

# 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

## 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](http://www.tripspark.com) |  [info@tripspark.com](mailto:info@tripspark.com)

©TripSpark Technologies, its subsidiaries and affiliates. All rights reserved. 2021  
Any trademarks or registered trademarks mentioned herein are the property of their respective owners.



# 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.

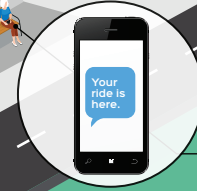
## 1 MEMBER SELF-SERVICE

### 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

### Customer Service Representatives

### Scheduling/Dispatch

### Billing

### Quality Assurance

### Add-ons

- Client/trip data import and export
- Complaints/Commendations
- Volunteer Management
- Notifications
- Passenger Portal
- DriverMate
- Provider Mobile
- Rideshare/TNC

## 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

