



Access2Care

July 18, 2018

*Presented to
MAHP*

Humanizing the Transportation Experience

At the end of the day people won't remember what you said or did, they will remember how you made them feel. - Maya Angelou



**The
healthcare
journey
starts and
ends with
a ride.**

The Ridesharing Revolution

The mainstream population has long enjoyed the accessibility and information-rich rideshare app interface and experience.

Travelers are ditching conventional taxis in favor of ridesharing because they can expect a clean car, a kind driver, a fast response time, and full transparency throughout the entire process.



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Introducing Our Transportation Technology Partner

Through Access2Care, your members can share in this revolution, having up-to-date information on their scheduled transport via a recognizable platform that is easy to navigate.



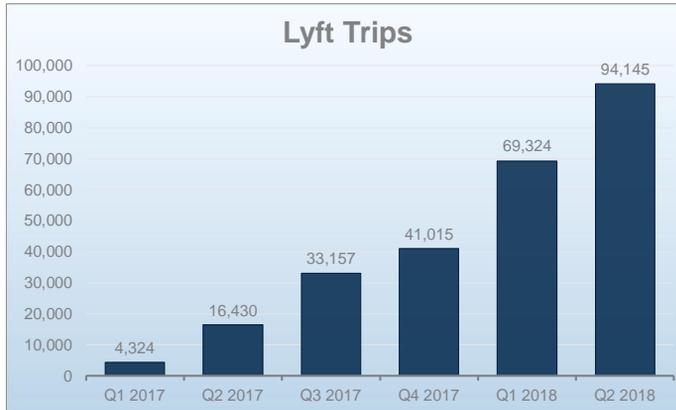
By 2020, Lyft pledges to cut the number of Americans who can't access healthcare because of transportation issues in half.

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Our National Lyft Program

Deliberate and Strategic Implementation and Growth



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Results Have Been Impressive!

Our Lyft partnership is an example of creating efficiency while improving member experience and reducing costs.

Survey Results:

- 4.72** Average score
- 84%** Rated Lyft 5 out of 5
- 97%** Received text reminders
- 97%** Said make Lyft their "preferred provider"

8 minutes

average wait time
(compared to 25 minutes for all other providers)

61% of Members waited less than 10 minutes

84% waited less than 15 minutes

99.9% complaint-free

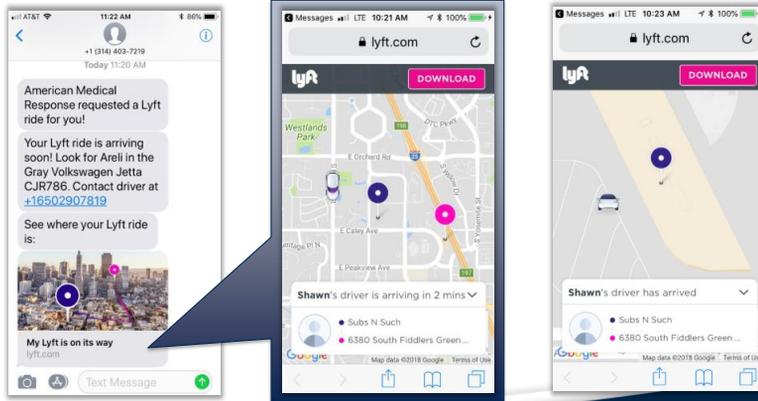
(compared to 99.7% for all other providers)

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Meaningful Technology

Our Lyft API enables us to develop new features, such as text message notifications, an “I’m Ready Button” to request the return ride, and mapping of the driver and rider without having to download the Lyft app and enter a credit card.



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A2C's Lyft Center of Excellence



Our Lyft Center of Excellence promotes and enables the appropriate use of Lyft by Medicare and Medicaid beneficiaries.

- On-board members one at a time and identify members who are not a fit
- 24/7 member support via toll-free number
- Proactively monitors trips to overcome any challenges
- Educate and support members who are Lyft users
- Conduct Fraud, Waste and Abuse monitoring and reporting

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Next Steps: Service Expansion

We firmly believe there's a place for you, no matter which seat you're sitting in.

- Lyft

A2CConnect powered by Lyft will bring the Lyft experience to all members, including non-ambulatory modes of transportation



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The Value of Our Lyft Partnership

The value we bring is in the depth of our strategic partnership, the level of our technology integration, and our internal processes surrounding the A2C Lyft program.



- We have the most sophisticated partnership and evolved processes of anyone in our industry to humanize the transportation experience for our members
- A2C is uniquely positioned as a subsidiary of AMR, the nation's largest ambulance provider with 36,000 clinicians and support staff and one of the largest fleets of ambulances and medical aircraft in the world
- Versatility to do other things (i.e. Nurse Triage Program in Washington D.C. refers low acuity 9-1-1 calls to be transported by Lyft to urgent care facilities)

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Questions?

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Thank You