being sent to compliant sources. Copies of documents can be uploaded and associated with the applicable driver or vehicle.

📍 BENEFITS

- Offer or assign NEMT trips to compliant providers with a simple auto-assign tool
- Audit trail for when a provider accepts or declines trips
- Simplify performance data submission and improve claims payment accuracy and cycles
- Create bid lots of difficult to fill trips for provider network bidding and fulfillment

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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.

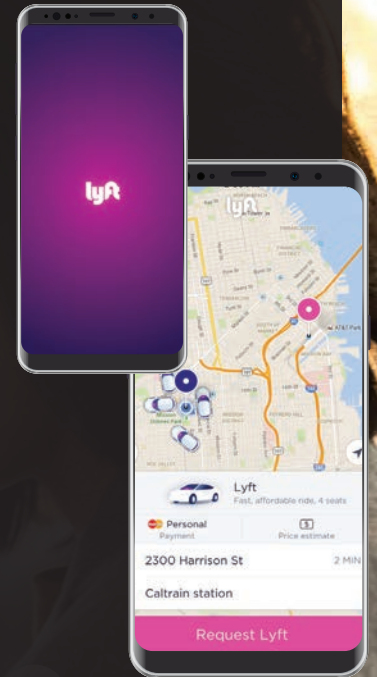
Streamline billing. Trip completion data is automatically sent and received via the API in real-time.

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.



THIRD-PARTY DRIVER APP FOR TRANSPORTATION NETWORK

TripSpark's Provider Mobile is a smartphone app used by provider and volunteer drivers that enables the real-time data exchange between brokers, providers, volunteer programs and drivers. Brokers and their providers automatically receive real-time vehicle location, trip status and completion data for all accepted trips. The app offers brokers the ability to gain provider visibility to drive optimal operational efficiencies and streamline the billing process.

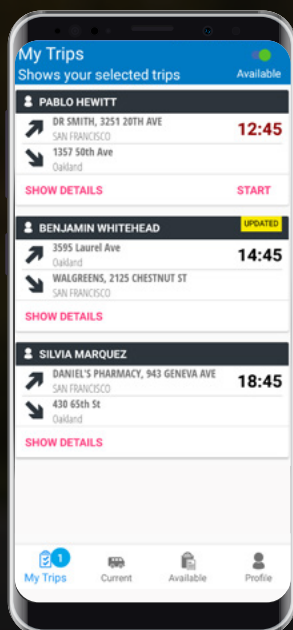


FEATURES

Real-Time Dispatch

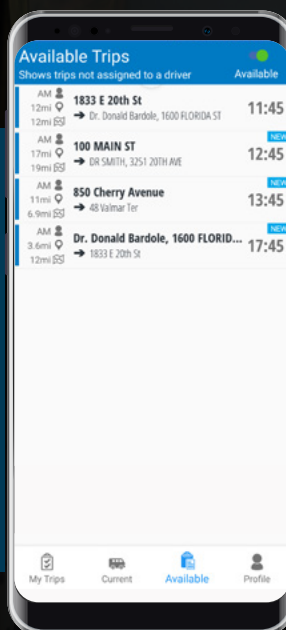
Providers can pre-assign trips to drivers and vehicles in seconds using the TripBroker portal. This information is then instantaneously dispatched to drivers via the Provider Mobile app.

EDIT ITINERARY									
Mileage Reimbursement - MILEAGE - [11-10-2022] MR. DREW ALEXANDER 16 PRG Ser									
Estimated TI	Actual Vehicle	Driver	Actual Arrive	Actual Depart	Submitter	Schedule St	Activity	PRG Ser	
3:00p	493					S	Pickup		
3:22p	493					S	Dropoff		
4:00p	493					S	Pickup		
4:23p	493					S	Dropoff		
5:00p	493					S	Pickup		
5:14p	493					S	Dropoff		
5:15p	493					S	Pickup		
5:30p	493					S	Dropoff		
6:00p	493					S	Pickup		
6:24p	493					S	Dropoff		
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6:31p	493					S	Dropoff		
6:15p	493					S	Pickup		
6:31p	493					S	Dropoff		



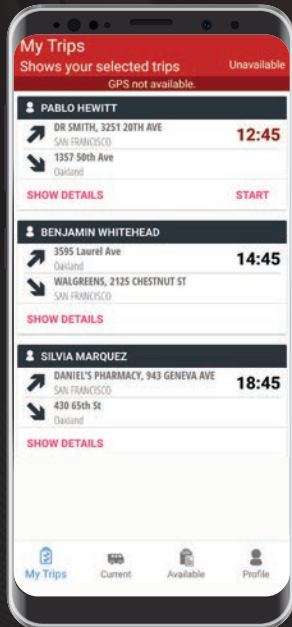
My Trips

Drivers view assigned trips and tap 'start' on the trip they want to perform next.



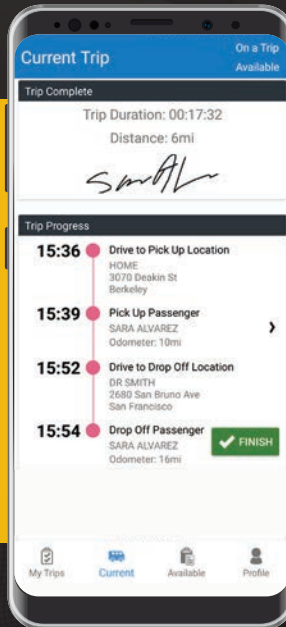
Available Trips

Drivers may choose from a list of unassigned trips that are available for them to select. This screen gives drivers the information they need to determine if they can take a trip, such as distance from current location and total trip distance.



On/Off Switch

Drivers set themselves to 'Unavailable' when doing other work or not available. This turns off the GPS transmission to the broker and provider back office. To start working in Provider Mobile again, drivers simply press the toggle bar back to 'Available'.



Trip Completion Information

Drivers can capture a client signature, if required, and review trip completion details before 'finishing' the trip and submitting the data.

BROKER BENEFITS

- Receive real-time location data and trip completion data such as GPS polling, trip start time, trip completion time, mileage, driver, and vehicle progress
- Claims processing is completed faster with automatic data transmission
- Encourage providers to work with you by offering a tool that reduces their data entry and improves scheduling
- Automatic updates so that the app continues to run smoothly for your providers

PROVIDER BENEFITS

- Streamline administrative processes by pre-assigning drivers to trips and allowing drivers to see all their assigned trips within the app
- Improve scheduling efficiency by allowing drivers to view available trips and choose trips that they are able to perform
- Allow drivers to record departures, arrivals, and no-shows with a tap of their screen
- Streamline administrative processes with automatic submissions

FLEXIBLE APP-BASED TECHNOLOGY

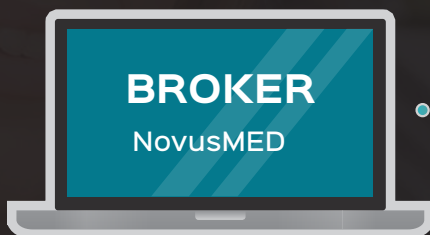
- Available for both iOS and Android
- Easily downloaded from the Google Play and Apple App stores
- Self-installed by drivers with no on-site services necessary
- Works 'out of the box' with no configuration required

📍 FROM TRIP ASSIGNMENT TO TRIP COMPLETION

1 TRIPS BOOKED

2 ASSIGNED TO PROVIDERS

3 ACCEPTS/DECLINES TRIPS



4 DRIVERS PERFORM ASSIGNED TRIPS & CHOOSE FROM "AVAILABLE" BUCKET

During this time, GPS, Times and Signatures are all automatically sent, which increases visibility and billing is streamlined



FROM TRIP ASSIGNMENT TO TRIP COMPLETION

1 Trips are assigned and booked with NovusMED



2 Providers accept or decline trips using TripBroker, a portal where brokers and providers share trip information



3 Providers have the ability to pre-assign drivers and vehicles to trips



4 Drivers log in to the Provider Mobile app to see their list of available trips



5 Drivers perform assigned trips, and may also choose trips from a listing of 'Available' trips

AM	!	WALGREENS,	7:45
24mi	!	2125 CHESTNUT...	
12mi	!	→ 938 Grace Ave	
AM	!	ST. MARY'S HS,	11:27
24mi	!	15 OCEAN ST	
9mi	!	→ 135 West St	

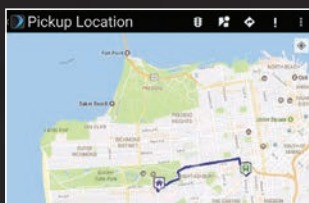
6 Real-time location and trip completion data, including signature capture, is automatically sent to the broker and provider simultaneously



REAL-TIME DRIVER APPLICATION

DRIVERMATE IS AN EASY TO DEPLOY, SIMPLE TO USE DRIVER APPLICATION (in-vehicle software) that integrates seamlessly with NovusMED. The benefits of DriverMate include the ability to:

- Communicate in real-time with your call center and dispatchers to provide drivers with instant updates, manifest changes and last minute trip assignments
- Provide better customer service to passengers as dispatchers can manage fleet and runs in real-time with accurate information. Predict when a vehicle will be running late and take proactive action to solve the problem as it occurs
- Better handle same-day bookings, improve on-time performance and ultimately increase passenger trips per hour
- Enable drivers to capture signatures (if required)
- Communicate break times to drivers and helps with better driver retention
- Communicate both private and helpful messages with drivers regarding members
- Reduce need for drivers to use radios
- Eliminate the need for paper, while improving accuracy of information
- Enable drivers to view locations on a Google or Waze map and obtain detailed directions to event locations along with current traffic, street view and full turn by turn voice navigation



Google Map



Waze Map

THE BUSINESS CASE

Affordable, Quick ROI

- Mobile applications have become a required technology to ensure safety, efficiency and accuracy
- Savings associated with productivity improvements gained through mobile computing solutions often pay for the projects within two to three years
- Brokers and providers have realized overall productivity gains of 15%–30%

Increased Efficiency

- Enables real-time trip assignment to the closest available vehicle
- Drivers always have the most up-to-date and accurate manifest
- Will significantly improve passengers per hour ratio
- Reduces non-driving activities previously asked of drivers
- Maximize visibility and assignment of trips to vehicles

Streamlined Processes

- Redeploy your resources by eliminating the need for manual data entry and paperwork
- Minimize the risk of human error with automated trip updates

Improved Customer Service

- Better on-time performance rates
- Reduce or eliminate service denials

DriverMate allows NEMT drivers to provide and receive real-time information from dispatchers using an Android device. Drivers can view the current day's manifest and access detailed events and passenger information



DriverMate is compatible with most Android Devices

SOLUTION FEATURES

Real-Time Updates

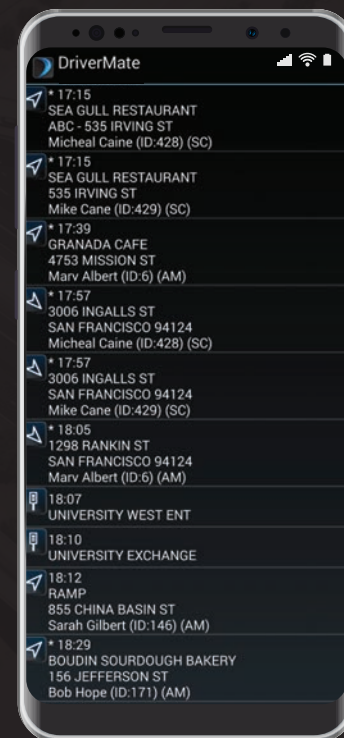
- Monitor vehicle location and schedule adherence in real-time
- Get your reports faster. Seamlessly integrate real-time data with call center systems and produce same-day reports

Designed With You in Mind

- Works with all cellular networks
- DriverMate also enables text messaging between drivers and dispatchers, which can eliminate radio traffic and increase communications
- Easy to update. Remotely and wirelessly install and update mobile software on the go

Safety and Security

- GPS tracking and overt alarms increase safety for drivers and passengers



DRIVERMATE ON A SAMSUNG PHONE WITH ANDROID OS

EASILY MANAGE SUBMISSIONS AND REIMBURSEMENTS

CLAIMS MANAGEMENT provides organizations with an efficient and customized workflow to manage the claims submission and reimbursement process of their Non-Emergency Medical Transportation.

Each step in the submission and reimbursement process initiates a unique status that can be easily tracked for audit purposes. The claims submission and reimbursement processes begin the moment a trip is requested. Every step in the booking, eligibility, scheduling, and billing process is recorded. Once the trip is concluded and completion data is submitted to the funder, the data is reviewed and either authorized or rejected. Once authorized, payment can be made to the service provider and the agency can bill their funder.

SIMPLIFIED TRIP COMPLETION DATA SUBMISSION AND REIMBURSEMENT

- Single screen to handle both billing invoices and payments
- Submit completion data by individual trip or an entire invoice
- Track the submission and payment status of individual trips or group of trips

EASILY FIND AND LOCATE THE DATA YOU NEED

Search and filter by:

- Date
- Booking ID
- Funding Source
- Provider
- Vehicle
- Driver
- Client Name
- Client Medicaid ID
- Provider Medicaid ID
- Provider Name
- Trip Submission and Reimbursement Status

From Date: 02-01-2022 To Date: 02-01-2022 Claim Id: Auth #:

Booking Id: Funding Source: (ALL) Schedule Status: Vehicles: (ALL) Submission Statuses: Reimbursement Statuses:

Client: Runs: All Exclude Zero Provider Cost: ☐

☐ SHOW ☐ OPEN IN REVIEW ☐ UPDATE SUBMISSION ☐ APPLY REIMBURSEMENTS ☐ UPDATE REIMBURSEMENT ☐ UPDATE TNC TRIP RECEIPTS

Selected	Submission Claim Id	Booking Id	First Name	Last Name	Funder Status	Provider Status	Date	Schedule Status	From	To
<input type="checkbox"/>	854676	985907	MELODY	WILCOX	Authorized	Paid	02-01-2022	Scheduled	738 York St San Francisco CA 94110	LELAND MENTAL HEALTH FACILITY, 30 LELAND AVE SAN FRANCISCO CA
<input type="checkbox"/>	854677	985908	MELODY	WILCOX	Authorized	Paid	02-01-2022	Scheduled	LELAND MENTAL HEALTH FACILITY, 30 LELAND AVE SAN FRANCISCO CA	738 York St San Francisco CA 94110
<input type="checkbox"/>	854678									
<input type="checkbox"/>	854679									
<input type="checkbox"/>	854680									
<input type="checkbox"/>	854681									
<input type="checkbox"/>	854682									
<input type="checkbox"/>	854683									
<input type="checkbox"/>	854684									
<input type="checkbox"/>	854685									

SEARCH

From Date: 02-01-2022 To Date: 02-01-2022 Claim Id: Auth #:

Booking Id: Funding Source: (ALL) Schedule Status: Vehicles: (ALL) Submission Statuses: Reimbursement Statuses:

Client: Runs: All Exclude Zero Provider Cost: ☐

☐ SHOW ☐ OPEN IN REVIEW ☐ UPDATE SUBMISSION ☐ APPLY REIMBURSEMENTS ☐ UPDATE REIMBURSEMENT ☐ UPDATE TNC TRIP RECEIPTS

Selected	Submission Claim Id	Booking Id	First Name	Last Name	Funder Status	Provider Status	Date	Schedule Status	From	To
<input type="checkbox"/>	854676	985907	MELODY	WILCOX	Authorized	Paid	02-01-2022	Scheduled	738 York St San Francisco CA 94110	LELAND MENTAL HEALTH FACILITY, 30 LELAND AVE SAN FRANCISCO CA
<input type="checkbox"/>	854677	985908	MELODY	WILCOX	Authorized	Paid	02-01-2022	Scheduled	LELAND MENTAL HEALTH FACILITY, 30 LELAND AVE SAN FRANCISCO CA	738 York St San Francisco CA 94110
<input type="checkbox"/>	854678	985909	NICHOLAS	GARZA	Authorized	Paid	02-01-2022	Scheduled	2760 Balboa St San Francisco CA 94121	DIAMOND PHARMACY, 2788 DIAMOND ST SAN FRANCISCO CA
<input type="checkbox"/>	854679	985910	NICHOLAS	GARZA	Authorized	Paid	02-01-2022	Scheduled	DIAMOND PHARMACY, 2788 DIAMOND ST SAN FRANCISCO CA	2760 Balboa St San Francisco CA 94121
<input type="checkbox"/>	854680	985911	MELANIE	BRYAN	Authorized	Paid	02-01-2022	Scheduled	1305 E 15th St Oakland CA 94606	GRAND MENTAL HEALTH FACILITY, 116 GRAND AVE SAN FRANCISCO CA
<input type="checkbox"/>	854681	985912	MELANIE	BRYAN	Authorized	Paid	02-01-2022	Scheduled	GRAND MENTAL HEALTH FACILITY, 116 GRAND AVE SAN FRANCISCO CA	1305 E 15th St Oakland CA 94606
<input type="checkbox"/>	854682	985913	RYAN	GAINES	Authorized	Authorized	02-01-2022	Scheduled	625 23rd St Oakland CA 94612	MACARTHUR DOCTOR'S OFFICE, 4112 MACARTHUR BLVD SAN FRANCISCO CA
<input type="checkbox"/>	854683	985914	RYAN	GAINES	Authorized	Authorized	02-01-2022	Scheduled	MACARTHUR DOCTOR'S OFFICE, 4112 MACARTHUR BLVD SAN FRANCISCO CA	625 23rd St Oakland CA 94612
<input type="checkbox"/>	854684	985915	GERARDO	BROCK	Authorized	Authorized	02-01-2022	Scheduled	165 Sacramento Ave Sausalito CA 94965	CORTLAND DOCTOR'S OFFICE, 830 CORTLAND AVE SAN FRANCISCO CA
<input type="checkbox"/>	854685	985916	GERARDO	BROCK	Authorized	Authorized	02-01-2022	Scheduled	CORTLAND DOCTOR'S OFFICE, 830 CORTLAND AVE SAN FRANCISCO CA	165 Sacramento Ave Sausalito CA 94965

📍 BROKER, MCO, HEALTH CARE ORGANIZATION BENEFITS

- EASY TO USE INTERFACE - Manage claims for both funders and providers within one screen.
- AUDIT REPORTING - Charges to funding sources and provider reimbursements are tracked for Medical and Customer contract audits. Download data directly from billing files and create billing summaries by provider with claim counts and amounts.
- CLAIMS PROCESSING - Filter to search for provider claims that have been paid and claims that are pending payment. Rejected submissions are flagged and the cause of the rejection is clearly defined, allowing for quick claim reconciliation.
- AVOID UNAUTHORIZED PAYMENTS - Cross reference active drivers and providers to ensure payments are only authorized for active drivers and vehicles.
- DATA EXPORT – Export data in a format that can be recognized by most popular accounts receivable systems.

📍 PROVIDER BENEFITS

- CLAIMS PROCESSING - Filter to search for claims that are ready to be billed, are pending submission, have already been submitted, or are awaiting payment.
- ELECTRONIC CLAIMS SUBMISSIONS - Upload and submit trip completion data electronically. Required documentation and signatures can also be uploaded and associated to applicable trips.
- Check to see if a claim is denied because of an inactive driver or vehicle.
- COST ADJUSTMENTS - Compare estimated and actual costs, and request adjustments if the actual cost exceeded the estimated cost. Simply note the reason for the adjustment, for example, the addition of an unanticipated bridge toll.

CLAIMS MANAGEMENT WORKFLOW



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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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FROM MEMBERS TO FACILITIES: NOW ABLE TO MANAGE TRIPS

TripSpark's Passenger Portal lets members manage their transportation experience while alleviating call center volume.

Members have hands-on control over their trip planning, trip status, and personal profiles. Members or assigned individuals representing the member, called a delegate, can perform a variety of self-service tasks online, including the ability to see the precise location of their approaching vehicle on a map, request a will call, book or change future trip requests, - all without having to call your operations center. This provides them with a highly personalized experience, while reducing the workload of call center staff.

📍 MEMBERS WILL HAVE THE OPTIONS TO:

- View all upcoming and previously booked trips
- Allow designated delegates (family, funding agency, or medical facility) to book and manage trips on their behalf
- Use a screen reader to navigate the portal
- Book, review, confirm and cancel trips
- Automatically generate return trips
- Initiate a pickup request with a button press
- Review or edit their personal profiles
- Rate completed trips

Rate trips and submit feedback

Completed 🚗 John Doe Transportation TRIP RATING ★★★★★

Broadcast alerts or information.

Create recurring trips easily

Suggests previous or stored addresses

Trip Booking Page

BENEFITS

Improved Customer Service

- Provide valuable trip information and comprehensive self-service options without needing direct contact with your call center

Accessible 24 hours a day

- The system can email passengers confirmation of their scheduled trips to help eliminate call center volume
- Reduced calls allow call center staff to assist with complex requests or special needs
- Dispatchers can rely on information accuracy because there are fewer data entry points and less errors

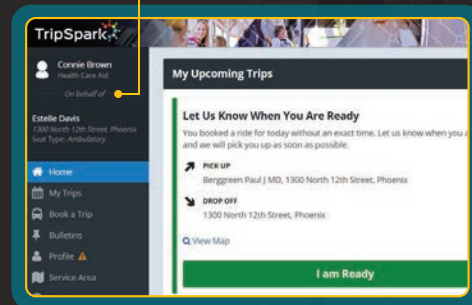
Eliminate processes

- Trip requests and changes are automatically update in NovusMED eliminating the need for staff interaction and double entry from fax requests
- Members and/or Delegates can update trip information in real-time thereby improving on time performance, reducing no shows and cancel at doors all positively contributing to cost efficiency

DELEGATES MODULE

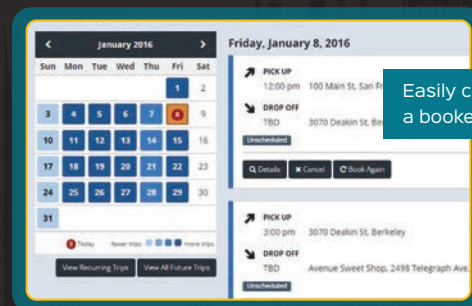
The Delegates Module allows people to act on behalf of the member. Family members, personal care givers, a facility acting on behalf of the member are examples of people who can be given the authority to manage trips on behalf of members. Based upon security and preferences, delegates are able to centrally manage trips for numerous clients, making it unnecessary to log into multiple accounts.

Medical facility staff can book trips on behalf of members



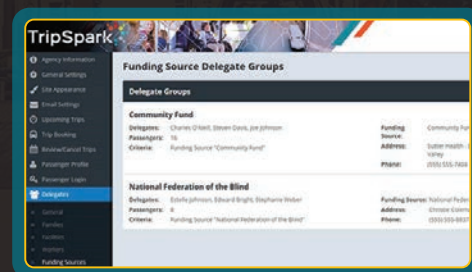
Main Dashboard

Simple view of all trips



Easily cancel a booked trip

View scheduled Trip Page



Delegates Module

PASSENGER NOTIFICATIONS: REMINDERS, CONFIRMATIONS & IMMINENT ARRIVALS

TripSpark's Notification system provides members up-to-the minute notifications of their trip details the day before and upon imminent arrival to improve on-time performance and to enhance members total transportation experience. Members can call in or text to receive scheduled trip information. TripSpark Notifications is an easy add-on for transportation operations.

FEATURES:

- Automated outbound day before trip reminders
- Configurable options to allow members the ability to confirm/cancel trips
- Real-time imminent arrival notifications via email, phone call or text message
- Various notification methods available based on members' demographic; text message, email and phone call available
- Easily managed on a per client basis

BENEFITS:

Improved Customer Service:

- **Fewer complaints.** Members know their ETA, leading to improved customer service
- **Improved on-time performance**
- **Available system wide emergency messaging**

Reduce Costs:

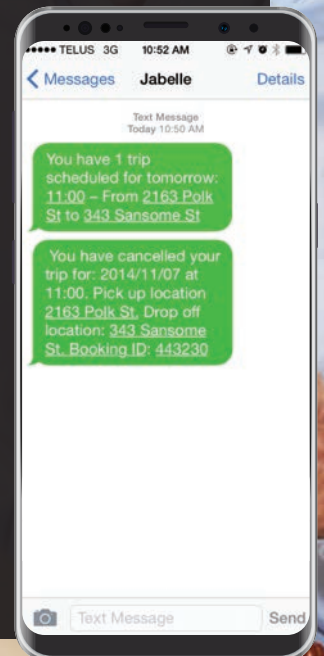
- **Reduce no-shows.**
- **Reduced driver wait times.** Less wait means more pickups, increasing revenue
- **Relief to the call center**
- **Relieves IT work.** No complicated and costly phone integration or client-side server setup

HOW IT WORKS:

- **Automated outbound notifications;** confirm or cancel a trip, members press a button at the end of a message. Notifications sent the day before and again moments before. Available in multiple languages
- **SMS, email, and phone.** TripSpark Notifications can send out alerts and reminders via these popular media
- **Automated inbound services.** Members can cancel trips or view pending trips

Easy to Deploy:

- **Fast to implement.** No installation of new telephone lines or client-side server
- **Easy to maintain.** Software updates automatically
- **Simple Configuration.** Friendly UI allows operators to configure unique notifications with ease in multiple languages
- **Affordable.** Low overhead costs and immediate revenue savings



MANAGING COMPLAINTS/ COMMENDATIONS (COM)

TripSpark's Complaints/Commendations module allows organizations to capture, track and respond to customer compliments, complaints, and other inquiries. Being fed through the feedback feature of Passenger Portal or logged at the call center level, workflows categorize each comment and create mandatory follow-up actions based on your standardization.

Complaints Screen

Case Type:	General	Description:	This is a new complaint	Comment:	This is where you would enter information about the investigation
Category:	Otherwise not categorized				
Current State:	Under Review				
Title:	other				
Assignee:					
Priority:	Medium				
Case Id:	185597				
Created By:	Admin				
Created Date:	2022/08/09, 08:50:47				
Modified By:	Admin				
Modified Date:	2022/11/10, 13:11:30				
Booking Id:	58095				
Client Id:	Alejandro Sandoval				
Provider:					

KEY BENEFITS

- Improve customer service with timely responses with a thorough and well-documented investigation process
- Increase efficiency using an integrated database that links to relevant trips, providers, drivers, vehicles, and employees
- Ensure your services and personnel comply with organizational and industry standards and policies
- Reduce paper processes and manual errors, enhancing your reporting capabilities

FEATURES

Complaint/Commendation Logging

- Automatically create a new case if using the customer feedback feature through Passenger Portal or create a new case and auto-populate call details (date and time logged, call taker, etc.) to create a case
- Attach electronic documents to a case
- Custom workflows follow an organization's current standard operating procedures
- Search and filter by many criteria including driver, client, trip, review status, etc. to easily create a case anywhere on a trip booking

System Tools and Configuration

- Customize screen layouts (location of fields, captions, colors, font styles, etc.) to suit your team and organization's specific workflows

- Protect confidentiality and PHI through screen and field-level security
- Determine system priorities and escalation levels, assigning users and due dates for resolution completion

Investigation Tracking

- Assign employees to be responsible for investigating cases
- Document the details of a member's or passenger's complaint or commendation
- Prioritize cases based on severity level and resolution times
- Track timing of each step in the investigation
- Record provider and driver feedback
- Record investigator's recommendations and resolutions

Manage Complaints

Case Type: General

Category: Call Center did not schedule

Current State: Resolved

Title: no trip scheduled

Assignee: Admin

Priority: High

Case Id: 185596

Created By: Admin

Created Date: 2022/08/09, 08:48:25

Modified By: Admin

Modified Date: 2022/08/09, 08:49:46

Booking Id:

Client Id: MR. Gerardo Brock

Provider:

Description: was waiting for a trip and no one showed up found out trip was not scheduled in the system

Comment: This is a new comment for resolution

ALL COMMENTS TRANSITIONS

User Name	New Value	Old Value	Change Time	Change Type	History Type	Duration	Field Name
Admin			2022/08/09, 08:4		Insert		
Admin	Reported		2022/08/09, 08:4		Transition		
Admin	Resolved	Under Review	2022/08/09, 08:4		Transition	0	
Admin	Reviewed sched		2022/08/09, 08:4		Comment		
Admin	This is a new cor		2022/08/09, 08:4		Comment		
Admin	Under Review	Reported	2022/08/09, 08:4		Transition	0	

6 of 6 records

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COORDINATED TRANSPORTATION FOR NEMT

TripSpark's Novus Coordinated Transportation (NovusCT) allows multiple agencies to use one system by partitioning the NovusMED software. Separating data allows call center staff to see all member data or only specific member data dependent on security permissions. Organizations can operate across multiple geographies and service areas all from one call center. Sharing one instance of NovusMED is beneficial by reducing long term software maintenance and IT costs while providing a seamless experience to members.

Shared ancillary data across the system means that reporting by all agencies is consistent. Trips can easily be scheduled from one service area to another with the ability to build in logical transfers.

PASSENGER SCHEDULING COMMENT
These comments appear in the trip booking screen.

TRIPS

Booking Id	Booking Type	Run	Time	Origin	Time	
2022-11-14 (Monday)						
65847	Casual	rec: 10:00				
		sch: 10:00		100 MAIN ST SAN FRANCISCO CA 94401		Walgreen's Pharmacy, 135 Powell St San Francisco California 94102
65848	Casual	rec: 11:30		Walgreen's Pharmacy, 135 Powell St San Francisco California 94102		100 MAIN ST SAN FRANCISCO CA 94401
		sch: 11:30				

SOLUTIONS

Solution Number	Run	From Time	To Time	Violations	Passengers Per V	Time	VehicleId	numid	Driver Last Used	Scheduled Time	Scheduled Early	Scheduled Late	Cost
1	ABC Wheelchair	1000	11:09	0.86	1	1h09	1876	6587		1000	09:45	10:30	0.000mi
2	ABC Ambulatory	1000	11:09	0.86	1	1h09	1875	6586		1000	09:45	10:30	0.000mi
3	R005	09:45	10:36	0.16	1	0h18	0	6510		1000	09:45	10:36	16.70mi
4	R004	09:45	10:36	0.16	1	0h18	1801	6511	2022-11-09	1000	09:45	10:36	16.70mi
5	R003	09:45	10:36	0.16	1	0h18	0	6512		1000	09:45	10:36	16.70mi

PARAMETERS
Parameters Set: Default
Violations Set: Default
Transport Mode: P.T
Search Time Window: 0 0

ITINERARY

Act.	Status	Space On/Off	Space Off	Violations	Address	Client	Sched. Time	Time	Dist.	Slack
5	AMC1	AMC1			100 MAIN ST SAN FRANCISCO CA 94401	MRS. SARA ALVAREZ	1000	10:00	0.000mi	0
5	AMC1				Walgreen's Pharmacy, 135 Powell St San Francisco CA 94102	MRS. SARA ALVAREZ	11:00	11:00	16.70mi	0

THE KEY BENEFITS OF NovusCT

- Several agencies can use a single system
- Consistent reporting
- Simple inter-agency transfers
- All-in-one service for your passengers

Ensure that all trips are scheduled according to the specific requirements of individual agencies, such as different scheduling parameters and weights.

ROUTINE SOFTWARE REVIEWS LEADS TO IMPROVED OPERATIONS

Get the most out of your NovusMED software with a thorough operational review, conducted by one of our specialists. Updating and reconfiguring parameters and settings ensures optimal software performance and improved efficiency.



ADAPT TO CHANGE

Operations see various changes over time including staff turnover, service and program changes, an increase/decrease in service offerings and trip volumes, available overhead resources, industry security requirements, etc. Each change impacts the way to best leverage your transportation software suite.



GET AHEAD OF ISSUES

Uncover issues and inefficiencies and address them proactively. Align staff knowledge, processes, and user access rights to ensure you are staying compliant with local, state, and federal regulations. This also ensures you remain efficient in your daily operations.



IMPROVE YOUR RETURN ON INVESTMENT

During a Software Check-Up, a product specialist will consult with you to understand your operational needs, and to diagnose and evaluate how you are using the software. The specialist will suggest changes to your configurations and algorithm and implement new settings to ensure you are getting the highest level of efficiency and effectiveness from your software.



FULL SYSTEM REVIEW

Includes the assessment and optimization of:

- Time/speed properties
- Fast costing parameters
- Schedule-building process
- Software performance improvements and recommendations
- Parameter & violation sets
- Reports
- Implementation of new features
- Software security parameters

Software Check-Ups can include even more:

Investigating, diagnosing, reconfiguring, training, and recommending database clean-up requirements. Depending on your budget, we will design a package that suits your needs.



MAINTAINING PEAK SOFTWARE PERFORMANCE

The performance of your software is dependent on your database. Every day trips are booked, performed, tracked, and billed, and members are added and deleted, which expands your company's NovusMED database. Old and irrelevant data leads to administrative inefficiencies, confusion, inaccuracy – which directly leads to lost revenue and poor service.

Maintaining good database health avoids performance problems and data issues. A small investment in time and effort can keep your application performing well. To remedy these common problems, TripSpark offers an individualized NovusMED database assessment and cleanup service.

Novus DATABASE ASSESSMENT AND CLEANUP INCLUDES:

- Surveying your data for a host of data redundancy and duplication issues, our specialists test for more than 30 different types of data inefficiencies
- Presenting your team with a comprehensive report of the identified issues and helping to choose the best cleanup option to purge or consolidate data for each data type, while maintaining critical data integrity
- Retiring old data that you may still need “for-a-reporting-only” copy of the environment that meets your archival reporting requirements
- Training on UI fields and replacing open comment fields with selectors
- Running customized scripts to clean up data and vet final results

The screenshot displays the TripSpark NovusMED database interface. At the top, there are tabs for TRIP DETAILS, FUNDING PROGRAMS, MAP, NOTIFY, REIMBURSEMENT, and FILES. Below these tabs, there are several dropdown menus for Caller, Purpose, Pre-Verify, Space Type, Mobility Aids, Service Type, Disability, Provider, Post-Verify, Transport Modes, Driver, and Payee. A table is visible with columns for Passenger Type, Space Type, Passenger Count, and AttendantID. The table contains data for Registered Client Ambulatory, Lab Testing, Dentist, and Admission. A button labeled 'Acquire Bus Passes' is at the bottom.

ELIMINATE OPERATIONAL INEFFICIENCIES SUCH AS:

- Drop-down menus filled with no longer used booking purposes, mobility aids, fare types, funding programs and space-types
- Duplicate client records
- Expired clients and drivers
- Subscription trips activating for trips no longer needed
- Historical reports take a long time to run, even when reporting on recent data

BENEFITS:

- Improved operational efficiency
- Eliminate service and billing errors caused by duplicate or obsolete entities in the database
- Reduce possibility of system slowness
- Keep interface organized for faster and easier booking entries
- Faster report runs
- More accurate financial status reports by closing out unbillable trips
- Ability to look up historical data in a dedicated archive
- Better operational efficiency, more accurate service and revenue

PACE PARTNERSHIPS

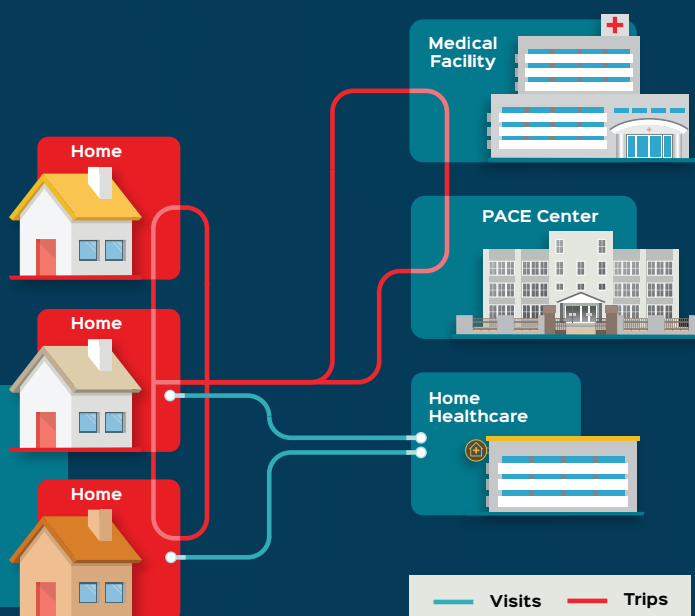
TripSpark understands a major goal for the Program for All-Inclusive Care for the Elderly (PACE) is to help seniors meet their healthcare needs in their community, instead of going to a long-term care facility. TripSpark's non-emergency medical transportation (NEMT) software is designed to help achieve this goal by ensuring no visits are missed, transportation is on time, and coordination of services is improved. Our software is part of the entire process; whether it's family members or nurses, personal caregivers, etc. booking one off or subscription trips via TripSpark's Passenger Portal for the participant, calling in to the call center to manage the trips or the scheduling and assignment of home healthcare provider visits, you can manage this all from TripSpark's core software, NovusMED. One integrated system handles the needs of both participants and providers in real time.

Coordinating schedules between home care, transportation, and off-site appointments gives you the opportunity to streamline operations and improve participant care.

DESIGNED WITH PACE PARTNERS IN MIND

- **Efficient** – Automated vehicle routing creates the most efficient use of your vehicles and resources while balancing participant experience goals
- **Multi-purpose** – Tracking participant trips and vehicles gives insight into real-time locations
- **Configurable** – Adaptable workflows allow you to apply your center's operational rules
- **Highly flexible** – Adjustable screen layouts and user-defined fields provide a system that's tailored to your center's needs
- **Scalable** – From startup to multi-center operation, your system is designed to grow as your needs change
- **HIPAA compliance** – Security levels allow you to control user access to information

NovusMed offers two types of scheduling: trips (to and from the PACE day center and to medically necessary appointments) and home healthcare visits (visits from a service professional to the participant's home).



FEATURES AND BENEFITS





Better Scheduling for Your Organization

Optimized Routing for Transportation Vehicles and Caregivers' Schedules

With automated scheduling tools, your coordinators can create scheduling solutions in a fraction of the time required to schedule services manually

NURSE NANCY SMITH R.N. - 0 4						NURSE NANCY SMITH R.N. - 0 4		
Activity	Status	EstTime	Participant Name	Address	Distance	Length of Visit		
	S	7:00a		HOME, CALIFORNIA ST SAN FRANCISCO CA 94104	0.000mi	0		
	S	8:05a	MRS. SARA ALVAREZ	100 MAIN ST SAN FRANCISCO CA 94401	19.536mi	10		
	S	11:00a	MRS. ELSIE BARNES	135 West St. Sausalito CA 94965	27.732mi	10		
	S	12:00p	MRS. PATTIE GREENE	384 Bradford St San Francisco CA 94110	11.572mi	30		
	S	2:00p	MR. NICHOLAS GARZA	2760 Balboa St San Francisco CA 94121	7.059mi	25		
	S	2:35p		HOME, CALIFORNIA ST SAN FRANCISCO CA 94104	5.624mi	0		

Home healthcare visits performed by a nurse. Unique icons indicate non-transportation related activities.

	S	MRS. ERNESTINE BOONE	333 POST ST SAN FRANCISCO CA 94108	9.042mi
	S	MR. RODNEY BERG	1600 DIVISADERO ST SAN FRANCISCO CA 94115	2.049mi
	S	MRS. DOLORES BLAKE	822 GEARY ST SAN FRANCISCO CA 94109	1.381mi
	S	MRS. ERNESTINE BOONE	69 Bosshard Ct Alameda CA 94501	8.243mi
	S	MR. RODNEY BERG	1770 San Antonio Ave Alameda CA 94501	1.795mi
	S	MRS. DOLORES BLAKE	3030 Jackson St Alameda CA 94501	1.885mi
	S	MR. GUADALUPE COLLIER	375 Clifton St Oakland CA 94618	6.617mi
	S	MR. GUADALUPE COLLIER	3200 CALIFORNIA ST SAN FRANCISCO CA 94118	14.104mi

Scheduled route performed by a PACE driver. Note shared passenger pickup and drop-offs.

Provider Preferences and Exclusions

Improve participant experience and set up templates to allow participants to get picked up at the same time every day, and travel with the same driver and friends. Conversely, provider exclusions can also be recorded and applied.



Management for Coordinated Services

Participant Information

The system can pull in participant information from electronic health record systems, including general information, multiple addresses, contacts, and eligibility.


Vehicle and Driver Information

TripSpark stores vehicle and driver information, such as names, addresses, contacts, credentials, licensing, insurance, and

trainings status. This information is used for scheduling and to ensure only staff with current documentation are assigned to trips and home health services.

Service Booking

Participant information including past trip history and known pick-up and service locations can be looked up and selected from drop-down fields.



Track and Analyze Your Operations

In-Field Data Collection

Mobile devices, such as android tablets and smart phones, can provide real-time communication and data collection for transportation and home healthcare providers. Staff can download schedules, electronically collect times, verify visits, and log GPS locations - all from their mobile devices. They can also add pre-defined comments to the trip or visit record.

Financial Tracking

TripSpark includes a financial tracking capability for centers that perform transportation internally or contract with third parties to provide transportation. With pre-set service rates, reimbursements can be automatically calculated based on time, mileage or other defined criteria.

Geographic Service Areas

The service area of each facility can be easily defined using TripSpark's built-in mapping tools. Multiple individual service areas may be defined and assigned to drivers and home health providers to ensure the most accurate routing and work assignments.

Multi-Facility Operations

The system can be configured for a single facility or to accommodate multiple facilities within the same organization. Financial tracking tools allow for cost allocation and activity reporting for each facility.

Reporting and Analysis Tools

Data generated by the system is stored in a Microsoft SQL database providing a wide range of reporting and analysis options.

PROFESSIONALLY MANAGED DATA CENTER SERVICES

TripSpark's Hosting environment offers clients a secure HIPAA compliant, Tier 3 data center to upload your database, core application and add-on products to. Eliminate time spent trouble shooting with internal IT and allow TripSpark's customer care team and IT experts to monitor and manage your software performance while protecting PHI.

TRIPSPARK'S HOSTED SOLUTIONS PROVIDES:

- Secure HIPAA compliant environment
- Secure access to the application via the Internet
- 100% power uptime
- 99.5% network and server availability
- Fast implementation and training
- 24/7 Customer service and server monitoring
- Multiple redundant Internet connections providing up to 200 Mbps
- Nightly backups with hourly database transaction log
- Hosted in a US-based Data Center with a global footprint.
- Network connectivity and carrier diversity
- N+1 cooling System Configuration (Redundancy)
- N+1 power generator configuration with a minimum of two fuel replenishing companies

DATA CENTER SPECIFICATIONS

- Uptime Institute Tier III Certified
- Over 160,000 sq. ft., 24" raised floor
- Fire detection and suppression systems (VESDA)
- Climate control systems to strict ASHRAE standard



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EFFICIENTLY DELIVER SERVICES TO YOUR MEMBERS' HOME

One thing the global pandemic taught us is that our tools need to be as resilient as our staff and members. When all but life sustaining transportation stopped overnight, it became clear that transportation management was changing. Moving resources, meals and scheduling services to member homes became urgent.

To address this immediate need, TripSpark determined the need to schedule care attendants to deliver meals, schedule a dressing change, administer medication, and clean a member's house. Let us explain how and why:

Home care services require different, and often more specific types of scheduling. To keep up with ever changing needs in the healthcare delivery system, TripSpark has created Service Delivery functionality as part of its NOVUS platform.

📍 HOW IT WORKS

- Schedule staff to deliver one or multiple services to take place in the members' home.
- Set specific time allocations to ensure staff can complete any and all tasks and provide deliveries while maintaining a schedule.
- Add comments to your bookings when you need to provide additional information related to the home visit.
- Set up tasks with specific "charge types" to easily track costs associated with each home care worker.

📍 WHAT DOES IT MEAN FOR YOU?

- Time management and planning the delivery of services are enhanced with the ability to properly allocate time to the various responsibilities your Service Delivery workers may have like meal deliveries, foot care, laundry, and house cleaning.
- Your entries can provide details such as type of service, costs, and time spent on each activity to help you keep more accurate records, creating schedules that inform the service worker exactly what's going on.
- The system considers the time of each task you've scheduled and totals them up to allow our scheduling algorithm to find the routes that help your Service Delivery professionals get the most done in their busy day.
- You get sophisticated scheduling with less of a headache for you, your schedulers, and your front-line workers, providing more care to those who need it without stretching your own resources too thin.

Activity:	Service Delivery	Item/Task	Quantity	Charge Type	Charge	Duration
	Supply Delivery	Medical Supplies	1	Event	0	15
	In Home Cleaning	House Cleaning	1	CLEAN	15	1h00
					0	
Visit Duration: 1h15						

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