

# Access2Care

## Non-Emergency Medical Transportation Management

Minimize costs, improve customer satisfaction, and emphasize quality with Access2Care.



### Record of Performance

Access2Care's Non-Emergency Medical Transportation (NEMT) management experience began in 1998, with a national program for Kaiser Permanente. Currently we provide NEMT services to Medicaid and Medicare members through over 45 government and managed care organization (MCO) contracts, with customized programs for each client's unique service area and diverse population.

We manage large, complex NEMT programs while also creating ongoing improvements in transportation management. We initiated many of what are now industry best practices as a result of developing solutions for our clients' challenges.

### NEMT Program Capabilities

- ✓ Eligibility and benefit verification
- ✓ Level-of-service determinations
- ✓ Network development and management
- ✓ Member, client, and community communication
- ✓ Call center management, URAC accredited facilities
- ✓ Electronic claims payment
- ✓ Fraud, waste, and abuse prevention
- ✓ Electronic data exchanges
- ✓ Complaint and grievance monitoring and resolution
- ✓ Reporting, including online data access

### Cost Containment

Access2Care's proprietary, efficient, and automated software system automatically selects the most appropriate method of transportation for every trip. Our clients are able to stabilize and often reduce their transportation costs as a result of our technology.

### Member & Client Focused

Exceptional customer service is a top priority for Access2Care. Our proven methods for effectively managing high-volume call centers and medical transportation services result in high satisfaction and low complaint rates.

Over 99.7% of Access2Care Transports are Complaint-free.

Access2Care serves over 8.5 million members and delivers over 5.5 million trips each year. We are committed to understanding the populations we serve and to effectively communicating with them through awareness of their cultures and environments. We train our entire customer service and operations staff in this approach resulting in a team that is expert at providing NEMT management services for vulnerable populations.

### Network Performance through Collaboration

Our success in the recruitment, management, and retention of networks lies in our approach. Through collaboration and partnership with our providers we deliver the best results for all stakeholders.

We also have a history of working successfully with both the medical and transportation provider communities. Access2Care has strong relationships with over 850 transportation providers across the United States, managing over 4,000 vehicles.

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“Access2Care has been able to control costs while maintaining a high level of service and customer satisfaction. Access2Care is a true partner and is committed to the success of our health plan.”

- A Florida Health Plan

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## Dedication to Quality

We aggressively monitor quality throughout our internal processes and transportation network to ensure your members and your organization always receive the highest quality of service. Over time, we have implemented a variety of programs and measures designed to continuously maintain and improve the quality of services we deliver to our clients.

## Simplicity through Automation

Access2Care's objective is to make it simple for eligible members to schedule rides while ensuring accuracy, consistency, and cost efficiency for our clients. The key to our system's success is that we have automated as much of the process as possible.

For example, our system automates collection of items such as date, time, and Customer Service Representative (CSR) identification, and uses eligibility and provider state files to populate fields. This allows the CSRs to focus on delivering the best customer service while minimizing the chance for human error and potential for fraud, waste, and abuse.

## Beyond NEMT Management

In today's healthcare environment, it is important to focus on quality and value-adding innovations that improve overall healthcare outcomes. Access2Care works with our clients to create programs designed to reach the most challenged and least-engaged members.

We broaden access to care through a variety of programs, including:

- ✓ Hospital readmission reduction
- ✓ Diabetic blood draws
- ✓ Reduction in unnecessary Emergency Department visits
- ✓ Managed Ambulance

With us, it's more than just transportation, it's about affordable and dependable access to healthcare.

## For More Information

We would enjoy the opportunity to evaluate your current transportation program to determine how Access2Care may be able to reduce your costs, improve efficiencies, and improve member experience. Please contact us for more information or to schedule a conversation.

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