

# NON-EMERGENCY MEDICAL TRANSPORTATION SOFTWARE

Tools for Better Medical Transportation

## TRIPSPARK'S NON-EMERGENCY MEDICAL TRANSPORTATION SOFTWARE HELPS HEALTH SERVICE PROVIDERS DELIVER QUALITY PATIENT CARE

and improved efficiency with comprehensive management tools. TripSpark provides scheduling, tracking and operational analysis for a wide range of medical transportation services including non-emergency, brokerage, and community and home health programs.

### BENEFITS

#### Better Service

- Increase the reliability and flexibility of your service
- Allow call takers to view detailed patient information, including special needs
- Secure access can be given to third party locations such as hospitals and providers for trip scheduling

#### Lower Costs

- Simple, browser-based application reduces staff training expenses and overall cost of ownership
- More efficient vehicle and driver deployment lowers overall operational costs
- Hosted solutions available for operations without dedicated IT resources

#### Increased Productivity

- Fast, automated scheduling and dispatch
- Less time required for booking, billing and eligibility
- Browser-based functionality can be used over the internet or company intranet
- Optimize your resource allocation

#### Easy-to-Use

- Easy-to-follow menus, maps and help screens
- Clearly defined and simplified function-based processes
- Browser-based application uses .NET technology for simplified installation and deployment

## FEATURES

### Accurate Service Scheduling and Routing

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

### Comprehensive Management

- Accurately manage calls and patient information
- Manage will-calls, confirmation calling, and recurring trips/standing order in real-time
- Monitor trends and adjust resource capacity to meet changes in service demand

- Track on-time performance of staff
- Manage multiple contractors, funding sources (payors), multiple providers and volunteer driver programs
- Manage external subcontractor outsourcing
- HIPAA compliant

### Integrated Mapping

- Provide up-to-date, easy-to-use geographic locations and driver directions
- View routes and locations
- Integration with most other existing map data sources

### Flexible Billing and Reporting

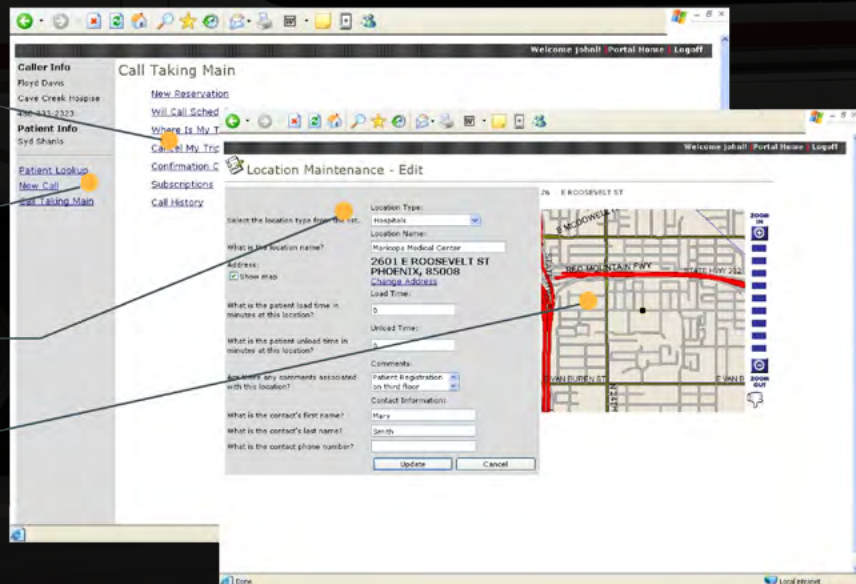
- Interface available to automatically submit accurate claims reimbursement information including Medicaid
- Integrate with your accounts payable billing system
- Generate detailed manifests and reports on performance, utilization, resource management and more
- Available interfaces for Medicaid eligibility and claims management

Easy-to-follow menus, maps and help screens

Call takers can quickly access Look Ups, New Calls and Main menus at any time

Easily manage and edit dispatch locations

Map updates instantly with address changes



#### 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
- INTERACTIVE VOICE RESPONSE (IVR) - offer automated telephone services with state-of-the-art Voice-XML technology



#### CONNECTING PEOPLE. PLACES. COMMUNITIES.

TripSpark Technologies is a community transportation technology company focused on helping mid-sized transit agencies and private operators transform their operation - increasing community engagement and driving revenue. TripSpark makes this possible by linking the latest technologies with a dedicated focus to help you grow your operation and meet evolving community transit needs.

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