



NovusMED

NEMT TRANSPORTATION
SOFTWARE SUITE

TripSpark 
MOVING » « TOGETHER



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.

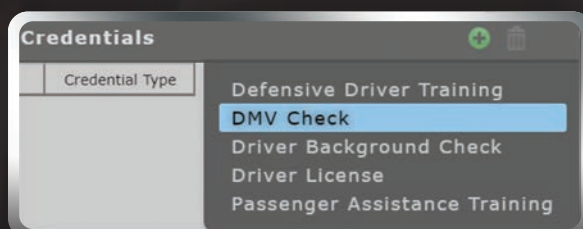
Credential Management capabilities allow efficient management of all necessary certification data, validating providers and their drivers and vehicles. Providers can upload supporting documentation, while brokers and providers can create reports to track expiration dates of licenses, vehicle inspections,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

KEY BENEFITS INCLUDE

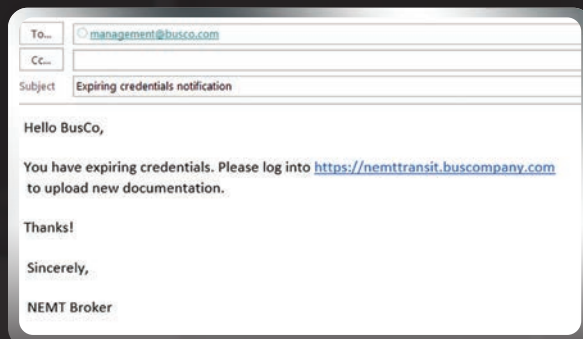
- Accurate compliance with funders contracts by ensuring only active and approved providers, drivers and vehicles provide NEMT trips
- Clean audits and faster reimbursement as data is complete and verifiable
- Improving billing efficiencies by reducing the number of denied trips
- Flexibility to allow 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

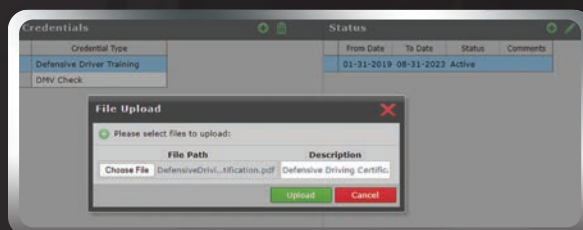
- Easy to use credential dashboard
- Store driver and vehicle credentials by type, status and details
- Mark a driver or vehicle as active or inactive
- Receive notifications of upcoming expirations of credentials
- Automatically update a status upon expiration of a credential
- Providers can log in, 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



Automated notifications for expiring credentials




Upload relevant documentation associated with credentials

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.



provider status summary	Trips - Assigned	Client name	Client phone	Requested Time	Origin
Unscheduled (73)	D4-1,41	37 Jeff Barry		13:15:00	3270 MORELAND DR SAN BRUNO 1871 EL CAM
Assigned (18)	D4-1,43	11 Irvin Allen		21:45:00	205 23RD AVE 2036 ULLDA
Accepted (7)	D4-1,43	33 Laura Ashley		21:00:00	3083 16TH ST 23 SEABOARD
Declined (1)	D4-1,44	39 Haron Barry		21:00:00	854 GRAY ST 2430 QUENT
Updated (1)	D4-1,44	32 Elizabeth Ashley		21:45:00	2280 14TH AVE 244 CLEVEN
Unassigned (0)	D4-5	42 Albert Belle		12:15:00	962 38TH ST OAKLAND 54508
Bidding (0)	D4-5	42 Albert Belle		21:15:00	962 38TH ST
Arrived & Performed (4)	D4-5	30 Ben Arthur		12:45:00	61 GEMMESSEE ST SAN FRANCISCO 935 CLAY ST
	D4-5	20 Ben Alexander		18:15:00	401 VALERIEA ST 44 ANNEX ST
	D4-5	27 Benedict Arnold		18:45:00	758 PACIFIC AVE 588 ELLINGST
	D4-5	46 Bill Bradley		11:45:00	188 PERALTA AVE SAN FRANCISCO 1790 POST S
	D4-5	18 Bobby Alphon		22:00:00	2123 IVYING ST 145 EL CORA
	D4-5	48 Crystal Bernard		17:15:00	489 CASTRO ST 2152 CLEMB
	D4-5	8 Debbie Allen		11:15:00	165 SACRAMENTO AVE SAUSALIT 1360 BUTTER
	D4-5	10 Grace Allen		18:45:00	1419 HAIGHT ST 66 UPLAND J
	D4-5	3 Spencer Abraham		21:30:00	451 VAN NESS AVE 1305 E 13TH

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

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

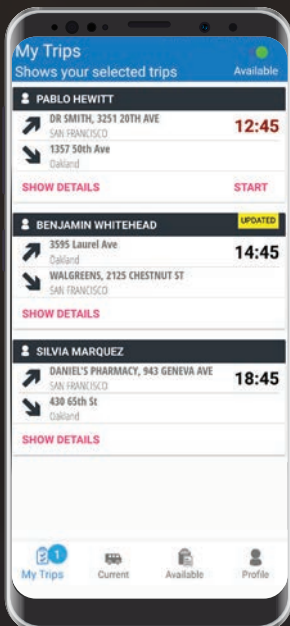
Real-Time Dispatch

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

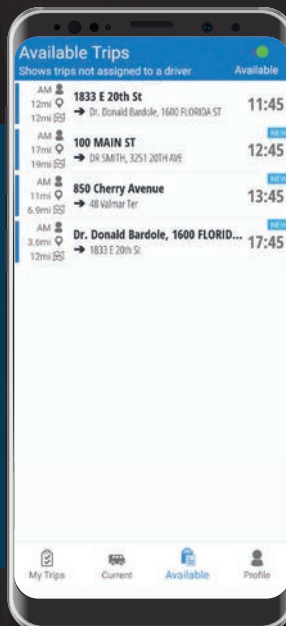
BayMed Express - BayMedTaxis -- [02-23-2018] 8 10:00 AM

Estimated T.	Vehicle	Driver	Address	Actual Arrive	Actual Depart	Schedule ID
10:00a	BAY101 1965					S
10:30a	BAY101 1965					S
5:00p	BAY101 1965					S
5:30p	BAY101 1965					S
9:00p	BAY101 1965	ALBA 181				S
9:30p	BAY101 1965	ALBA 181				S
9:30a	BAY101 1965	ALBA 181				S
10:00a	BAY101 1965	BA 181				S
3:00p	BAY101 1965	ALBA 181				S
3:13p	BAY101 1965	ALBA 181				S
8:00a		BENNINGTIC				S
8:30a	BAY101 1965	BENNINGTIC				S
6:15p	BAY101 1965					S
6:34p	BAY101 1965					S
10:17a	BAY101 1965	ALBA 181		10:17a	10:18a	P
10:22a	BAY101 1965	ALBA 181		10:22a	10:23a	P



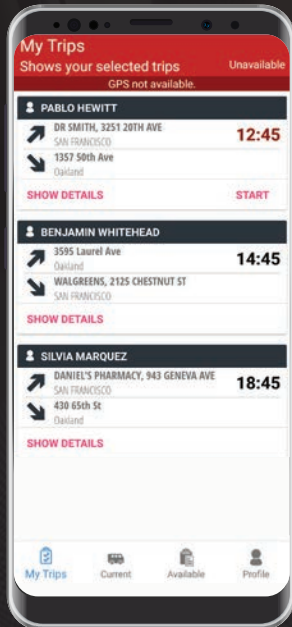
My Trips

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



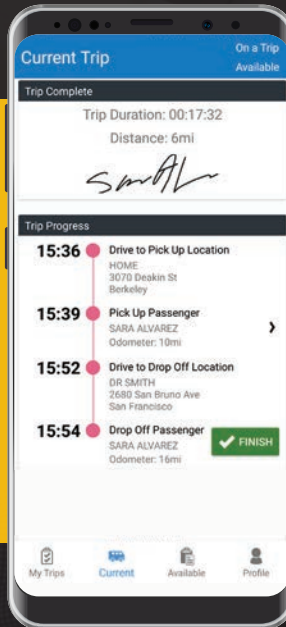
Available Trips

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

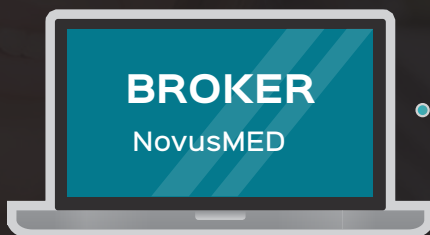
- Available for both iOS and Android
- Easily downloaded from the Google Play and Apple App stores
- Self-installed by drivers with no on-site services necessary
- Works 'out of the box' with no configuration required

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

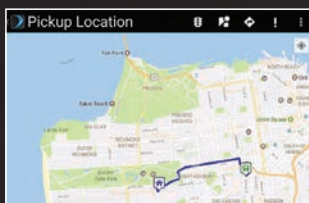
6 Real-time location and trip completion data, including signature capture, is automatically sent to the broker and provider simultaneously



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

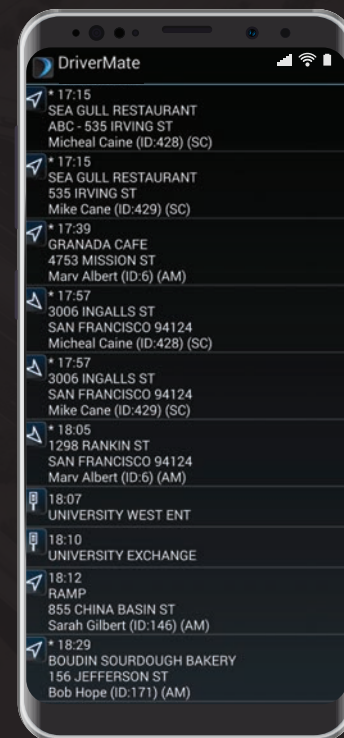
- Monitor vehicle location and schedule adherence in real-time
- Get your reports faster. Seamlessly integrate real-time data with call center systems and produce same-day reports

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

Manage Claims													
<div> <div>Search</div> <div>Travel Log</div> <div>Verify Signatures</div> </div> <div> <div>From Date: 08-01-2018</div> <div>Funding Source:</div> <div>Client:</div> <div>Submission Statuses:</div> <div>Find</div> <div>Clear</div> </div> <div> <div>To Date: 12-31-2018</div> <div>Provider: BayMed Express</div> <div>Vehicles: [ALL]</div> <div>Reimbursement Statuses: Authorized</div> </div> <div> <div>Booking Id:</div> <div>Service Type Id:</div> <div>Runs: All</div> <div>Reimbursement Document Type:</div> </div> <div> <div>Schedule Status: Scheduled</div> <div>Driver: [ALL]</div> <div>Reimbursement Document:</div> </div> <div> <div>Payee:</div> </div>													
<div> <div>Billing: 2489.68</div> <div>Disputed: 2499.68</div> <div>Agreed: 0.00</div> </div>													
Booking Id	Claim Id	First Name	Last Name	Date	Driver	Vehicle Number	Submission Status	Reimbursement Status	Schedule Status	Requested Time	From	To	Reimbursement
714087	311999	GERARDO	BROCK	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	9:45a	165 Sacramento Ave Sausalito	HOKI'S SUSHI & PACIFIC GRILL	18.30
714088	312000	GERARDO	BROCK	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	9:30p	HOKI'S SUSHI & PACIFIC GRILL	165 Sacramento Ave Sausalito	18.30
714089	312001	ELSIE	BARNES	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	8:00a	135 West St Sausalito CA 94961	LUCKY OCEAN DONUT, 1501 OCE	13.41
714090	312002	ELSIE	BARNES	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	6:15p	LUCKY OCEAN DONUT, 1501 OCE	135 West St Sausalito CA 94961	13.41
714095	312007	CHRISTOPH	SANTOS	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	11:30a	713 Page St Berkeley CA 9471	FU WAR RESTAURANT, 996 MISS	16.41
714099	312011	ISAAC	MORGAN	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	10:30a	757 Hearst Ave Berkeley CA 9	BANK OF AMERICA, 70 OLD COU	23.67
714117	312053	MILDRED	JACOBS	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	8:15a	1735 Gibson Rd San Francisco	HARILYN INN, 27 DASHIELL HAM	6.19
714118	312054	MILDRED	JACOBS	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	9:30p	HARILYN INN, 27 DASHIELL H	1735 Gibson Rd San Francisco	6.19
714125	312061	MINDY	MORRISON	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	1:00p	61 Genessee St San Francisco	PARISHAH BAKERIES, 1995 EVAN	6.36
714133	312069	KAYLA	RANSEY	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	10:30a	1122 Hove St San Francisco CA	WELLS FARGO, 1221 BROADWAY	16.44
714138	312074	ALEXIS	OLIVER	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	10:00p	CAL-MART SUPERMARKET, 358 39	18th Ave San Francisco CA 94	2.68
714145	312081	OTTIS	MCDONALD	08-01-2018	JIM ALBA	A101	Authorized	Authorized	Scheduled	10:45a	3114 Phoenix Ln Alameda CA	1 MI PUEBLO TAQUERIA, 319 BADE	19.17
714167	312103	ALFRED	CHASE	08-01-2018	CHASE BENNINGTON	A103	Authorized	Authorized	Scheduled	9:45a	732 Rivera St San Francisco C	SWEET DELIGHT BAKERY, 331 CL	4.91
714205	312141	REGINA	FOREMAN	08-01-2018	CHASE BENNINGTON	A103	Authorized	Authorized	Scheduled	8:00a	313 Camaritas Ave South San	FERRY PLAZA SEAFOODS, 1 FERR	16.33
714219	312269	ALVIN	SALINAS	08-01-2018	CHASE BENNINGTON	A103	Authorized	Authorized	Scheduled	12:30p	2097 Stuart St Berkeley CA 94	KC MARKET, 400 WILDE AVE SAN	22.65
714223	312273	DARRYL	SHEPPARD	08-01-2018	CHASE BENNINGTON	A103	Authorized	Authorized	Scheduled	10:00a	58 Southridge Way Daly City C	CAFE DELIGHT BAKERY, 1504 PO	10.29
714236	312286	WALTER	FERNANDEZ	08-01-2018	CHASE BENNINGTON	A103	Authorized	Authorized	Scheduled	10:00p	GRECO-ROMANA PIZZA CAFE 3481	Glen Park Rd Oakland CA 9	20.55
714237	312287	PAH	HACK	08-01-2018	CHASE BENNINGTON	A103	Authorized	Authorized	Scheduled	10:15a	1881 Baker St San Francisco C	RAMBLAS TAPAS BAR, 557 VALEI	4.60
714239	312289	JERRY	MCGOWAN	08-01-2018	CHASE BENNINGTON	A103	Authorized	Authorized	Scheduled	11:30a	819 Marina Village Pky Alameda	OLIVERS RESTAURANT, 421 AIRR	21.11
714247	312297	DOYLE	JOHNSON	08-01-2018	CHASE BENNINGTON	A103	Authorized	Authorized	Scheduled	8:15a	115 Highland Ave South San F	STARBUCKS, 1501 FILLMORE ST	12.26

📍 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



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

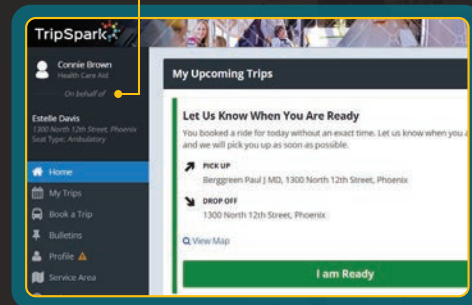
Eliminate processes

- 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

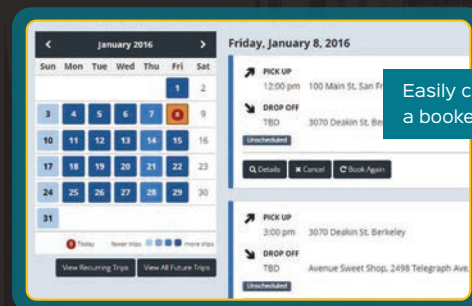
The Delegates Module allows people to act on behalf of the member. Family members, personal care givers, a facility acting on behalf of the member are examples of people who can be given the authority to manage trips on behalf of members. Based upon security and preferences, delegates are able to centrally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

Medical facility staff can book trips on behalf of members

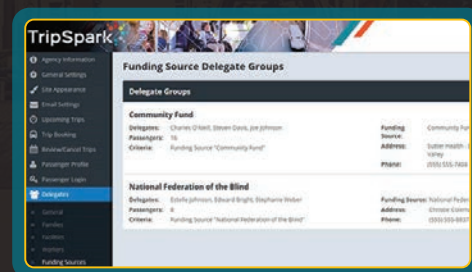


Main Dashboard

Simple view of all trips



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:

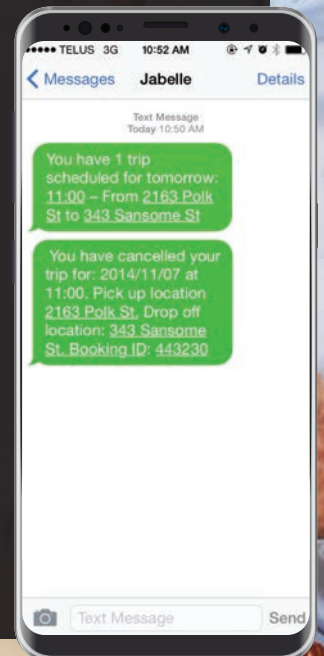
- **Reduce no-shows.**
- **Reduced driver wait times.** Less wait means more pickups, increasing revenue
- **Relief to the call center**
- **Relieves IT work.** No complicated and costly phone integration or client-side server setup

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.

Edit Complaints

Case Type: General | Description: Mr. Zamora called to complain that he was dropped off late for his appointment because the driver was late picking him up. | Comment:

Current State: Reported | Title: Late for Appt | Assignee: msmith | Priority: Medium | Case Id: 441364 | Created By: Admin | Created Date: 2019/11/22, 11:35:02 | Modified By: Admin | Modified Date: 2019/11/22, 11:35:02 | Booking Id: 774214 | Client Id: MR. Claude Zamora | Provider: Provider 1

Save Cancel

All Comments Transitions							
User Name	New Value	Old Value	Change Time	Change Type	History Type	Duration	Field Name
Admin			2019/11/22, 09:35:08	Insert			
Admin	Reported		2019/11/22, 09:35:08	Transition			

2 of 2 records

Complaints Screen

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

med

12/13/2019

12:04:56 PM

Complaints

Edit

Case Type:

Driver

Description:

The driver was late arriving to pick Mr. Johnson off and as a result he was 25 mins late for his appointment which caused him to have to reschedule.

Comment:

This is the third instance in one month of this driver not being on time for pickup resulting in a missed appointment.

Title:

NHL

First Name:

MATT

Last Name:

ROMAN

Purpose:

Date:

12-12-2019

Direct Distance:

9.335mi

Provider:

Fare:

3.0

Schedule Status:

Scheduled

Origin:

23 Seashore Dr

Unit

64014

City

San Diego

Destination:

130 Alton Street

Unit

San Francisco

City

San Francisco

All

Comments

Transitions

Reviewer Name	New Value	Old Value	Change Time	Change Type	History Type	Duration	Field Name
med			2019/12/13, 09:34:32	Insert			
med	Reported		2019/12/13, 09:34:32	Transition			
med	This is the third in		2019/12/13, 09:34:32	Comment			

3 of 3 records

Manage Complaints

MATT ROMAN

Manage Complaints

Manage Complaints

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.

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 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.



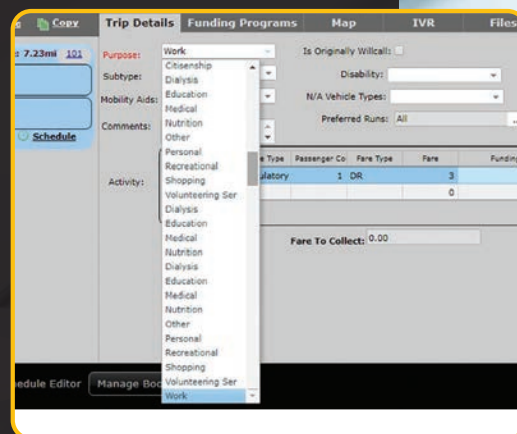
MAINTAINING PEAK SOFTWARE PERFORMANCE

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



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

MANAGE VOLUNTEER ACTIVITY WITH EASE

The Volunteer Management module for NovusMED allows organizations to manage individual reimbursements, trip manifests, and vehicles helping volunteer services to fit into operations easily and seamlessly.

CENTRALIZED PROFILE MANAGEMENT

Volunteers typically use their personal vehicle so their home address serves as their “garage”. Compared to a standard Provider, their availability and service area is more variable and restricted. Thankfully, all of this data is captured through a centralized workflow to allow organizations to manage volunteer information and the applicable billing unit.

- Volunteers are set up as individual Providers, meaning they each get their own invoice
- Create volunteer-specific vehicles, addresses and availability calendars
- Manage volunteer remote login credentials

Manage Volunteers Wed 12/9/2019 2:52:00 PM

Volunteer **MR. JOE COSTA**

Employee ID: [141] Driver License Number: [009043348]
 Title: MR Driver License Expiry: 08-30-2017
 First Name: JOE
 Middle Name: G
 Last Name: COSTA
 Gender: M
 Preferred Language: [] Parent Org Unit: Volunteer Head Office
 Birth Date: 03-15-1965
 Start Date: 08-13-2007
 Statements Received By: []
 Comments: [] Scheduling Comments: []
 Hard Copy: []

Driver Summary

Manage Volunteers

Runs

From Date: 12-06-2019
 To Date: 12-20-2019

Run Name	From Time	To Time	Date
XYZ-123	7:00a	5:00p	12-06-2019
XYZ-123	7:00a	5:00p	12-09-2019
XYZ-123	7:00a	5:00p	12-10-2019
XYZ-123	7:00a	5:00p	12-11-2019
XYZ-123	7:00a	5:00p	12-12-2019
XYZ-123	7:00a	5:00p	12-13-2019
XYZ-123	7:00a	5:00p	12-16-2019
XYZ-123	7:00a	5:00p	12-17-2019
XYZ-123	7:00a	5:00p	12-18-2019
XYZ-123	7:00a	5:00p	12-19-2019
XYZ-123	7:00a	5:00p	12-20-2019

Daily Runs

REMOTE ACCESS TO MANIFEST AND SCHEDULES

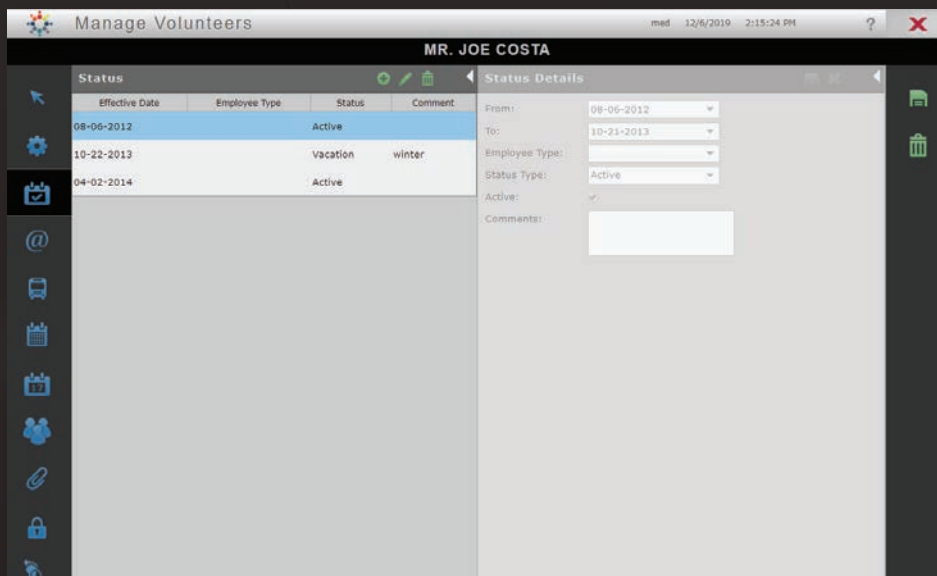
Volunteers are provided with selective online login access and can remotely review their manifest. They only have access to their shift information.

- Volunteers can view assigned trips and details, then choosing to accept or decline them
- Export route information to a printed manifest
- Drivers can be notified by e-mail that trips are available for review

REIMBURSEMENT MANAGEMENT

Volunteers are typically reimbursed on a per-mileage basis. The Volunteer Management module provides comprehensive functionality to manage every aspect of the billing process.

- Ability to set reimbursement rates for volunteers, including single or regional rates
- Reimbursements are broken out per trip, per day, and per billing period
- Ability to set a billing calendar, which groups all reimbursements for the billing period into a single statement
- Volunteers are notified by email when they can log in and review their billing statements
- Volunteers can accept reimbursements, dispute them, and manage donations



The screenshot displays the 'Manage Volunteers' application window. At the top, the title bar reads 'Manage Volunteers' with a status bar showing 'Wed 12/8/2019 2:15:24 PM'. Below the title bar, the user's name 'MR. JOE COSTA' is displayed. The main interface is divided into two panes. The left pane, titled 'Status', contains a table with the following data:

Effective Date	Employee Type	Status	Comment
08-06-2012		Active	
10-22-2013		Vacation	winter
04-02-2014		Active	

The right pane, titled 'Status Details', contains a form with the following fields:

- From: 08-06-2012
- To: 10-21-2013
- Employee Type:
- Status Type: Active
- Active: ☒
- Comments:

Volunteer Status

PACE PARTNERSHIPS

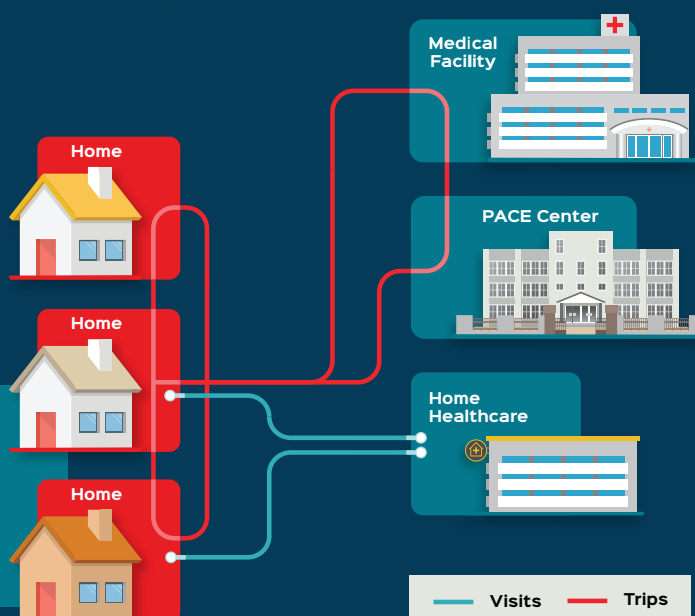
TripSpark understands a major goal for the Program for All-Inclusive Care for the Elderly (PACE) is to help seniors meet their healthcare needs in their community, instead of going to a long-term care facility. TripSpark's non-emergency medical transportation (NEMT) software is designed to help achieve 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

Activity	SchedStatus	EstTime	Client Name	Address	Distance	Travel	Length of Visit
	S	10:27a		YARD, BRYANT ST 94105	0.000mi	0	0
	S	11:00a	MRS. SARA ALVAREZ	100 MAIN ST SAN FRANCISCO CA 94401	18.697mi	32	5
	S	2:49p	MR. JOSE ALVAREZ	100 MAIN ST SAN FRANCISCO CA 94401	0.000mi	0	30
	S	3:53p	MR. SCOTT ALVAREZ	100 Main Street San Francisco California	19.389mi	33	35
	S	4:45p	MR. BERNARD ALLEN	1343 E 19th St Oakland CA 94606	8.430mi	16	35
	S	5:36p		YARD, BRYANT ST 94105	8.404mi	16	0

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

Activity	SchedStatus	EstTime	Client Name	Address	Distance	Travel
	S	12:30p	MRS. ELIZABETH KIRKLAND	26 Ford St San Francisco CA 94114	2.559mi	5
	S	12:37p	MRS. ANDREA EWING	244 Clement St San Francisco CA 94118	3.128mi	6
	S	12:47p	MRS. HEIDI RICH	156 Connecticut St San Francisco CA 94107	4.808mi	9
	S	1:08p	MR. MARCOS JOHNS	4401 Jensen St Oakland CA 94601	9.823mi	19
	S	1:17p	MRS. HEIDI RICH	PACIFIC PHARMACY, 650 INTERNATIONAL BLVD SAN FRA	3.667mi	7
	S	1:23p	MR. MARCOS JOHNS	GROCERY OUTLET, 2900 BROADWAY SAN FRANCISCO CA	2.146mi	4
	S	1:59p	MRS. ANDREA EWING	Dr. Gordon Ray, 100 NORTHWOOD DR SAN FRANCISCO CA	20.974mi	34
	S	2:10p	MRS. ELIZABETH KIRKLAND	Dr. William Green, 1135 MUNICH ST SAN FRANCISCO CA	5.300mi	10

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 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 access to the application via the Internet
- 100% power uptime
- 99.9% network 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



MOVING >> << TOGETHER

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.

www.tripspark.com | info@tripspark.com

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