MedTrans GO
Georgia Rural Services Presentation

PRESENTED ON:
October 29, 2018

COMPANY ADDRESS
75 5th St. NW Atlanta GA
Current State of the $8-10 Billion NEMT Industry

NEMT Challenges

3.6 Million missed or delayed appointments per year due to transportation issues. (1)

More than 8 million people over the age of 65 are not able to drive.

Interpretation Challenges

Section 1557 of the Affordable Care Act (ACA) of 2010 Nondiscrimination in Health Programs and Activities ensures meaningful access for those with Limited English Proficiency (LEP). (2)

Covered entities are required to develop and implement a language access plan to ensure they are prepared to take reasonable steps to provide meaningful access to each individual that may require assistance. (2)

(2) U.S. Department of Health and Human Services ("HHS") on 5.18.16, Section 1557, 81 Fed. Reg. 31,375.
Today’s Challenge for Rural Communities

Reduced support for preventive care in rural areas can end up being costly long-term when accounting for the transportation and treatment of avoidable chronic conditions(1)

Transportation barriers are the most prevalent among the aged, disabled, and people with chronic conditions
Medicaid and CHIP beneficiaries are more likely to delay care due to transportation issues than people with private coverage(2)

Facts

Rural Georgians are less healthy than those living in urban areas

Rural Georgians are more likely to be under-insured or uninsured

Rural Georgians are more likely to suffer from heart disease, obesity, diabetes and cancer

(1) https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5334728/
Today’s Challenge for Rural Communities

Communication barriers for non-English speaking patients creates compliance risks to healthcare providers and potential threats to optimum outcomes, impacting Value Based Care reimbursements.

Rural Communities experience an additional burden in the lack of interpretation services due to the geo location and services offered by qualified interpreters.

No single application exists today that offers NEMT, Interpretation and Concierge Services in a cloud-based and/or mobile app for providers, facilities and patients.
NEMT Market Analysis

Figure 1

Medicaid Non-Emergency Medical Transportation Trips in 32 States, by Treatment Type (Nov. 2015 year-to-date)

Total Trips = 59,138,928

Table 1
Sample characteristic by rurality of pick-up location.

<table>
<thead>
<tr>
<th></th>
<th>Total (n = 163,277)</th>
<th>Urban (n = 135,759)</th>
<th>Rural (n = 27,518)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age: 45-54</td>
<td>39.6%</td>
<td>41.1%</td>
<td>32.2%</td>
</tr>
<tr>
<td>Age: 55-64</td>
<td>29.1%</td>
<td>29.1%</td>
<td>28.8%</td>
</tr>
<tr>
<td>Age: 65-74</td>
<td>16.7%</td>
<td>16.2%</td>
<td>19.1%</td>
</tr>
<tr>
<td>Age: 75+</td>
<td>14.6%</td>
<td>13.5%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Male</td>
<td>42.8%</td>
<td>44.1%</td>
<td>36.3%</td>
</tr>
<tr>
<td>Female</td>
<td>57.2%</td>
<td>55.9%</td>
<td>63.7%</td>
</tr>
<tr>
<td>Non-Urgent Request</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.7%</td>
</tr>
<tr>
<td>Urgent Request</td>
<td>0.2%</td>
<td>0.2%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Assistance Device: None</td>
<td>77.6%</td>
<td>76.8%</td>
<td>81.9%</td>
</tr>
<tr>
<td>Assistance Device: Wheel Chair</td>
<td>18.4%</td>
<td>19.2%</td>
<td>14.7%</td>
</tr>
<tr>
<td>Assistance Device: Stretcher</td>
<td>3.9%</td>
<td>4.0%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Accompaniment: None</td>
<td>94.7%</td>
<td>95.0%</td>
<td>93.5%</td>
</tr>
<tr>
<td>Accompaniment: Adult</td>
<td>4.1%</td>
<td>3.9%</td>
<td>5.2%</td>
</tr>
<tr>
<td>Accompaniment: Child</td>
<td>0.4%</td>
<td>0.4%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Accompaniment: Personal Care Assistant</td>
<td>0.7%</td>
<td>0.7%</td>
<td>1.0%</td>
</tr>
<tr>
<td>Trip Reason: Dialysis</td>
<td>50.4%</td>
<td>48.3%</td>
<td>60.0%</td>
</tr>
<tr>
<td>Trip Reason: Doctor Visit</td>
<td>15.3%</td>
<td>15.0%</td>
<td>16.3%</td>
</tr>
<tr>
<td>Trip Reason: Substance Abuse</td>
<td>14.7%</td>
<td>17.1%</td>
<td>2.9%</td>
</tr>
<tr>
<td>Trip Reason: Mental Health</td>
<td>8.1%</td>
<td>8.1%</td>
<td>8.3%</td>
</tr>
<tr>
<td>Trip Reason: Medical Specialist</td>
<td>6.3%</td>
<td>6.1%</td>
<td>7.3%</td>
</tr>
<tr>
<td>Trip Reason: Rehabilitation</td>
<td>3.5%</td>
<td>3.6%</td>
<td>3.0%</td>
</tr>
<tr>
<td>Trip Reason: Testing/Screening</td>
<td>1.6%</td>
<td>1.6%</td>
<td>1.8%</td>
</tr>
</tbody>
</table>

Total Miles * | 15.09 (±20.32) | 13.60 (±18.14) | 25.41 (±26.42) |

* means and standard deviations are presented for Total Miles.

Source: LogisticCare Solutions, Medicaid Gross Trips by Treatment Type (Nov. 2015) (data available for 32 states).
The Impact/Opportunity

- 3.6 Million missed or delayed appointments per year due to transportation issues\(^{(1)}\)
- $150 Billion annual cost of missed appointments in the U.S.\(^{(2)}\)
- Only 2.4% of appointments are self-scheduled appointments\(^{(2)}\)

\[\begin{align*}
\text{Average amount lost per missed physician appointment} &= \$200.00 \quad \text{\(^{(3)}\)} \\
\text{Average amount lost per missed surgical appointment} &= \$500.00 \quad \text{\(^{(4)}\)} \\
\text{Average number of late arrivals & no shows} &= 25-31\% \quad \text{\(^{(4)}\)}
\end{align*}\]

\(^{(1)}\) Wallace and Hughes, Cost Benefit Analysis of Providing Non-Emergency Medical Transportation, October 2005
\(^{(2)}\) Jamie Gier, Missed Appointments Cost the U.S. Healthcare System $150B each year, Health Management Technology, April 26, 2017
\(^{(3)}\) Dana Rogers, (https://aquinchealth.com/author/denial March 6, 2018
\(^{(4)}\) Kirill Tsernov. (https://sminder.com/no-show-effect-hospital
Introducing MedTrans GO

A Non-Emergency Medical Transportation and Translation Platform

- Ensures healthcare providers are compliant with federal law
- Increases revenue for healthcare providers
- Allows patients to attend regularly scheduled appointments, receive needed medical care, and communicate effectively with healthcare providers in a timely manner
The MedTrans GO Mobile App

Medical Transportation & Translation Made Simple

In need of a lift to the hospital? Need a translator to meet you? Sign up for MedTrans GO today! For medical transportation and translation, there is no other way to go than MedTrans GO.

Web Based Application

Android and iOS Compatible
MedTrans GO
One application for Medical Facilities, Doctors, and Patients & Families

- Ensures ACA Compliance
- Continuity of care
- Plays into VBC Payment Methodology
- Your on-site patient advocate
- Remains with patient during procedure
- Car or specially equipped vehicles
- Consideration into VBC payment methodology
- Ensures ACA Compliance
- Continuity of care
- Plays into VBC Payment Methodology
- Interpretation Services for Non-English Speaking Patients

Transportation Services
Concierge Services
Interpretation Services for Non-English Speaking Patients
How Our Technology Works

• Physician, facility or patient requests transportation and/or interpretation services via mobile application or web portal

• Confirmation is received by the requesting party

• Services are rendered

• An electronic invoice is e-mailed and payment is processed real-time
Ambulance Transportation

<table>
<thead>
<tr>
<th>Ambulance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>$1000+</strong> (2)</td>
</tr>
<tr>
<td>Average base cost</td>
</tr>
</tbody>
</table>

- **$25-$30 per mile**
- Additional Charges will occur based on Services
- Patient can expect to pay at minimum $100 - $150 in a copay just for the ride
- Any additional services can increase the Copay

- **52% of all requested ambulance rides are not needed** (1)
- **15% of those do not even need transportation** (1)

MedTrans Go offers multiple solutions that solve the need for non-emergency medical transportation that will alleviate the unnecessary Ambulance rides and will reduce costs for Insurance providers, Medical facilities, and patients.
## Pricing Model

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
<th>Mileage</th>
<th>Additional Mile Fee</th>
<th>Additional Hour Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ambulatory</strong></td>
<td>$45 each way</td>
<td>10 Miles Included</td>
<td>$1.50 per additional mile</td>
<td>$15 per hour waiting time</td>
</tr>
<tr>
<td><strong>Wheelchair</strong></td>
<td>$100 each way</td>
<td>10 Miles Included</td>
<td>$3.00 per additional mile</td>
<td>$30 per hour waiting time</td>
</tr>
<tr>
<td><strong>Stretcher</strong></td>
<td>$200 each way</td>
<td>10 Miles Included</td>
<td>$3.00 per additional mile</td>
<td>$30 per hour waiting time</td>
</tr>
</tbody>
</table>
1.27M of Georgia citizens are speakers of a non-English language. The most common foreign languages in Georgia are Spanish (740,917 speakers), African Languages (55,507 speakers), and Chinese (47,088 speakers), but compared to other places, Georgia has a relative high number of Gujarati (22,207 speakers), African Languages (55,507 speakers), and Korean (45,633 speakers).
Georgia’s uninsured rate of 12.9 percent is fifth worst in the country. In rural Georgia, the uninsured rate could **climb to more than 25 percent by 2026.**

Unemployment Rates

Georgia 4.1%
National Average 3.9%
120 Rural Counties in Georgia
Opportunity to impact Georgia’s unemployment rate creating approximately 3000 jobs just in Transportation