



We Lift Wheelchair Transportation Service

We Lift, LLC

Proposal to Louisiana Department of Health

for

Louisiana Medicaid Transportation Broker

Proposal No.: 3000018038

Dated: January 4, 2022

TECHNICAL PROPOSAL

Respectfully Submitted,

We Lift, LLC

BY: _____
Irell Warren, CEO



We Lift Wheelchair Transportation Service

I. Organization and Experience (2.7.1)

A. History and Corporate Structure (2.7.1.1 and 2.7.1.1.1)

Established in 2018, We Lift, LLC is an “on demand” transportation network specifically serving people that require wheelchair transportation in and around the State of Louisiana. We Lift, LLC operates as a rideshare platform specifically for Non-Emergency Medical Transportation (NEMT) to provide transportation services to non-ambulatory or ambulatory impaired riders for both medical and non-medical needs. The mission of We Lift, LLC is to unite non-emergency medical transportation drives in all U.S. markets to provide the most reliable, affordable and comprehensive on-demand wheelchair transportation services to the public. We Lift, LLC relies on its 90+ NEMT licensed transportation providers throughout the State of Louisiana to provide these services and provide a basis for which these providers can be connected with clients and patients.

Irell Warren, CEO and Managing Member of We Lift, LLC, began his career as an NEMT driver in 2004 and understands the importance and necessity for transportation providers to have ownership in the NEMT space. In 2018, he began We Lift, LLC because he saw that the social and non-medical transportation needs of non-ambulatory riders were not being met with conventional transportation options available. Since these humble beginnings, We Lift, LLC has brokered thousands of trips throughout the State of Louisiana.

We Lift, LLC is partnering with Safr Technologies, Inc. to provide technology for its real time, on-demand network. Safr is an rideshare technology company currently operating in Boston, Massachusetts which provides a rideshare service geared toward women. We Lift will have the benefit of exclusive use of Safr’s technology throughout the State of Louisiana.

Additionally, We Lift is proud to partner with Happy (happythemovement.com), a peer-based mental health company headquartered in New Orleans, Louisiana. Happy currently has contracts to provide basic mental health skills training to Ochsner Health, state wide, as well as with Cantene/ Well Care. Happy has agreed to provide training to transportation providers and their drivers to equip them with basic mental health skills designed to comfort and encourage Medicaid beneficiaries during their rides. We Lift understands that many Medicaid beneficiaries suffer with issues of loneliness, anxiety and depression when going through difficult medical situations. We Lift sees this as a critical need and embraces this opportunity within the transportation process to provide some additional support to those in need. This all being done at no additional cost to Medicaid or its beneficiaries.



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B. Disclosure of Regulatory Actions, Sanctions or Fines (2.7.1.2)

We Lift, LLC has not had any regulatory action, sanction, and/or fines imposed by any federal or Louisiana regulatory entity or a regulatory entity in another state within the last three (3) years.

C. Involvement in Litigation (2.7.1.3)

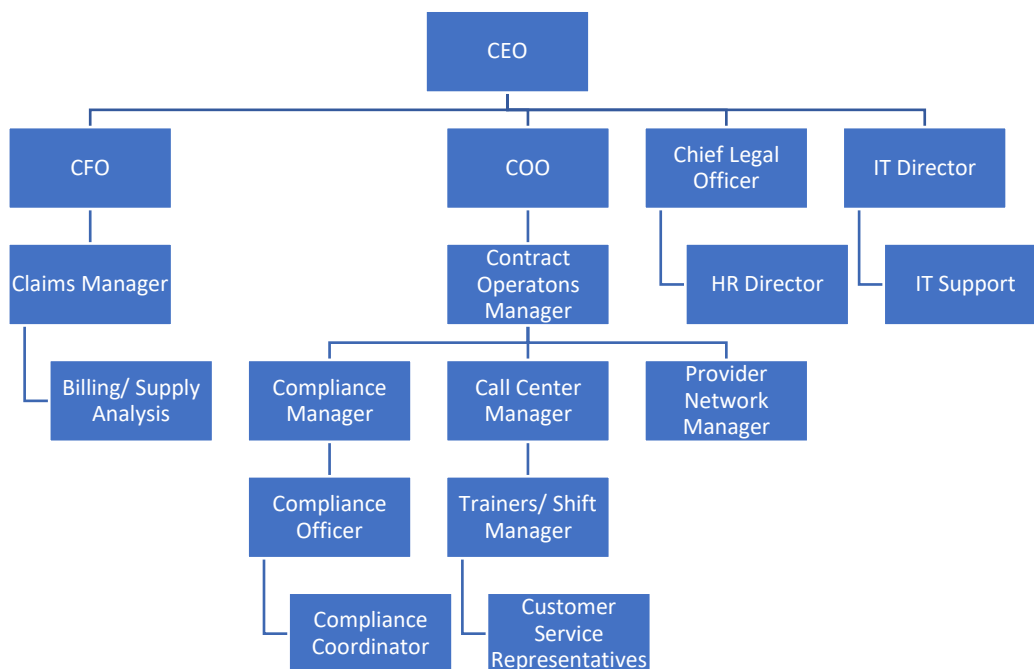
We Lift, LLC has had no involvement in any litigation related to the delivery of Medicaid benefits in the last ten (10) years.

D. Prior Contract Termination (2.7.1.4)

We Lift, LLC has never had a Transportation Broker contract terminated for cause within the last ten (10) years.

E. Organizational Synchronization (2.7.1.5)

We Lift, LLC, for the purposes of this contract, will be organized as follows:





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II. Staffing Qualification and Training (2.7.2)

A. Key Personnel (2.7.2.1)

Below, you will find a short summary of the qualifications of the Key Personnel We Lift will place to service this contract. Full resumes are attached as an appendix.

1. Contract Operation Manager

Mark Kenney is currently the Quality Control Manager at Goodwill Industries of Southeast Louisiana. He has over 25 years of experience in training, development and quality control, as well as operation procedure, development and project management. He is an outstanding communicator able to work with diverse colleagues. His resume is attached.

2. Provider Network Manager

Kelly Hudson is experienced in Transportation Provider compliance and operations. Mr. Hudson was the Compliance Officer and Provider Relations Liaison at Southeasttrans from December 2017 – January 2019. Upon leaving Southeast Trans, Mr. Hudson began his own company, Net Training Solutions, providing compliance, training and provider startup consultation primarily to Non-Emergency Transportation providers throughout Louisiana and Mississippi. Mr. Hudson has a network of over 100 providers which he is able to access and bring into the We Lift network. His resume is attached.

3. Call Center Manager

Brittany Zorthian, has 10 years experience as a Transportation Operations Manager with over overseeing teams of drivers to meet efficiency and performance targets. She has operated and currently manages a Louisiana based 24/7 call center. She has complete knowledge and understanding of DOT compliance requirements, technological platforms as well as billing and HIPAA standards. Her resume is attached.

4. Chief Executive Officer

Irell Warren, CEO and Managing Member of We Lift, LLC began his career as a NEMT driver. In 2018, he began We Lift, LLC because he saw that the social and non-medical transportation needs of non-ambulatory riders were not being met with conventional transportation options available. Since these humble beginnings, We Lift, LLC has brokered thousands of trips all throughout the State of Louisiana. His resume is attached.



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5. IT Director

Muhammad Usman is results-driven, articulate and analytical. He thinks “out of the box” and is strongly skilled in Software development, Network Administration and Accounting. He has experience in managing server infrastructures and network operations across multiple platforms (Linux / CentOS, Windows). He will effectively plan, install, configure, optimize and deploy the IT infrastructure to consistently achieve high availability and performance. Currently working full time for Safr, he will transition full-time to this contract once awarded. His resume is attached.

B. Staffing Plan (2.7.2.2)

We Lift is constantly searching for talent to strengthen its core staff based on their current knowledge of healthcare management, ability to problem solve, and their work history. Its executive staff consists of a Chief Executive Officer, Chief Operating Officer, Chief Financial Officer, and Chief Legal Officer. The management team consist of Contract Operations Manager, Provider Network Manager, Call Center Manager, Compliance Manager, Claims Manager, IT Director, and HR Director in addition to those noted above in 2.7.2.1.

In addition to management, it will have a team of approximately fifty (50) call center dispatchers dispersed in key regions of Louisiana to ensure up-to-date regional traffic and weather knowledge, as well as a fail-safe for power outages in the other regions. We Lift will have one Field Compliance Officer in Northern Louisiana and one Field Compliance Officer in Southern Louisiana. Aside from its New Orleans Metro headquarters, it will have a call center located in Shreveport Louisiana, both offices will be staffed with their own Office Administrator, Compliance Coordinators, Call Center Supervisors and Dispatchers. Both offices will act as home base for the Field Compliance Officers and Provider Network Manager.

C. Staff Training Program (2.7.2.3)

We Lift will have a certified in-house trainer that will train all transportation providers to be compliant with HIPAA, ADA and Pass. All administrative staff, as well as call center staff will be trained to be compliant with HIPAA.

III. Approach and Methodology (para 2.7.3)

We Lift, LLC intends to implement this contract utilizing established and proven technology provide by Safr, which is currently in the process of developing customized technology specific to the Louisiana Medicaid Transportation Program. As an overview:



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Safr presents the industry's most comprehensive and advanced transportation technology solution backed with robust operational capacity with a futuristic solution to modern day healthcare transportation needs.

A ready-to-deploy intelligent platform that provides quick and streamlined implementation

Safr strongly believes that modern day LDH and its member beneficiaries deserve a solution that fully understands their needs and offers an agile, scalable and responsive platform to meet their changing needs.

Safr's proposed solution embodies the following characteristics:

An Artificial Intelligence and Machine Learning based N-Tier Scalable Platform

- Cloud-based platform integrated with a cloud-based full-service call center system
- Intuitive and user-friendly interfaces with multiple distribution channels including mobile apps, web dashboards
- Easy integration with CMS and other government interfaces
- Beneficiary/User-Centric approach
- Local ownership and at-home expertise

Reliable and Trusted Solution

Safr and its Care focused platform Solution (Safr Care) is a next generation, complete, and fully integrated transportation technology solution for LDH. Our solution is not a framework or a transfer system but a fully configurable and scalable software solution that is designed and developed specifically for medical transportation. As a COTS system, Safr's proposed solution meets more than 95% of LDH requirements. LDH can also easily configure all aspects of our system on the fly. All aspects of our system are designed, developed, and tested to meet LDH and state's requirements without any third-party components, providing the most reliable and easily manageable solution in the market.

User/Customer Centric

We understand that any solution's output can be measured by the quality of user-experience and customer service. Safr has ensured that all components of its solutions meet highest usability standards for better performance and to meet higher customer service benchmarks. Customer Relationship Management (CRM) forms the foundations of our solution by providing an intelligent architecture and design to manage all aspects of your customer's interactions with the department. With our intuitive and user-friendly solution, Safr Care platform significantly reduces transaction and wait times while improving the efficiency and productivity of the

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LDH. We have followed 3-Clicks rule in our system architecture, which means all information can be accessed and processed with three or less clicks.

Multi-Channel Access

We fully understand the changing dynamics of modern technologies and demands of not only current customers but also of the future generations. Our customer-centric transportation technology solution provides LDH customers fully integrated, multi-channel access capabilities for their every interaction with the LDH, MCOs and Broker. All aspects of our system are enriched with intelligent features that are capable of assessing customer needs and guiding them through the interaction with the Department.

We are aware that today's customer is more mobile and multi-tasking is an important part of their lives; therefore, Safr introduces Multi-Grid Floating Architecture (MGFA) that allows full vertical and horizontal integration of all operational grids and allows LDH to go with the customer. This highly pro- active operational approach can allow us to provide highest quality of service 24/7, 365 and helps our customers to manage all aspects of their transactions at any location within the state or through online and mobile access channels from anywhere in the world. These self-service capabilities of our solution promote higher customer satisfaction.

Rapid Case/Transaction Management

We understand that LDH only expects to offer highest quality service to its beneficiaries. Therefore, Safr platform provides Rapid Transaction Management (RTM) capability, which allows securely and confidently real-time transaction management. Our fully customizable Business Rules Engine Configuration (BREC) allows LDH administrators and Safr officials to easily manage all business rules associated with every transaction. Once configured, the system automatically manages all aspects of the transactions. Reduced reliance on the users and IT staff and allows us to become highly productive by focusing more on its customers than engaging energies on managing the software.

Secure and Seamless Interfaces

Safr provides an easily configurable and seamlessly configurable internal and external interfaces management features. Our solution's architecture is designed with flexibility in mind for swift integration of interfaces. We provide a Service Oriented Architecture (SOA) via web services and external interfaces while meeting or exceeding all LDH data exchange and security requirements. Our Intelligent Modernization System supports all required file formats including flat files and delimited files. AID-IMS provides secure exchange of information via web services including secure FTP and FTP over SSL.



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Secure Access

We understand that one of the most challenging problems in managing large networks is the complexity of security administration as various service sections and employees within the network may not need full access to the system. Therefore, we have provided with our system, a secure multi-tier system access. We can easily assign particular roles to each user and configure user groups along with their permission levels through our Business Rules Engine which allows personnel to view and manage their respective areas. Roles along with their business rules can be easily configured with our SETUP Configuration feature. This role-based system access provides better security and restricts unauthorized access to irrelevant areas.

Commercial Off-the-Shelf (COTS) Software

Our solution is the industry's most configurable, scalable and user-friendly true COTS solution that is designed and developed to meet modern LDH needs. We can easily manage its current and future regulations with our COTS solution, which is powered by our powerful Business Rules Engine.

A. Communication Protocols (para 2.7.3.1)

1. Between We Lift and Louisiana Department of Health (LDH)

Technology provided by Safr will be customized to communicate directly with the Louisiana Department of Health and will provide real-time, read only, access to all systems. Both systems provide intuitive, user-friendly portals which will provide comprehensive interfaces for all stakeholders.

2. Between We Lift and other LDH Contractors

Technology provided by Safr will be readily available as a downloadable phone application for all contractors. We Lift, LLC will have a 24-hour call center available with live telephone operators as well as support provided through the business office during regular working hours and through electronic mail.

3. Between We Lift and LDH Fiscal Intermediary (FI)

All technology provided by Safr, as well as access to the call center, the business center and through electronic mail will be accessible to any Fiscal Intermediary.



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4. Between We Lift and MCOs

MCO's will be able to directly access the technology provided by Safr which will allow for ride booking, automatic billing options, as well as claims support and resolution options. MCO's will also have access to the 24-hour call centers, the business center and electronic mail.

B. Methodology for Size of Transportation Network by Service Level and Region (2.7.3.2)

We Lift will conduct quarterly audits, assessing network needs by parish, via Medicaid enrollment. It's out-reach team will then connect with healthcare providers, transportation providers and riders to accurately verify challenges, within the selected area/region.

We Lift's team has a Network Development Plan.

- 1st- It coordinates with active local NEMT providers to turn challenges into opportunity-solutions.
- 2nd- The Training/Compliance Department will partner with local Councils on Aging and taxi companies, certified to NEMT standards, to serve as needed.
- 3rd- We Lift's "Friends and Family" plan includes training drivers thru local churches and organizations to help in community outreach for neighbors at suggested reimbursement rates, supplemented by partnership benefits (fleet service discounts).

In anticipation of Covid-19- (challenges)

- 4th- We Lift looks to partner with Louisiana Workforce Commission agencies to train drivers, as part of job placement programs to support provider network development.

C. Strategy and Timeline to Scale Up Transportation Network by July 1, 2022 (2.7.3.3)

If awarded this contract: We Lift's goal would be to rebuild the foundation of how operations are structured, in order to better manage the economics of the industry (time and location management).

1st- Meet key LDH, MCO decision-makers and staff - establish transparency and expectations for accountability with regards to support in rebuilding Louisiana's NEMT industry.

2nd- Meet with NEMT Providers- Schedule new contract Sign-up, software training and vehicle re-inspection for all providers. We Lift will schedule these by region providing two (2) days per region to be completed within two (2) months, between April 9 and May 29.



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D. Call Center Timeline (2.7.3.4)

We Lift, LLC expects that a fully functional call center can be set up and running in 4-6 weeks. Because We Lift provides a cloud-based solution, a temporary call center can be established and fully functional in a matter of seven (7) days.

E. Receiving and Processing Requests for Transportation (2.7.3.5)

1. Urgent Requests (2.7.3.5.1)

With Safr, requests can be processed in real time and sent to the closest available driver in any city. This technology works as an “on-demand” transportation service which will reduce wait times and expand accessibility.

2. Verifying Eligibility under Medicaid Covered Service or Value-Added Benefit (2.7.3.5.2)

Beneficiaries, once set up through Safr, will have the benefit of automatic eligibility verification once initially approved by We Lift. All eligibility will be verified with Louisiana Medicaid upon initial registration and will be periodically re-verified as per Louisiana Medicaid guidelines. This verification will occur regardless of whether a trip is set up through an MCO, beneficiary direct use of the technology or via the call center.

3. Approving, Rejecting and Modifying Trips (2.7.3.5.3)

Once a beneficiary is set up on the Safr platform, the approval or rejection of a service will be automatically performed by the technology.

Anyone with access to the system, either the beneficiary, MCO or call center employee has the power to modify a trip, once it has been scheduled and approved.

4. Dispatching Trips (2.7.3.5.4)

We Lift intends to utilize dispatching technology provided by Safr, which allows We Lift to easily identify a provider match based on services requested, capacity, proximity and availability. If a Beneficiary is capable of taking public transit, the system will automatically route them towards the relevant mode of transportation wherever appropriate. Service quality is



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managed through Safr's AI based algorithm that monitors and guides the Beneficiary through the process.

5. Claims for Payments (2.7.3.5.5)

Claims for payments will be automatic. Safr will provide its cutting-edge and multi-dimensional transportation technology platform that is capable of receiving and processing transportation requests via mobile apps, desktop applications or through its local call center.

F. Compliance with House Resolution No. 68 of the 2020 Louisiana Regular Session (2.7.3.6)

In compliance with HR No. 68 of 2020, We Lift will establish a local, Louisiana-based call center. In addition, We Lift will create additional transportation capacity in each Region to encourage high quality of service within that Region. We Lift, through the use of technology provided by Safr, will automatically assigns trips to the nearest provider. We Lift will continuously ensure that transportation provider network capacity in each Region will support the Beneficiaries in each region such that few, if any rides are assigned to transportation providers located in regions different that the beneficiaries.

G. Monitoring Compliance and Credentialling of Transportation Providers (2.7.3.7)

We Lift, will provide both manual spot checks, as well as real-time compliance features, provided by Safr. We Lift's compliance officers will periodically audit the Transportation Providers, drivers and vehicles, initially at the time of onboarding and continuously at random intervals. In addition, access to Safr's real-time compliance can be made accessible to both LDH and MCOs.

H. Surveying Beneficiaries (Including proposed sample size and questions – 2.7.3.8)

Based upon the number of enrollees, We Lift will randomly sample a portion of the enrollees such to ensure a 95% level of confidence in the sample size (5% margin of error). For a population of 1,800,000, We Lift would survey a random sample of 385 beneficiaries from across the nine regions. Such surveys may include but are not limited to:

- In your last medical transportation, please rate the quality of your ride.
- In your last medical transportation, please rate the cleanliness of the vehicle.



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- In your last medical transportation, please rate the level of safety you felt during your ride.
- In your last medical transportation, please rate the level of professionalism of your driver.
- In your last call to We Lift, please rate the quality of your Customer Service Representative.
- In your last medical transportation, please rate the courtesy of your driver.
- Please describe any experience in which you did not feel you received the highest quality of care from your transportation provider.
- Please describe any experience in which you felt your transportation provider went above and beyond the duty of care expected.

Additionally, through the technology provided by Safr, Beneficiaries will be requested to provide their user experience after every trip through the user-friendly application.

I. Customized Claims Adjudication Plan (Submit Data and Process Flows (2.7.3.9))

Safr's technology platform and system will be customized to the specific needs of We Lift to properly administer this contract. It will electronically enter data, such as patient demographics, insurance, procedure codes and diagnosis codes into a CMS-1500 form, complete with provider information and required Tax ID and NPI numbers to ensure accurate claims. It will also interface with LDH and Medicaid as well as the MCOs for fluid, automatic claims adjudication.

J. Fraud and Abuse Prevention (2.7.3.10)

We Lift, through the technology provided by Safr, will provide complete audit features to easily prevent Fraud and Abuse by the Transportation Providers and Beneficiaries. The system requires verification at all levels of its service: when a trip is scheduled, verification of the beneficiary's appointment with the healthcare provider, beneficiary's benefits with MCO, and Provider's real-time verification in pre-ride, in-ride and post ride modes. We Lift utilizes manual processes as well as automated processes provided by Safr to identify and remedy any potential abuse by the stakeholder.

K. Continuity of Operations (2.7.3.11)

We Lift's Disaster Continuity Recovery Plan is designed to prevent interruption of transportation services in the event of a natural, man-made or other unforeseen disaster, or any other catastrophic event that would negatively impact Louisiana. We Lift maintains strict data



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backup as well as disaster recovery standards to reduce the possibility of data loss in the event of hurricanes, tornadoes, floods, other acts of nature, power loss, fire, or other disasters that may occur. It currently has a Disaster Recovery Plan in place for all transportation provider contracts. The plan is updated on a semi-annual basis and submitted to transportation providers for review and approval. Interim updates are completed within ten (10) business days of a change in procedure. Modifications to the plan required by transportation providers are incorporated into the plan within ten (10) calendar days of notification. The purpose of the We Lift Disaster Continuity Recovery Plan is to ensure the safety of all employees of We Lift located inside office buildings occupied by We Lift; to minimize disruption of transportation services caused by a disaster at or near the We Lift Call Center; and to reduce the risk of any loss of data essential to the operations of the scheduling and transportation software system. We Lift will identify adequate data backup and restoration procedures to ensure continued scheduling and transportation capability in We Lift's regions and areas of responsibility. We Lift will also ensure the continued operation of communication services with the members, transportation providers, and medical facilities in its regions. We Lift provides a contingency plan for acute staff shortages due to communicable disease or illness epidemics or pandemics such as COVID-19.

In addition to these processes, We Lift also has call center rollover provisions in place to accept all member's telephone calls and schedule transportation from its secondary call center in North Louisiana. We Lift periodically tests its call center rollover and disaster recovery procedures to conduct full disaster recovery plan review and exercises/drills. To minimize the effects of a disaster or other catastrophic event at the We Lift Call Centers, it has implemented several measures. First, important records, back-up disks and tapes are secured in locked office spaces inside fireproof safes and/or filing cabinets. Secondly, the We Lift Call Center and administrative offices have smoke and heat detectors, sprinkler systems and portable fire extinguishers. In addition, emergency procedures are posted, and employees are taught how to respond to smoke or fire emergencies. The network database and domain servers are connected to powerful Uninterruptible Power Supplies (UPS) that are automatically activated in the event of a loss of electrical power. We Lift has fault-tolerant computer servers working on its network. In the event that one hard drive fails, a spare hard drive is automatically activated and the data is re-written across that drive. This is done with no human interaction, which reduces the risk of data loss due to hard drive failure. We Lift utilizes a sophisticated Safr software platform at its Call Centers. The telephone lines are routed through multiple incoming telephone circuits (or PRI's) instead of one or even multiple copper telephone wires. Therefore, We Lift has less of a potential for complete telephone failure, due to line outages, because we do not rely on traditional, copper telephone lines. In addition, the database is automatically backed up to a stand-alone terabyte storage drive as well as two separate servers on the network nightly. In the event of a major disaster at a Call Center, these databases can be restored at one of our regional offices, which can be converted to a temporary Call Center while the disaster is assessed, and other arrangements are made. These procedures are frequently reviewed and updated to include new technology that



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enhances continuity of operations and reduces downtime associated with disasters or catastrophic events.

In the event of an adverse external event that impacts We Lift's ability to appropriately staff the Call Center or to render transportation services due to interruptions within the transportation provider network, We Lift will implement the following appropriate actions to maintain essential transportation services. Examples of adverse external events beyond the control of We Lift include, but are not limited to, unusually high employee absenteeism as a result of national, regional, or local outbreak of COVID-19 or other communicable disease or illness; severe weather events such as flooding (south) or ice storms (north) that restrict or limit travel on public roads, or widespread fuel shortages. If We Lift experiences unanticipated and acute reductions in call center staff, it will activate one or more of the following options to ensure continuity of essential business operations: allow Call Center employees to work remotely; route calls to a secondary call center; and/or utilize existing We Lift personnel that do not routinely process trip requests, but who are already trained in processing requests for transportation services to supplement call center staff. This would include managers, supervisors, and claims processing staff.

During events that limit traditional transportation providers from rendering services in a timely or safe manner, We Lift may elect to increase utilization of public service agencies, such as emergency medical services, to render essential transportation services. If We Lift's network of transportation providers is significantly compromised due to extensive employee absenteeism, fuel shortages, or widespread hazardous road conditions, We Lift will implement the following procedures to ensure the availability of transportation services for the most essential or urgent needs. At a minimum, trips for the following conditions will be provided in the order presented: dialysis; hospital discharges; prescriptions (and doctor appointments for prescriptions that cannot be called in to the pharmacy); wound care; urgent care; outpatient surgery; post-operative follow-up; and medication administration (mental health services). We Lift's Disaster Continuity Plan works to ensure transportation services can be provided even during the most unforeseen events.

IV. Case Scenarios (2.7.4)

A. Qualified Beneficiary – 24 Hour Notice (2.7.4.1)

Scenario: A Beneficiary that is a Qualified Medicare Beneficiary requested transportation approximately twenty-four (24) hours prior to a scheduled medical appointment for wound care. Describe in detail the methodology and resolution for completion of this transport.

Response: The beneficiary will contact We Lift through one of three methods: 1) We Lift's user-friendly application, powered by Safr; 2) the We Lift web portal; or 3) We Lift's Louisiana based

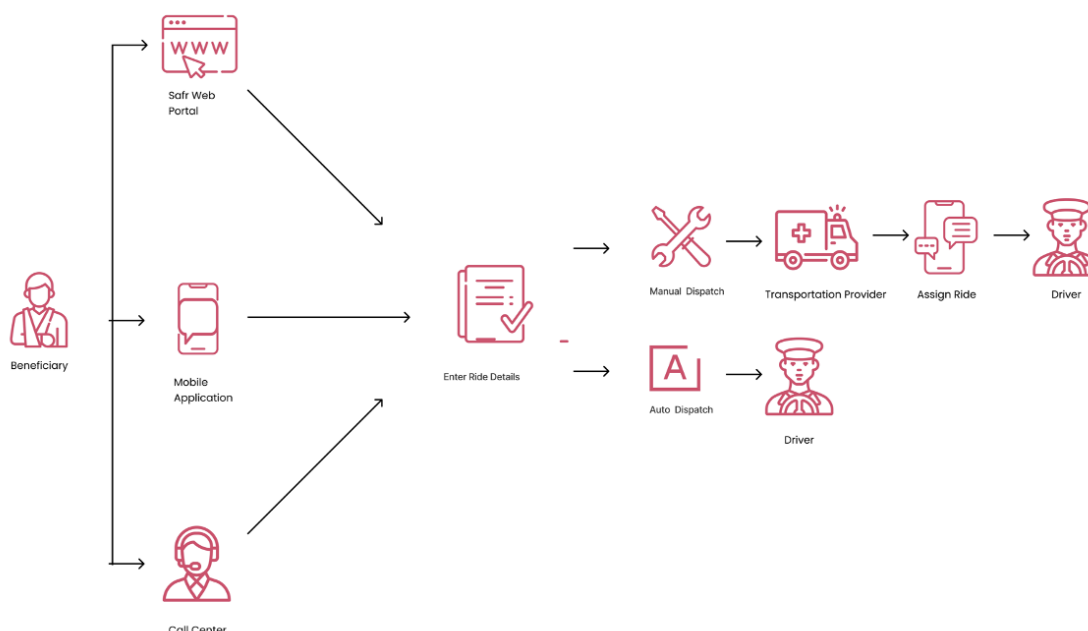
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call center. If the beneficiary is calling from an already registered number, the We Lift system (powered by Safr) will immediately recognize the beneficiary which will speed up the transportation scheduling process. We Lift's system will ask for pickup, drop off locations, time, vehicle type, and any special requests such as wheel chair accessibility, while scheduling a ride.

Once a beneficiary has registered on the We Lift mobile application (powered by Safr), the system will recognize the beneficiary and will seamlessly schedule a ride. Data can be saved and special settings stored which, once verified by LDH, will make scheduling rides quick, easy and secure.

Pickup time will be selected based on the distance between the pickup and drop off locations. For instance, if an appointment is scheduled for 8:00 am, pickup time will be scheduled such that a beneficiary will arrive between 15-45 minutes prior to the scheduled appointment. The ride will be assigned to the nearest available transport provider who will receive notifications via email, text and through the Transportation provider's mobile application. For transportation providers that employ multiple vehicles, the Transportation Provider becomes responsible to assign the ride to the nearest available driver. If the Transportation Provider is a single vehicle running the mobile application in auto-mode, We Lift's system, powered by Safr, will automatically assign the ride to the nearest and available driver. A driver will receive a notification on his mobile application with the information required for the driver to complete the service.

2.7.4.1 Authorized Beneficiary Scheduled Ride Process



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B. Wheelchair – Patient Requires Service from Door to Vehicle (2.7.4.2 – include wheelchair policy; exempt from page limit)

Scenario: The call center receives a transportation request for a Beneficiary that is wheelchair bound and may require assistance from the door to the vehicle. Describe the Proposer’s process to complete the scheduled transport. The Proposer should include the wheelchair policy that will be utilized [exempt from page limit].

Response: Upon receiving a call for wheelchair bound beneficiary for medical transportation, Call center staff will make appropriate notations/comments while requesting the transportation through the We Lift portal, powered by Safr. The system will automatically assign the ride to the nearest available transportation provider which meets the beneficiaries needs. The system will provide the driver with all appropriate information in order to properly service the request, including the need for door-to-door assistance. See Wheel Chair Policy, Attachment G.

2.7.4.2 Door-To-Door Wheelchair Assistance Process



C. Oversized Wheelchair – Patient Ambulatory; No Available Vehicles (2.7.4.3)

Scenario 2.7.1.3: A Beneficiary utilizes a wheelchair but can transfer if requested. The Beneficiary has an oversized wheelchair due to his size and cannot easily fit in a regular wheelchair. The Proposer has scheduled transportation for this Beneficiary. However, the Proposer does not have any vehicles available that can accommodate the Beneficiary’s needs. Describe the process the Proposer will follow to complete the scheduled transport.

Response: The We Lift system, powered by Safr, will automatically search for and find a vehicle suitable to handle the request, first within the region in which the beneficiary is located then for the nearest vehicle located in any Louisiana region. If not one single vehicle is available to comply with the requested needs, a call center CSR will contact the beneficiary in order to make alternative arrangements and determine solutions appropriate to satisfy the request. Alternative solutions may include asking the beneficiary if he/she is comfortable with transferring in and out of the vehicle and whether the oversized chair is capable of folding. Additionally, the CSR could arrange for an oversized chair to be available for the beneficiary at the location drop-off point. All pertinent information will be provided to the driver who will be trained to provide the required assistance in and out of the vehicle if transfer becomes part of the solution.

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2.7.4.3 Oversized Wheelchair Request



D. Scheduled Transport Two Hours Late to Pick-Up (2.7.4.4)

Scenario: At 10:30 a.m., a local hospital requests NEMT services for a Beneficiary that is scheduled to be discharged from the facility at 2:00 p.m. The Proposer assigns the transport to ABC Transportation. Shortly after 4:00 p.m., the facility notifies the call center that the scheduled transportation has not arrived. Describe the process the Proposer will follow to complete the scheduled transport.

Response: We Lift’s platform, powered by Safr, provides complete supervision and oversight over all of its operations while using cutting-edge Artificial Intelligence software to monitor the health of all rides operating on its platform including but not limited to any delay in service. If a beneficiary is supposed to be picked up at 2:00 pm from a hospital, ABC transportation and its driver will be automatically and constantly notified by the system for the upcoming pick up. ABC Transportation as well as We Lift’s Call Center will be automatically notified by the We Lift system for any possible delay or no-show. In case of any delay or possible no-show, the system is fully capable of rerouting the ride to the next available driver for on-time pick up the beneficiary. We Lift’s system will also allow the Call Center and ABC Transportation to easily ping the driver and the passenger to check on the status of their well-being. We Lift’s system is designed that delays of such a severe nature should never occur.

2.7.4.4 Driver No-Show



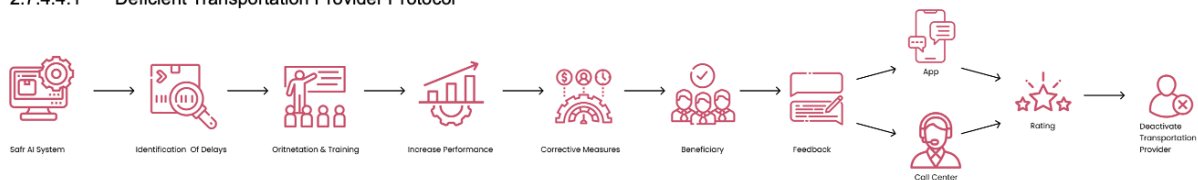
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1. Provider has Three or More Deficiencies (2.7.4.4.1)

Scenario: ABC Transportation has had three (3) or more previous instances where a Beneficiary being discharged from the local hospital has not been picked up in a timely manner. Describe the protocol the Proposer has in place that will alert the Proposer to ABC Transportation’s ongoing deficiencies, as well as the action that will be taken against this Transportation Provider.

Response: Safr has created a next-generation platform that addresses this scenario at heart. The system is created to avoid delays and no-shows by the Transportation Providers and their drivers. The system identifies real time deficiencies by auto-routing the rides to XYZ Transportation instead of ABC Transportation in case of any delay. Should repeated delays become identified by the system, the program will provide additional training to ABC Transportation to improve its performance. In case of repeated performance issues by ABC Transportation, Provider Operations Manager will take necessary corrective measures with ABC Transportation.

2.7.4.4.1 Deficient Transportation Provider Protocol



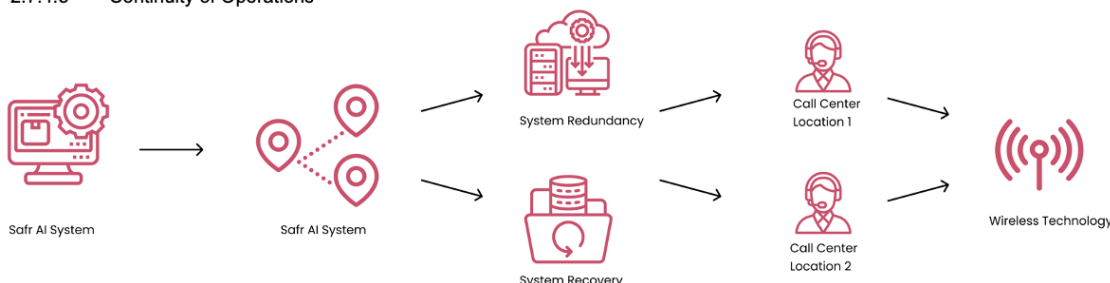
E. Hurricane Three Days Out – Continuity of Operations (2.7.4.5)

Scenario: Hurricane Alpha is expected to make landfall in three (3) Calendar Days as a Category 3 storm. Describe the process the Proposer will take when the forecast predicts a direct impact in Central Louisiana. Describe the policies and procedures in place for the Proposer to ensure continuity of operations in the event of electricity and/or phone outages at the Louisiana call center.

Response: We Lift’s system, powered by Safr, is a cloud-based system hosted in multiple locations across the US to provide system redundancy and disaster recovery capabilities. Like the core platform, We Lift’s call center system is also cloud-based and offers continuous running capabilities even in most difficult situations. Although the Tier1 call centers will be hosted in Louisiana New Orleans and Shreveport), the Tier 2 and 3 support centers will be spread across different time zones, in case both Louisiana based call centers go down, simultaneously. In case of power outages in Louisiana, the other locations can pick up the operations and incoming calls to ensure seamless and continuous operations. We Lift will also introduce wireless dispatch technology as part of our emergency preparedness protocol before any storm to provide priority coverage in the area.

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2.7.4.5 Continuity of Operations

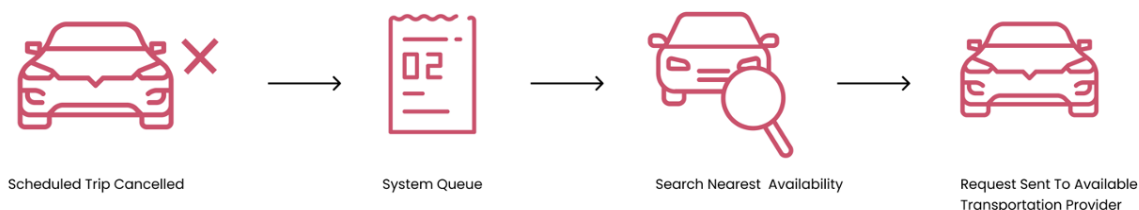


F. Level II Trauma Center Transport – Late Cancellation, No Available Vehicles in Region (2.7.4.6)

Scenario: A heart transplant Beneficiary, who lives in a rural area, is scheduled for pre-op testing at the local Level II Trauma Center in four (4) Calendar Days. The Beneficiary has been scheduled for a 7:00 a.m. pickup time. The Beneficiary is ambulatory but will carry an oxygen tank. The night prior to the scheduled pickup, the assigned Transportation Provider notifies the Proposer that they are unable to perform the trip. The Proposer has no willing and available Transportation Provider in the Region. Describe the process the Proposer will follow to perform the scheduled transport.

Response: Once a scheduled trip is cancelled by the Transportation Provider, it is pushed back to the system queue. The platform automatically scans the network within and outside the region to identify an alternative Transportation Provider until one is found. Ride request is then sent out to the Transportation Provider outside the region.

2.7.4.6 Rural Transport Resolution



G. Standing Order for Regular Services – Wheelchair with Requested Lift (2.7.4.7)

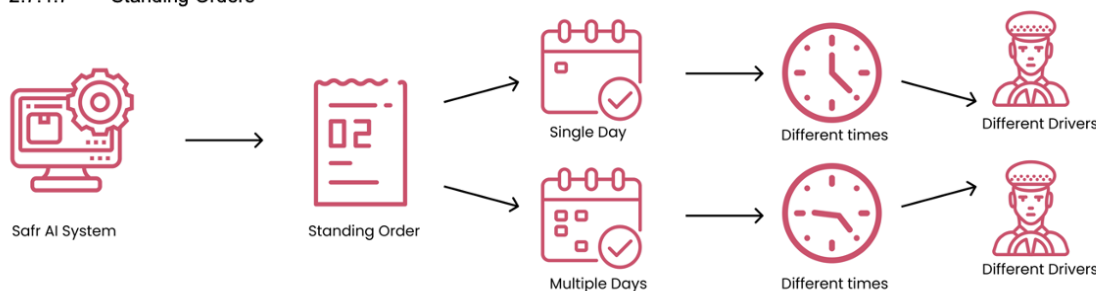
Scenario: A Beneficiary's Healthcare Provider submits a Standing Order for NEMT services. The appointment is for chronic outpatient dialysis at 10:30 a.m. on Mondays, Wednesdays, and Fridays from Monday, December 1, 2021 through Thursday, May 31, 2022. The Beneficiary uses

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a manual wheelchair but a lift has been requested. The return pickup time is 4:45 p.m. The Proposer should describe the process they will follow to complete this submitted Standing Order request. Additionally, the Proposer should respond to each of the variations of this scenario as presented below:

Response: The Safr system allows easy submission of Standing Order by selecting multiple days and the time period when scheduling the ride request. The Safr system is the industry's only platform to allow both variable and preferred selection protocols which means that once the Standing Order is entered into the system, the system will allow each leg to be routed to a different yet available driver or to the beneficiary's preferred driver such that service is completed as quickly and efficiently as possible.

2.7.4.7 Standing Orders



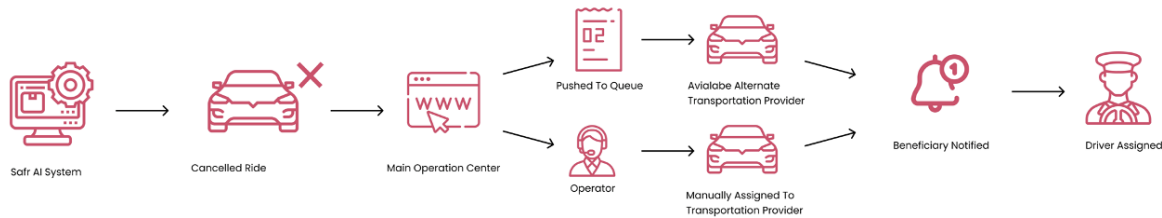
1. Transportation Provider Cancels 1.5 hours prior to Pick-Up (2.7.4.7.1)

Scenario: On Monday morning at 8:00 a.m., the Beneficiary contacts the call center and states the scheduled Transportation Provider called that morning and stated that there was a family emergency and that the Transportation Provider would be unable to transport the Beneficiary to treatment. Explain the process that the Proposer will take once this information is received.

Response: The Safr system offers robust features to manage unexpected situations arising from day-to-day operations. If a Transportation Provider is unable to provide a ride at a scheduled time, the assigned Transportation Provider or its driver can cancel the ride. The TP will be provided the opportunity to include reasons for canceling the order. Cancelled rides are immediately routed to the main operations center and into the queue. The system then begins to search for an alternative Transportation Provider. The Call Center will also have the capability to manually assign the ride to an available substitute to ensure timely pick up of the beneficiary. We Lift, through its AI system powered by Safr and its Call Center, ensures quality services and that at all times, the beneficiary will remain notified of all steps taken by We Lift during the process of obtaining alternative transportation.

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2.7.4.7.1 Same-day Rescheduling

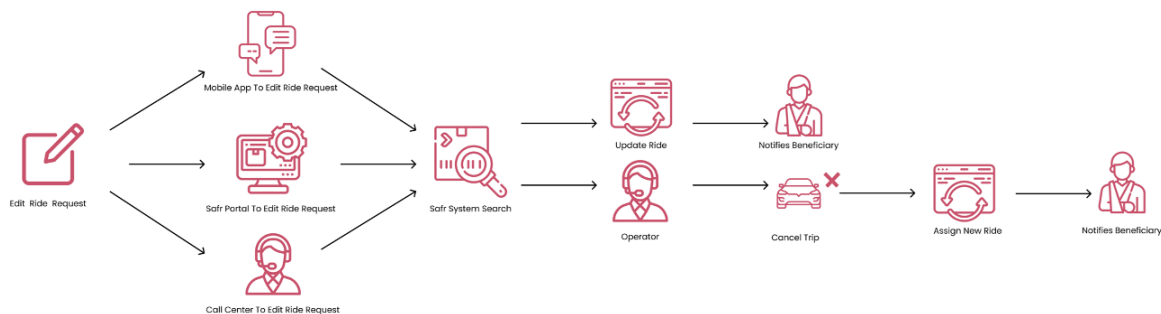


2. Edits to Standing Order (2.7.4.7.2)

Scenario: The current date is Wednesday, March 9, 2022 and the Beneficiary requests to move the Friday, March 11, 2022 appointment to Thursday, March 10, 2022. Explain the process that the Proposer will take once this information is received.

Response: In the event of change of plans by the beneficiary, the beneficiary will have multiple ways to edit his/her scheduled ride: 1) personally edit ride request through the mobile application; 2) personally edit ride request through the web-based portal; or, 3) contact our 24-hour call center and request the ride be edited. Upon editing the date or timing of the ride request, the system will automatically check the scheduled of already assigned Transportation Provider or its designated driver, if there is availability with the Provider/Driver, the system will automatically update the pick-up time and date and notify the appropriate stakeholders including the beneficiary.

2.7.4.7.2 Edit Ride Date



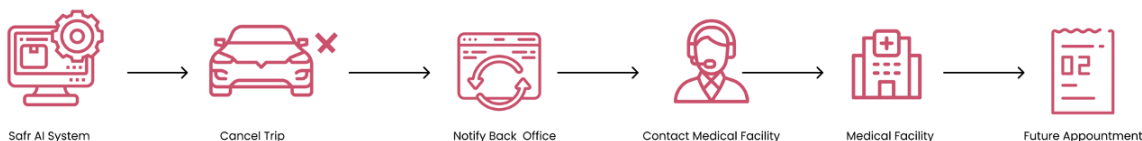
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3. Request for Service Outside Standing Order Time Period (2.7.4.7.3)

Scenario: The current date is Wednesday, May 30, 2022 and the Beneficiary has an appointment for dialysis on Friday, June 1, 2022. Describe the process the Proposer will follow to accommodate this transport.

Response: The Safr AI algorithm automatically scans all Standing Orders and notifies the Call Center when an appointment is scheduled outside an expiring Standing Order. A CSR will then contact the Dialysis center to determine whether said dialysis appointment for the beneficiary is valid as well as LDH to determine whether said appointment is authorized. This will help reduce last minute requests that may be declined by Medicaid due to its minimum approval window policy. In addition, Safr will work with Medicaid to create direct connectivity with its system to constantly update eligibility files for all beneficiaries. Safr will also provide a dashboard to Medicaid officials to view any last minute or less than 48-hour approval applications for a quick approval.

2.7.4.7.3 Change Appointment



H. Standing Order – Change in Return Trip Pick Up (2.7.4.8)

Scenario: A Beneficiary has an existing Standing Order for chemotherapy on Mondays with a drop-off time at 1:00 p.m. and a pick-up time at 3:30 p.m. from Monday, December 1, 2021, through Monday, May 28, 2022. The Beneficiary requests a change to the Standing Order to add radiation treatment on Mondays at 3:30 p.m. The pickup time for the radiation treatment is 6:00 p.m. Describe the process the Proposer will follow to accommodate this request.

Response: Safr has created one of the most agile software platforms to meet the ever-changing needs of beneficiaries and providers. Similar to the response in scenario 2.7.4.7.1 above, beneficiaries can easily change the details of a standing order. Additionally, the system is capable of stacking legs on to the existing trip roster. If a beneficiary calls in to add radiation treatment and the new treatment is at the same location, the system will allow a change to the existing pick-up time from 3:30 pm to 6:00 pm. If the additional treatment is at a different location, the system will add another leg to the existing Standing Order for the beneficiary and will notify the Transportation Provider as well as the beneficiary.

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2.7.4.8 Add Stops



I. Telephone Request from Nursing Facility – 24 Hour Notice (2.7.4.9)

Scenario: A nursing facility submits a transportation request for one of their residents twenty-four (24) hours prior to the appointment via telephone. Describe the process the Proposer will follow to address this request.

Response: We Lift understand that in an ideal environment, Medicaid prefers more than 48-hour notice for eligibility approval purposes. We Lift also understands that this is not always possible. We Lift, through its partner, Safr, will create a direct interface with Medicaid for real time updates to the eligibility list. This will allow We Lift to always have a current list of beneficiaries who may be eligible for transportation under their Medicaid insurance. In addition, Safr will provide a dashboard to Medicaid officials to approve unusual or last minute (less than 24-hour) trip requests.

Specifically, in this scenario, the Nursing home will be able to request a ride for their residents, while using Safr's intuitive portal, or request a ride by simply calling the call center. Once a request is made, our system will instantly check the eligibility of the beneficiary/resident against the eligibility database. In case a record is not current, the system will send the request to Medicaid officials for their approval through the secure communication channel/dashboard. Once a ride is approved, the beneficiary and appropriate TP will be informed and contact will be made with the nursing facility either through the web portal or the Call Center at which time all ride specific information will be collected. Safr's technology will then take over to complete the request.

2.7.4.9 Nursing Facility to Call Center Scheduling Procedure



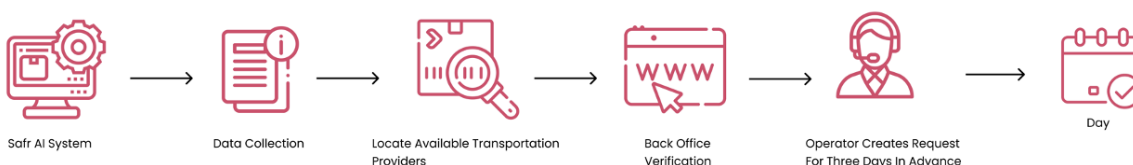
J. Telephone Request from Beneficiary – 3 Day Notice (2.7.4.10)

Scenario: A Beneficiary calls to schedule transportation for a cardiac rehabilitation service in three (3) Calendar Days. Describe the process the Proposer will follow to handle this request.

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Response: The Safr system will gather the beneficiary's information including potential health issues to provide the appropriate level of service. The system will automatically submit the request to MCO for approval and will automatically coordinate with the Transportation Providers who meet the beneficiary's needs. The system may require CSR to verify the appointment with the relevant doctor to avoid any misuse. The CSR has the option to schedule the service as required and the Safr AI system then takes over to assign the ride and complete the service.

2.7.4.10 Procedure for Scheduling Future Appointment



K. Gas Reimbursement for Family of Beneficiary (2.7.4.11)

Scenario: A Beneficiary resides with their grandmother and will be traveling out of state in order to receive medical care. The Beneficiary's grandmother is requesting gas reimbursement for the trip. Describe the Proposer's process for handling this request.

Response: We Lift, though a CSR will first verify the trip with the doctor or medical care provider to avoid misuse. The system will retrieve the pick-up and drop locations and will automatically calculate the mileage and gas reimbursement for the trip. Once the trip has been verified completed, a CSR will mail a reimbursement, within fourteen days, to the beneficiary's grandmother.

2.7.4.11 Expense Reimbursement



L. Out of State Travel with Request for Reimbursement (2.7.4.12)

Scenario: A Beneficiary has been referred to Cincinnati's Children's Hospital for a specialist that is not available in Louisiana. The medical appointment is scheduled for March 15, 2022, which is two (2) weeks from today. The Beneficiary's guardian has requested air transportation for the round Trip. Provide the process for responding to and handling a request from the Beneficiary's

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guardian to travel by (1) commercial air and (2) fixed wing ambulance. Include the process for reimbursing for lodging, meals, and other permitted travel expenses.

Response: At the time of scheduling a trip request, the system will first verify and obtain approval for the appointment and referral, verification of the guardian and approval by the MCO. Safr's system will search and identify appropriate air travel cost and schedules for commercial airlines and will provide options to the Provider for future commercial travel. The system will also notify specialized fixed wing ambulance service providers and request transportation costs. The collected information will be presented to the MCO for approval. Once approved, the system will notify the beneficiary and his/her guardian. The system will also allow direct purchase of air travel and lodging and sending the itineraries to the beneficiary and the guardian. In case of manual reimbursement, a CSR will notify the beneficiary and the guardian of the food allowance and issue manual reimbursement.

2.7.4.12 NEAT Reimbursement to Guardian Process



M. Transportation Provider Credentialling (2.7.4.13)

Scenario: The Proposer receives a credentialing packet from a new provider who wishes to service St. Tammany Parish, which is currently underserved. The packet includes the provider's Disclosure of Ownership form, which indicates four (4) individuals, each with twenty-five percent (25%) ownership, four (4) vehicle registration documents, four (4) copies of driver's licenses, and defensive driving certificates for all the drivers. Describe in chronological order all of the steps that the Proposer will take to fully credential this provider.

Response: A portal login will first be generated and sent to the Transportation Provider using the primary company email. Vehicles will be inputted into the system along with insurance documents, registration, vehicle inspection forms and pictures. Next, the four drivers will be uploaded to the system and will be assigned to a vehicle. Safr will maintain a driver specific electronic file into which all required compliance documents can be maintained, such as driver's licenses, PASS certification, Defensive Driving, CPR/First Aid, Wheelchair Securement, MVR record, drug test, and background check. Each driver will then be given a unique login through which the drivers can be assigned trips directly from the Safr system.

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2.7.4.13 Credentialing

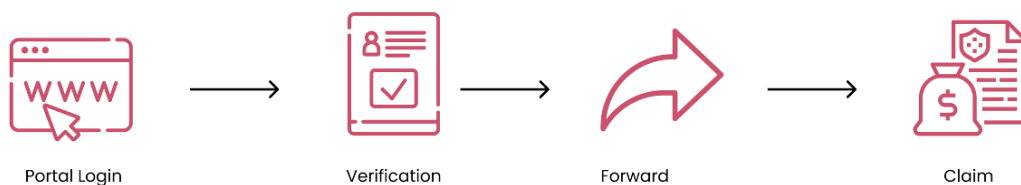


N. Claims Adjudication for NEAT Services Provided by Ambulance Company (2.7.4.14)

Scenario: The Proposer receives a claim for NEAT services from an ambulance company. The Proposer was not notified of the transport prior to receiving the claim. Explain the Proposer's claim adjudication process.

Response: A We Lift CSR will first verify the CAT form through the practitioner as well as the NPI number. The CSR will then contact the MCO with the information to complete the claim.

2.7.4.14 NEAT Reimbursement



V. HUDSON INITIATIVE PROGRAM PARTICIPATION

We Lift, LLC is certified as a Hudson Initiative – Small Entrepreneurship Program, having received its certification on November 29, 2021. See Attached the Certificate issued to We Lift, LLC.

Respectfully Submitted,

We Lift, LLC

BY: _____
Irell Warren, CEO