

# SOLUTION BRIEF

## Technology-First Transportation Benefit Addresses the Unique Requirements and Challenges of Medicaid Programs

**Program:** Medicaid

**Benefit:** Transportation

**Population:** Vulnerable Populations

**Benefit Features:**

- ➔ Fraud, Waste, and Abuse Prevention
- ➔ On-demand NMT and NEMT ride reservations
- ➔ Turn-key network compliance management
- ➔ On-demand reporting and analytics



### Completely Flexible and Customizable NEMT Solutions

SafeRide Health leverages advanced technology and customized services to empower health plans to manage their members with more intelligence and control. SafeRide technology provides a comprehensive suite of Non-Emergency Medical Transportation (NEMT) tools for the entire care continuum. From Health Plan to NEMT Provider to Care Provider to Plan Member, SafeRide breaks down the barriers that traditionally exist between the parties involved, directly connecting them all through a single, HIPAA-compliant platform.

Best of all, SafeRide solutions are completely flexible and customizable to fit any unique need, for any plan, large or small.

**The SafeRide Health NEMT platform has been successfully implemented in all types of Health Plans including Medicaid programs for low-income adults, children, pregnant women, elderly adults, and people with disabilities.**



## Transportation Benefit Challenges Unique to Medicaid Providers



Member grievances and fraud, waste, and abuse claims have plagued Medicaid transportation programs managed by legacy NEMT brokers.



Legacy NEMT brokers fail to use current technology to support same day on-demand ride booking, forcing members into antiquated 48-hour minimum advance notice ride reservation requirements.



Health plans struggle to get complete and accurate transportation program reports in a timely manner from legacy NEMT brokers creating opportunities for fraud, waste, and abuse to go unchecked.



Health plans need assurances and documentation that all NEMT providers have been properly screened for compliance with state and local regulations to ensure members are safe and secure during their ride.



Grievances and costs increase due to legacy NEMT brokers' failure to assign the appropriate mode based on acuity levels, often not accounting for vehicle capabilities and specific drive service levels and certifications necessary for each unique ride.



Legacy NEMT brokers fail to adopt common technology services like secure web and app-based access, GPS tracking, and intelligent algorithms to ensure rides are accessible, cost effective, compliant, and safe.

# SafeRide Health Assures NEMT Program Success

---

SafeRide Health's turn-key technology ecosystem handles all layers of a Medicaid transportation benefit. SafeRide's unique technology-first approach conveniently schedules all types of transportation needs for Medicaid populations in advance and on demand. Robust reporting capabilities keep Plan Administrators informed while Data Algorithms, GPS Tracking Technology, and the SafeRide Partner Network prevent fraud, waste and abuse while providing the highest-quality NEMT services in the industry.



## Proprietary Data Algorithms

Assures the right mode of transportation is provided at the right time



## Real-time Ride Monitoring

GPS tracking and logging of travel booking events prevents fraud, waste, and abuse



## Data Integration with Health Plan Systems

Enables proactive management and maintenance of benefits



## Turn-Key Call Center Operations

Live US-based personnel coordinate all member transportation needs



## User Access Permission Control

Complete capability to show or limit access to information based on user role assures healthcare information privacy



## Flexible Service Options

Leverage SafeRide's call center or empower health plan representatives to coordinate all member transportation needs



## On-Demand Transportation Booking

Robust, vetted mix of all types of transportation from ride-share, to wheelchair vehicles, stretcher vans, and more



## On-Demand Reporting and Analytics

Instant access to benefit performance from deep analytics to specific ride details

## Scalable for the Future

By implementing SafeRide Health solutions, Health Plans can deliver turn-key, robust NEMT benefits to their Members using a reliable and scalable platform that will serve them well into the future.

### For more information

**Online:** [www.saferidehealth.com](http://www.saferidehealth.com)

**Email:** [team@saferidehealth.com](mailto:team@saferidehealth.com)

**Call:** (855) 955-7433

**SafeRide Health**  
**6125 Washington Boulevard**  
**2nd Floor**  
**Culver City, CA 90232**

