## software platform

## **Optimize Your Transportation Benefit**

Medicare Advantage plans must balance several competing factors when offering transportation as a supplemental benefit: encouraging utilization by providing a smooth and reliable experience while also being mindful of time and resources. These challenges underscore the need for an efficient transportation coordination solution to maximize the benefit for both plans and members.



| roundtrip | Trips Ri   | ders  |              |                      |   |                           | Demo Hospital 🔹 🙈 🔹 👩 Demo User 🛛 |  |
|-----------|--|---|--------------|----------------------|---|---------------------------|-----------------------------------|--|
|           | Demo Hospital<br>6 Trips on 5 <b>April, 2023</b> ~ |   |              |                      | Echeduled 🔘 Completed Conseled  |                           | Book Trip                         |  |
|           |  | PLONUP  | VEHICLE FIPE |                      | 0809-081  | PICKUP TIRE               | status                            |  |
|           | John Doe<br>Nov Rder                               | 555 United Street<br>Mejare, CA 50500                     | (are by      | Rideshare (standard) | Kalser Permanente Los Argeles Neclical<br>Center<br>4867 Sumet Boulevard<br>Los Angeles, CA 19027         | Wed, Apr 5<br>1:30pes PDT | NQUITE                            |  |
|           | Robyn Fority<br>New New                            | Home<br>4231 Dodier Street<br>Los Argeles, CA 90063       | Gile         | Tasi                 | Advertist Health Glenciale<br>1509 Wilson Terrace<br>Glenciale, CA 91206                                  | Wed, Apr S<br>4:30pes PDT |                                   |  |
|           | John Mayer<br>New Nder                             | Home<br>6435 West 87th Place<br>Los Argeles, CA 90045     |              | Medical Sedan        | UCLA Medical Center - Nain Entrance<br>200 Medical Placa Driveway<br>Los Angeles, CA 90024                | Wed, Apr 5<br>4:50pm PDT  | CLAMES ()                         |  |
|           | Naomi Osaka<br>Kee lider                           | Home<br>227 Magnolio Street<br>Syracuse, NY 13204         | a 🖘          | Wheelcheir Van       | Upstate Cancer Center<br>750 East Adams Street<br>Syracuse, NY 13230                                      | Wed, Apr 5<br>9/35pm ED1  | * Autorized                       |  |
|           | Janathan Van Ness<br>Yeer fider                    | 3745 Sauth La Brea Avenue<br>Los Argeles, CA 90016        | -            | ALS Vehicle          | Dignity Health - Northridge Hospital<br>Medical Center<br>18300 Roscee Doclevard<br>Los Angeles, CA 90325 | Wed, Apr 5<br>10:40pm PDT | Contraring particular area        |  |
|           | Jane Daes<br>New Inter                             | Weis Markets<br>170 Buckaroo Lane<br>Bellefonte, PA 16023 | -            | BLS Vehicle          | 174 Buckeroo Lane<br>Bellefonte, PA 15823   | Thu, Apr 6<br>Will Call   | Aut starte                        |  |
|           |  |   |              |                      |   |                           |                                   |  |

Roundtrip's transportation benefit optimization solution enables Medicare Advantage plans to provide a seamless transportation experience for their members through its intuitive technology and comprehensive support services. With Roundtrip's simple dashboard, case managers, service center agents, and members can easily book rides and access an extensive network of non-emergency medical transportation (NEMT) providers. The solution offers advanced capabilities such as ride thresholds, automatic eligibility assessment, ride monitoring, and reporting, making it easier for plans to manage their transportation benefit efficiently and effectively.

**48%** of eligible Medicare beneficiaries are already enrolled in a MA plan

5X Satisfied Members are more likely to renew **51%** of members are in a 4+ star plan

## **Benefit optimization essentials**

- Book and monitor rides with our health plan care team booking portal
- Provide members with an option for self-booking with our online member portal and mobile app
- View member eligibility and benefit details directly in the Roundtrip platform
- Access a reliable network of transportation providers through rideshare API connections and Roundtrip's transportation community
- Configure settings to include thresholds for number of rides, mileage, or amount time required in advance of a booking
- Retrieve analytics reports on benefit utilization, member satisfaction, on time performance, and more
- Receive 24/7 support to help with technical issues or answer any general inquiries

"Alterwood Health believes that access to high-quality healthcare should never be hindered by logistics. That's why we've partnered with Roundtrip to help remove transportation barriers for our members who may struggle to make it to their medical appointments. With our combined efforts, we ensure that high-quality care is always within reach."

- Aaron J. Burch | Vice President, Business and Regulatory Affairs at Alterwood Health





**Roundtrip is both SOC 2 Type II and HIPAA Compliant** 

We know that security and reliability are of utmost importance, and we have a demonstrated commitment to maintaining and continuously improving a rigorous security program.

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