



## Why Advance Trip Reminders are Important to a NEMT Provider

One of the bigger problems plaguing NEMT transportation providers is the number of dry runs that occur in their operation. A dry run is defined as one of 2 scenarios:

1. Your driver goes to pick up a scheduled passenger and when they get to the pick-up address the passenger is not there. They go to the front door and no one answers and/or they call the passenger and there is no answer. This is called a “no show”
2. Or, your driver goes to pick up a scheduled passenger and they tell your driver that they forgot to call and cancel the request for transportation, and they are no longer going. This is called a “cancel at door”

NEMTAC studies have discovered that on average this occurs on approximately 3% of all trips requested (2018 data). Most NEMT transportation contracts do not reimburse the transportation provider for the cost of these dry runs, so you incur a cost with no revenue to offset it.

A technology that has been used by healthcare providers to reduce the number of cancellations, also works for NEMT transportation providers. This technology is called Advance Trip Reminders (ATR). ATR notifies the passenger the night before to remind them that they have transportation scheduled and gives them the option to confirm or request to cancel the transportation. This notification can be sent via telephone, email and/or text messages (This notification can also be sent in the primary language of the passenger). Some ATR solutions even send the notification again when the vehicle is in route allowing the customer to again notify you if they are not going but also notify them that the vehicle is enroute so they can get ready. Hopefully, this will reduce your pickup. Early studies show that this technology will reduce the number of dry runs by 10 to 50%.