



➤ NovusMED SOFTWARE SUITE

# NON-EMERGENCY MEDICAL TRANSPORTATION SOFTWARE FOR BROKERS & MCOS

Momentm's NovusMED software gives Brokers and Managed Care Organizations (MCOs) control over their entire operation such as 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.

NovusMED is flexible and can be configured and customized to suit your specific needs. For additional functionality, the core software seamlessly integrates with modules for automated data collection, volunteer management, complaints, passenger notifications and on-line booking information.

## NovusMED CORE FEATURES

### Browser-Based, Web-Enabled Technology

Experience a 360° view from your dashboard, with remote and secure access from anywhere. Web-based applications allow for straightforward installation, deployment, and training.

### Automated Eligibility Imports

Manage eligibility for multiple programs and funding sources. Eligibility flows through to members, trip bookings, billing, and reporting. You can efficiently handle eligibility decisions for dual-eligible members.

### Easy-to-Use NEMT Booking Workflow

From the moment a call is answered to the time a trip is booked, successive screens cue call-takers to gather, select, or review required information including addresses, special needs, multiple funding sources, demographics, mobility aids, attendants, trip times, history, and more.

### Lowest-Cost Trip Assignments

Select the most appropriate door-to-door provider based upon your specific criteria such as cost, location, mode, and availability. Different options are also available for member mileage reimbursement and bus pass use to maximize efficient use of available resources.

### Automated Scheduling and Real-Time Dispatching

NovusMED is the most advanced routing and scheduling algorithm in the industry to enable real-time, street-based scheduling, and routing. Create, edit, delete or improvise single or group schedules days in advance or in the moment. There is support for batch scheduling and trip assignments to help optimize all trips in the day.

### Broker-Provider Data Exchange

Using the trip broker function, providers can securely access trips and trip information via a web portal. Providers have the ability to accept/reject assigned trips, as well as export accepted trips and import completion data for streamlined billing.



### **NEMT Billing for Providers**

Convenient access for providers to see and respond to trip assignments and submit follow-up trip completion and billing data. Billing is easily processed, and providers can rely on timely reimbursements.

### **NEMT Billing for Funders**

Automated submissions to funding sources enhances timely and accurate billing and encounter reporting. Automated data accuracy checks improve billing compliance and reduce the number of denied trips.

### **Integrated Provider, Driver and Vehicle Management**

Upload supporting documentation and create reports to track expiration dates of licenses, vehicle inspections, insurance, training, and other requirements specified by your company and funders.

### **Flexible Report Generation**

Relevant data is available for audits. Log and view statistics including cumulative trips, trips by mode, trip purposes, no-shows, cancellations, and late cancellations.

## **OTHER FUNCTIONALITY**

### **Provider Mobile In-Vehicle App: NovusMED Driver**

Enable accurate AVL data collection and share your providers' trip data throughout the entire software suite. Allow your providers' drivers to view their manifest electronically and receive updates in real-time.

### **Volunteer Management**

Provide support for specifically managing volunteer drivers, including their reimbursements and highly variable schedules.

### **Complaints Module**

Track and monitor comments, complaints, and compliments from the reporting phase to resolution. Have access to accident, incident, complaint, and compliment reports directly linked to specific members, trips, providers, drivers, and vehicles. In addition to capturing complaints about drivers, NovusMED can now capture complaints about internal staff members.

### **Notifications**

Reduce no-shows and late cancellations by giving customers up-to-the minute notifications of next day trips, imminent vehicle arrivals, and system-wide announcements. Notifications may be sent via email, SMS or IVR voice call. Incoming notifications are also available for trip status requests and trip cancellations.

### **Passenger Portal**

Reduce no-shows and administrative costs by allowing members to cancel their trips, book new trips, or view and edit existing trips online at any time. Using the delegate feature, family, funding agencies, or medical facilities can manage trips on behalf of members.



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.

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