

**Derek Hoy**

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**From:** providers@meditrans.com  
**Sent:** Tuesday, April 21, 2026 4:34 PM  
**To:** Derek Hoy  
**Subject:** Test - MediTrans Provider Updates / Bulletin Q1 2026

CAUTION: EXTERNAL SENDER



Q1 2026 Provider Bulletin  
April 2026  
(Regional Provider Meetings Recap and Deliverables)

Dear Provider,

MediTrans hosted provider meetings throughout March across the state of Louisiana. About 140 providers attended.

MediTrans shared important news and listened to feedback. The meetings sought partnership and collaboration with the aim towards improvement and alignment of NEMT in Louisiana.

**Couldn't join us in person?** If you missed the in-person meeting (or want a refresher), you can join an online session.

Tuesday, April 14, 2026; 5:00 - 7:00 PM

Thursday, April 16, 2026; 5:00 - 7:00 PM

[Virtual Meeting Sign Up](#)

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**Recap of Major Notices and Provider Network Updates**

- **The MediTrans Website has been updated**
  - **The website will serve as a central resource for all Louisiana Medicaid NEMT Network details.**
    - **We have specifically updated:**

- The Transportation Provider Portal
  - The Facility Portal
  - About Us (who to contact at MediTrans)
- We will continue to add / build out:
  - Single source for all forms, announcements, alerts, and notices
  - Process and procedure manuals
- We are Hiring a Dedicated Provider Help-Desk / Product Specialist
  - Based on your requests and feedback, this will be a dedicated person who can help with technology and day-to-day support, like login issues and app training.
- The NovusMed DRIVER APP is available for all providers / drivers
  - The NovusMed Driver App is FREE. It primarily replaces a PAPER MANIFEST. It does NOT fully replace MediRoutes or other dispatch / practice management software.
  - If you did NOT attend a Regional Provider Meeting and are interested in the Novus Med Driver App, please complete an INTEREST FORM:

Driver App Sign Up

The NovusMed Driver App will be distributed to providers on the following cycle(s):

- **COHORT 1: ALL IN-PERSON MEETING ATTENDEES (ON PAPER)**
  - Friday, April 24, 2026: Individual drivers will download the app and a tenant code will be provided for their specific driver profile.
  - Monday, April 27, 2026; 5:00 - 6:00 PM: Virtual training / walkthrough will be provided with MediTrans technology support team.
- **COHORT 2: ALL OTHER IN-PERSON MEETING ATTENDEES**
  - Friday, May 22, 2026: Individual drivers will download the app and a tenant code will be provided for their specific driver profile.
  - Monday, May 25, 2026: Virtual training / walkthrough.
- **COHORT 3 +: ALL ADDITIONAL SIGN-UPS**

- **Additional cohorts, based on demand, will occur on a monthly basis.**

Limited T-Mobile tablets are available for providers who would like to move from paper and need a hardware solution to do so; providers that are currently on paper will be prioritized for this resource and will be reached out to individually.

- **The NovusMed SIMPLI APP is available for all providers / drivers**
  - **The NovusMed Simpli App is \$50 per vehicle per month on a contract directly with Momentum Technologies. This can serve as a replacement for MediRoutes or other dispatch / practice management software.**
  - **You do not need the Simpli App. The Driver App is a sufficient solution for many providers. However, the Simpli App adds extra tools like route planning and automated scheduling for those providers that would like this additional capability.**
  
- **NovusMed Auto-Decline on Trips is moving from 48 Hours to 5 Days**
  - **This will go live on **Monday, April 13, 2026****
  - **Why? The purpose of this change is to allow providers more time / predictability in trip planning, in addition to MediTrans being able to place unfillable last-resort trips manually within a 48 hour window.**
  - **The following graphic provides the flow of how the auto-decline and trip assignment algorithm within NovusMed works.**
    - **NOTE: This process is currently happening now, under a much shorter window (48 Hours). Now it will be 5 days.**
    - **If the trip date changes, the timeline shifts too. Monday trips may require work over the weekend, and MediTrans is staffing for that.**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
The trip for next Saturday has been <u>sitting</u> with a provider since it was placed with the Provider by MediTrans in ASSIGNED STATUS. It needs to be ACCEPTED by the Provider	This is 5 days before the trip. If not <b>ACCEPTED</b> it gets scooped from the Provider's profile at 12:01 AM MONDAY and gets assigned to another Provider. That provider will have 8 HOURS to ACCEPT IT.	<i>(If no Providers accept the trips that get placed in their ASSIGNED STATUS within 8 hours, trips will keep getting scooped and assigned every 8 hours)</i>	<i>(If no Providers accept the trips that get placed in their ASSIGNED STATUS within 8 hours, trips will keep getting scooped and assigned every 8 hours)</i>	At 12:01 AM Thursday the algorithm stops trying to assign the trip. It will <u>sit</u> in UNSCHEDULED Status and MediTrans will manually work to assign it.	The MediTrans team will continue to work to place the trip on this day	<b>This is the target trip date (at any time on this date).</b>



- NovusMed "Unscheduled" Tab is changing to "Trip Offer"
  - This will go live on **Thursday, April 30, 2026**
  - Why? The purpose of this change is to control the ability for providers to accept only eligible trips for their region, space type, etc. It will put greater restrictions on what trips a provider can take.
  - Trip Offer does NOT mean monetary bidding on trips
  - **MediTrans will share instructions closer to this release date.**
  
- Provider Scorecards: April 2026 will be issued in May 2026
  - Scorecards will be issued on **Friday, May 15, 2026 on April 2026 data.**
  - Why? The purpose of this change is to improve quality. It can also highlight top performers and help those who need to improve.
  - Provider Scorecards connect to the "Quality Factor" in NovusMed. The scores impact trip assignment.
  - Certain actions by Providers will adversely affect the scorecard; some examples include:
    - Providers who click "Perform" at the end of the day in MediRoutes for all the trips that day will cause the on-time rate to go down (trips

need to be performed within a radius of the pickup/drop-off location).

- Providers who decline a significant amount of trips (“cherry picking”) can lower the acceptance score.
- Complaints will only count against a Provider after an investigation and if they are valid.

## Provider Score Card



Provider Name:	[REDACTED]
Reporting Period:	12/1/2025-12/31/2025
Total Trips Assigned:	730
Total Trips Completed:	667

### On-Time Performance

Metric	Target	Actual	Score
On-Time Drop-Off Percent	≥ 95%	73.03%	76.88

### Service Quality & Safety

Metric	Target	Actual	Score
Complaints per 1000 trips	≤ 3	0	100
At-Fault Accidents/Incidents	0	0	100
Missed Trips/No Shows	≤ 1%	0%	100
Percent of Accepted Trips	≥ 75%	92.47%	100

### Performance Summary

Category	Weight	Score	Weighted Score
On-Time Performance	60%	76.88	46.13
Service Quality & Safety	40%	100	40
<b>Total Score</b>	<b>100%</b>		<b>86.13</b>

#### SCORECARD APPEAL PROCESS:

Providers will have 48 HOURS from the receipt of the Scorecard to contest the indications on the Scorecard. In the appeal, the provider should say which score they think is wrong. MediTRANS will check the data and correct it if needed.

- Orleans Parish (CPNC) and Jefferson Parish Certification and Denied Claims

- **For trips that start in Orleans or Jefferson Parish, MediTrans will keep following local rules for drivers, vehicles, and company requirements unless the state (like the Louisiana Department of Health) changes the guidance. If a driver/vehicle/company does not have the right credentials for these areas, the claim may be “pending-denied.”**
- **This is a reminder that providers are responsible for knowing and meeting these parish requirements.**

We hope this bulletin helps explain the big changes coming soon. Thank you for paying attention to these updates and working with us to keep improving transportation services in Louisiana.

Sincerely,

The MediTrans Coordinated Transportation Network (CTN) Team