

MediTrans Case Study

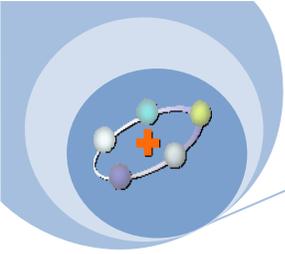
MEDITRANS PORTAL SOLUTION

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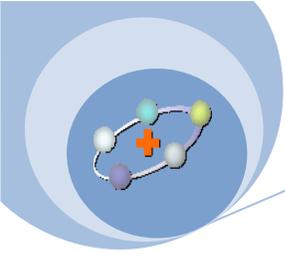


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BUSINESS OVERVIEW

Federal law requires states to provide non-emergency medical transportation assistance to recipients of Medical Assistance (MA) and/or General Assistance Medical Care (GAMC). There are various divisions and subdivisions of said non-emergency medical transportation assistance to accommodate those with different types of needs. Many of these services are governed by regulations that require compliance by all service providers involved. Some service providers have used current unreliable systems as a means of committing fraud and thereby have created a need for a compliance and auditing system such as that disclosed herein.

The major problems with current non-emergency transportation services include a lack of consistent, reliable data, an inability to quantify compliance, high costs passed through to the state, and an overall lack of accountability, which creates an environment for fraud.

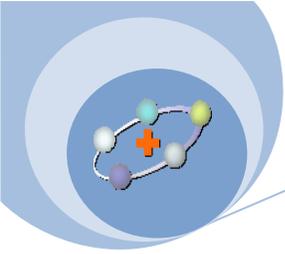
Compliance issues exist with driver training and background checks, and with vehicle regulatory compliance, safety, liability and maintenance. There is also a lack of compliance for reporting, data collection and documentation. Service issues include no-shows, "ghost" trips (trips that do not actually occur), non-qualifying trips, and mileage overcharges.

Due to these and other issues with currently used systems, there is a high level of existing fraud in the non-emergency transportation field in the form of kick-backs, overcharges, preferential ride allocations, and exaggerated distances for mileage overcharges AND 'Ghost Rides'.

A viable Solution to these issues has been evolved by Meditrans Portal LLC. The following pages describe the solution and offer an efficient and proven system for immediate implementation by the health care industry.

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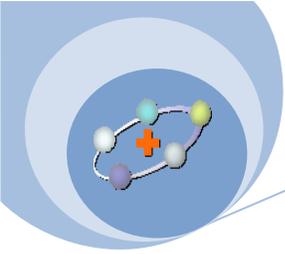
MEDITRANS PORTAL SOLUTION

Meditrans Portal Solution was created to achieve a balance between cost control, high performance and high quality of service. Its primary objective is to minimize fraud, waste and abuse of non-emergency transportation services. To achieve these goals, the system presented here provides for training and enforcement of policies and procedures, high quality drivers and vehicles, technology and automation of ride management components, compliance and tracking capabilities, and automated reporting and auditing capabilities.

The system provides electronic remote access to manage and monitor rides via the internet cloud in a secure manner. Users have login clearance to monitor or audit the ride database and information on a daily basis and the ability to perform random checks and obtain data regarding every aspect of a trip or ride. The system also facilitates complaint investigation and resolution and may reduce potential liability in the event of an investigation as well as provide for accountability and transparency. For all of these reasons, the system is capable of achieving substantial cost savings.

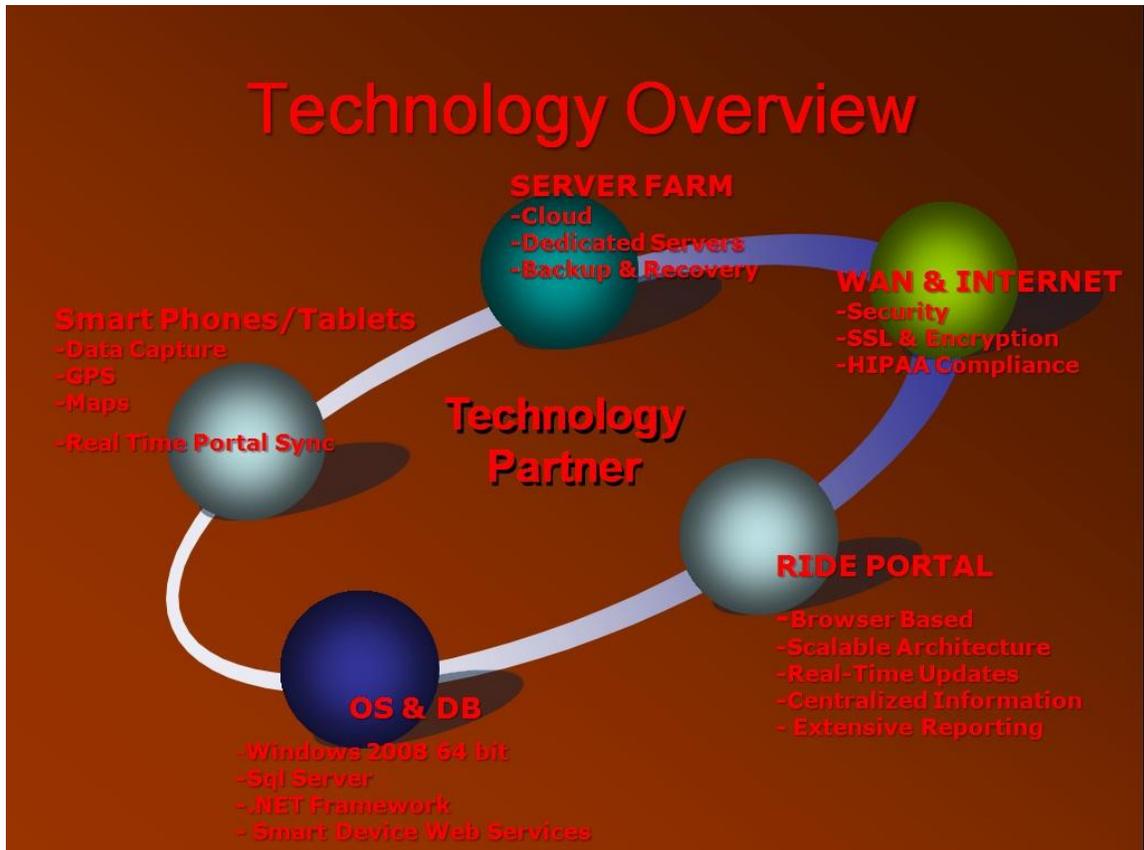
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Features Overview

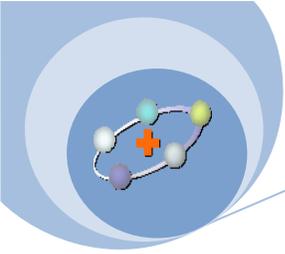


- State of the art Portal integrating GPS and Mobile Devices
- HIPAA Compliant SSL and 128 bit RSA Encrypted transfers over the internet
- MAP based navigation
- Accurate Mileage recording
- Full Accountability of Rides
- Real-Time updates of Ride status from any Android Mobile Phone or Tablet
- Rides appear on Driver smart Device with Locations, Driving Instructions and MAPs
- Driver can record Passenger Signature, Photo, Start, End Location and Time-Stamp
- Automated Billing and Accounts
- Audit Tools
- Scalable Architecture
- Cloud based portal with Mobile /Tablet Integration

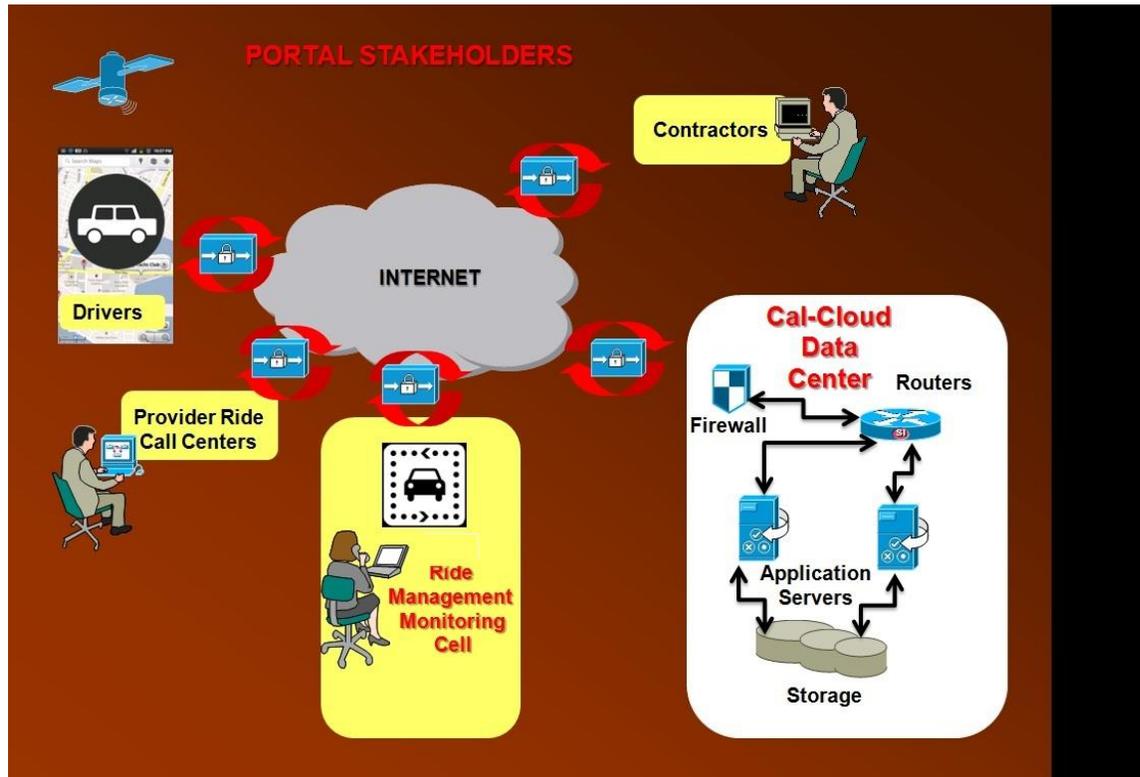
Portal Workflow Overview

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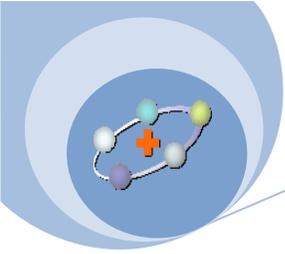


- All Contractors, drivers, vehicles and credentials are populated in Exchange
- Rides enter the system via secure delivery from Call Center
- All rides are visible to the Ride Exchange
- Rides are dynamically assigned to various contractors/drivers
- Drivers can view their assignments online on their Smartphone/tablet instantly
- Drivers get pre-calculated mileage, driving directions and map for each ride
- Upon initiating a ride and completing it, tablet timestamps the journey
- Stakeholders can view in real time the current position of each vehicle
- Rides may be delivered, cancelled, re-assigned or marked as waiting or no-show
- Portal manages Vehicles, Drivers and Rides
- Portal automates Billing
- Portal provides Audit Tools and Reporting

METHOD OF OPERATION

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A Vendor (HMO) who subscribes to Meditrans portal gets a super administrator account. The super administrator then will create accounts for his Transportation Providers with their own Ride exchange ports. He will provide ride billing rates and populate the system with rides via the Ride exchange ports.

Transportation Providers will then create their own dispatchers, contractors and driver accounts. Rides are populated daily and appear for assignment to dispatchers. Rides are validated by the dispatcher and then assigned to a subcontractor's drivers.

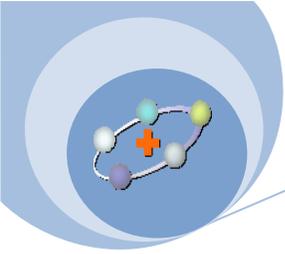
Rides appear on subcontractor's driver mobiles/tablets with geocoded locations, driving instructions and live maps. Drivers can record items such as passenger signature, photo, start and end geolocation and time-stamp. There is a "button mode" to record and send an image (photo or signature) with GPS coordinates and a time-stamp to the portal when a ride starts or ends. There is also a "stream mode" to record and send GPS coordinates and time-stamp to the portal at specified intervals (e.g. every one minute) during the ride.

Stakeholders can view in real time the current position of each vehicle. Rides may be delivered, cancelled, re-assigned or marked as waiting or no-show. Portal manages vehicles, drivers, rides and performs billing and reporting as follows:

1. Vendor Billing Report –Gives the billable cost for each ride and the total cost by giving the no-show rate, pick up rate and the rate for the rides for different mileage ranges that is payable to the Transport Provider by Vendor. This report can be exported to a Microsoft Excel spreadsheet.
2. Driver Run Report – Shows total mileage, number of rides and no-shows done by each driver for a specified time period and the amount payable to the driver by the Transport Provider for each ride.
3. Vendor/HMO Reconciliation – This allows a dispatcher to upload the vendor or HMO reconciliation file weekly and calculates the total cost by taking values from the database. This report can download as a Microsoft Excel spreadsheet.
4. Ride Info Report – Lists all the ride information for a specified time period including cancelled Rides.
5. No Show Report – Lists all the no-show rides done along with comments.

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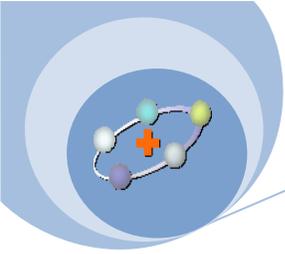
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AUDIT MODULE

The Audit Module performs data analysis and reports possible discrepancies. Heuristic Algorithms detect suspect activity and patterns. Extensive reports and charts give accurate statistics on driver performance. Driver credentials are verified online and any out-of-date or expired credentials are blocked; the system will not allow a driver with expired credentials to submit rides for reimbursement. Passenger acknowledgement and actual ride path taken is captured online. Over a period of time, data mining may be performed to catch anomalies. Subcontractor performance and ratings can be submitted and viewed for auditing.

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Implementation Strategy

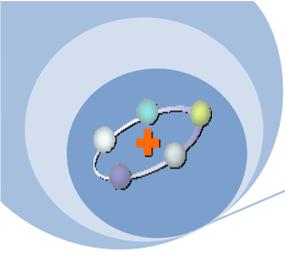
'It is inherent in human nature to resist change from status quo'

Acceptance of new technology always poses challenges. Meditrans portal LLC takes great pride in its approach to bringing about acceptance of its solution to all stakeholders. Here are the steps we follow in rolling out an implementation:

1. Establish a Project Monitoring team and help desk comprising of a representative from the Vendor, Providers and Meditrans Portal.
2. Implement solution as per following PROJECT TIMELINE
 1. *Requisition Vendor accounts, configure Portal - 1 week*
 2. *Integrate Vendor Ride Population Mechanism to Portal – 1 week*
 3. *Configure Dispatcher, Contractor, Driver - test with mock Rides and Mobile devices – 1 week*
 4. *Generate Billing, Audit Reports with test data – 1 week*
 5. *Roll-out with training – 2 weeks*
3. Monitor the progress daily with audit reports.
4. Manage and maintain the portal with help desk.

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PROJECTED SAVINGS

“Millions of dollars disappear from HMO and government-funded Non-Emergency Medical Transportation (NEMT) budgets each year thorough FRAUD, WASTE AND ABUSE (FWA). The opportunity for FWA is created by the current system of largely self-directed and self-monitored services being available to those clients, drivers and transportation providers who take advantage of and benefit from the lack of a fully accountable management, billing, verification and audit system in place. MediTrans Portal, LLC, has developed a state of the art technology PORTAL to address exactly the deficiencies of the current system. When the MTP model is fully implemented, health plans, transportation providers and governments can rest assured they have done everything possible to STOP FRAUD, WASTE AND ABUSE.

PROJECTED IMPLEMENTATION COSTS

One-time license, configuration and setup fee - \$

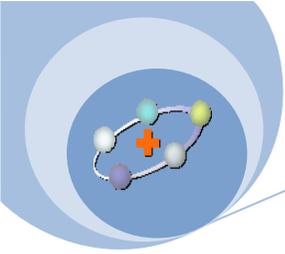
Help Desk Cost - Telephonic support and periodic training - \$

Billing per ride Costs-

Mobile Device data plan costs -

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Conclusion

Top benefits of Meditrans Portal Solution:

Provide a simple, familiar, and consistent user experience.

Our Web Portal is tightly integrated with mobile and tablets, e-mail, and Web browsers to provide a consistent user experience that simplifies how people interact with content, processes, and business data. This tight integration, coupled with robust out-of-the-box functionality, helps you employ services themselves and facilitates product adoption.

Boost employee productivity by simplifying everyday business activities.

Take advantage of out-of-the-box workflows for initiating, tracking, and reporting common business activities such as document review and approval, issue tracking, and signature collection. Tight integration with familiar client applications, e-mail, and Web browsers provide you with a simple, consistent experience.

Help meet security requirements through comprehensive control over content.

By specifying security settings, storage policies, auditing policies, and expiration actions for business records in accordance with compliance regulations, you can help ensure your sensitive business information can be controlled and managed effectively. And you can reduce litigation risk for your organization.

Effectively manage and repurpose ride content to gain increased business value.

All rides are effectively recorded and their status is updated in real time and stored securely. Billing reports reflect accurate data and their delivery can be verified.

Connect people with information and expertise.

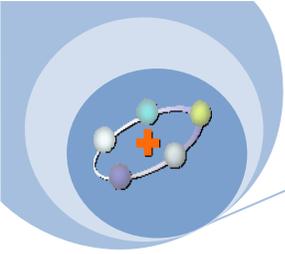
Enterprise wide business data along with online information about stakeholders, rides, and reports produce comprehensive, relevant results. Features like real-time status updates, dynamic driver allocation, and alerts improve the relevance of the results.

Accelerate shared business processes across organizational boundaries.

Without much effort, you can use smart, electronic forms–driven solutions on the Browser as well as mobile devices to collect critical business information from customers, partners, and suppliers. Built-in data validation rules help you gather accurate and consistent data that can be directly integrated into back-end systems to avoid redundancy and errors that result from manual data re-entry.

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Share business data without divulging sensitive information.

Give your employees access to real-time, interactive Web pages and documents from a Web browser that is specific to each user's login.. Use these pages to maintain and efficiently share one central and up-to-date version while helping to protect any proprietary information.

Enable people to make better-informed decisions by presenting business-critical information in one central location.

Centralized Report Center sites give users a single place for locating the latest reports, spreadsheets, or KPIs.

Provide a single integrated platform to manage intranet, extranet and Internet applications across the enterprise.

Meditrans Portal is built on an open, scalable architecture, with support for Web services and interoperability standards including XML and Simple Object Access Protocol (SOAP). The server has rich, open application programming interfaces (APIs) and event handlers for lists and documents. These features provide integration with existing systems and the flexibility to incorporate new non-Microsoft IT investments.

Empowerment of Users

The Web portal can often eliminate or replace paper-based administrative processes and help reduce the amount of time that a user would take to accomplish his goals.

Simplify management and administration

The Web portal can reduce technology costs and streamline many time-intensive or inefficient administrative processes. With a Web portal, you can:

- Provide staff with a single point of access to commonly used applications, such as those used to manage Rides, Finance, or performance. This will save staff time and increase their productivity. It will also provide enhanced access to the information required for decision making.
- Eliminate paper-based administrative processes by using the collaboration features, or by using automated workflows to manage review or approval processes that you currently manage with paper-based systems.
- Improve collaboration and communication among clients and staff members.

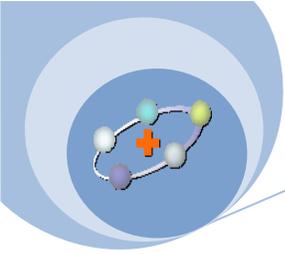
Thank You.

APPENDIX A

PORTAL STAKE HOLDERS

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Vendor (HMO)

Vendors supply rides either by updating their FTP site or through the vendor module using the “add ride” option. Vendors can see the credentials uploaded for each driver and can also change the information for rides they have sent in. Vendors also get the option to search and filter rides in a way similar to the dispatcher. Vendors can only view the rides they have sent in, and cannot view or access rides sent in by other vendors. Vendors can get their reports on billing and performance online.

Transportation Companies (Providers)

Transportation Companies get assigned a set of rides daily by the Vendor. They in turn manage the assignment and delivery of the rides to Contractors and their drivers. Providers may assign rides to their own drivers or contractors. They manage and maintain their driver and vehicle credentials, daily ride schedules and billing and reports. Each provider is assigned an administrator account, which further creates the provider’s dispatcher, contractor and driver accounts on the system.

a. Administrator (Admin)

An admin can add, delete or edit drivers, contractors or dispatchers and view the FTP log. An admin can also import the vendor’s CSV files to insert into the system database.

An admin can also change the mileage for a ride or a number of rides by increasing the mileage by one or decreasing by one. An admin can upload and view credentials for drivers.

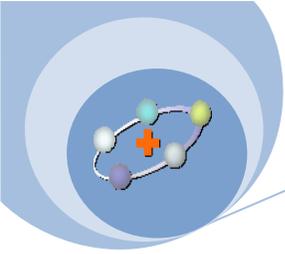
An admin can generate the following reports:

1. Driver Ride Info – Shows total mileage, number of rides and no-shows done by each driver for a specified time period.
2. Daily Ride Info and Driver Schedule – Lists all the ride information for a specified time period.
3. No Show Report – Lists all the no-show rides done along with comments.
4. Billing Report – Gives cost for each ride and the total cost by giving the no-show rate, pick up rate and the rate for the rides for different mileage ranges. This report can be exported to a Microsoft Excel spreadsheet.
5. Vendor/HMO Reconciliation – This allows a admin to upload the vendor or HMO reconciliation file weekly and calculates the total cost by taking values from the database. This report can download as a Microsoft Excel spreadsheet.

b. Dispatcher

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The dispatcher is the person who manages the rides (the “dispatcher”). All the rides allocated daily to the Provider will be visible to a dispatcher.

A dispatcher can assign a ride to a driver or group contracting the driver (the “contractor”). The ride status will be then changed to “assign”. If the ride has to be cancelled a dispatcher can change the status to “cancelled.” If the person in need of a ride (the “rider”) does not show up for the scheduled ride, a dispatcher can change the status to “no show.” Once the rider is delivered by the driver the status can be changed to “delivered.”

When managing rides, a dispatcher is capable of selecting the nearest location for services from an internal directory. This capability assists with avoidance of “long distance hauling. The dispatcher can also designate “multiple legs” for a ride. For example, a passenger may require a ride to three separate places. Instead of booking three separate rides for the passenger, the dispatcher can combine all three stops into one ride with multiple legs or multiple stops, which saves money and promotes efficiency.

A dispatcher can also edit the ride information. For example, if a ride was already “delivered” and the vendor then “cancelled” the ride, a dispatcher may reapply his or her changes to indicate the appropriate status of the ride (“delivered” in this example). Dispatchers also have the option to add new rides.

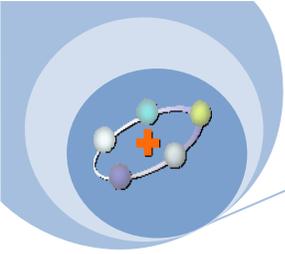
Dispatchers can also do the following: print the rides for the day; generate the schedule numbers for the rides for a particular date; change the mileage for a ride or a number of rides by increasing the mileage by one or decreasing the mileage by one; search for a ride by using app number, contractor/driver name, or customer name, or by using the pick-up address; navigate to list of rides for any date by using the calendar; sort the rides listed by schedule number, pick-up time, driver/contractor name, mileage, or status; and filter rides by selecting All Today’s Rides, Rides Left to do, Assigned Rides, Delivered Rides, No Show Rides, Cancelled Rides, or rides from a specified vendor. The Dispatcher stays in constant touch with drivers and is responsible for efficiently delivering all the rides while optimizing the driver’s time based on real-time maps and ride information.

c. Contractor

Contractors are a group of drivers. Rides are assigned to contractors by a dispatcher. They can reject rides by changing the status of a particular ride to “Not Assigned.” Once a ride is assigned to a

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contractor, the contractor can reassign those rides to one of their own drivers. They can also change the status to “delivered,” “no show” or “cancelled.”

d. Driver

Drivers can see the rides assigned to them and update the status of their assigned rides once each ride is completed. Drivers can upload and view only their own personal credentials.

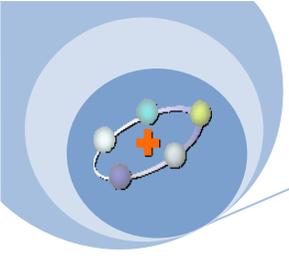
A driver may use their tablet, smart phone or other mobile to access the driver module and obtain updates while in the field. Drivers may also use their mobile device while in the field to send data back to the portal, for example, passenger signatures, photos, time-stamps, and start or end geolocations.

Some rides are classified as STS-eligible. For all STS rides, the system requires drivers to capture four items from the passenger to be eligible for reimbursement. These items are client signature, client photo ID, client signature, and client certificate of need. The driver will capture these items using the camera on their field mobile device and import or upload them into the portal. If the driver fails to upload all four of the referenced verification items, the system will not allow the driver to upload the related ride for reimbursement

APPENDIX B-Screen Shots

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