

UCare to Implement New Transportation Management Software In 2020

Earlier this year UCare announced plans to implement a new transportation management software in 2019 that will replace our current HealthRide application. We wanted to make you aware the project timelines have shifted and the implementation is now planned in 2020.

UCare will continue to manage all transportation requests and scheduling for non-emergency medical transportation (NEMT). We will roll out features of TripSpark Technologies' NovusMED solution in phases during 2020. 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
- Ride details delivered and accessed electronically
- Consistency
- Prevention of manual errors
- Lower customer service wait times
- Increased service provider communication

The implementation of this new software will result in some changes for our transportation providers. Be assured - UCare will partner with transportation providers throughout the rollout. 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 as changes occur or at least one time per year.

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