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NovusMED API INTEGRATION SOLUTIONS

ENHANCING NEMT SOFTWARE CONNECTIVITY

The benefits of APIs are critical to efficient and accurate sharing of data in the NEMT industry. Momentm Technologies offers two primary approaches for data integration with our NovusMED software: file-based exchanges and API-based integrations. Our focus is on providing seamless connectivity to enhance operational efficiency and data accuracy for NEMT providers and brokers.

FILE-BASED DATA EXCHANGES

NovusMED is capable of exporting and/or importing information in flat file formats and CSV. Most file-based exchanges require little to no development effort, thanks to our flexible and highly configurable file-based solution — though some formats may involve additional scoping depending on complexity.

File Categories Supported:

- Manual or automated file processing
- Scheduled exports with automatic posting to specific directories or secure FTP sites
- Supported file categories include:
- Member imports (Eligibility 834, 270/271 format, CSV, EDI)
- Trip imports: there are many standard formats, but flexible .csv/.txt formats are supported. Billing import/export (837, 837P, 835, 999, 277)
- Common location imports, such as approved Medical Facilities
- Provider imports
- Provider completion data imports
- Vehicles
- Driver data
- Credentialing data imports

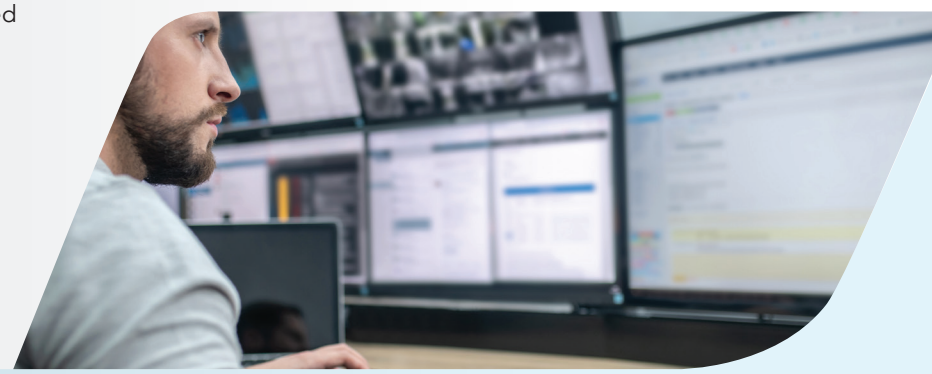
*With any data import/export, if a new file format is required Momentm conducts a thorough review to ensure compliance.

WEB SERVICES/REAL-TIME APIS

NovusMED supports multiple categories of Web Services/Real-Time API's. These APIs are typically where either Momentm or a third-party vendor communicates directly with one another.

Web services/Real-time APIs are vital to:

- Determine the scope of the integration: what problem are we trying to solve?
- Obtain any specification documents for existing API's.
- Determine the system of truth – which system is the ultimate owner of the data? Is a third-party writing to our NovusMED API (Trip Broker API), Momentm writing to a third-party API, or is this a custom integration? Is the integration one way or bi-directional?



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MOMENTM API CAPABILITIES

Trip Broker API (RESTful API)

- Import/Update/Cancel Trips that are assigned from a broker.
- Send back completion data.
- Send back Real-Time GPS data.

Novus-to-Novus API

- Both instances use NovusMED (i.e. both the broker and provider use NovusMED).
- Brokers can assign trips to providers using NovusMED, and track trips, completion data in real-time.
- Data can automatically flow between both the provider and broker.

Novus-to-Simpli API

- Broker instance uses NovusMED while the providers uses Simpli
- Integrate billing, reporting, and compliance data to drive better decision-making and streamline audits.
- Synchronize trip bookings, member eligibility, and service updates in real-time.

OTHER API OPTIONS WHEN REQUESTED

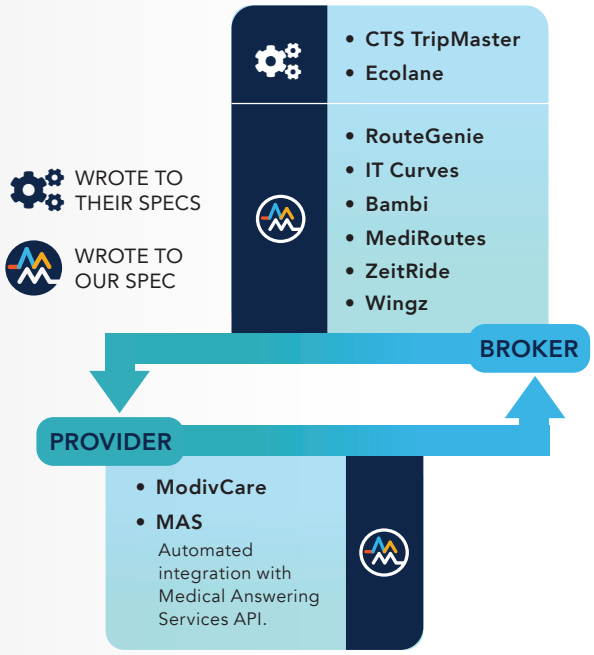
Web APIs

- Used to create passenger records, create, update, cancel trips, integrate with complaints, etc.
- This API requires the third-party vendor to write to our specification.

Third-Party APIs

- Should a third-party have a well-defined API, we can review the integration to determine a valid use case.

Current Supported API Integrations



OTHERS

- **TNCs (LYFT & Uber):**
  Allows for greater vehicle availability, resource allocation, and seamless communication between the NEMT instance and TNC platforms.
- **Five 9 Telephony**
- **RT 270/271**

API Background

An API, or Application Programming Interface, is a set of rules and protocols that allow different software applications to communicate and interact with each other. APIs act as a "glue" that links various information components within a system, enabling seamless integration between NEMT software and other healthcare systems.

By leveraging APIs, NEMT providers can significantly improve operational efficiency through automated scheduling, real-time monitoring, and route optimization. APIs also provide a secure method of data exchange, improving overall data quality, security, and compliance with health regulations.

If you require additional integrations or have specific API needs, Momentm Technologies is committed to reviewing and potentially developing new solutions to meet your requirements.

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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