



TripSpark's Transportation Technology Ecosystem for NEMT, PACE, and Health Providers

Software solutions designed for routing & scheduling, dispatching, member and driver information, and in-vehicle technology for health-related transportation

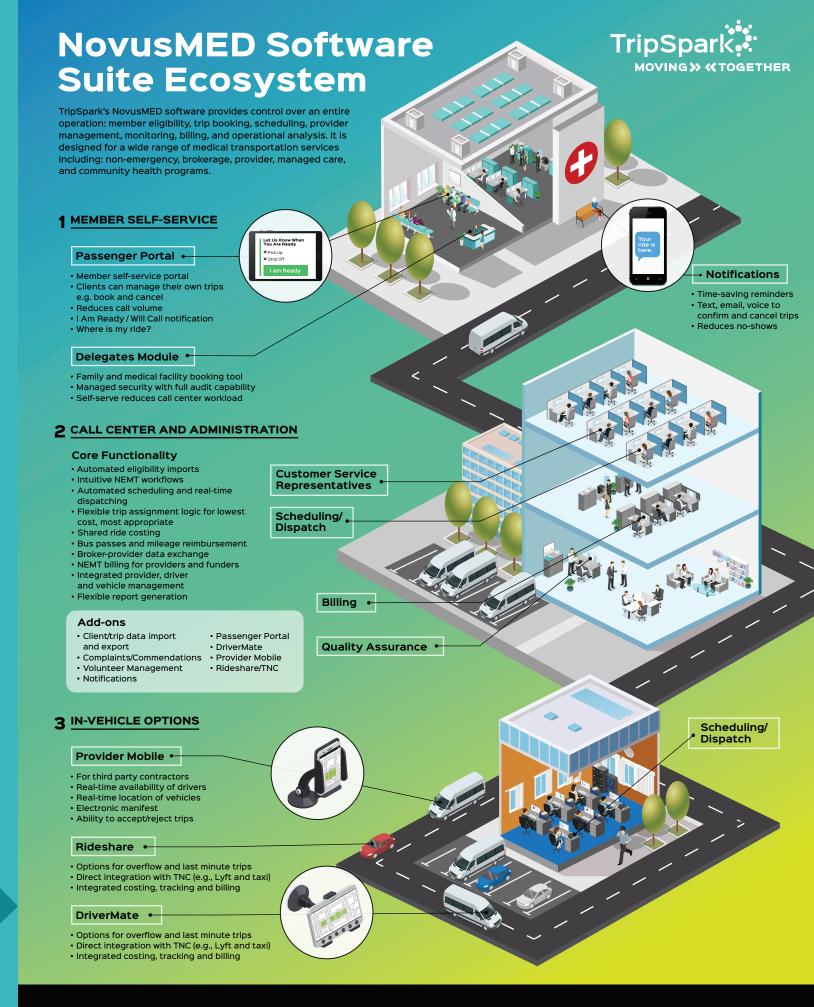


WHO WE ARE AND WHO WE SERVE

Evolving from long-time industry leader, Trapeze Group, **TripSpark Technologies** was created to bring the latest generation of human services transportation technology to our customers. We have 30 years of experience creating fixed route, paratransit, NEMT, rideshare and K-12 transportation software solutions and have been supporting clients, agencies, and transportation companies in every state and over a dozen countries.

Today, we provide human and health services transportation for NEMT providers, brokers, MCO's and PACE Organizations across North America to help them improve member/rider satisfaction, drive revenue, and overcome operational challenges.

NovusMED is our core human and health services transportation software solution and is incredibly adaptable. We also offer a range of add-on features to complete the ecosystem and fulfil unique requirements.



HEALTH AND HUMAN SERVICES TRANSPORTATION ECOSYSTEM (NovusMED)

TripSpark's **NEMT** and health and human services transportation ecosystem, NovusMED, is a highly configurable, robust platform that is great for complex operations, including NEMT providers, brokers, MCOs and PACE organizations, among others. NovusMED offers a wide range of medical transportation functions and workflows, and includes call center, administrative, driver application and client/clinic booking platforms.



Easy to follow menus, maps and help screens, and customizable workflows simplify the user experience. The automated software and upgrades installer make installation and updates a breeze.



Choose from a variety of integrated maps including Waze, Bing, Google and HERE Integrated — allowing staff to see the closest vehicle in real-time and schedule bookings immediately.



Clients and delegates are empowered to manage their bookings and changes through a notification platform. Patient information is readily available to call takers, enabling them to make better decisions.



Best-in-class credential management software speeds time to payment and decreases claim refusal while ensuring drivers and vehicles are qualified to perform trips.



A comprehensive scheduling and routing system enables users to manage the entire booking process, from the initial call to vehicle dispatch. The platform also allows scheduling groups of trips, and adjusting services in real-time, as needed.





TripSpark's **booking and trip management system**, Passenger Portal, is a straightforward, self-serve tool that empowers clients to manage their transportation experience, giving them hands-on control over every aspect of their trips (past and future) and personal profiles. This alleviates pressure on call centers while providing clients with a highly personalized experience.



The Delegates Module gives family members or personal care givers, the ability to act on behalf of the client. Delegates can also manage trips for several clients, without having to log into multiple accounts.



Complaints and/or commendations can be handled through a module that streamlines feedback, while workflows classify each comment and create corresponding follow-up actions. Organizations can capture, track, and respond to customer compliments, complaints, and other queries.

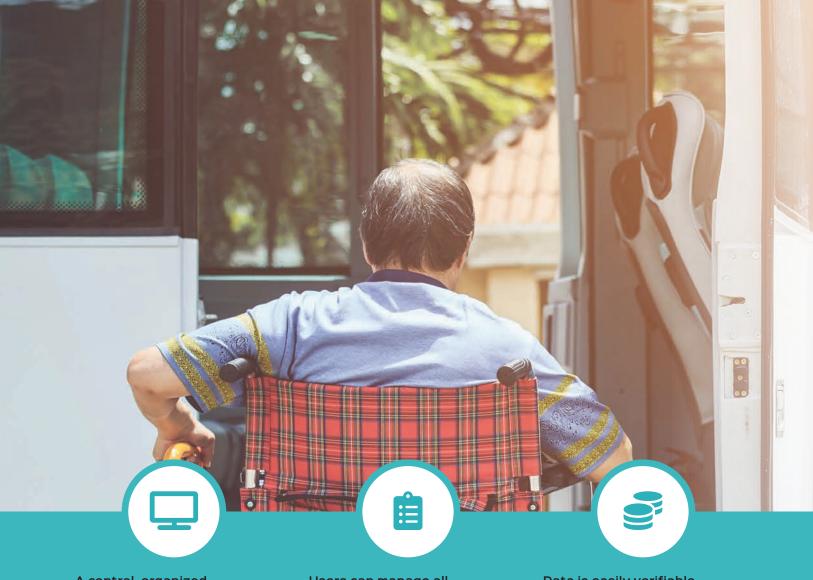


The system is accessible 24/7 and allows clients to easily create recurring trips while suggesting previously used or stored addresses.









A central, organized system within your health transportation software for all credentials and certification data increases billing efficiency.

Users can manage all credential types, update credential statuses, and attach relevant documents from a single platform.

Data is easily verifiable, allowing for clean audits and quicker reimbursements.

CREDENTIALS AND CERTIFICATION DATA (CREDENTIAL MANAGEMENT)

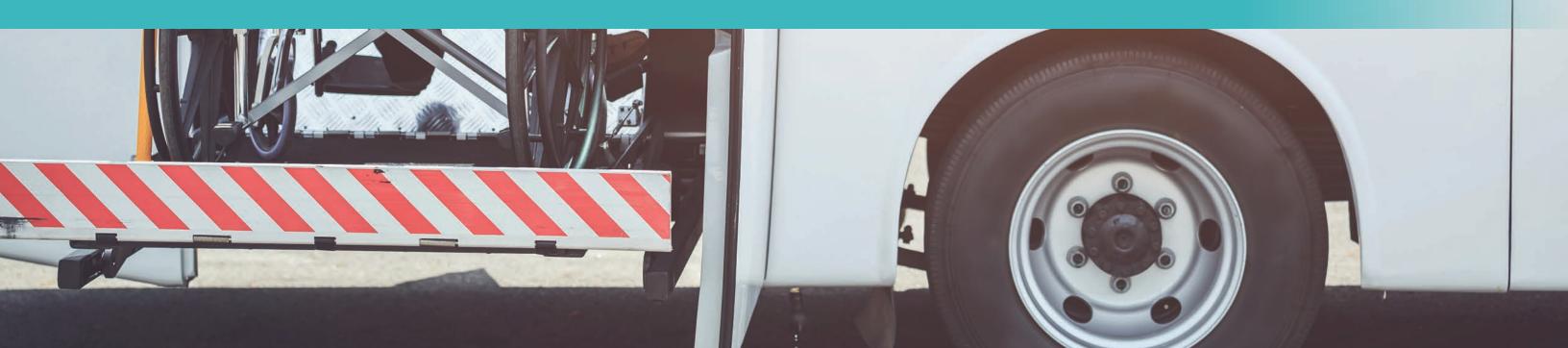
TripSpark's **credential management solution** is the most robust in the industry, unique in its kind. Managing credentials ensures that only qualified drivers and vehicles provide trips and is essential for clean audits and accurate reimbursements.



Notifications of upcoming expiring credentials are sent automatically, ensuring only qualified drivers and vehicles perform trips.



The system is highly flexible by allowing for credentialing requirement variances across different regions and states.



IN-VEHICLE SOFTWARE (PROVIDER MOBILE)

TripSpark's Provider Mobile is a **smartphone app** used by transportation providers and drivers to exchange information such as vehicle location, trip status and completion data, in real-time with their Brokers and/or trip providers.



Users can easily install this ready to use application, compatible with both iOS and Android devices, available on Google Play and the Apple App Store.



Provider Mobile streamlines processes – from trip assignment and completion, to billing.



Using the TripBroker online portal, transportation providers can instantaneously pre-assign trips to drivers and vehicles. Trip information is then immediately dispatched to drivers through the Provider Mobile App.

IN-VEHICLE SOFTWARE (DriverMate)

TripSpark's **in-vehicle technology** for transportation allows drivers to communicate with your call center and dispatchers, making it easier to share updates, manifest changes, and last-minute trip assignments in real-time.



Dispatchers can manage fleet and runs in real-time. If a vehicle is behind schedule, they can act proactively, enhancing client experience.



DriverMate enables two-way communication between dispatch and drivers, reducing the need for radios and improving client confidentiality.



Drivers can follow detailed directions to event locations and see current traffic levels on a Google or Waze map.
Voice navigation helps drivers focus on their route.



