

MOBILITY DIRECT: TRANSFORM YOUR ADA ELIGIBILITY PROCESS

Thank you for participating in our November 15 Mobility Direct webinar! We received a lot of great questions during the Q&A session that we are sharing below. If you have follow-up questions, please reach out to our panelists using the contact information below.



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How does Mobility Direct compare to other remote certification software products on the market?

It's tough to compare because Mobility Direct is incredibly different from what's available today on the market. Put simply, there is no other software on the market like Mobility Direct, which was designed specifically for ADA paratransit certification. While there are other platforms that have features that could potentially enable an eligibility process, the software is not designed specifically for eligibility and the teams behind the platforms don't have ADA expertise. These platforms serve as more of a simple CRM for eligibility data, with very limited customization and ability to actually manage a true ADA eligibility process. Secondly, Mobility Direct greatly reduces touch points and enables applicants to electronically do things themselves, as well as functionality like OCR to reduce manual paper application processing. It is also highly customizable, intuitive, and modern.



How long does this process take to implement?

This will vary depending on what version of Mobility Direct you choose—aka, whether you are looking for a full-service eligibility model or a SaaS model. It will also vary based on other enhancements you select, such as agency branding and integration with your RSD platform, and the complexity of reporting you desire. We will work closely with you to determine an in-depth timeline by doing an assessment of how you currently perform eligibility functions at your operation today. A typical implementation of this platform would range from 60 to 90 days.

Is this application available for mobile devices?

It is. Mobility Direct was built to work from any type of device and is multimodal to work on mobile devices, tablets, various web browsers, etc. The platform was built using responsive web design and flexes to fit the size of any device screen. Additionally, we are working to create a true mobile app to supplement the web version.

Is there a place where a customer can upload a picture for IDs? Is this customizable?

Yes. Customers can upload attachments to their application, including their photo for ID card purposes.

Does Mobility Direct have a security mechanism?

Yes, absolutely! MTM Transit put a lot of thought into how we protect and secure PHI through this platform. To start, we are a HITRUST-certified organization. As with all web-based applications through Amazon Web Services, security is built into Mobility Direct at multiple levels. Our system works diligently with unique identifiers to secure PHI, and the technology and database are encrypted and have been tested against different types of malicious attacks. Additionally, we are covered by a BAA.

How does the process work when the customer is done with their portion of the application? How do they get it to their doctor to fill out that section?

Mobility Direct asks for each applicant's consent to consent to contact their medical professional. Mobility Direct will send a notification to the healthcare provider that they have an electronic form to fill out. That form will be directly tied to their patient. After the provider fills out the medical verification portion of the application, it is automatically attached to the applicant's case file. We have found that in most cases, healthcare providers are willing and responsive to provide their verification electronically, as long as they understand we are diligent in protecting their patients' PHI. However, should we encounter a provider that is unwilling or unable to submit their verification electronically, we do have a supplemental paper-based process they can utilize instead.

What kind of reporting is standard with Mobility Direct?

Mobility Direct was designed to include a comprehensive reporting package intended to give you all the necessary information you need to run your paratransit operation, including all FTA-required reporting. These reports include:

- Monthly Activity Report
- Certification Timeline Compliance Report (aka 21 day compliance reporting)
- Customer Eligibility and Determination Report
- Appeals Report

Additionally, if your agency needs other specific reports, we can discuss this as part of your implementation and customization process. You also have the ability to export any data you would like, as you own the data within your platform.

What does the appeals process look like with this product?

There are a couple ways we can approach the appeals process using Mobility Direct. If your agency doesn't have a current process in place, we can help you create a process to help you stay compliant with ADA and FTA regulations. If you do have a current process, we can develop a collaborative method to collect appeals, notify applicants of the results of their appeals, and supply all supporting documentation needed. MTM Transit is also available to provide advice and consultation on this process to you as needed to make sure your process is thorough.

How does a non-sighted applicant use Mobility Direct?

MTM Transit always makes a concerted effort to maintain accessibility within our platforms. Mobility Direct is 100% accessible and is sight-reader compatible.