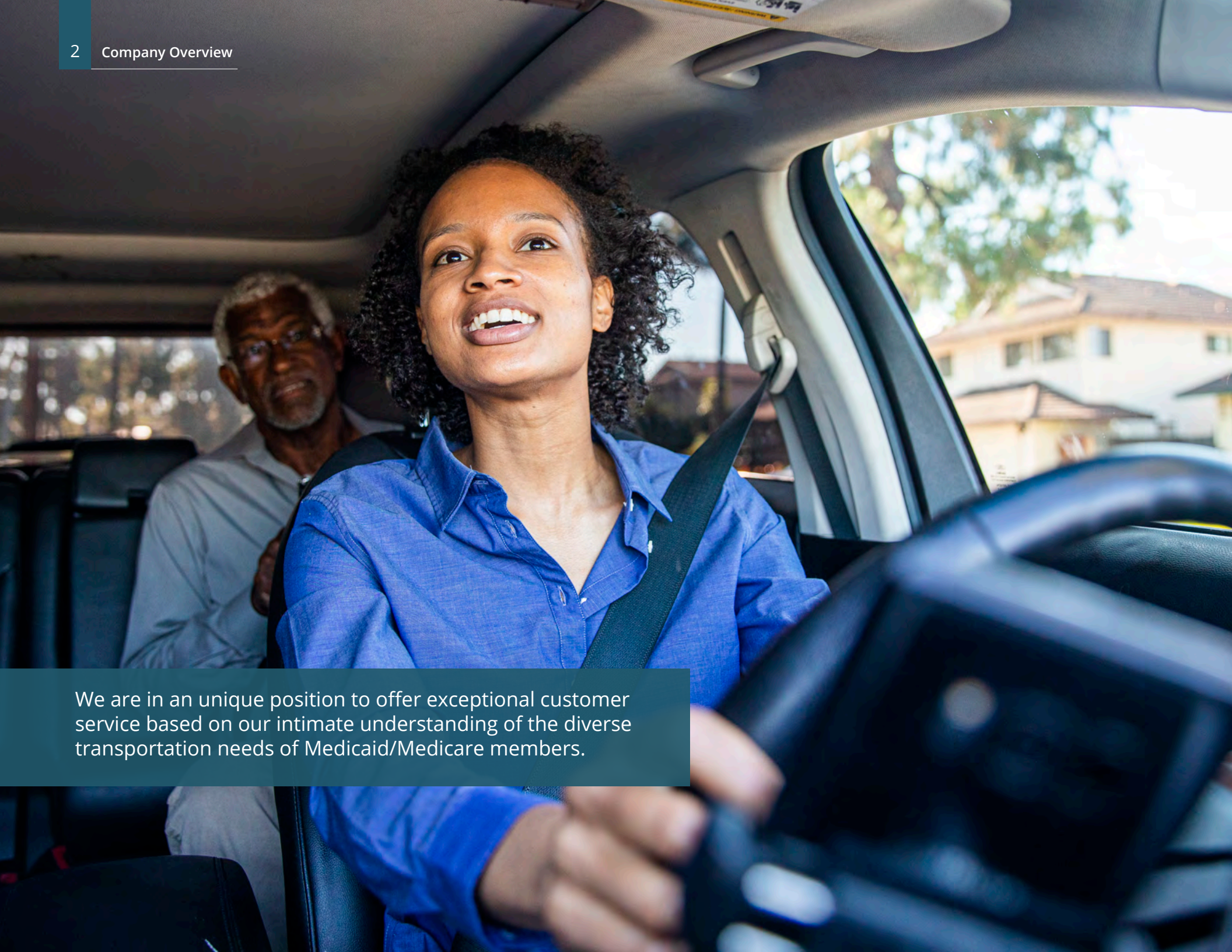


*Serving the Complex Needs of Members  
in the Continuum of Care*



Company overview, mission, history, benefits, products, services and current service areas.

A photograph showing the interior of a car. A young woman with curly hair, wearing a blue button-down shirt and a seatbelt, is driving and smiling. In the back seat, an older man with glasses and a light-colored shirt is looking forward. The car's interior, including the steering wheel and dashboard, is visible. The background shows a residential street with houses and trees.

We are in a unique position to offer exceptional customer service based on our intimate understanding of the diverse transportation needs of Medicaid/Medicare members.



Southeastrans is a minority owned business, incorporated under the laws of Georgia on January 27, 2000. Steve R. Adams, our President and Chief Executive Officer, founded the company after a 27-year career in the medical transportation industry as the owner and operator of West Georgia Ambulance Service, which is still operating today under Steve's leadership.

Steve's personal experiences influenced his vision for building a member-focused NEMT brokerage company. He knew an organization directed by leaders with hands-on NEMT experience would be uniquely positioned to offer exceptional customer service, while not losing site of the needs of the transportation provider community.



Our member focused approach to service led us to pursue the Utilization Review Accreditation Commission's (URAC) CORE accreditation in 2011, which we have maintained over the last nine years. In 2020, we earned URAC's new Certification of Organizational Management accreditation, which is valid through December 1, 2023.



## OUR FOUNDER

“The lack of transportation should never be a deterrent to accessing healthcare. We choose to be empathetic in using our resources to give Medicaid and Medicare communities a path to medical care they need.”

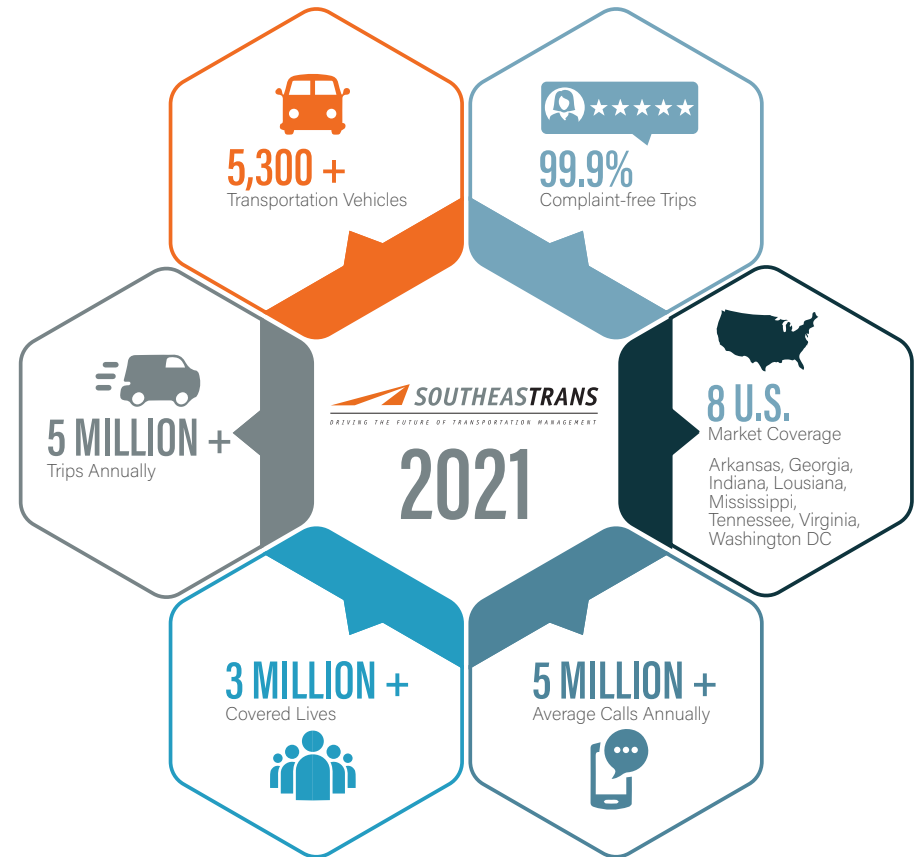
*Steve Adams - President/CEO*

### Current Clients

While other bidders may emphasize the size of their organizations and their extensive list of contracts, Southeastrans proves that bigger is not necessarily better. We offer the same breadth of resources as much larger brokers, but with a responsiveness and agility that only a smaller organization can offer.

Southeastrans currently serves 14 NEMT contracts with 11 clients in seven states and the District of Columbia. Through these client engagements, we manage NEMT services for approximately three million members and take over 5 million calls annually. This translates to more than 5 million trips, delivered by over 900 transportation providers, via more than 5,300 vehicles —and 99.9 percent of trips are complaint free.

We provide call center services, transportation provider network development, and oversight, NEMT compliance, NEMT training, quality management, utilization review, claims administration, information technology services, and data management and reporting.



## UNDERSTANDING THE GOAL

“Every business practice we undertake, we do so through the lens of our clients and members to better focus on how we can serve them efficiently and effectively.”

*Jim Degliumberto - Chief Operating Officer*

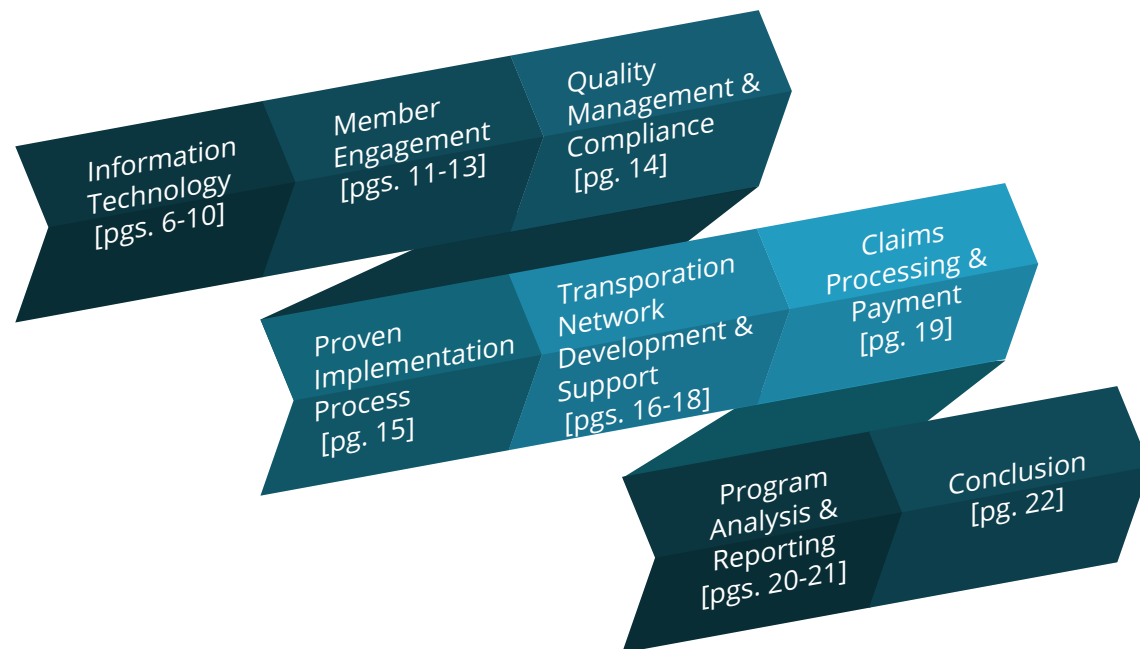



### Service Delivery Infrastructure

Our holistic approach to managing a NEMT program is truly a function of the people involved. Locally based operations teams are backed by our entire national infrastructure. Our leadership team consists of experienced professionals who do not hesitate to dedicate the resources necessary to enable success.

We have the right people, tools, processes, and procedures in place to assure that members have access to reliable and safe transportation services.

### What's Next...



A woman with blonde hair, wearing a white button-down shirt, is looking upwards with a focused expression. She is holding a tablet computer in her left hand. The background is a server room with rows of server racks and cables, illuminated with a cool blue light. The perspective is from a low angle, looking up at the woman and the server racks.

We believe that technology should make life easier. In addition to our user-friendly mobile app, we are the only NEMT broker that offers free mobile devices (tablets) and service plans to our contracted transportation providers.

This technology allows Southeastrans dispatchers and providers to locate drivers at any point to determine estimated time of arrival (ETA) or identify the closest vehicle in the case of an urgent trip.

### Proprietary Technology Platform

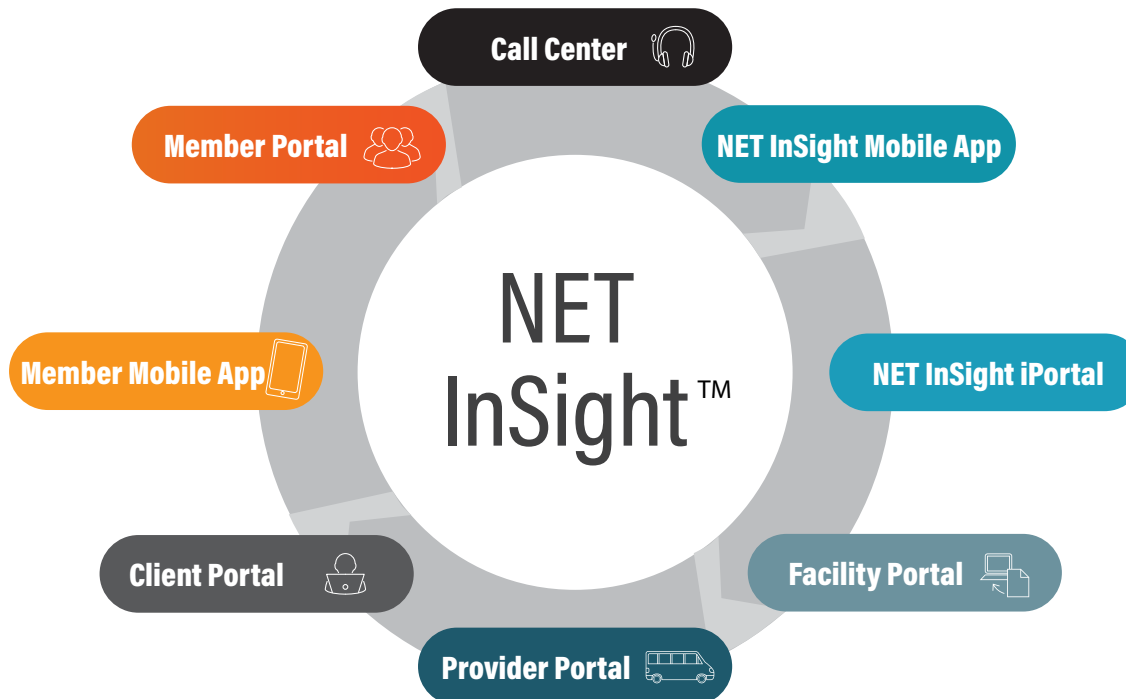
What sets Southeastrans apart from other NEMT brokers is Net InSight — our proprietary, HIPAA compliant, transportation management system. Our in-house team of engineers designed Net InSight to manage all the components of a full-service NEMT operation. This software offers comprehensive transportation scheduling and dispatch capabilities.

Net InSight allows us to provide the most effective management of NEMT services in the industry. Net InSight is so advanced, it allows us to integrate a number of our NEMT services under one management system. With Net InSight's integrated function, we can effectively manage trip reservation functions, mobile technology for transportation providers (mobile app), web portal interfaces, claims administration, and program integrity functions.

Our platform uses algorithms to assign the most cost effective, yet appropriate transportation provider. We are always mindful of our fiduciary responsibilities related to Medicaid dollars.

That is why Southeastrans configured the Net InSight platform to take into consideration the providers' vehicle fleet, geographic service areas (e.g., specific county/region), days and hours of service availability, and rates.

This level of automation allows us to manage costs by enabling our network providers to optimize their routes and schedules, reduce late and missed trips, and consistently meet on-time performance standards.



### Accommodating Program-Specific Rules

Because Net InSight is based on proprietary software, Southeastrans is not beholden to the limitations of a third-party vendor. When awarded a new contract, our internal development team configures Net InSight to accommodate the program's business requirements.

For instance, our development team sets up contract-specific business rules and restrictions around covered appointment types, service levels, mileage limits, price limits, trip limits and so on. When a ride is requested, our logic checks against the contract-specific criteria to auto approve or not authorize requests. Automated alerts indicate rides that need further verification or approval prior to rendering a decision.

### Eligibility

We integrate with numerous information systems for diverse clients and do so with ease. We receive member eligibility files through an established and secure file transfer protocol. Once the transfer to Net InSight is complete, the data informs the member profile page and is accessible by our customer service team.

### State-of-the-Art Call Management Platform

Net InSight is integrated with our call center management system. Together, they capture data for the life cycle of a trip. Our comprehensive call center suite includes Interactive Voice Response (IVR)

and Automated Call Distribution (ACD) functionality and seamlessly scales to manage periods of heavy call volume. Each call is routed based upon the menu choice selected by the member.

Our cloud-based infrastructure means that calls can be managed no matter where CSRs, members, facilities, or transportation providers are located. The system operates on a secure platform, including end-to-end data encryption that safe-guards PHI and meets all HIPAA standards.

Our call center personnel are trained to use a customized call script that safeguards a thorough reservation process so that eligible members have access to transportation. The Net InSight screens follow the program call script, and guide agents in collecting relevant information, verifying member eligibility, confirming the transportation is a covered service, determining the most appropriate, least costly mode of transportation, and identifying the availability of transportation resources.

### Quality Management Through Artificial Intelligence

To assure quality call center services, our managers are able to monitor calls while they are happening, listen to calls after they have concluded, and conduct key words searches from transcribed calls, all through our quality management tool.



## CALL SATISFACTION

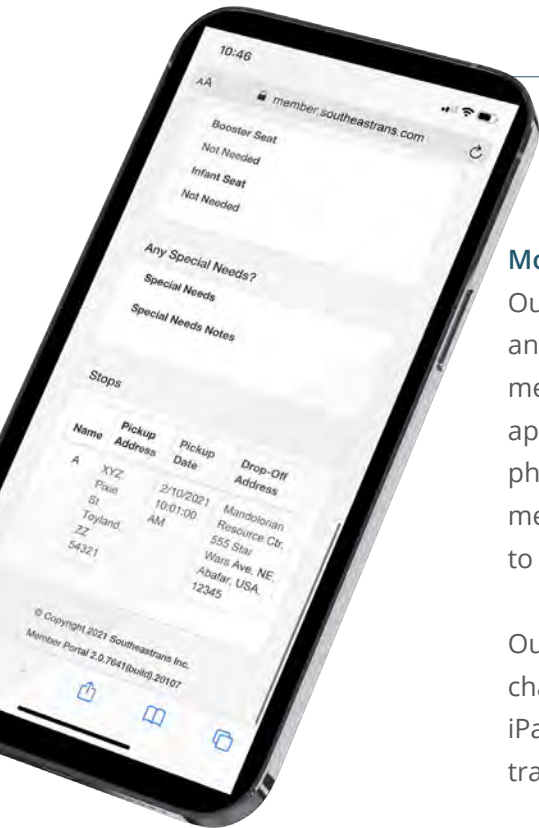
“Our Call Centers feature a real-time quality management and artificial intelligence analytics tool. Using this tool, every call made and received in our call centers is not only recorded but analyzed.”

*Steve Ryan - Vice President, Corporate Call Centers*



## Website and Web Portals

We offer a comprehensive suite of online tools to engage the public, members, facility personnel, transportation providers and program stakeholders. Our public website, Southeastrans.com, provides general NEMT information, and serves as the gateway to our member, provider, facility, and client portals. These sites are designed to give registered users easy, secure access to trip information and interactive resources. Also included in our online suite are free apps for members and providers.



## Mobile Apps

Our Member App functions with any smartphone. As a courtesy to members, Southeastrans also offers appointment reminders – either by phone or text, depending on the member’s preference – one day prior to the members’ transport.

Our Driver App is offered free of charge and comes loaded on the iPads we provide to our network of transportation providers.

## Transportation Provider Portal

Our Provider Portal provides secure access to claims information, claims submission, reports, trip manifests, forms, and other provider-related documentation. When transportation providers process claims using the portal, Southeastrans can grant them online access to productivity reports that provide statistics pertaining to the number of trips submitted. It also enables them to run and export reports in multiple formats for integration into their business systems – all without using paper.

## Fleet Management Console – Net Notes

Using the maps feature of Net Notes, our Transportation Management team can quickly locate vehicles. This is especially useful when recovering a ride to avoid a missed trip. By clicking on the vehicle, Net Notes identifies the driver, if there is a passenger on board, and the details of their trip in real time.



### Member Portal

Our HIPAA-compliant Member Portal enables Medicaid members to login securely and request transportation, modify a scheduled ride, or cancel an existing reservation. The trip determination (approval or denial), pickup time, and other pertinent details are reviewable online. In addition to scheduling and managing their trip requests, members use our Member Portal to view provider assignments and important messaging, including health reminders (e.g., flu shots) or alerts (e.g., closures or delays due to adverse weather). Using this portal, members can access forms, the member brochure, educational videos, or request assistance with the click of a button.

### Client Portal

Our client portal offers unprecedented online access into program activities. This portal enables authorized client staff to access information on both an individual member basis and in aggregate. The data presented is the same real-time data our team sees through the Net InSight platform. Due to our comprehensive data collection and robust flexible reporting capabilities, we can easily streamline reporting for each county or service region.

The platform can generate a full set of data that are available for export or printing, in various formats (charts, graphs, tables), for use in presentations and stakeholder meetings, without having to submit a reporting request.

### Auto Dispatch

Net InSight automatically assigns a transportation provider using a dispatch automation process. By pre-scheduling the pick-up and drop-off times at the time of reservation, transportation providers can optimize transportation routes to adhere to timeliness requirements. Auto assignment is based on algorithms that select the most economical and efficient transportation provider for a member's needs.

### Integration with Approved TNCs

If TNCs are approved for use, we leverage our extensive experience working with various rideshare companies to accommodate the needs of NEMT consumers. For instance, we have a relationship with Lyft in five states, spanning more than five years. Our platform is integrated with TNCs using application programming interfaces (APIs) to manage the exchange of transportation and claims data. This integration allows us to manage trip assignment to TNCs based on client and state requirements. In addition, we can track TNC costs, miles, and performance data.

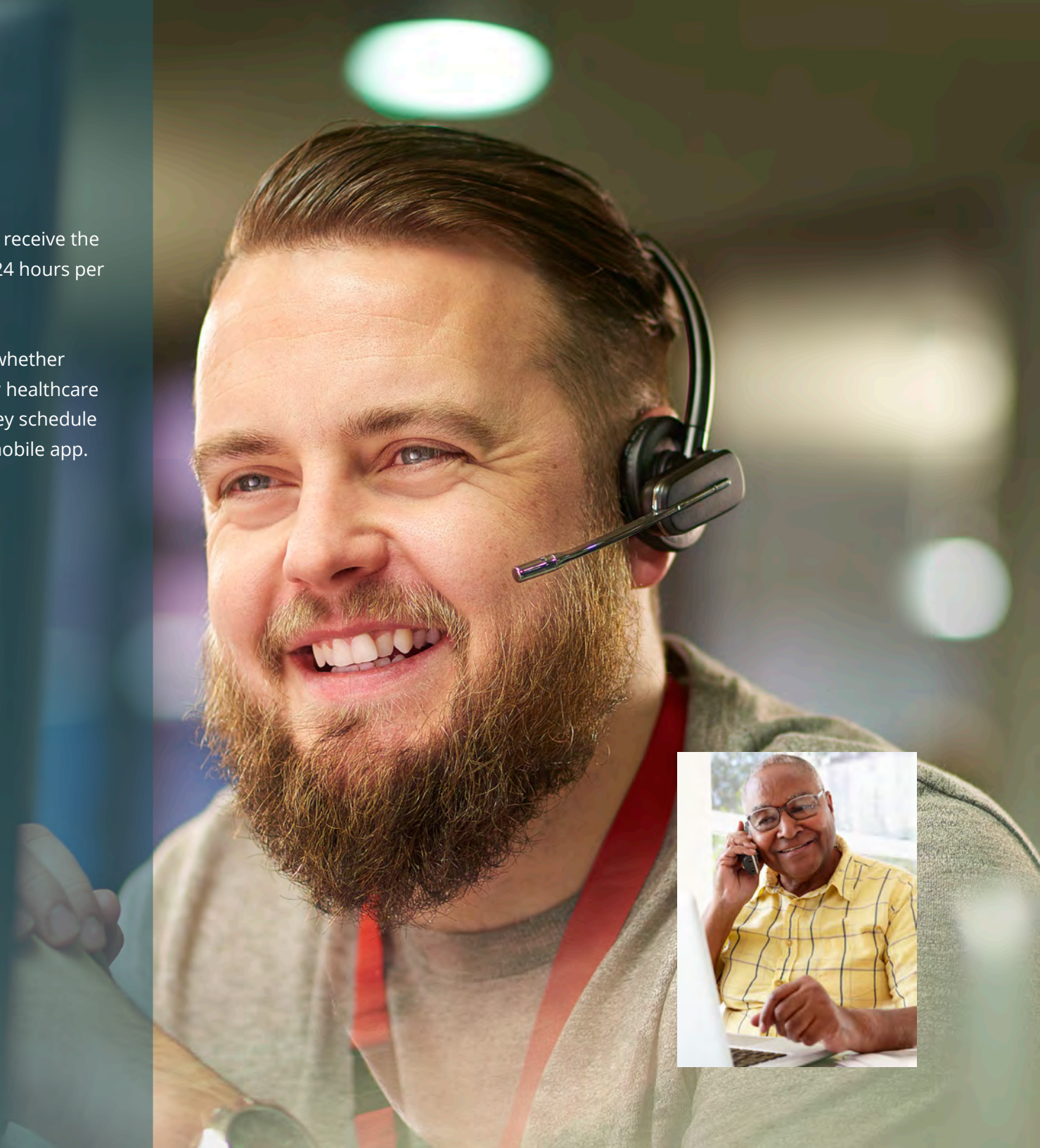
### Member Engagement

We assure eligible members can access and receive the appropriate type of transportation service, 24 hours per day, seven days per week, 365 days a year.

We accommodate transportation requests whether members reach out to our call centers, their healthcare facility schedules trips on their behalf, or they schedule their own trips by using our web portal or mobile app.

We engage members through:

- The Call Center
- Member Web Portal
- Member Mobile App
- Email
- Automated Call Back System
- Messaging/Text Reminders



Whether a client wants us to implement a new, locally based call center, or use one of our existing centers, our fully integrated telecommunications platform supports a powerful assortment of features, capabilities, and applications designed to meet all of our call center needs.

Currently, we operate seven call center facilities across the country. These call centers use the same state-of-the-art technology, with access to program-specific business rules, automated processes, and member information. This uniformity enables us to safeguard service continuity by allowing us to seamlessly transition calls to a back-up call center in the event of a disaster situation or extreme call volumes. Southeastrans call center services, and all of our business functions, are based stateside. Whether calls are from members, facilities, or transportation providers, they are always answered in the United States.



### High-Risk Member Program

We take special care of the members we serve and believe our member-focused service model sets us apart from the rest. One way we demonstrate that commitment is through our High-Risk Member (HRM) program. With this program we focus on identifying and prioritizing transportation for members with increased medical vulnerability. These are members who have trips associated with dialysis, surgery, wound care, or chemotherapy/radiation and must be placed with a provider with a documented track record of providing carefully managed specialty care transportation. Our top priority is to maintain continuity of care for the most vulnerable Medicaid members who rely on our services.



### Quality Management & Compliance

Southeastrans has earned a stellar reputation as an expert provider of NEMT services and programs. Our proven methodology and focus on quality in each component of service delivery has enabled us to consistently achieve the highest member satisfaction rates.

To support our commitment to the reliable delivery of NEMT programs, our approach to quality is member-focused. This approach is realized through all facets of the Medicaid NEMT program as we manage standards for vehicle operation and maintenance, driver qualifications and training, member satisfaction and complaint resolution, and the delivery of courteous, safe, and timely transportation services.

### Comprehensive Complaints, Grievances, Appeals and Fair Hearings

We have a comprehensive process for receiving, documenting, and responding to complaints from all stakeholders. Each complaint is entered into our Net InSight transportation management system and is assigned a unique tracking number that links it to the member and/or trip record. This linkage allows us to easily monitor complaints throughout the investigative process, from intake to closure.

### Member Surveys

Southeastrans conducts monthly, third-party telephonic member satisfaction surveys using a measurement tool that asks members to report and evaluate their experiences with NEMT in the areas of customer and transportation provider services. The tool queries members about their interactions with customer service agents and transportation providers and drivers, the timeliness of services, the condition of the vehicles in which they were transported, as well as their overall trip experience. Surveys are completed within 48-hours after the member's transport or interaction with our call center staff.

Members also have the opportunity to complete a brief post-call survey immediately following their interaction. By capturing immediate feedback on the member's reservation experience, post-call surveys identify opportunities for improved customer assistance. When a trip is completed, a post-ride survey is offered via our Member App.

### Key Performance Indicator Monitoring

Southeastrans continuously monitors our contractual performance metrics to assure that the organization is meeting its performance standards. Performance indicators are tracked, and outcomes compiled by the Business Analytics team. The benchmarks are closely monitored by the company’s Executive Management Committee and operational leadership as they drive the processes for managing each contract.

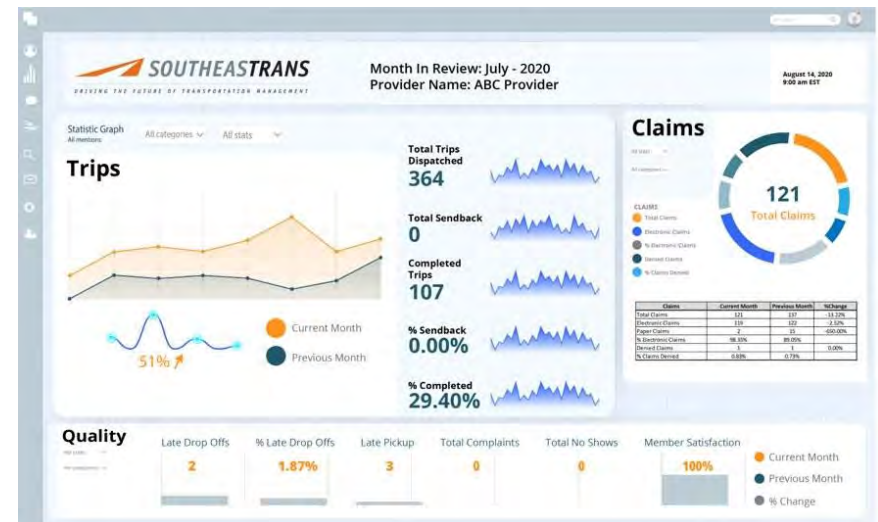
### Vehicle Inspections

Our locally based Field Monitors are responsible for documenting that all transportation providers remain in compliance with NEMT requirements throughout the term of the contract. Vehicle information is documented in our Net InSight system via a Provider Profile for each NEMT provider in our network.

Field monitors have the flexibility of conducting inspections in-person or virtually. They use a tablet and cloud-based app to document their observations, including photographic evidence of a vehicle’s condition (e.g., frayed seat belt, worn tire tread), which is uploaded to our platform instantaneously.

### Monthly Provider Scorecards

Our Provider Relations team continually assesses the adequacy of our provider network in each market we serve by monitoring detailed data and quality information, such as complaints, on-time performance, no-shows, re-routes, and other network operations information. As a result, each transportation provider receives a monthly provider scorecard detailing their performance rates as well as industry benchmark data.



UPHOLDING A STANDARD

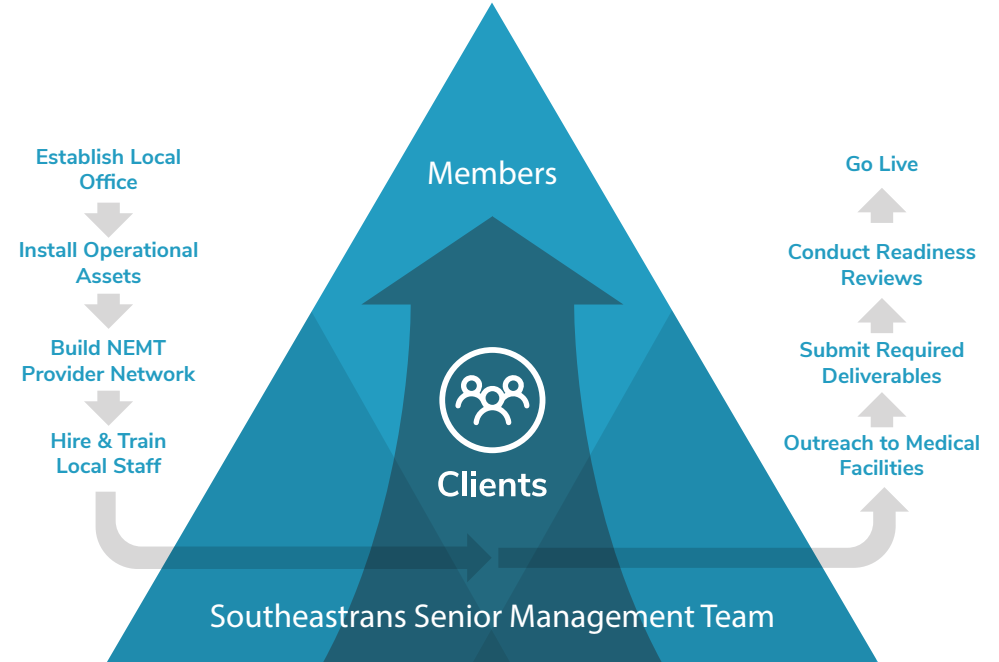
Our organization has maintained URAC Core Standards accreditation since 2011. In 2020, NEMT brokers were required to apply for certification under a new program – Certification of Organizational Management. We successfully completed the review and validation processes, and were awarded full certification through December 1, 2023.

**Proven Implementation Process**

Southeastrans has successfully executed 14 NEMT contract implementations. This experience has familiarized us with various state and MCO Medicaid and Medicare programs, how to build a reliable transportation provider network, and how to accommodate different NEMT requirements and regulations. It has also given us valuable experience managing unique transportation challenges such as those related to topography, extreme weather conditions, and diverse populations.

In every instance, we demonstrated complete proficiency in each operational component and implemented all contracts on time, as scheduled. Our implementation plan is designed to produce a fully operational NEMT brokerage system prior to the operational readiness test date. In fact, Southeastrans has never missed a go live date in our 21 years of managing NEMT services.

**IMPLEMENTATION TEAM and PROJECT MANAGEMENT OFFICE**



**IT'S IN THE DETAILS**

“Developing a model to manage a new implementation requires deep insights on our client, members, transportation providers, telecommunications and more. We develop plans and create checks and balances to ensure every detail is attended to.”

*Valorie Williams - Vice President of Operations*



### Transportation Network Development & Support

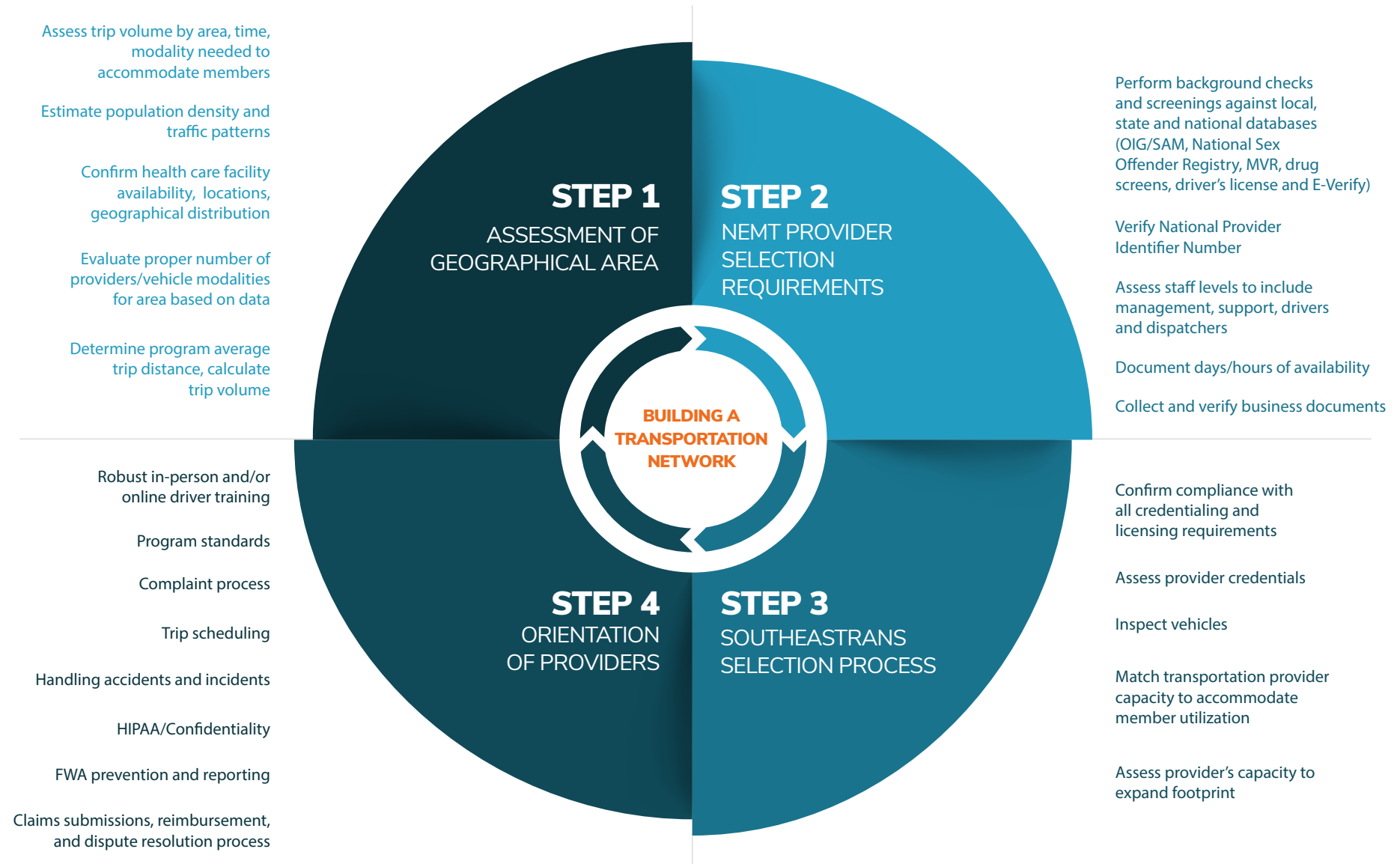
Establishing an effective network of NEMT transportation providers requires an extensive program of communication and coordination, as well as a spirit of cooperation, to achieve the end goal of delivering safe, quality transportation services.

Southeastrans employs a comprehensive methodology for recruiting, credentialing, and training each transportation provider that joins our network. Our negotiations with transportation providers are conducted on the principles of partnership, fairness, and honesty, which have contributed to our reputation as the “NEMT Provider friendly” broker. We understand firsthand the needs and challenges of transportation providers because such service provision was the genesis of our company. We work hard to make certain that our transportation providers feel that Southeastrans is easy to work with, that we are there to provide support and guidance, and that we make it our business to see them succeed.



## Transportation Network Development & Support

Our networks are purposefully comprised of multiple layers of providers, with overlapping service areas, to offer a backup mechanism. Part of our implementation process is to identify underutilized resources such as non-profit community resources, regional public transit agencies, increase volunteer driver network capacity, and amplify the use of public transit where applicable.



### Onboarding and Credentialing

Provider onboarding is comprised of a comprehensive credentialing process, provider orientation, and extensive training for drivers. Potential providers must submit information about their business, drivers, vehicles, insurance, service area, etc. We manage this process through our online onboarding platform, which allows providers to login and submit all of their credentialing information electronically, eliminating the paper process.

### Orientation and Training

We facilitate a robust transportation provider orientation and training program to assure that providers and their employees are fully equipped to serve the member population.

- NEMT Driver Training
- Passenger Assistance Safety and Sensitivity (PASS) Training
- Coaching System Defensive Driving Course
- Medic 1st Aid/AED/CPR Course

Southeastrans employs a number of certified PASS “Master” Trainers. The Master Trainer designation is the highest level of certification offered by Community Transportation Association of America (CTAA).

Our training requirements are clearly outlined in our Transportation Provider Agreement with each of our network providers.

### NEMT Insurance

In recent years, the cost of insurance for our transportation providers has become more difficult for many of them to secure. Southeastrans began working with a peer organization to form a captive insurance company, NEMT Insurance, LLC. We allocate vast resources for this program in an attempt to support and help grow the provider network by providing an affordable insurance solution.

Only providers who contract with either Southeastrans or our peer organization are eligible for insurance through this program. This company was organized strictly for the purpose of supporting the needs of our transportation providers. There is no expectation that our contracted transportation providers will purchase their coverage from this entity. It is simply an option for those who have difficulty obtaining coverage in the existing market.



## Relationships Matter

“Southeastrans is truly a partner with us as they always strive to meet the needs of the plan and the members. The State Director for Southeastrans and team do take a personalized approach to services in Louisiana. This personalization and attention have allowed us to address issues real-time and develop processes to prevent failures down the road.”

*Javier Munez - Director NEMT Services, AmeriHealth Caritas*

### Processing

To minimize the administrative burden on transportation providers, we have streamlined our claims submission and payment processes. Southeastrans employs innovative technology that allows for easy claims submission through our web portal and reduces payment processing time.

### Claims Concierge Service

We strive to prevent transportation providers from encountering difficulties when submitting claims. If that happens, we offer a Claims Concierge Service to resolve issues and facilitate clean claims submission.

### Timely NEMT Provider Payment

Southeastrans believes that our strong relationships with our network providers are due, in part, to our fair and timely payment practices. We diligently work to process clean claims as quickly as possible but no later than 14 days from submission. To assure a consistent revenue stream for our transportation providers, we generate payments weekly for adjudicated claims.



### Comprehensive Standard and Ad-hoc Reporting Capabilities

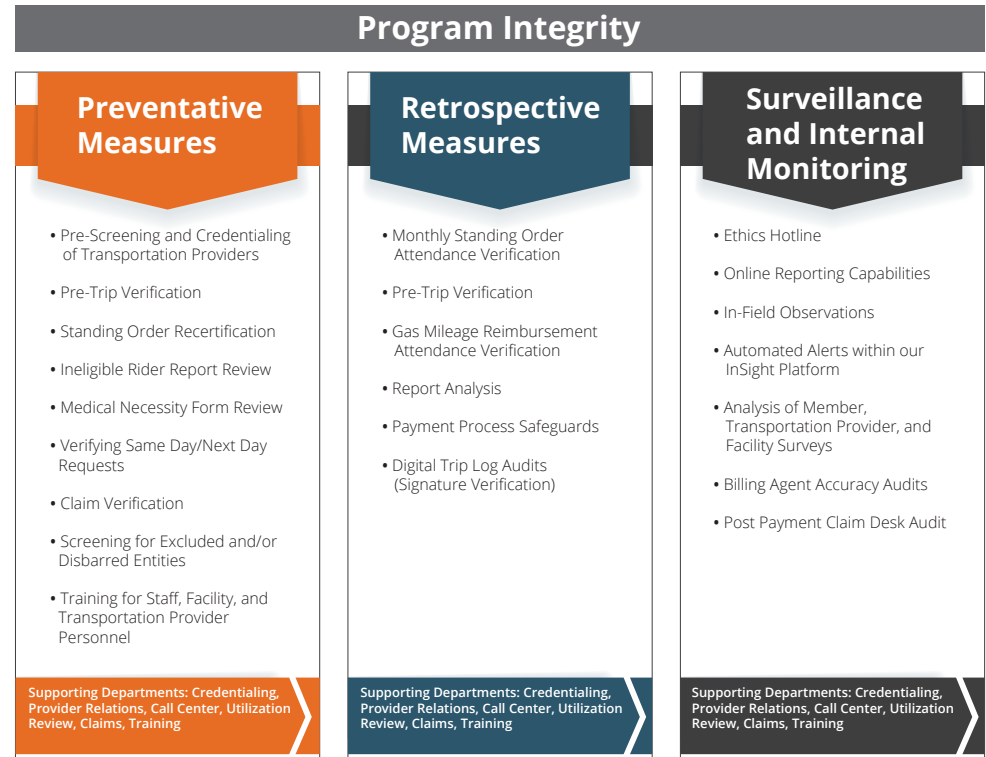
Using data warehouse technology and our comprehensive report development capabilities, we provide weekly, monthly, quarterly, annual, and ad hoc reports in the medium and timeframe requested. Additionally, these reports are accessible through our Client Portal. However, the reports available through the portal do not replace the official reporting package we submit to the client.

### HIPAA-compliant Claims and Encounter Reporting

Our Encounter Data Information team produces encounter data files for all adjudicated claims in accordance with contract requirements and specifications. We have extensive experience extracting, transmitting, and receiving data files in various secure formats, including HIPAA 837, 834, 270, 271 and CMS/HCFA 1500. Our data processing tools enable us to generate text delimited files, comma separated value files, position-based files, .xml documents, and other common file types.

### Fraud, Waste, and Abuse Monitoring

Southeastrans' suspected fraud, waste, and abuse operations are based upon our Program Integrity Plan, which includes preventive and retrospective surveillance methodologies. Our Plan is designed to clearly identify, define, and coordinate all internal procedures and processes used to prevent, detect, investigate, and report cases of fraud, waste, and abuse in the NEMT programs we manage. Detection methods include in-field observations, pre- and post-trip validations, signature recognition studies, claim audits, reports, real-time mobile technology and data mining.



### **Robust Performance Standard Monitoring Tools**

Our culture is to act with integrity, work with compassion, build stronger relationships, look for innovation and seek better performance. These values are at the heart of our strategy for providing accurate and timely reports. To accomplish this, we employ a Business Analytics team that uses state-of-the-art technology to collect, analyze, validate, report on and store data in a quick and efficient manner. We have designed our operational infrastructure, specifically staffing levels and transportation networks, to support our contractual performance standards.

### **Utilization Trends**

Our Data Analytics team identifies utilization trends through a variety of provider performance reports. Capturing metrics, trends, and anomalies allows us to monitor and evaluate program performance. Using this data, we work with clients to seamlessly plan for changes in membership, utilization and levels of service, and provide recommendations for program improvements.



## Conclusion

Assuring quality service, while simultaneously reducing costs and preserving member access, is a challenging undertaking for any NEMT program today because of numerous budgetary dynamics within the marketplace. With these challenges, NEMT programs across the country are charged with developing and employing innovative, multi-dimensional efforts to achieve optimal balance between quality of service and cost-efficiency.

Our solution centralizes the transportation process using state-of-the-art technology to provide the most appropriate level of service in the most efficient manner. We manage every aspect of the program, including call center operations, eligibility screening, scheduling, dispatching and billing. We credential and manage local networks of commercial, non-profit and public transportation providers and make certain that members have access to the right level of transportation, when they need it.

We take the time to understand each program's unique features, its specific challenges, and its abundant opportunities. We believe our technical solution and member-focused service model provides the most innovative and comprehensive offering that is available in our industry today. We welcome the opportunity to showcase our innovative technology and stand ready to demonstrate our NEMT program management capabilities.



## OUR REPUTATION IS VALUABLE

“When you work to build relationships and clients continue to see you as reliable and well organized, your reputation grows as a company that delivers.”

*Dena Adams-McNeish - Executive Vice President, Business Development*



*DRIVING THE FUTURE OF TRANSPORTATION MANAGEMENT*

678.510.4600  
[www.southeastrans.com](http://www.southeastrans.com)  
4751 Best Road  
Atlanta, Georgia 30337  
[www.southeastrans.com](http://www.southeastrans.com)