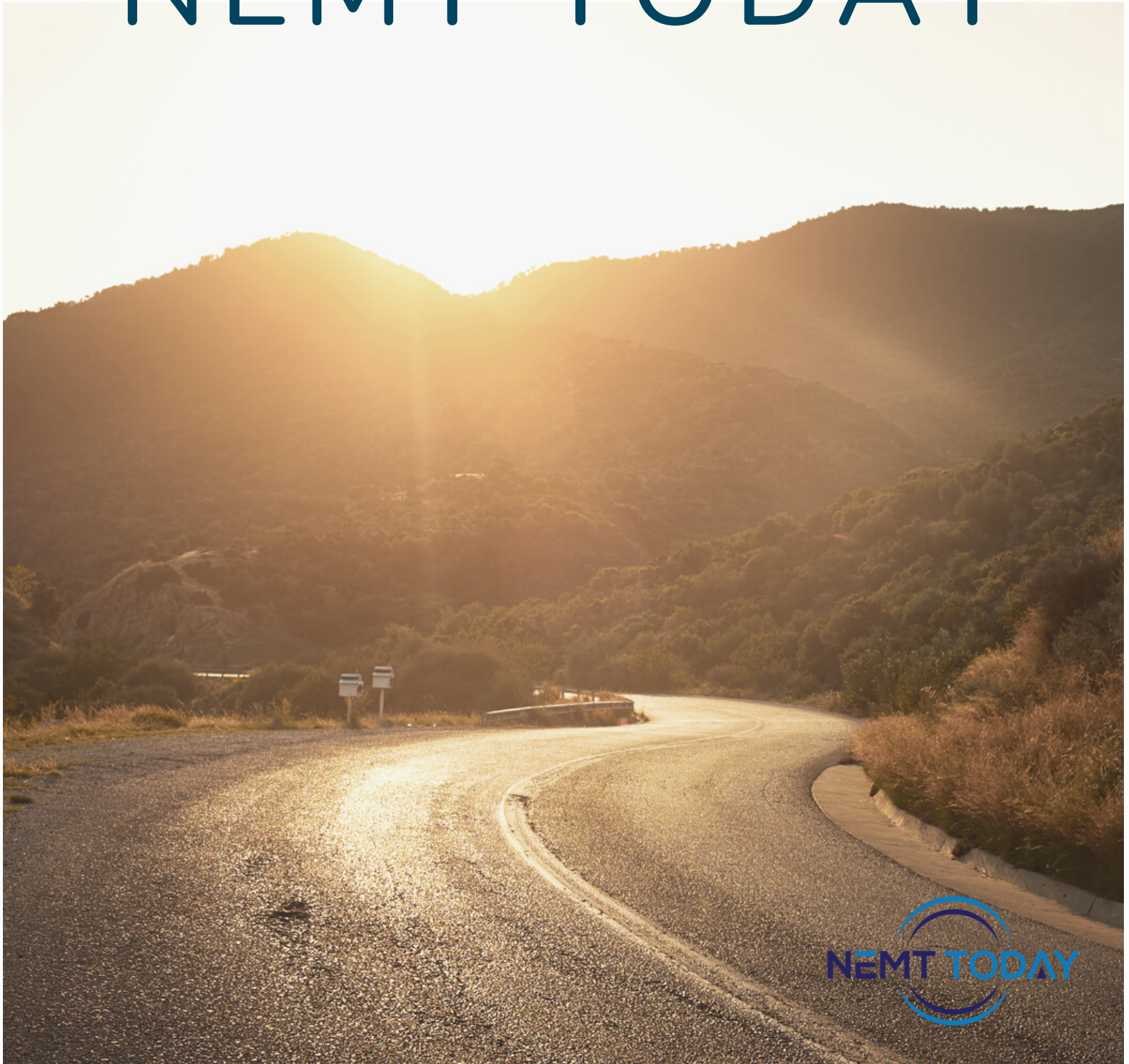


A NEMTAC Publication

# NEMT TODAY



News for the Non-Emergency Medical Transportation Industry Stakeholders  
Educate. Engage. Evolve.



# Letter from the NEMTAC Board of Directors

The NEMTAC Board of Directors is thrilled to resume the publication of NEMT Today Magazine. As we continue to grow as an industry leader and a source for best practices, we are committed to providing relevant and informative content to our readers.

Since the TransForm 2022 Conference, several exciting changes have taken place within our organization. We have launched our new education platform, opened registration for the 2023 Conference, made updates to our accreditation program, and accredited three new companies. We have many more companies in the queue for accreditation, which we are looking forward to announcing soon.

One of our biggest successes this year has been securing locations for the future NEMTAC® Transform Conference for the next few years. We are delighted to announce that this year's conference will be held in Jacksonville, Florida at the Hyatt Regency Riverfront. We have also secured Glendale, Arizona for 2024 and Dallas, Texas for 2025. We made the decision to rotate the conference's location each year based on valuable feedback and survey results from our 2021 event. This year's location was chosen by conference attendees who voted between Dallas and Jacksonville.

In addition to the magazine, we are excited to announce our new monthly webinar series. Stay tuned for monthly announcements on our social media channels about the upcoming topics.

Thank you for your continued support as we strive to provide industry-leading standards and best practices. We look forward to seeing you at the upcoming NEMTAC events.

-NEMTAC Board

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This goes on the cover and sets up the  
branding for your entire magazine.





# Value-Based Care and NEMT

## How to Adapt Your NEMT Business to Value-Based Care

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by NEMTAC staff

Non-emergency medical transportation (NEMT) plays a critical role in ensuring patients have access to the care they need. As the healthcare industry moves towards a “value-based care” model, NEMT providers will need to adapt to these changes to continue providing high-quality, cost-effective services. In general, value-based care is a delivery model where health care providers are paid based on successful outcomes rather than for individual services. Here are 5 ways that NEMT providers can prepare for value-based care:

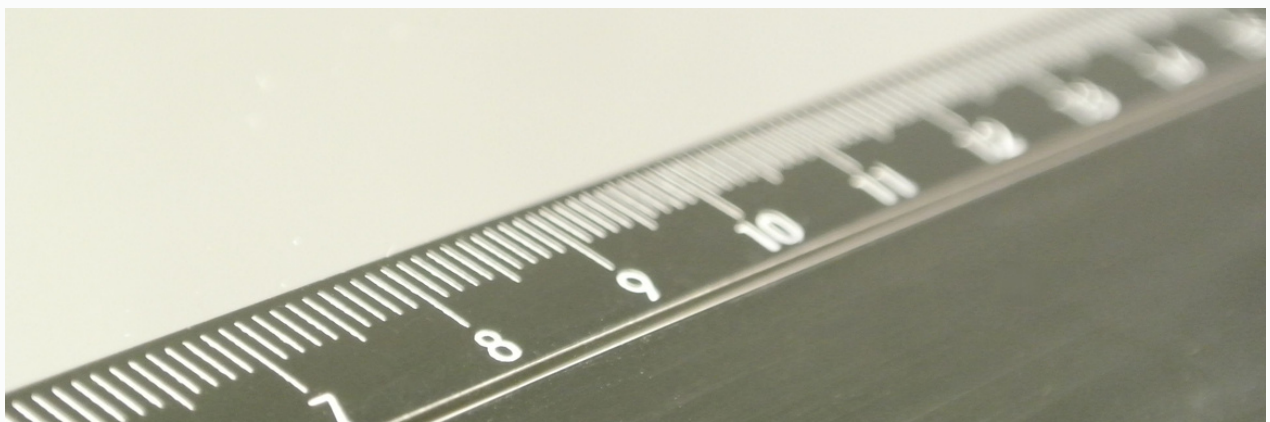




**1. Focus on Patient Outcomes:** In a value-based care model, the focus is on improving patient outcomes, rather than just providing services. NEMT providers can prepare for this shift by working closely with healthcare providers to understand the specific needs of patients and developing customized transportation plans that meet those needs. For example, NEMT providers can work with healthcare providers to develop transportation plans that ensure patients arrive on time for appointments and are transported safely and comfortably.

**2. Leverage Technology:** Technology can play a key role in helping NEMT providers prepare for value-based care. For example, transportation management systems can be used to optimize routes, reduce wait times, and ensure that vehicles are used efficiently. In addition, mobile applications can be used to provide real-time updates to patients and healthcare providers, improving communication and coordination of care.

**3. Measure Performance:** In a value-based care model, performance is measured based on specific quality and cost metrics. NEMT providers can prepare for this shift by implementing performance measurement systems that track key performance indicators, such as on-time arrivals, patient satisfaction, and cost per trip. This data can be used to identify areas for improvement and demonstrate the value of NEMT services to healthcare providers and payers.



**4. Build Partnerships:** In a value-based care model, healthcare providers and payers work together to coordinate care and improve outcomes. NEMT providers can prepare for this shift by building partnerships with healthcare providers, payers, and other transportation providers. For example, NEMT providers can work with local transit agencies to provide coordinated transportation services for patients.

**5. Emphasize Preventive Care:** Preventive care, in a value-based care model, is emphasized to improve outcomes and reduce costs. NEMT providers can prepare for this shift by offering transportation services for preventive care, such as wellness visits and screenings. By emphasizing preventive care, NEMT providers can help patients avoid costly and unnecessary hospital visits.

In conclusion, NEMT providers can prepare for value-based care by focusing on patient outcomes, leveraging technology, measuring performance, building partnerships, and emphasizing preventive care. By adapting to these changes, NEMT providers can continue to play a critical role in ensuring patients have access to the care they need, while also driving down costs and improving quality.





# Routing, Scheduling and Dispatching Systems: Finding the Right Product

## Do's and Don'ts of the Decision-Making Process

By: Dan Reid, President  
Grove Transit

For Non-Emergency Medical Transportation (NEMT) providers, purchasing vehicles is a big decision and investment. NEMT providers put a great deal of thought and road testing into the process before deciding on the right vehicles for their fleets. However, I would argue that of equal importance and, perhaps, of longer lasting consequence to your NEMT business should be your decision in selecting a Routing, Scheduling and Dispatching (RSD) software for your operations.

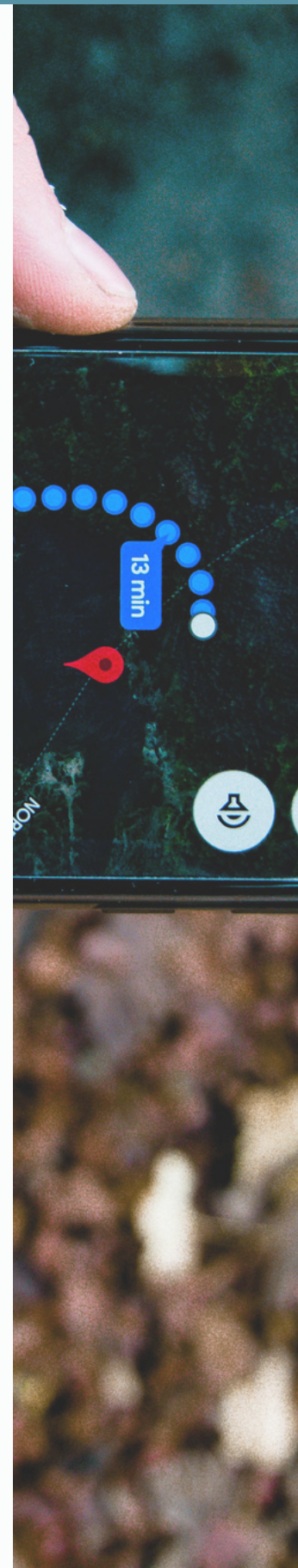
A few years ago, at NEMTAC's inaugural conference, I made a presentation on "What I would Want in the Perfect RSD Software Product." During the presentation, I likened selecting an RSD product to the days (many years ago) when my siblings and I would pull-out the Sears & Roebuck Catalog in mid-November and start circling all the gifts we simply wouldn't be able to do without that coming Christmas. When it comes

to picking your RSD system, it's not quite as easy as perusing the Sears & Roebuck, but given that the implications of your decision can make or break your business, it's worth making sure you can make a well-informed decision.

It wasn't too long ago that options for a RSD vendor were limited both in numbers of available products and features within the products. Often NEMT providers had to settle for products that were really designed for other industries, such as ambulance, mass transit, or taxi.

I don't have the space to go through my entire RSD wish-list for this article, however, I can give you a few pointers should be helpful in your decision process. You need to plan to commit a good deal of time and energy to this process. This decision is too important to skimp on the required legwork and due diligence. I have broken down these areas into five bullet points:

(continued on page 8)



# 5 Steps to Finding the Right RSD System

## 1. Schedule Product Demonstrations:

First, you must figure out who to schedule demonstrations with! Call around to other NEMT providers to see which products or companies they use. Attend industry conferences such as NEMTAC's Transform and TTA's Mobilize. Obviously not everyone can delay starting their search until the conference are held, but if you are lucky enough to be "looking" when the conferences occur, the exhibitor floors are a goldmine. You can also find online resources such as SourceForge that will give you names of various products.

Every vendor will walk you through a demo of their product - but don't stop there. If they ask to schedule "a 30 minute demo", then make sure your call is scheduled for an hour or longer. Give yourself time to ask questions during and after the demo.

Go through this process with multiple vendors - don't limit yourself - and make sure you take good notes, or better yet, record the sessions.

## 2. Develop Your Wants and Needs List:

Develop and prioritize your "Must Have" and "Nice to Have" features in an RSD product. After you have looked at all the products you want to explore, develop your own checklist of what features or modules are essential to you, and then do a side-by-side comparison to see which RSD products meet your needs. Write your list in pencil, not ink. In other words, flexibility is important and be ready to change your list and reprioritize your items as you go along. At first blush, an Auto-Scheduler may seem like the most important item to you, but as you go through the process you might, for example, decide that having an API connection with your broker is more important. The key is that you are learning throughout this process and you can't learn if you are not open to new ideas.

Now you can go back, decide which products interest you, and schedule follow-up visits. You will be armed with a whole set of questions and ideas so that you can really dig deeper into each product.

## 3. Talk with Existing Customers:

Have the vendors provide you with names and contacts of existing customers and reach out to those customers to get their thoughts and input. Keep in mind, you are not likely to get the customers a vendor is having problems with, but if you get 3 to 4 names and speak with several of these, you should get some good firsthand, real world feedback. If possible, visit a client using the product and spend a day (or two) watching them schedule trips and dispatch trips. Not only will you learn about the software your are considering implementing, but you may also pick up some best practices you can take home.

(continued on page 9)



# 5 Steps to Finding the Right RSD System

(continued from page 8)

## 4. Schedule Follow-ups with Vendors:

Now that you are armed with information about all the other products and what they have to offer and feedback from actual customers, schedule follow-up meetings with those vendors still in the running. When taking these meetings, you should control the agenda. Ask the questions you need to fill-in any information gaps. Rarely will any one product meet 100% of your needs, but this step is where you can get a feel for: what a particular vendor has currently in development for new modules and features; what is scheduled for development; and what they have “on the horizon.” Don’t overlook this last part; a vendor that is not proactively looking to improve their product and/or, equally as important, unwilling to do so, is a vendor with an RSD system that will soon be a dinosaur.

## 5. Run the Data:

After you have whittled your options down to just two or three products, try to run some “relevant” test data on each of the products. Remember, the vendor-provided test data in a demonstration environment always works perfectly (the trips all schedule and they all schedule on time). Real world data, on the other hand, can be a bit trickier. If you have the ability to sign a Business Associate Agreement (BAA) with a potential vendor and the vendor is willing to invest the time to create a test environment with your data, then you can truly see how the scheduling system works with actual data you will be working with in your company.

## Additional Questions to Consider Before a Final Decision

Is the vendor willing to consider different, customized solutions or processes for your operations?

Does the vendor sponsor and offer User Group meetings?

Does the vendor have abundant and sufficient documentation for their product?

What's availability of the vendor's support desk?

What is the vendor's implementation process and what's involved with it?

Do you understand the pricing structure? What parts can be negotiated?

## The Bottom Line

A RSD system is a major purchase that will dramatically impact your business going forward and will touch virtually everyone in your company. At the end of the day, investing the time and effort will help to make sure you fully understand all the available options and to make the best decision for your company's success.

# Kinetik: A New Approach to NEMT

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Millions of people rely on Non-Emergency Medical Transportation (NEMT) to ensure they are connected with the care they need, including life-sustaining care such as dialysis or chemotherapy treatments. Across the NEMT industry, stakeholders tirelessly work to provide passengers / members access to care; however, coordinating and delivering NEMT programs + services is immensely challenging due to the severe fragmentation of the industry and lack of adequate technology.

This fragmentation results in a multitude of issues including: negative impacts on passenger / member experiences and health outcomes; high rates of fraud waste and abuse; lack of data to make program adjustments; or confirmation that passengers / members made it to their appointments. We, at Kinetik, believe it is time to challenge the status quo and approach NEMT in a new way.



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**Learn more @ [Kinetik.care](https://Kinetik.care)  
[connect@kinetik.care](mailto:connect@kinetik.care)**

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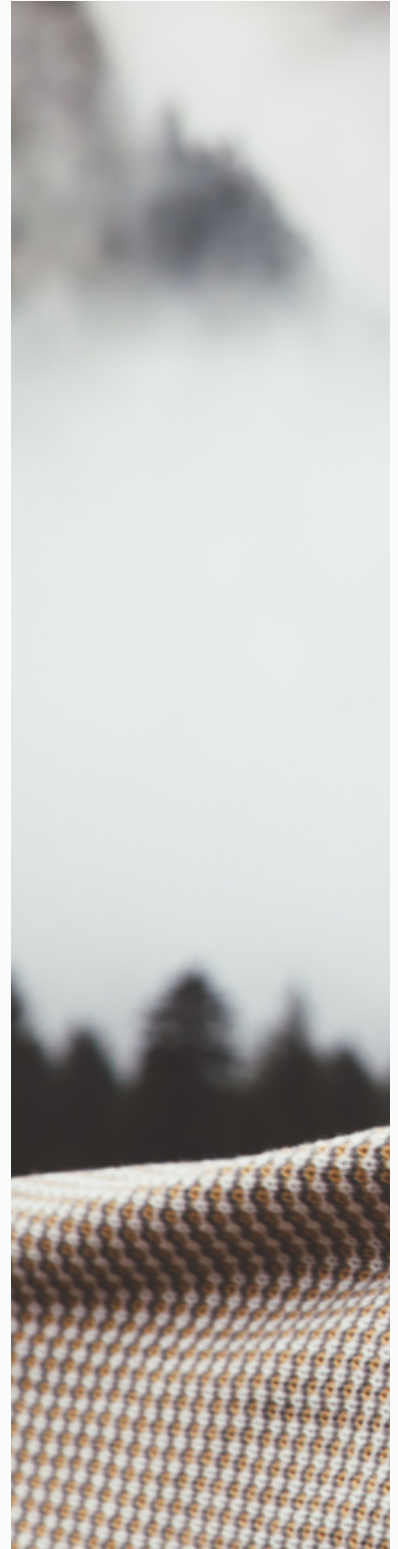
Kinetik is a healthcare technology company that has built the nation's first digitally integrated healthcare transportation infrastructure connecting payors, passengers / members, brokers, and transportation providers. The Kinetik end-to-end ecosystem creates interoperability thus allowing for seamless delivery of NEMT services. This connectivity breaks down the data silos and delivers key performance improvements including:

- Enhanced passenger / member experience
- Improved access to care
- Full visibility into the life cycle of each trip
- NEMT program transparency, including actionable data
- Ability to auto-generate timely and accurate claims
- Reduction of fraud, waste, and abuse

Kinetik utilizes a partnership and integration approach which allowed us to focus resources on our core competencies such as building innovative and intuitive platforms, while leveraging our third-party partners for their core competencies such as credentialing and dispatching.

Kinetik's tech stack includes a scheduling/booking platform with credentialing capabilities via our partner ProCredEx, integration with national dispatch software partners, and an integrated billing/claims platform that creates a dynamic and fully digitized end-to-end solution. This solution can be utilized by health plans, hospital systems, NEMT brokers and transportation providers, just to name a few.

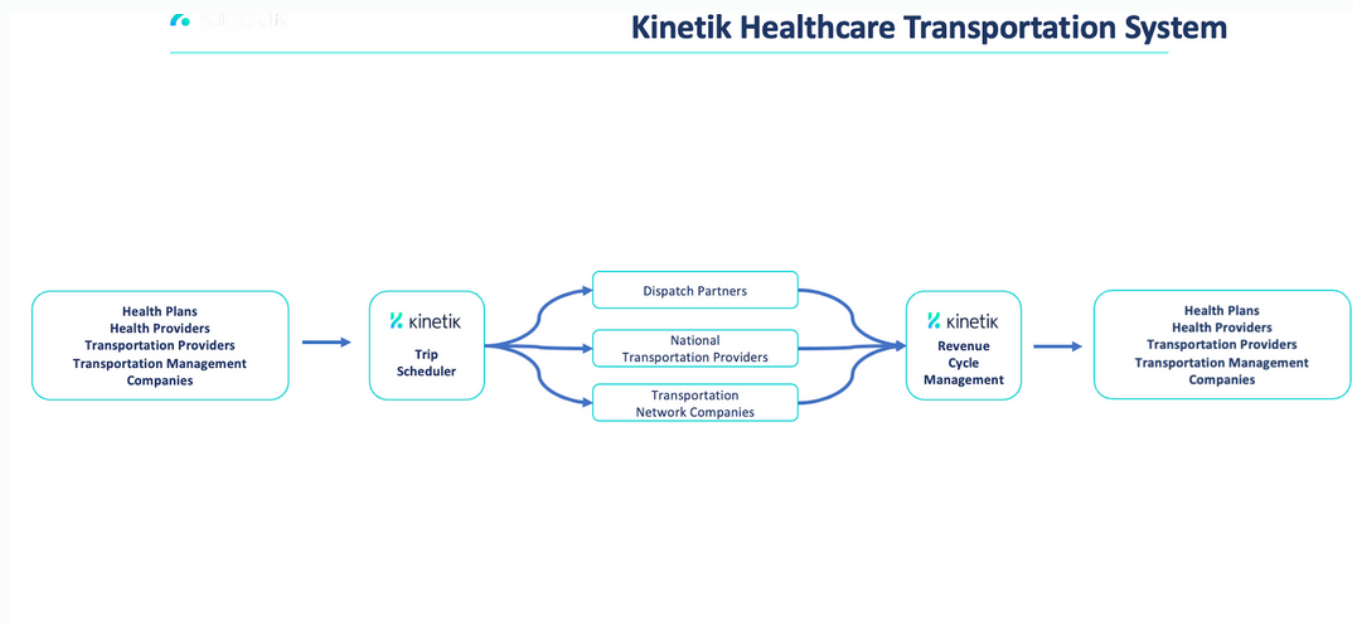
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## Trip Scheduler:

Kinetik's Trip Scheduler allows for the seamless assignment of trips to a digitally integrated network of transportation providers. Trips can be created, assigned, and tracked along with managing the NEMT benefit entirely from a single platform. The Trip Scheduler also supports trip correction intake, grievance management, and a multitude of configurations.

The Kinetik Trip Scheduler API can be leveraged to push trips into a connected network of transportation providers. This API presents an opportunity to maintain existing member-facing applications for trip scheduling while utilizing a robust validation, matching, and assignment algorithm to find the best-fit transportation provider for a trip. The Trip Scheduler application can also be white-labeled and configured to business requirements and needs. Hosted entirely on Amazon Web Services, the Kinetik Trip Scheduler can be scaled, segmented, and specialized to maintain any volume of trips and configurations.



## Trip Assistant:

Kinetik's Trip Assistant platform integrates third-party dispatch systems and driver applications. These integrations are accomplished via API connections and offer a truly digitized transportation network. This allows trackability with the end-to-end trip life cycle, including digital ride assignment and acceptance through the automated Kinetik claims generation process. Transportation providers utilize the Trip Assistant platform to receive trips from the Trip Scheduler.

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## Revenue Cycle Management (RCM) Platform:

Kinetik's RCM Platform includes automated clean claims generation, electronic claims submission, real-time claim status tracking, and payment reconciliation, while supporting many forms of electronic payment. Kinetik provides visibility into the consolidated trips and claims information in one platform. By generating only clean, verified claims prior to submission to payors and states, there is a reduction in denials and improved payment processing times for transportation providers. This level of accuracy reduces costly manual audits when adjudicating claims from payors.

Kinetik is thrilled to offer this new flexible model of NEMT management through our industry leading, end-to-end healthcare transportation management solution. The journey of a trip digitized by Kinetik ensures the passenger / member experience is top priority throughout the lifecycle of the trip. The Kinetik team is eager to continue to partner with ALL stakeholders across the NEMT industry to elevate health outcomes.



# Registration for the #NEMTAC #Transform2023 is Now Open!

If you're in the non-emergency medical transportation industry, the NEMTAC® Transform Conference 2023 is a must-attend event. This year's conference promises to be the biggest and most exciting yet, with a lineup of expert speakers, informative workshops, and networking opportunities that are second to none. Whether you're an NEMT provider, a healthcare professional, or a vendor looking to connect with industry leaders, this conference is the place to be. In this article, we'll delve into the details of the conference and why you should attend.



## Keynote Speakers and Featured Sessions

The NEMTAC® Transform Conference 2023 will feature a lineup of keynote speakers and expert presenters who will share their insights and knowledge on a variety of topics related to the NEMT industry. The keynote speakers will be announced soon, but past speakers have included industry leaders, government officials, and healthcare professionals. Featured sessions will cover a range of topics, including compliance and safety, marketing and business development, and technology and innovation.

One of the highlights of the conference is the opportunity to hear from experts in the field who can provide valuable insights and best practices. Whether you're looking to stay up to date on the latest trends and regulations or learn how to grow your business, the conference sessions will provide valuable information and strategies. Additionally, the conference will offer workshops and roundtable discussions that allow attendees to delve deeper into specific topics and connect with peers in their field.

## Transform 2023 Continued

### Networking Opportunities at the Conference

In addition to the educational sessions, the NEMTAC Transform Conference 2023 will provide ample networking opportunities for attendees. Whether you're looking to connect with potential clients, vendors, or industry leaders, the conference offers a variety of ways to make meaningful connections. From the exhibit hall to the networking events, there are plenty of opportunities to meet and mingle with other attendees.





Medical Answering Services, LLC (MAS) is seeking registered New York State certified M/WBE vendors to support our management of New York State Non-Emergency Medicaid Transportation (NEMT). We are eager to partner with qualified vendors offering any of the following services:

- Taxi Livery Transportation
- Ambulette Transportation
- Building Maintenance
- Office & Computer Equipment Sales
- Staffing & Recruiting Services
- Professional Services

Qualified M/WBE vendors are invited to email MAS with a statement of interest along with contact information to:

[MWBEopportunities@medanswering.com](mailto:MWBEopportunities@medanswering.com)

*We believe healthier communities exist when its members have seamless access to healthcare.*

One of the unique aspects of the conference is the diversity of attendees. With professionals from a variety of backgrounds and industries, including healthcare, transportation, and technology, there are opportunities to connect with people who have different perspectives and skillsets. This can lead to valuable collaborations and partnerships that can help grow your business or advance your career.



## Benefits of Attending the Conference

Attending the NEMTAC Transform Conference 2023 offers a range of benefits for professionals in the NEMT industry. Here are just a few reasons why you should consider registering:

- Stay up to date on the latest trends and regulations in the NEMT industry.
- Hear from expert presenters and keynote speakers who can provide valuable insights and best practices.
- Connect with peers and potential clients or partners.
- Participate in workshops and roundtable discussions to deepen your knowledge on specific topics.
- Learn about new products and services from vendors in the exhibit hall.
- Gain inspiration and motivation to take your career or business to the next level.

## Registration Details and Pricing Information

Registration for the NEMTAC® Transform Conference 2023 is now open. Early bird pricing is available until May 1, 2023, with a discount for NEMTAC Sustaining Sponsors. The regular registration fee includes access to all educational sessions, the exhibit hall, and networking events. Additional fees may apply for pre-conference workshops or other special events.

To register, visit the conference website and follow the instructions. You'll need to provide some basic information, including your name, organization, and contact information. Payment can be made online using a credit card or by ACH.

## Accommodations and Travel Information for Attendees

The NEMTAC Transform Conference 2023 will be held at the Hyatt Regency Jacksonville Riverfront in Jacksonville, FL. Attendees are responsible for making their own travel and accommodations arrangements. A discounted room rate is available at the hotel, which can be booked through the conference website.

Jacksonville is a vibrant city with plenty to see and do, so we encourage attendees to take advantage of their time in the city. From world-class beaches and restaurants to sports and entertainment, there's something for everyone in Jacksonville.

## **Volunteer Opportunities at the Conference**

The NEMTAC® Transform Conference 2023 offers opportunities to get involved as a volunteer. Volunteers can assist with a variety of tasks, including registration, session monitoring, and exhibit hall support. If you're interested in volunteering, complete the Volunteer Form or email [Conference@NEMTAC.co](mailto:Conference@NEMTAC.co) for more information.

## **Sponsorship and Exhibitor Opportunities**

If you're interested in promoting your brand or products to attendees at the NEMTAC® Transform Conference 2023, there are sponsorship and exhibitor opportunities available. These opportunities provide exposure to a targeted audience of NEMT professionals and offer a chance to connect with potential clients or partners. Visit the conference website for more information on sponsorship and exhibitor packages.

## **Testimonials from Past Attendees**

Here's what past attendees have had to say about the NEMTAC Transform Conference:

- "The conference was a great opportunity to learn from industry experts and connect with other professionals in the field."
- "I came away from the conference with new ideas and strategies to grow my business."
- "The networking events were a highlight of the conference. I made some valuable connections that have helped me in my career."
- "The keynote speakers were inspiring and provided valuable insights into the future of the NEMT industry."

## **Conclusion and Call to Action to Register for the Conference**

The NEMTAC® Transform Conference 2023 is the premier event for professionals in the non-emergency medical transportation industry. With expert speakers, informative sessions, and ample networking opportunities, this conference is not to be missed. Register now to secure your spot and take advantage of early bird pricing. We look forward to seeing you in Jacksonville in 2023!

[#NEMT](#) [#StandardsMatter](#) [#Accreditation](#) [#SDOH](#)[#ansistandards](#)[#nemttoday](#) [#medicaltransportation](#)

Let your friends know you will be joining by joining the Facebook or LinkedIn events.

<https://fb.me/e/48oQeVrn8>

<https://www.linkedin.com/events/nemtac-transform20237048779450049593344/>



The Board of NEMTAC is delighted to announce the addition of three exceptional organizations to our list of accredited companies. M7 of Connecticut, Clear Choice Express, and Secure Medical Transport were accredited in March after meeting our high standards. If your organization is considering accreditation within the next 12 months, we encourage you to download our self-assessment tool below.

Call The Car February 16, 2021  
SouthStar EMS March 10, 2021  
Care aVan October 6, 2021  
Grove Transit October 29, 2021  
AmeriCare Mobility Van November 12, 2021  
Black and White Transportation May 18, 2022  
Superior Shuttle. June 17, 2022  
M7 March 21, 2023  
Clear Choice Express March 21, 2023  
Secure Medical Transport March 21, 2023

Accredit



NEMT Today is a quarterly digital publication available in the Winter, Spring, Summer, and Fall seasons, measuring 8.5" x 11" in a vertical format that offers an interactive reading experience. Our focus is on educational articles that cover various aspects of Non-Emergency Medical Transportation (NEMT), including business operations, industry trends, regulatory compliance, technology, and customer service. We welcome submissions that highlight these topics.

## Submission Deadlines

Final copy for articles and advertisement is due on the following dates:

- Winter issue -December 15th
- Spring issue - March 15th
- Summer issue - June 15th
- Fall issue- October 15th

Each issue will be published approximately one month after the submission deadline.

### Article Specifications:

- Furnish articles in Word files format
- 1000 word maximum or less preferred
- All font will be Open Sans 9.6 pt.
- All articles must be submitted with author name and title
- All articles must be submitted with a title
- All articles must be submitted with a minimum of 1 photo relevant to the article
- Articles that heavily promote an organization will be considered sponsored content and the editor will contact you for approval and payment

[Submit Article](#)

| Article Submission

NEMT Today provides an excellent opportunity to advertise and connect with key stakeholders, including NEMT providers and payers. As a magazine dedicated to showcasing best practices, innovation, and developments within the medical transportation industry, advertising with us is an effective way to promote your brand and reach your target audience.

### Ad Specifications

- Furnish press ready pdf files
- All fonts must be embedded, and all images must be 200dpi minimum (300 dpi preferred)
- All advertisement will be invoiced and payment must be received prior to edition publication
- Prices and Specifications listed below:

Description	Size/Specs	Price
Full Page Sponsored Content	Up to 1000 words	\$1500
Full Page Ad	Bleed 8 3/8" x 11" Trim 7 7/8" x 10 3/4" Live Area 7" x 10"	\$1500
Half Page Ad – Vertical	Vertical 3 3/8" x 10"	\$750
Half Page Ad – Island	Island 4 5/8" x 7 3/8"	\$750
Half Page Ad – Horizontal	Horizontal 7" x 4 7/8"	
Quarter Page Ad - Standard	Standard 3 3/8" x 4 7/8"	\$500
Quarter Page Ad – Horizontal	Horizontal 4 7/8" x 3 3/8"	
Embedded Video Add on (only available with purchase of Full or Half page Ads)	Provide YouTube URL	\$250

### Submission Deadlines

Final copy for advertisement is due on the following dates:

- Winter issue - December 15th
- Spring issue - March 15th
- Summer issue - June 15th
- Fall issue (Conference Edition)- August 15th

Each issue will be published approximately one month after submission deadline.

**Submit Advertisement**





Your magazine for  
the NEMT Industry



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