

# Turning Tragedy into Triumph

Greater Oregon Behavioral Health Inc. Use NovusMED's Software Suite to Regain Confidence in Their Brokerage

## About Greater Oregon Behavioral Health Inc.

Greater Oregon Behavioral Health Inc. (GOBHI) is a nonprofit corporation providing NEMT in 12 rural and frontier counties in Oregon. They are devoted to providing behavioral health and social services, while empowering individuals and communities to achieve better health.

GOBHI came to Momentm from a vulnerable place, struggling to recoup their losses from a previous, unsuccessful software implementation. As a large-scale brokerage, GOBHI came determined to regain their stride with Momentm's NovusMED NEMT software. The result? A newfound appreciation for the work they do with software that continues to exceed their expectations.

## GOBHI's Character Arc

Prior to NovusMED, GOBHI's software was causing them to struggle to adhere to the Oregon state Broker requirements. With an average of 73-minute hold times, and answering only 1% of calls, GOBHI was determined to improve their

operational strategies, customer satisfaction, and streamline their call intake process. Through extensive research and trial and error, the GOBHI team saw value in NovusMED's ability to get the ball rolling again.



### + PAIN POINTS BEFORE NovusMED:

- Lack of data collection and data output
- Finding an effective billing strategy
- Adhering to Oregon brokerage requirements

### KEY IMPROVEMENTS:



Reduced call times



Ability to work with providers with ease



GOBHI team's new appreciation for the work they do



Simple reporting through add-on features like NovusMED Driver, Passenger Portal, and Notifications

A few of the key features that supported GOBHI during the implementation process were the following:

1. **TripBroker:** Allows Brokers (and MCOs) to exchange trip-related information with the providers in their network, manage credentialing, and facilitate the exchange of performance data and billing.
2. **Claims Processing:** Timely provider claims processing, increased accuracy, instant trip access for providers, and easily reconcile payments. Processing claims with payors is simple, faster, and easy to track work denials or issues.
3. **Notifications:** Provides members with up-to-the-minute notifications of their trip details the day before and upon imminent arrival.
4. **Data Access:** Direct access to data has enhanced accuracy, improved timeliness, and simplified compliance with payor reporting requirements. The SQL function is invaluable for the data team in generating reports.

## Where GOBHI Is Today

The GOBHI team saw mass improvements in their operations within the first two weeks. They found the software easy to learn because of the user-friendly UI and the consistent support of our customer care team. They can enter trips intuitively, significantly reducing the workload and simplifying the call intake process. Call times have notably improved, and the Notes feature continues to streamline communication between dispatchers.

**“ We had two goals when looking for new software: ensuring that our staff is receptive and enjoys their work and choosing a software that makes our job easier to manage, not more complicated. With NovusMED, the turn around exceeded our expectations while effectively tightening our relationships with providers.”**

—Lisa Chamness, Interim Chief Financial Officer

To discover how Momentm’s NovusMED can give you similar results, reach out to us and let’s see how we can build Momentm together.

**“ For those who rely on Non-Emergent Medical Transportation, getting to appointments safely, on time, and with minimal hassle is a priority. NovusMED is a user-friendly software which allows our staff to simplify workflow while accurately allowing us to provide excellent customer service in a timely manner.”**

—Amanda Archer, Interim NEMT Supervisor



Momentm is a dedicated Health & Human Services Transportation software company, emerging with 30+ years of prior experience from TripSpark and Trapeze. This new brand is a reflection of our commitment to addressing a key social determinant of health (SDOH), namely non-emergency medical transportation (NEMT), for many market segments including Managed Care Organizations, brokers, transportation providers, PACE, IDD and health groups.

Our market leading expertise is well-known, and now we are truly building Momentm together with you.

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

©Momentm, its subsidiaries and affiliates. All rights reserved. 2025

Any trademarks or registered trademarks mentioned herein are the property of their respective owners.