

Flexible Transportation Built with Your Highest Acuity Members in Mind

Special Needs Plans (SNPs) provide life-sustaining care to millions of the most vulnerable populations. As SNPs enrollment grows, so do the complex medical and social needs of members. With SafeRide Health, your health plan and members have access to the right technology and flexibility to meet their care needs.

Why SafeRide?

One of the largest and most experienced transportation brokers in the nation, SafeRide Health partners with the largest payers and providers serving SNP beneficiaries to drive better health outcomes for the most vulnerable. SafeRide Health’s technology-first non-emergency medical transportation (NEMT) approach empowers plans with customized tools to support positive health outcomes for vulnerable patient populations.



With 87% of SNPs offering transportation benefits, it's not about if you do offer them– **it's about how well you're serving member needs.**

Key Features for SNPs

| | SafeRide <u>Health</u> | Other Brokers |
|--------------------------------------|------------------------|---------------|
| Native Rideshare Integration | ● | ◐ |
| APIs for Platform Integration | ● | ○ |
| Omnichannel Ride Booking Flexibility | ● | ○ |
| Benefit Structure Customization | ● | ○ |



Our Technology, Your Workflows

Our self-managed and fully managed solutions seamlessly integrate into your existing workflows via industry-leading APIs. With the fully managed solution, our call center handles the ride booking and management calls, allowing plans to focus on what they do best, servicing members and running plan operations. For the self-managed solution, you utilize your call center's resources and expertise while harnessing our platform training for more visibility and control over the end-to-end member experience.



Benefit Structure Customization

With variables like chronic conditions and recurring needs for SNP members, transportation benefit needs are far from being one size fits all. SafeRide's customizable platform enables plans to tailor and optimize benefit structures to best meet their members' needs. We can build countless customizations for beneficiaries based on treatment type, ride count, cost, distance, and necessary modality level of transportation.



Omnichannel Ride Booking Flexibility

For SNP members with high levels of ride utilization, they need to know their ride will be ready when and where they are. SafeRide helps plans drive optimal member experience by providing ride booking and adjustment capabilities across multiple channels (SMS texting, AI-powered phone calls, a mobile-friendly member portal, and our highly trained call center). Plus, care providers, care teams, and/or family members are able to book rides if any members rely on someone else to manage rides. This level of flexibility improves member experience, and simultaneously, reduces complaints, grievances, as well as fraud and waste risks.



When it comes down to the day of the ride, whether traveling via rideshare or stretcher gurney, **we support every member's journey with:**

1 SMS texting real-time updates on ride status from start to finish

2 Live ride monitoring to ensure safety and timeliness

3 Proprietary algorithms to redirect to a new driver if needed

4 Same-day transportation team to triage any issues in real-time

5 Ride feedback opportunities on rides to repeat or avoid specific drivers in the future

Get Started

Customize Transportation for Your Members

Build a member-centric experience that benefits your SNP and members alike. To learn more about how SafeRide Health is revolutionizing NEMT for SNPs, contact us or [visit our website](#) to learn more.