



## **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.

# NovusMED Software Suite Ecosystem

**TripSpark**  
MOVING » » TOGETHER

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

Learn More at [www.tripsark.com/nemt-software](http://www.tripsark.com/nemt-software)



# 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.



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.



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.



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.



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





# BOOKING AND TRIP MANAGEMENT (PASSENGER PORTAL)

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.





## PASSENGER NOTIFICATIONS (NOTIFICATIONS)

TripSpark's **notification system** sends clients the latest updates regarding their trip(s) and ensures everyone is on the same page, with the same information. This tool provides clients with real-time notifications of their trip details, minimizing missed appointments, enhancing customer service, and improving on-time performance.



Clients receive automated reminders to confirm or cancel their trip, significantly reducing no-shows.



Notifications are fast to implement, easy to configure and have low overhead costs.



Inbound and outbound notifications function through multiple channels – SMS, email and phone.



A background image showing three call center agents in a modern office setting. In the foreground, a man with a beard and a blue patterned shirt is wearing a headset and looking towards the right. Behind him, a woman with long dark hair is also wearing a headset and looking in the same direction. Another person is partially visible in the background. They are all seated at desks with computers and office supplies.

# BROKER-PROVIDER PORTAL (*TRIPBROKER*)

TripBroker is a **web portal** that enables users to import and export trip information to third-party transportation providers to assign trips to alternate providers, all from a central system. It integrates natively with Lyft — a low-cost, on-demand transportation company for last-minute or difficult to assign trips.



TripBroker allows for information exchange with other transportation parties, including arrival locations, pickup and drop-off times, odometer readings and fares.



Your transportation company can view unassigned trips that are available for bid.



View all trips assigned to you and chose to accept or decline trips.



A photograph of a person in a wheelchair being loaded into a white van. The person is wearing a blue shirt and a red and black plaid blanket. The van's rear door is open, and the wheelchair is being pushed into the back. The background shows some greenery and a building.

# 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.



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.



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.



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.

# 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.







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