

UCare to Implement New Transportation Management Software in 2019

UCare will implement a new transportation management software in 2019 that will replace our current HealthRide application.

UCare will continue to manage all transportation requests and scheduling for non-emergency medical transportation (NEMT). We will roll out the full features of TripSpark Technologies' NovusMED solution in phases during the coming months. This technology will be accessible from anywhere.

The new technology supports the entire NEMT process and will deliver better service outcomes such as:

- Simplified scheduling
- Consistency
- Prevention of manual errors
- Lower customer service wait times
- Increased service provider communication

Additionally, our transportation providers will be able to receive ride details through various types of electronic communications, including direct data exchanges into their system. This will remove the risk of manual data entry errors.

The implementation of this new software will result in some changes for our transportation providers. UCare will partner with transportation providers throughout the rollout to make sure they have the tools needed to make this transition a smooth one and to ensure our members don't experience any interruption in their transportation services. As our implementation dates are more refined, we will provide more detailed information and training on this new software solution.

UCare's Provider Relations and Contracting staff will be in touch in the near future to request current NEMT driver and vehicle fleet information. Transportation providers will notice a different format to gather this information. Please use this new format for roster submissions. As a reminder, transportation providers must report this information to UCare at least one time per year.

We look forward to working with you as we roll out this new software solution.