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(54) **COMPLIANCE SYSTEM FOR REDUCING FRAUD IN THE PROVISION OF NON-EMERGENCY MEDICAL TRANSPORTATION SERVICES**

(52) **U.S. Cl.**
CPC *G06Q 50/28* (2013.01); *G06Q 50/30* (2013.01); *G16H 40/20* (2018.01)

(57) **ABSTRACT**

A system for rendering delivery services is provided which includes a portable data collection device. The portable data collection device includes an integrated location determination system and also includes a processor, physical memory, an input device, and a wireless communication system. A trip schedule for an individual or item including a pickup location and a drop off location is provided to the portable data collection device. A respective location identifier is associated with the pickup and drop off locations. The trip schedule is displayed to an individual via the portable data collection device. The occurrence of a pickup is noted utilizing the portable data collection device. The location determination system of the portable data collection device provides a location of the portable data collection device at the occurrence of the pickup. The occurrence of a drop off is noted utilizing the portable data collection device. The location determination system of the portable data collection device provides a location of the portable data collection device at the occurrence of the drop off. The location identifiers associated with the pickup and drop off locations are compared with the location of the portable data collection device at the pickup and drop off locations.

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Publication Classification

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G06Q 50/30 (2006.01)
G16H 40/20 (2006.01)

MEMBER	PICKUP LOCATION	PICK UP TIME	FACILITY LOCATION	DROP OFF TIME	FACILITY PICK UP LOCATION	MEMBER DROP OFF LOCATION	MEMBER DROP OFF TIME
Jane Smith	123 Elm Street, New York, New York	12:30 PM	111 A Street, New York, New York	1:15 P.M.	111 A Street New York, New York	123 Elm Street, New York, New York	5:00 PM
Elvin Jones	193 Elm Street, New York, New York	12:45 P.M.	135 B Street, New York, New York	1:27	135 B Street, New York, New York	193 Elm Street, New York, New York	5:15 PM
Sally Brown	622 Chester Street, New York, New York	1:45	201 C Street, New York, New York	2:00	201 C Street, New York, New York	622 Chester Street New York, New York	5:30

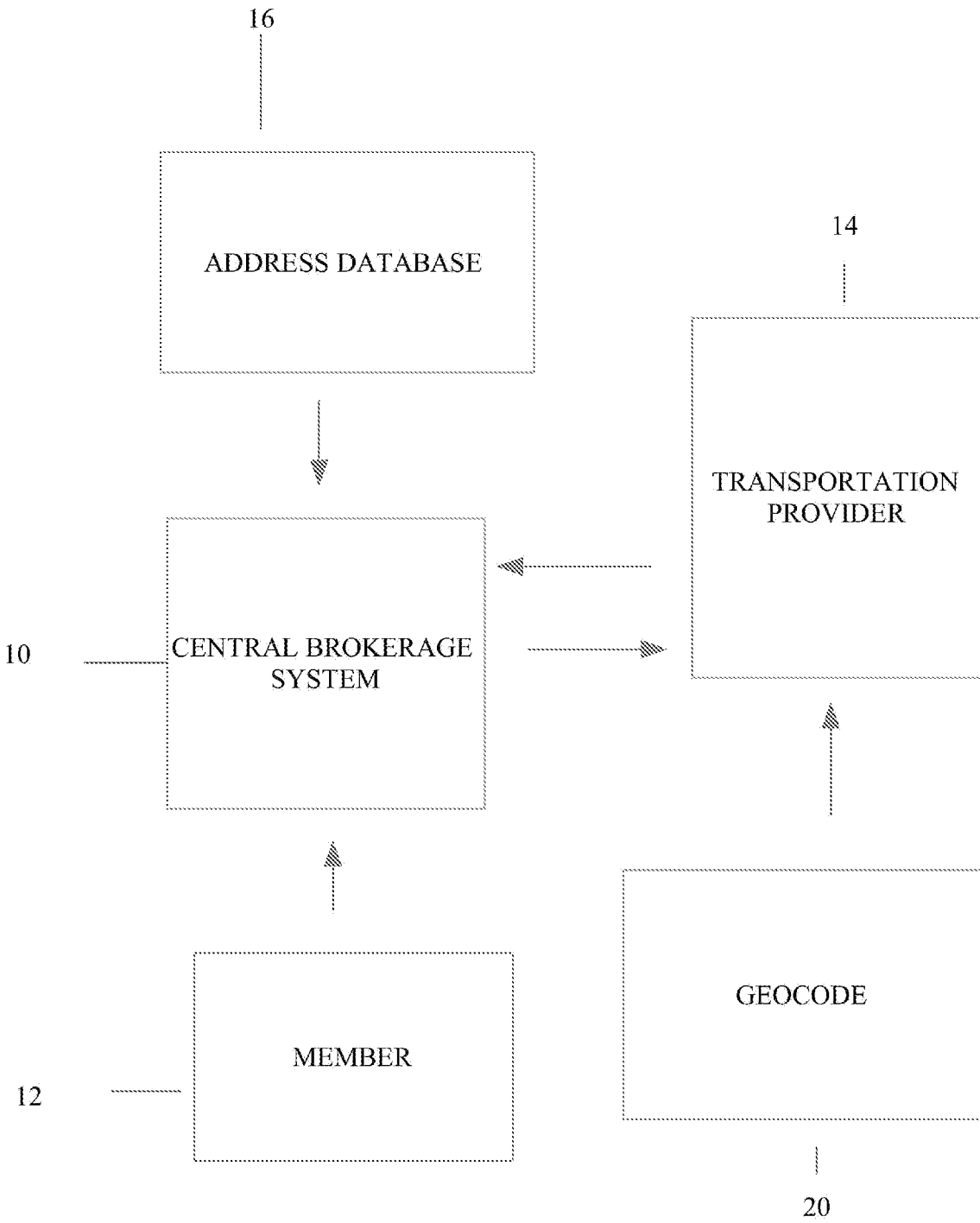


FIG. 1A

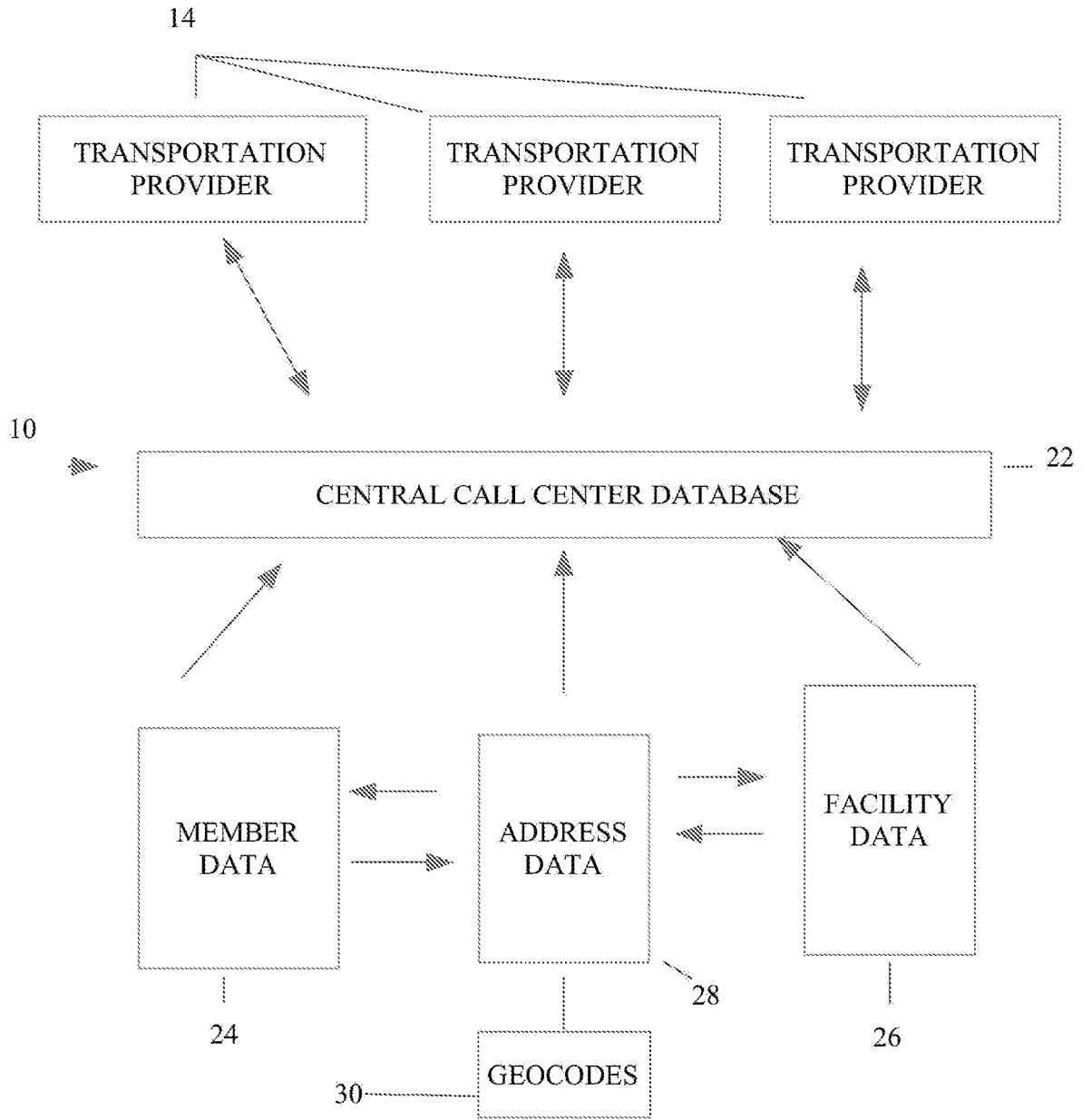


FIG. 1B

32

Address Editor

Street	100 Main St
City	Kingston
State	NY
ZIP	12401

Search

County	Ulster	
Latitude	41.93175392	Manual
Longitude	74.02077494	

Site/Apt/Unit

Suite Apartment Unit

#	102
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Address Type	Nursing Home
Address Name	Oak Hills
Phone #	[123] 456-7890

Note

Some note specific to this address

OK Cancel

FIG. 2

30

Search Criteria		City	State
Street	100 Main St	Albion	NY
Street	100 Main St	Albion	NY
Street	100 Main St	Allamont	NY
Street	100 Main St	Amagansett	NY
Street	100 Main St	Andas	NY
Street	100 Main St	Antwerp	NY
Street	100 Main St	Apalachin	NY
Street	100 Main St	ArCADE	NY
Street	100 Main St	Augyle	NY
Street	100 Main St	Airport	NY
Street	100 Main St	Alicia	NY
Street	100 Main St	Aurora	NY
Street	100 Main St	Bethans	NY
Street	100 Main St	Bacon	NY
Street	100 Main St	Bedford Hills	NY
Street	100 Main St	Big Flats	NY
Street	100 Main St	Brooktondo	NY

Street	City	State	ZIP	Latitude	Longitude
100 Main St	Albion	NY	13730	42.2245123	-75.528395
100 Main St	Albion	NY	14001	43.0201035	-78.488708
100 Main St	Allamont	NY	12008	42.7038282	-74.022434
100 Main St	Amagansett	NY	11930	40.9734005	-72.145211
100 Main St	Andas	NY	13731	42.1896618	-74.784232
100 Main St	Antwerp	NY	13608	44.1982367	-75.607229
100 Main St	Apalachin	NY	13732	42.0763488	-76.157992
100 Main St	ArCADE	NY	14009	42.5340638	-78.422152
100 Main St	Augyle	NY	12809	43.2383793	-73.491485
100 Main St	Airport	NY	14807	42.4643720	-77.723195
100 Main St	Alicia	NY	14011	42.9640474	-78.273315
100 Main St	Aurora	NY	13026	42.7410254	-76.700063
100 Main St	Bethans	NY	14020	42.9975673	-78.183160
100 Main St	Bacon	NY	12608	41.5083334	-73.977563
100 Main St	Bedford Hills	NY	10507	41.2333841	-73.689874
100 Main St	Big Flats	NY	14814	42.1345558	-76.934369
100 Main St	Brooktondo	NY	13906	42.1907228	-76.928394

FIG. 3

Member: Gerald Lawson (Not Confirmed)

General info

Member ID	8
First Name	Gerald
Middle Name	N
Last Name	Lawson
Date of Birth	02/10/1998
Gender	Male
SSN	123-45-6789
Phone Number	(713) 555-4912
MCA	<input type="checkbox"/>
Active	<input type="checkbox"/>

Current Client

Client	Georgia Medicaid
State	GA
County	Appling
Preferred Provider	
Emergency Contact	
Name	Ellen Lawson
Relationship	Mother
Phone Number	(713) 555-4912 Ext. _____
Annual Leg Limit	
Limit	100
Court	0
Remaining	100

Medicare

Medicare ID	123456789
Eligibility Start	
Eligibility End	

Medicaid

Medicaid ID	123456789
Eligibility Start	01/01/2011 00:00
Eligibility End	01/01/2012 00:00

Special Needs

Weight	151
Can Use Public Transit	<input type="checkbox"/>
Public Transit Reason	Medical
Special Needs	<input type="checkbox"/> Cutches <input type="checkbox"/> Electric Wheelchair <input checked="" type="checkbox"/> Guide Dog <input type="checkbox"/> Hearing Impaired <input type="checkbox"/> Sight Impaired/Blind <input type="checkbox"/> Walker <input checked="" type="checkbox"/> Wheelchair
Notes	

FIG. 4

Facility: Crestview Medical Center

New Open Save Copy Refresh Undo Delete Close Merge

General Info

Facility ID	10234	Active	<input checked="" type="checkbox"/>
Name	Crestview Medical Center	Phone	(555) 555-1234
Medical Provider ID	1234567890	Fax	(555) 555-1235
Type	Medical Center	E-Mail	administration@crestviewmc.com

Contact

Name	John, Smith (CEO)	Phone	(555) 555-1234 Ext. 204__
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Addresses

<input type="checkbox"/>	Primary	Active	Effective Date	Address	Notes
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	06/15/2010	100 Broadway Ave., New York, NY, 12345	Back Door
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	08/01/2010	200 Main St., New York, NY, 12345	

FIG. 5

Provider: ABC Transportation

File Open Save Refresh Undo Delete Class

1 info

General Info

Provider ID: 15

Name: [REDACTED]

Type: Contracted

Status: Active

Owner: John Smith

Phone: (678) 435-1818

Fax: (678) 435-1819

Email: info@abctrans.com

Manifest Delivery Method: Email

Main Contact

Name: John Smith

Phone: (678) 435-1818 Ext. 2579

Address

Street: 9 Philips Drive

City: Atlanta

State: GA

ZIP: 30303

Hours of Operations

<input checked="" type="checkbox"/> Monday	From 08:00	To 17:00
<input checked="" type="checkbox"/> Tuesday	From 08:00	To 17:00
<input checked="" type="checkbox"/> Wednesday	From 08:00	To 17:00
<input checked="" type="checkbox"/> Thursday	From 08:00	To 20:00
<input checked="" type="checkbox"/> Friday	From 08:00	To 15:00
<input type="checkbox"/> Saturday	From	To
<input type="checkbox"/> Sunday	From	To

Mobility Type

Ambulance

W/C

Stretcher

Biomatic Stretcher

BLS

ALS

Param Provider

Name: [REDACTED]

FIG. 6

New Open Save Copy Refresh Link Close Member Cancel

Member
 Medicoid ID: 123456789 Public Transit? Reason:
 Name: Pt. Thomas Primary Member Special Needs:
 DOB: 07/06/1951 Escorts: 0 SP1 SP2 SP3 SP4
 Pref. Provider: Attendants: 0
 Appt Reason: Car Seats: 0
 Mobility Type: Ambli Utilization Review:

Log
 Log: Add Log Reverse Cancel
 Post. Up:
 Address: Dr. Test, 1 Fontaine Rd SE, UNIT 123, Mableton, GA, 30126
 Address Type: AT 1 Address Phone: (112) 222-2331
 Manifest Notes:
 Date/Time: 02/24/2011 17:02 TZ EST
 Drop Off:
 Address: Grady Memorial Hospital, 80 Jesse Hill Jr Dr SE, Atlanta, GA, 30303-3
 Address Type: FT 1 Address Phone: (404) 616-4307
 Manifest Notes:
 Date/Time: 02/24/2011 17:25 TZ EST
 Miles: 16.00 Will Call: Status: Assigned

Tip Info
 Tip ID: 266 Requester: Gas Reimbursement:
 Status: Modified Relationship: R1 Name:
 Enter Date: 02/19/2011 Phone: () - - - - - Address:
 Client: Appointment Date/Time: City:
 SG ID: 53 Appt Date: 02/24/2011 State:
 Appt Time: 17:25 Phone: () - - - - - License:

Leg	Will Call	PU Address	Status	PU Type	PU Phone	PU Date/Time	PU TZ	Drop Off Notes	DO Address	DO Type	DO Phone	DO Date/Time
A		Dr. Test, 1 Fontaine Rd S	Assigned	AT 1	(112) 222-233	02/24/2011 17:02	EST		Grady Memorial Hospital	FT 1	(404) 616-430	02/24/2011 17:25
B		Grady Memorial Hospital	Cancelled	FT 1	(404) 616-430	02/24/2011 13:00	EST		Dr. Test, 1 Fontaine Rd S	AT 1	(112) 222-233	02/24/2011 17:02

FIG. 7

MEMBER	PICKUP LOCATION	PICK UP TIME	FACILITY LOCATION	DROP OFF TIME	FACILITY PICK UP LOCATION	MEMBER DROP OFF LOCATION	MEMBER DROP OFF TIME
Jane Smith	123 Elm Street, New York, New York	12:30 PM	111 A Street, New York, New York	1:15 P.M.	111 A Street, New York, New York	123 Elm Street, New York, New York	5:00 PM
Elvin Jones	193 Elm Street, New York, New York	12:45 P.M.	135 B Street, New York, New York	1:27	135 B Street, New York, New York	193 Elm Street, New York, New York	5:15 PM
Sally Brown	622 Chester Street, New York, New York	1:45	201 C Street, New York, New York	2:00	201 C Street, New York, New York	622 Chester Street, New York, New York	5:30

FIG. 8

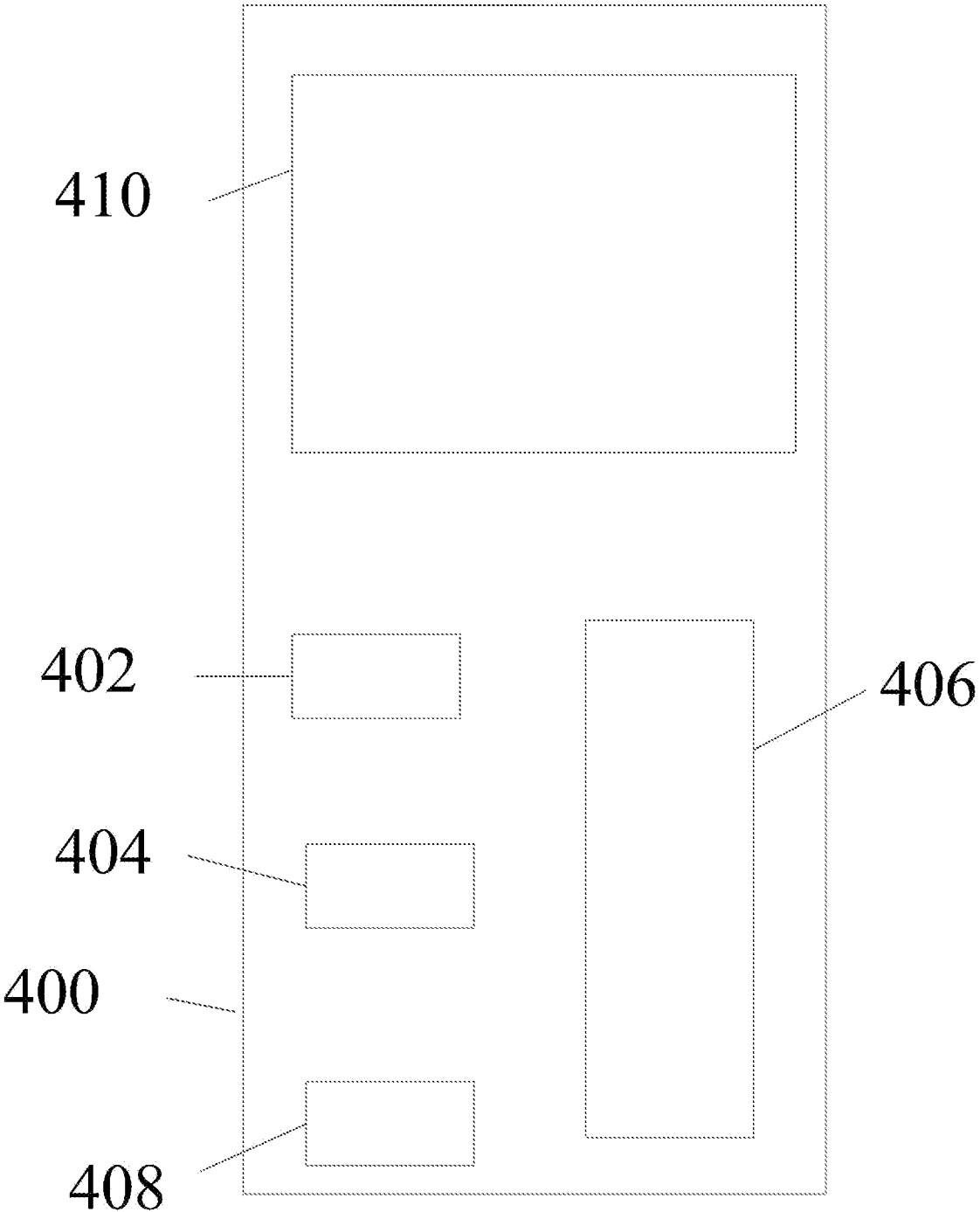


FIG. 9

The screenshot shows a mobile application interface titled "1. Driver & Vehicle Sign In". At the top, there is a status bar with "AT&T", signal strength, "2:41 PM", and battery level. Below the title bar, the text "Driver Name *: [JimDeglumberto]" is displayed. A horizontal separator line follows. Below the separator, a paragraph of text reads: "If this is not you please cancel this record and log this driver out using the 'Settings' button from the 'Action Menu'. Then log in with your ID." Another horizontal separator line is present. Below this, the text "Daily Vehicle Inspection Complete *" is shown above a two-button selection interface with "Yes" and "No" options. This is followed by several input fields, each with a dropdown arrow on the right: "License Plate # *", "Complete Vehicle Mileage *", "VIN Number (Last 4) *", "SET Inspection Decal Number *", "Attendant/Monitor's Name", and "Driver Signature *". The "Driver Signature" field is a larger, empty rectangular box. At the bottom of the screen, a large, rounded rectangular button labeled "DONE" is centered.

FIG. 10

AT&T 2:41 PM 89%

Cancel 2. Pickup Log Save

Region

SELECT REGION Atlanta Central North

Confirmation Number

Member's Name *

Pickup Odometer *

Transport Code *

Ambulatory Wheelchair Stretcher

Trip Status *

As Planned No Show Cancelled At Door

Pick-Up Notes

DONE

FIG. 11

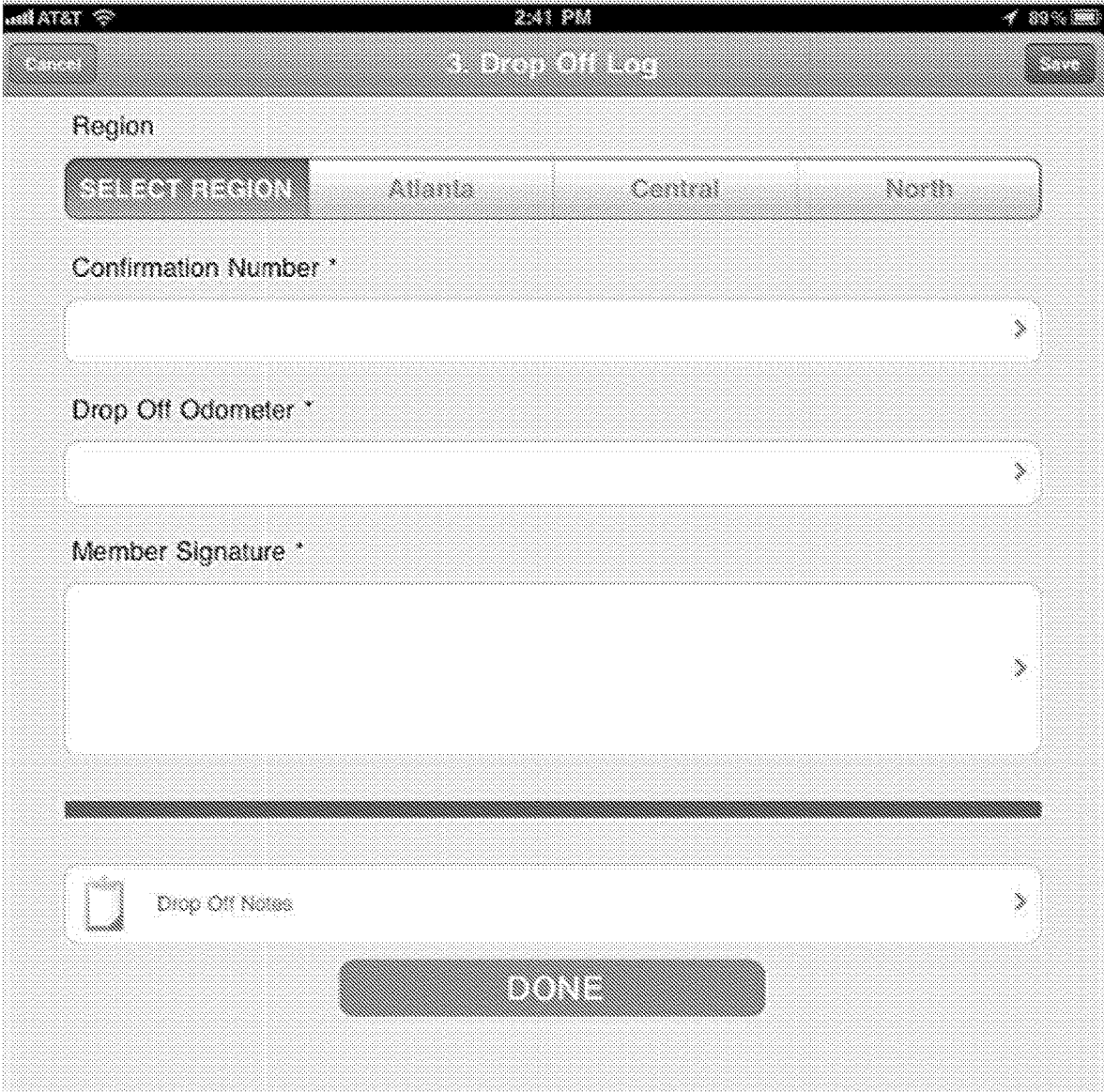


FIG. 12

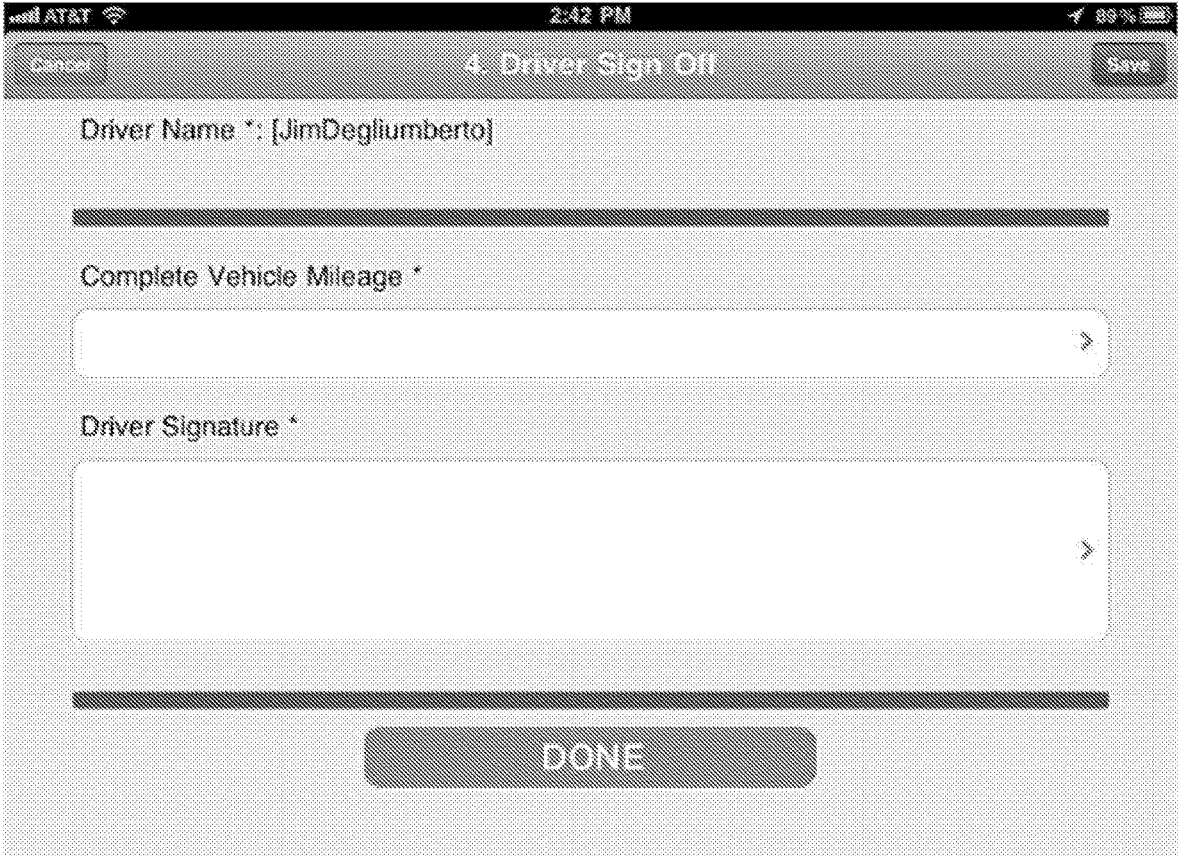


FIG. 13

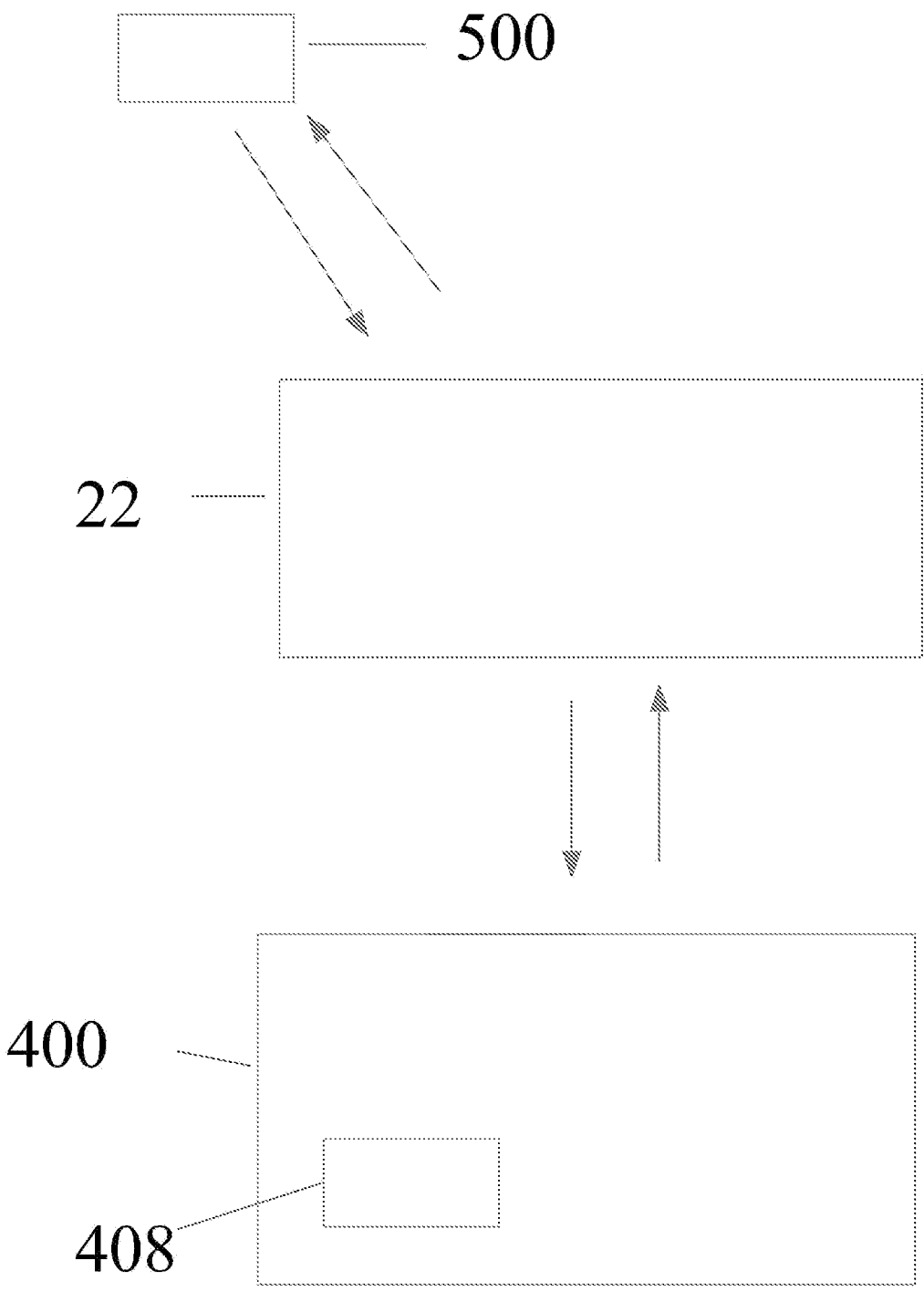


FIG. 14

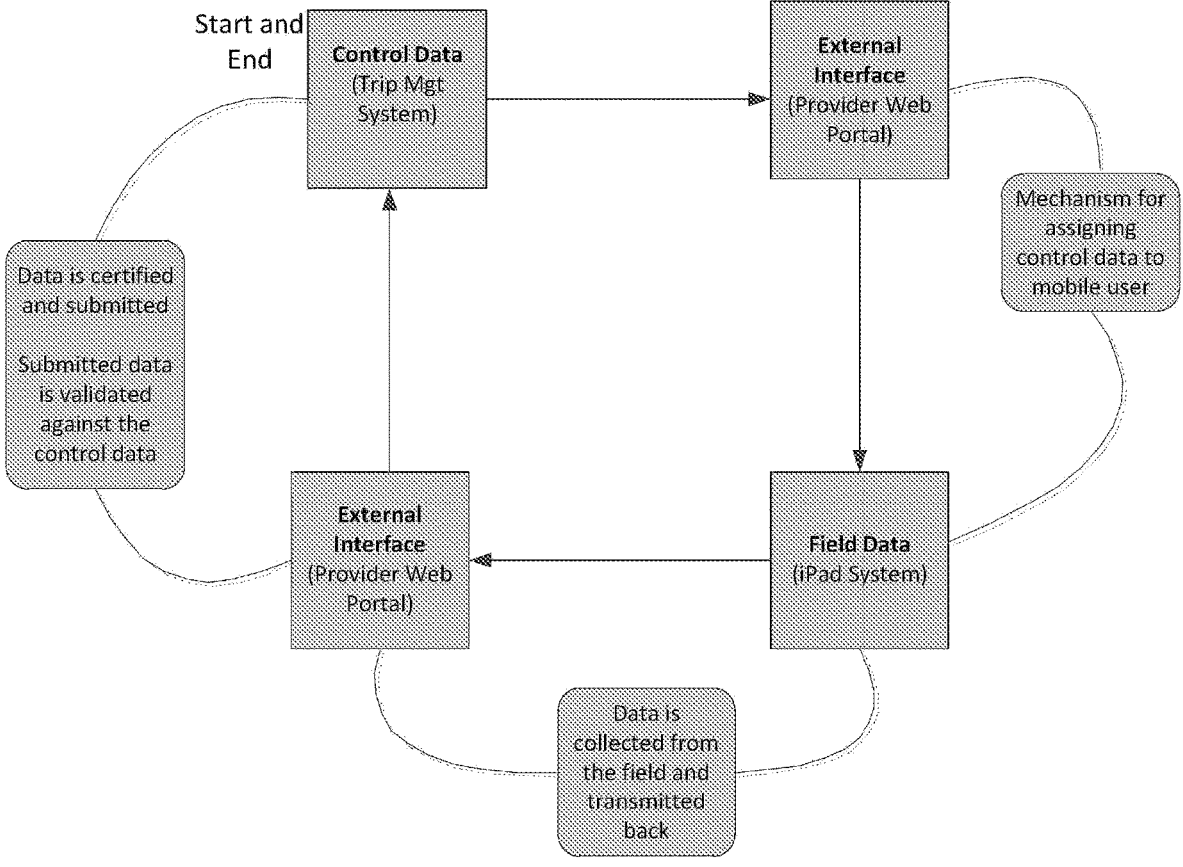


FIG. 15

**COMPLIANCE SYSTEM FOR REDUCING
FRAUD IN THE PROVISION OF
NON-EMERGENCY MEDICAL
TRANSPORTATION SERVICES**

FIELD OF INVENTION

[0001] The present invention relates to monitoring the provision of nonemergency medical transportation services and more particularly to the utilization of geocodes associated with the location of respective members and their respective appointments for determining compliance of the provision of services with the respective requested services.

BACKGROUND OF INVENTION

[0002] Pursuant to Title XIX of the Social Security Act, the Medicaid program provides medical assistance to low-income individuals and individuals with disabilities. Federal and State Governments jointly fund the Medicaid Program. Each State administers its Medicaid program in accordance with Federal guidelines set forth by the Centers for Medicare & Medicaid Services. Pursuant to 42 CFR § 440.170, the transportation benefit includes transportation expenses and related travel expenses deemed necessary by the State Medicaid agency to secure medical examinations and treatment for a Medicaid beneficiary.

[0003] The Deficit Reduction Act of 2005 gave States the option to establish a non-emergency medical transportation brokerage program in order to cost-effectively provide transportation for Medicaid beneficiaries. In addition to the utilization of brokerage services, Federal regulations require that each State Medicaid agency establish a program integrity program that includes methods for identifying and investigating suspected fraud and abuse cases. Many of these programs focus on screening the transportation providers, requiring prior approval of services and implementing methods to prevent and detect improper billing. In a recent study conducted by the Department of Health & Human Services, Office of Inspector General dated May 28, 2009, entitled "Memorandum Report: Fraud and Abuse Safeguards for State Medicaid Nonemergency Medical Transportation Services" it was noted all fifty states reported implementing one or more methods to prevent and detect improper billing. Such systems included operating public hotlines, analysis of claims data for irregular billing, and other data mining techniques.

[0004] Twenty-nine states utilized brokers to administer all or part of the NEMT programs. Other states utilized brokers in some capacity for administration of the NEMT programs. In most of these situations, the brokers were required to administer the processes necessary to insure program compliance. Additionally, some states paid the brokers on a capitated payment schedule which shifted the risk of improper NEMT payments from the state to the broker.

[0005] In the cited study, a larger number of fraud and abuse cases were cited. The two most common types involved provider billing fraud, including billing for services not rendered and unspecified overbilling. Other common types included billing for excess mileage and for nonmedical use of NEMT services.

[0006] Accordingly, with the occurrence of fraud in the NEMT industry, there is a need for a system which will reduce the ability of fraud to occur. Also, there is a need for

brokers to have a system for monitoring the compliance of the services of the service providers for the reduction of fraud.

[0007] It is an object of the present invention to provide for a system which may provide sufficient information to reduce the occurrence of fraud in the provision of NEMT services.

SUMMARY OF THE INVENTION

[0008] The above objectives are accomplished according to the present invention by providing a system for rendering delivery services which includes a portable data collection device. The portable data collection device includes an integrated location determination system and also includes a processor, an input device, and a wireless communication system. A trip schedule for an individual or item including a pickup location and a drop off location is provided to the portable data collection device. A respective location identifier is associated with the pickup and drop off locations. The trip schedule is displayed to an individual via the portable data collection device. The occurrence of a pickup is noted utilizing the portable data collection device. The location determination system of the portable data collection device provides a location of the portable data collection device at the occurrence of the pickup. The occurrence of a drop off is noted utilizing the portable data collection device. The location determination system of the portable data collection device provides a location identifier of the portable data collection device at the occurrence of the drop off. The location identifiers associated with the pickup and drop off locations are compared with the location of the portable data collection device at the pickup and drop off locations.

DESCRIPTION OF DRAWINGS

[0009] The construction and design to carry out the invention will hereinafter be described together with other features thereof. The invention will be more readily understood from a reading of the following specification and by reference to the accompanying drawings forming a part thereof, wherein an example of the invention is shown and wherein:

[0010] FIG. 1A illustrates the interrelationship of the members and transportation providers with a central brokerage system according to the preferred embodiment of the present invention.

[0011] FIG. 1B illustrates the interrelationship of the members, transportation providers, and facility data with a central call center database utilized by a central brokerage system according to the preferred embodiment of the present invention.

[0012] FIG. 2 illustrates a data entry form to create address data for a respective member or facility according to the preferred embodiment of the present invention.

[0013] FIG. 3 illustrates geocodes associated with an address for utilization by the preferred embodiment of the present invention.

[0014] FIG. 4 illustrates a data entry form to create member data for a respective member according to the preferred embodiment of the present invention.

[0015] FIG. 5 illustrates a data entry form to create facility data for a respective facility according to the preferred embodiment of the present invention.

[0016] FIG. 6 illustrates a provider record of a respective service provider according to the preferred embodiment of the present invention.

[0017] FIG. 7 illustrates a data entry form for the entry of a scheduled trip for a respective member according to the preferred embodiment of the present invention.

[0018] FIG. 8 illustrates a manifest and respective itineraries for a transportation provider for display on a data collection device according to the preferred embodiment of the present invention.

[0019] FIG. 9 illustrates a portable data collection device according to the preferred embodiment of the present invention.

[0020] FIG. 10 illustrates a driver sign in screen displayed by the portable data collection device according to the preferred embodiment of the present invention.

[0021] FIG. 11 illustrates a pickup data entry screen displayed by the portable data collection device according to the preferred embodiment of the present invention.

[0022] FIG. 12 illustrates a drop off data entry screen displayed by the portable data collection device according to the preferred embodiment of the present invention.

[0023] FIG. 13 illustrates a driver sign off entry screen displayed by the portable data collection device according to the preferred embodiment of the present invention.

[0024] FIG. 14 illustrates the interrelationship of the portable data collection device and location determination device with the central database for providing location information.

[0025] FIG. 15 illustrates the interrelationship of the components of the system including the trip management system, web portal, and data collection device according to the preferred embodiment of the present invention.

DETAILED DESCRIPTION OF PREFERRED EMBODIMENTS

[0026] Referring now to the drawings, the invention will now be described in more detail. In the following description, referring to the drawings in general, the illustrations are for the purpose of describing a preferred embodiment of the invention and are not intended to limit the invention thereto.

[0027] The system provides a mechanism for detecting fraudulent activity and notifying those of that activity. The system has the capability to alert those affected based on a number of predetermined indicators. This system is designed to assist those who need to validate the occurrence of an event such as the transport of an item. Those needed to validate such items include medical providers, transportation agencies, transportation companies, insurance agencies, managed care organizations, etc.

[0028] As shown in FIG. 15, the system consists of a control system, an external interface of 3rd party verification and a mobile data collection device. The control system receives and stores information about the item. This information includes the items identifying data (name, ID numbers), its characteristics (age, size, type) and the information regarding its transportation such as carrier, date, time, location (GPS coordinates). The information contained within the control system is stored in a relational database.

[0029] The external interface for 3rd party verification serves as a communication mechanism with 3rd parties who do not have access to the control system. To ensure data integrity within the control system this external interface serves as the intermediary communicating entity with the

control system and the mobile data collection device. This external interface uses web technologies such as the Microsoft .net framework and stores its data within a relational database.

[0030] The mobile data collection device receives its core information from the external interface. Information viewed within the external interface is assigned to the mobile data collection device and through cellular and WiFi networks this information is transmitted between the two systems. In addition to the information provided to the mobile data collection device the mobile data collection device captures event data from the field. This data includes time stamped event activities, GPS location information, transportation method information (which vehicle is it in), receipt confirmation data in the form of an electronic signature, voice print, image, RFID reading or barcode scan.

[0031] As shown in FIG. 1A, the preferred embodiment relates to a non emergency medical transportation environment wherein respective medical patients, members, are transported to and from their respective medical appointments via a third party transportation provider. In the preferred embodiment, a central brokerage system 10 is utilized wherein the respective member 12 corresponds with the brokerage system identifying the need for transportation services and the brokerage system organizes the appropriate services with a particular transportation provider 14. In the preferred embodiment, address data 16 is utilized for identifying the respective addresses of the member requesting the transportation services and the associated appointment location. This address data serves two purposes. Initially it assists the brokerage service in identifying the appropriate transportation provider and it also associates geocode information with the requesting member and the associated appointment location. This geocode information may constitute the longitude, latitude, coordinate reference system, or other geospatial attribute of the locations. An itinerary is created for the transportation provider identifying the respective location of member pickup and drop off. The preferred embodiment utilizes the appropriate geocode information for cross-checking the performance of the transportation provider.

[0032] Preferably the geocode information 20 of the location where the transportation provider picks up the respective member is noted by a location determination system such as a gps system associated with the transportation provider as well as the geocode information for the location where the transportation provider drops the member off for the respective appointment. The geocodes of the actual locations of the member pickup and drop off are cross-checked with the respective geocodes of the initial member itinerary. Should a discrepancy exist between the respective geocodes the remittance of funds for the services provided by the transportation provider may be denied.

[0033] Central brokerage system 10 facilitates the assignment of requested member medical visits with corresponding transportation providers. As shown in FIG. 1B, central brokerage system 10 utilizes a central call center database 22. Central call center database 22 includes member data records 24 which corresponds to the respective members who will utilize the central brokerage system for scheduling the pick and delivery services of a transportation provider for attending appointments at a facility location, facility data records 26 corresponding to the facility location where services will be provided, address data records 28 which

corresponds to addresses of the members and facilities, geocodes database 30 which correspond with the respective addresses identified by address data 28.

[0034] FIG. 2 illustrates a typical data entry form to create address data 28 for a respective member or facility. As noted in FIG. 2 in addition to the general address information such as street, city, zip code, the address data includes the type of address, such as either residential, hospital, nursing home, which would correspond to a member of a facility. Also, geocodes 32 are derived from a geocode database 30 and associated with the respective address. FIG. 3 identifies a geocode database 30 which includes respective geocode information which corresponds with the appropriate address. This geocode information will be utilized as a control reference data for validating the accuracy of the transportation provider's services.

[0035] FIG. 4 illustrates a typical data entry form for establishing the creation of a member data record 24. The member data record includes the member's name, address, which client they are associated with such as Medicaid, and special needs such as a wheelchair or a guide dog. A unique member record will be established for each member who utilizes the broker's services in fulfilling requests for transportation services. An address data record will be associated with the respective member record. Additional data entry fields will include history of trips, and certain member verification data such as social security number, a Medicare ID, or a signature block, a voice signature file, or some other individual related record which will be utilized to authenticate the provision of services by the member.

[0036] FIG. 5 illustrates a representative facility data record. Facility data record 26 includes information relating to the location of the facility where an appointment is scheduled. This record includes the address of the location which will have a corresponding geocode associated with it. This data record also preferably includes the facility type, a contact name and the name of the location.

[0037] FIG. 6 illustrates a provider data record. A provider is an establishment which provides transportation services to the members. As shown in FIG. 6, the provider record includes multiple components. These distinct components include general information such as the name of the provider, contact information and address. Additionally, the provider is identified with specific drivers, vehicles and rates. The rates may be based on mileage, hourly, no shows in addition to ancillary rates.

[0038] FIG. 7 illustrates a data entry screen for the entry of a scheduled trip. In the preferred embodiment of the present invention, a member who requires transportation will call a centralized broker or dispatcher who will input the requirements of the particular member for attending a pre-determined appointment with a previously identified facility. As shown in FIG. 7, a typical data record would include the member's name, a pickup location which would have an associated geocode and an associated date and time, a drop off location for the appointment which would have an associated geocode and an associated date and time, and a composite itinerary if multiple trip legs are required for this particular visit such as an initial visit to a doctor facility and a subsequent visit to a lab for certain procedures. The additional visits would have their own individual trip leg record, however a single itinerary of all trips would be provided. Also, the trip record includes the members name

and an additional member identification item such as the members Medicaid ID number.

[0039] The trips are entered into a trips database. A dispatching system is utilized for coordinating the assemblage of trips for subsequent dispatching to various service providers. The trips may be dispatched to various service providers as a single trip involving a single member, or a group trip comprised from multiple members from a single facility such as a nursing home or other health care center. The trips may be dispatched to a single service provider based on the proximity of the provider to the services requiring rendering, or the trips may be submitted to various providers for bidding if multiple providers are located within a desired area and the multiple providers are all capable of fulfilling the requirements of providing the services. The respective trip will include a trip id number. Multiple members may be associated with a respective trip if the scheduled trip is a group trip.

[0040] Once the respective trips have been allocated to a specific provider, the provider preferably bundles the trips and the respective itineraries into a manifest for a certain vehicle and associated driver for providing the services. Prospective itineraries are shown in FIG. 8. These itineraries include multiple member routes which include the member names, their respective pickup locations and pickup time, their respective facility or appointment locations and respective appointment times. Additional information relating to a trip might also include the respective pickup location and a respective drop off time. Each of these locations will have a geocode associated with the respective pickup and drop off location.

[0041] Once a manifest of multiple trips for multiple individuals and trips is compiled, the manifest is assigned to a transportation provider, namely an authorized driver of an authorized vehicle. The authorized driver is responsible for ultimately providing the transportation services. The performance of the authorized driver will result in the transportation provider being reimbursed for the services rendered.

[0042] As shown in FIG. 9, the authorized driver is provided with a data collection device 400. Data collection device 400 is preferably a computer which includes a processor 402, physical memory 404, a display 410 and a data input device 406. In the preferred embodiment data collection device 400 is a portable hand held device such as an Apple® Ipad® or Android® tablet which includes a location positioning device 408 for determining the physical location of the associated data collection device 400. The data collection device 400 also includes the ability to receive information such as the manifest and respective itineraries for a particular driver via a wireless connection or via an application which may be accessed through a secured and encrypted internet connection.

[0043] In operation, as shown in FIG. 10, to ensure the integrity of the system, the driver is required to input various identification features such as his name, vehicle registration number and the like. This information is utilized for establishing a transaction receipt which is ultimately utilized for reimbursing the driver for his services. Accordingly, the data collection device 400 is utilized for initializing the transaction record prior to the commencement of the rendering of the services. Once the initialization of the transaction record has been established, the driver is able to retrieve the particular manifest of trips associated with that driver. The driver's identification key is utilized for accessing the pre-

viously established manifest associated for that particular driver. One the driver initiates the transaction record the manifest and respective itineraries affiliated for the driver is downloaded to the respective data collection device **400**. As previously noted, the manifest will include the identification of the particular members who require transportation services, their respective pickup and drop off times and locations and the times.

[0044] Preferably, the respective itineraries are displayed by the data collection device **400**. When the driver initiates the first pickup as identified by the itineraries a compliance system is utilized for ensuring the integrity of the driver's performance in conducting the required pickup. The compliance system may include a couple of different features. Primarily, the security system utilizes a location determination device **408** affiliated with data collection device **400**. Location determination device **408** may be any standard GPS type system which provides data associated with the location of a respective device. Accordingly, data collection device **400** utilizes a system which provides the location of the respective data collection device when such location is requested. The security system may also utilize a time stamp when a particular member is picked up and dropped off.

[0045] As shown in FIG. **11** when the driver makes the required pick as identified in the itinerary, a pickup acknowledgement is required. In the preferred embodiment, the reimbursement application which includes the initialization of a transaction record and trip itineraries also includes a procedure wherein an affirmative action is required with the application for acknowledging that the pickup occurred at the requested time and location. Preferably, the pickup acknowledgement includes the member who is picked up providing a unique member identifier. This unique member identifier may consist of the member's signature, social security number, a unique trip ID number assigned when the trip was originally scheduled, a voice recording, a finger print rendering, or some other unique identifier. The occurrence of the inputting of the unique member identifier triggers two distinct actions. First, the time of occurrence is noted, and second the location determination device **408** determines the location of the data collection device at the time of the inputting of the unique member identification and establishes a pickup location geocode for the pickup event. This pickup geocode will be compared to the geocode associated with the previously identified pickup location associated with the respective trip when the trip was originally established.

[0046] As shown in FIG. **12**, in addition to the pickup acknowledgement record, a drop off acknowledgment record is also required. Like the pickup acknowledgement record, the drop off acknowledgment record is a unique identifier which is preferably similar to the unique member identifier utilized as the pickup acknowledgment record. For instance, when the member is dropped off at the required facility, the member is required to acknowledge that the drop off task has been completed. When the member provides the unique member identifier verifying the drop off, the time is noted and the respective geocode of the drop off location is provided by the location determination device as a drop off geocode. The drop off geocode will be compared to the geocode associated with the previously identified drop off location associated with the respective trip when the trip was originally established.

[0047] Thus, the system includes separate checks to ensure that the trip as scheduled actually occurred. The geocodes affiliated with the respective pickup and drop off locations are compared with the actual geocodes affiliated with the specific location of the data collection device when the actual pickup and drop off events occurred and the time is noted and compared to the originally scheduled times for pickups and drop offs.

[0048] As shown in FIG. **14**, furthermore, it is preferred that when the occurrence of a drop off or pickup event is realized, the acknowledgment record of time and location as noted by the location determination device **408** is transferred to the central host **22** for updating the trip record of the individual member. In this manner, the location of a particular member may be accessed by an inquiry via the web portal **500** if desired.

[0049] For instance, as many members are elderly, it is desirable to ensure that that proper care in transporting the members to and from the respective facilities. By maintaining a centralized transport record which is accessible by an entity such as the broker, the respective location of a member may be accessed if desired.

[0050] In operation, if a family member would call in and ask if the whereabouts of a particular member, the member's location could be determined. Preferably, the trip record and affiliated status records are maintained at a central host facility **22** which is accessible via a web portal **500**. By utilizing the unique trip identifier for a particular member, the respective trip and status of the trip could be retrieved via a web portal. The respective trip record would include the initial trip itinerary and the inclusion of the pickup acknowledgment and drop off acknowledgment records.

[0051] In addition to these records, it is preferred that the portable data collection device be accessible remotely and in particular that the location determination device may be utilized for identifying the respective location of the portable data collection device. In operation, the location determination device may periodically provide a data location record such as a geocode with respect to the location of the portable data location device and transmit this data location record back to the host site. Initially when the trip record is initiated by the driver during the initial creation of the transaction record, a tracking identifier is associated with the trip record. The tracking identifier could be an identifier unique to the driver, the vehicle or the portable data collection device. The geocode information for the respective portable data collection device is affiliated with the tracking identifier such that the trip record is periodically updated to identify the location of the vehicle via the portable data collection device.

[0052] Accordingly, when the location of a respective member is required, the individual member's trip record may be accessed. From the trip record it may be identified if the individual has been picked up, dropped off, or in transit and the general location of the vehicle may be determined. Also, for instance, the member, who is scheduled to be picked up at a specific time, may inquire with the central host, either via a phone, or via a web access portal utilizing their specific and unique trip identifier on the location of the vehicle. This would enable the member to identify the proximity of their respective ride. Such an inquiry may be done via an individual voice recognition system wherein the member may be provided with a tracking phone number and with the verbal input of the trip identifier, the latest location of the portable data collection device could be provided.

[0053] The location of the portable data location device in a real time scenario may provide information to both the member and the facility if delays are occurring. If the location of the device is immediately needed, the respective location determination device could be accessed remotely via a cellular or wireless communication system. The specific location determination device would be identifiable when the driver established the initial transaction record. When the initial transaction record was established it preferably noted the serial number of the portable data collection device which enables the location determination device to be accessible. Of course other means may be utilized for rendering the location determination device accessible such as assigning the portable data collection device with a unique transponder for being accessible and the identification of the portable data collection device being associated with the trip record when initiated by the driver. Accordingly, a location request signal may be sent out from the central host to the portable collection device wherein the location determination device will respond with a location geocode signal back to the host facility and update the corresponding trip record. This system will provide real time location information.

[0054] In addition to the aforementioned drop off and pickup acknowledgment records and affiliated geocode locations, similar acknowledgement records and affiliated geocode locations are created when the respective member is also picked up from the facility for a return trip home or to another facility appointment and also when dropped off. Each of the respective drop offs and pickups will have been previously identified in the manifest having the respective trip itineraries. Preferably each respective action of a drop off or a pickup has a corresponding notation with the trip itinerary.

[0055] To further insure the integrity of the system, the drop off facility may also include a web portal access device which may interact with the trip record for that respective member by updating the trip record of the member when the member actually arrives at the facility. The facility may require the member to sign in, or present some other unique member identifier. The trip record for the member would be updated to reflect the time and location of the member.

[0056] As shown in FIG. 13, once the driver has completed each trip on his manifest, the driver completes the trip transaction record upon return to the transportation provider facility or other predetermined end point. The driver's log would preferably reflect the completed manifest and the mileage for the day based upon an initial mileage inputted record and a final mileage inputted record. The driver utilizing the portable data collection device would complete the daily log and acknowledge the completed trips by finalizing a submission form and submitting the completed trip itineraries and manifest to the central host facility utilizing the wireless connectivity properties of the portable data collection device.

[0057] Upon submission of the transaction record, the validation of the rendering of the trips is undertaken. The respective geocodes of each pickup and drop off location are compared with the geocodes associated with the "scheduled" pickup and drop off locations. If discrepancies exist, the transportation provider may not receive reimbursement for the particular trip. Also, if discrepancies exist on the member identification utilized at the time of the pickups and

drop offs, the transportation provider may not receive reimbursement for the particular trip.

[0058] In operation it may be seen that a more advantageous system for providing non-emergency medical transportation may be accomplished utilizing the presently described invention. First, a paperless system is established between the central broker system and the transportation provider for the identification of specific trips to be provided including the respective pickup and drop off locations and time. The paperless system includes a portable data collection device which may download trip itineraries designated for a particular driver or vehicle. Once the trip itineraries or manifest is downloaded, the driver may provide the requested transportation. During the course of the provision of these services the driver interacts with the portable data collection device identifying when members are picked up and dropped off. The portable data collection device notes the location and time of such activities. When the driver has completed the tasks for the specified duration, such as a day, the driver submits his completed tasks log by activating the transmission of the data from the portable data collection device to the central host computer via a wireless connection. The paperless system enables the real time submission of the completed log to the transportation broker which facilitates in a more rapid turnaround or payment process and also reduces data entry errors which translates into delayed processing times.

[0059] In addition to a paperless system, a system is established which checks the performance of the transportation provider. By utilizing geocodes associated with the initially established trip itinerary including the respective pickup and drop off locations, the performance and integrity of the provision of services may be monitored. The utilization of a portable data collection device having the ability to determine its respective location at any given time enables the independent provision of the actual location information of the respective pickups and drop offs to verify the provision of services when compared to the actual trip list.

[0060] Finally, by associating a respective trip identification with a particular member and associated portable data collection device which has a tracking system associated with it, the whereabouts of a particular member may be identified if desired. For instance, the portable data collection device provides an update of its location during a predetermined time interval. This location is updated to the central host which modifies the trip record to identify the location of the associated portable data collection device. This record may be retrieved via an individual voice recognition system, via a web portal, or other means. Furthermore, the respective portable data collection device may be sent a location signal which signals the portable location device to transmit its current location. Accordingly, in this manner, the real time location of an individual or vehicle may be assessed.

We claim:

- 1: A system for rendering delivery services comprising:
 - providing a portable data collection device having an integrated location determination system, said portable data collection device also including a processor, an input device, and a wireless communication system;
 - providing a trip schedule for an individual or item including a pickup location and a drop off location;
 - associating a respective location identifier with said pickup and drop off location;

displaying said trip schedule to an individual via said portable data collection device;
 inputting the occurrence of a pickup utilizing said portable data collection device;
 utilizing the location determination system of said portable data collection device to provide a location of said portable data collection device at the occurrence of said pickup;
 inputting the occurrence of a drop off utilizing said portable data collection device;
 utilizing the location determination system of said portable data collection device to provide a location of said portable data collection device at the occurrence of said drop off; and
 comparing the location identifiers associated with said pickup and drop off locations with said location of said portable data collection device at said pickup and drop off locations.

2. The system of claim 1 further including a trip record having a specific trip identifier for a person to be transported, said trip identifier being associated with a specific portable data collection device, and wherein said location system periodically provides location information of said portable data collection device such that a query regarding a particular person may identify the location of said particular person.

3. The system of claim 1 further including a unique member identifier, wherein the input of said unique member identifier via said portable data collection device is a condition precedent prior to the location of the device being determined.

4. The system of claim 1 further including an inquiry location signal which may be transmitted to said portable data collection device via a wireless signal requiring the location determination system to send a response location signal identifying the location of said portable data collection device.

5. The system of claim 1 further including a web portal providing remote access to a trip record for monitoring the status of a particular trip and for providing access to a trip

record for updating the trip record to indicate if a particular pickup or drop off has been conducted.

6. The system of claim 1 further including a voice recognition system for receiving an inquiry regarding the location of a portable data collection device.

7. The system of claim 6 wherein an individual may access said voice recognition system and utilize a trip identifier for inquiring on the location of a portable data collection device and said location is provided.

8. A system for recording the delivery of transportation services including:

a central host system for establishing transportation records which include the identification of individuals for pickup and delivery and the associated pickup and delivery locations;

affiliating geocodes with said associated pickup and delivery addresses;

providing a portable data collection device having an integrated location determination system, said portable data collection device also including a processor, an input device, and a wireless communication system;

downloading a respective transportation record to a portable data collection device;

associating said transportation record with said portable data collection device; and

periodically updating said transportation record at said central host system with the location of said portable data collection device utilizing said integrated location determination system.

9. The system according to claim 8 including accessing said updated transportation record at said central host system via a remote access system.

10. The system of claim 9 wherein said remote access system includes access via the internet.

11. The system of claim 9 wherein said remote access system includes access via an interactive voice response system.

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