



PegaWorld

JUNE 7-9 | LAS VEGAS

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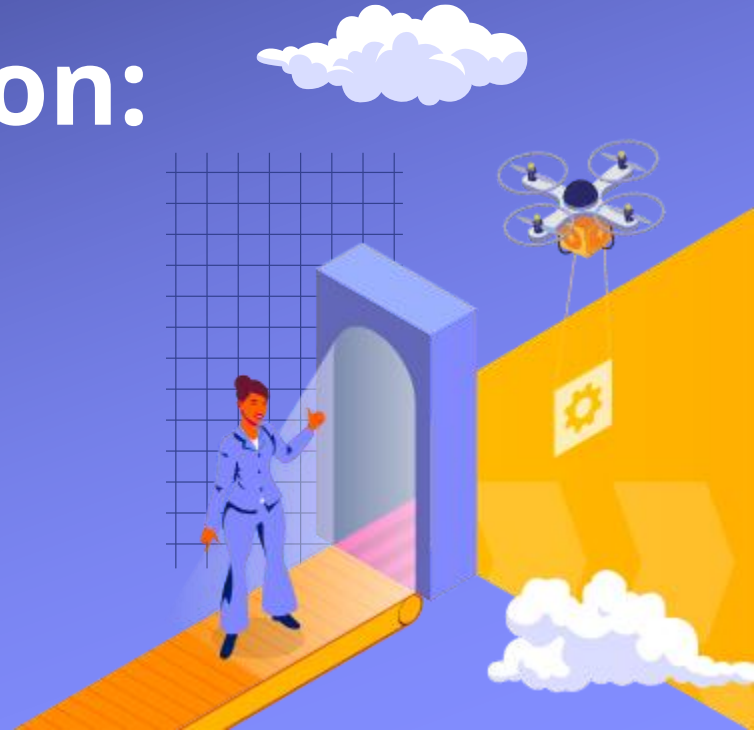
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modivcare

Modivcare's 42-day Digital Transformation: Speed Meets Impact

A Blueprint-Driven Success Story



Speakers



Ken Mair
Vice President, Product
Modivcare



Heather Ruest
Director, Product
Modivcare

What is Non-Emergency Medical Transportation?

NEMT connects people to the healthcare services they need when they don't have a safe or reliable way to get there.



Examples of Care



Doctor Visits



Hospital
Appointments



Dialysis



Pharmacy
Pickup



Behavioral Health
& More

Why NEMT Matters

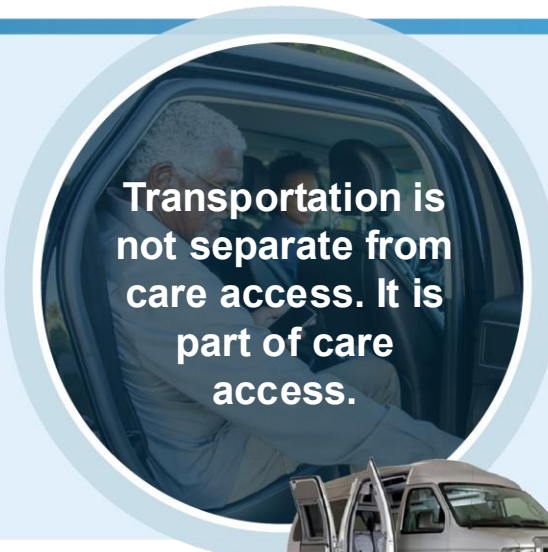
For many people, transportation is the difference between missing care and receiving care.

NEMT helps vulnerable populations access essential healthcare services with dignity, reliability, and continuity.



Without Reliable Transportation.

- × Missed appointments & treatments
- × Delayed care and worsening conditions
- × Avoidable ER visits & hospitalizations
- × Higher costs & poorer outcomes



Transportation is not separate from care access. It is part of care access.



With Reliable Transportation.

- ✓ Keep appointments & stay on track
- ✓ Better health outcomes & quality of life
- ✓ Stronger continuity of care
- ✓ Lower avoidable utilization & costs

Medicaid Members • Older Adults • People with Disabilities • People Managing Chronic Conditions • Underserved Communities • People Without Reliable Transportation Support



What it Takes to Make NEMT Work

More than Transportation. Access to Care, Coordinated at Scale.

Behind every trip is coordination across people, care settings, sponsors, and transportation networks.

Clients

- States
- MCOs/Health Plans
- Hospital Systems
- Other Care Organizations



Destinations/Care Settings

- Doctor Visits
- Hospital Appointments
- Dialysis
- Behavioral Health
- Pharmacy
- Specialty Treatment Centers
- And More



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Connecting people to
care through
coordinated access

Members

- Patients/Members
- Families & Care Advocates
- Diverse Needs & Circumstances



Transportation Modes

- Public Transit
- Mileage Reimbursement
- Rideshare (Uber/Lyft)
- Commercial Transportation Providers
- Wheelchair & Stretcher
- Air Transport (Where Needed)
- And More



**One mission: access to the care that matters most.
Reliable, clear, and coordinated every day.**

Breaking Points in Prior Authorization

The state that demanded reimagining



No coordinated digital pathway for members needing inter-island & mainland travel authorizations



Fragmented legacy systems created friction at every step — manual, slow, and error-prone



Every delayed approval meant a member waiting longer for the care they needed



Growing compliance risk and cost overruns from manual workarounds



The cost of doing nothing: members missing care, SLAs missed, and Modivcare's mission at risk

Delivering a Smarter, Faster Prior Auth Experience

How Pega Blueprint™ transformed Modivcare's prior authorization — in 42 days

REIMAGINE

Pega Blueprint™

From fragmented process to a clear digital blueprint

- Defined end-to-end workflows & personas in days
- Mapped all integrations before a line of code was written
- Visual requirements eliminated ambiguity across every team

BUILD

Pega Infinity™

From blueprint to production-ready system

- Intelligent intake, document capture & multi-party routing
- Payer-specific rules with SLA-driven orchestration
- Daily demos, continuous feedback & agile delivery

OPERATE

Pega Cloud®

From go-live to always-on, scalable platform

- Real-time authorization tracking for members & providers
- Automated follow-ups, escalations & compliance reporting
- Scalable architecture ready for future expansion

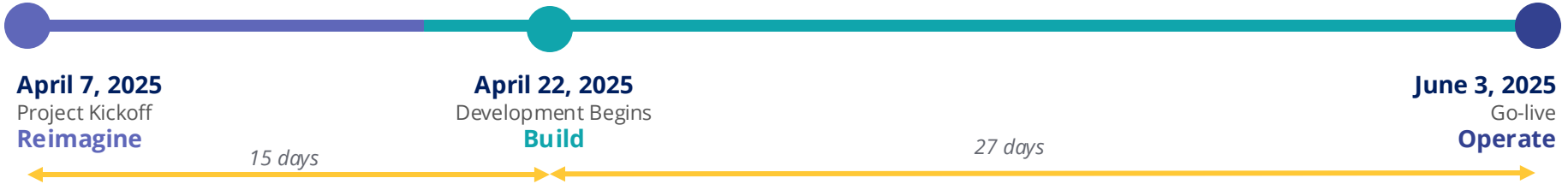
42 Days

Blueprint to Go-Live · April 7 – June 3, 2025 · **First Pega Healthcare customer to leverage Blueprint for immediate business outcomes**



Implementation at Speed & Scale

42 days from kickoff to Go-live — powered by Blueprint



How We Delivered

- Blueprint facilitated requirements gathering & edge cases
- Agile delivery framework
- Daily standups & refinement · Weekly demos*
- Continuous feedback loops driven by users & business

Personas Empowered

Facility / Provider

Payer Approver

Modivcare Reviewer

Logistics Coordinator

What We Know Now

Lessons and best practices from Modivcare's 42-day sprint

01

START RIGHT

- Start with Blueprint — eliminate ambiguity before writing a line of code
- Define integrations early — or face costly rework downstream
- Reuse Pega OOTB capabilities — don't rebuild what already exists

02

BUILD WITH PEOPLE

- Keep user journeys at the center — not just system logic
- Involve personas in UAT early — test as you build, not after
- Cross-functional engagement drives adoption at scale

03

MOVE FAST, STAY ALIGNED

- Strong governance = faster delivery, not slower
- Frequent demos build trust and accelerate alignment
- Tight feedback loops + early system testing = quality at speed

Blueprint isn't just a tool — it's the reason 42 days was possible.



Results That Matter

From 42 days of Blueprint-powered delivery to outcomes that fulfill the mission

RELIABLE

Members count on it — every time

- Faster access to care for inter-island members
- Automated follow-ups & escalations — nothing missed
- Standardized requests consistent across all payers

DEFINED

Clear process, zero ambiguity

- Streamlined multi-party coordination
- Unified platform across all stakeholders
- Reduced manual processing at every step

COORDINATED

All parties working in sync

- Real-time authorization tracking for members & providers
- Real-time analytics & reporting
- Improved provider experience end-to-end

EVERY DAY

Built to scale the mission

- Reduced administrative burden for all teams
- Automated workflows processing at scale
- Scalable foundation for future expansion

Helping people get to the care they need. **Reliable. Defined. Coordinated. Every Day.**

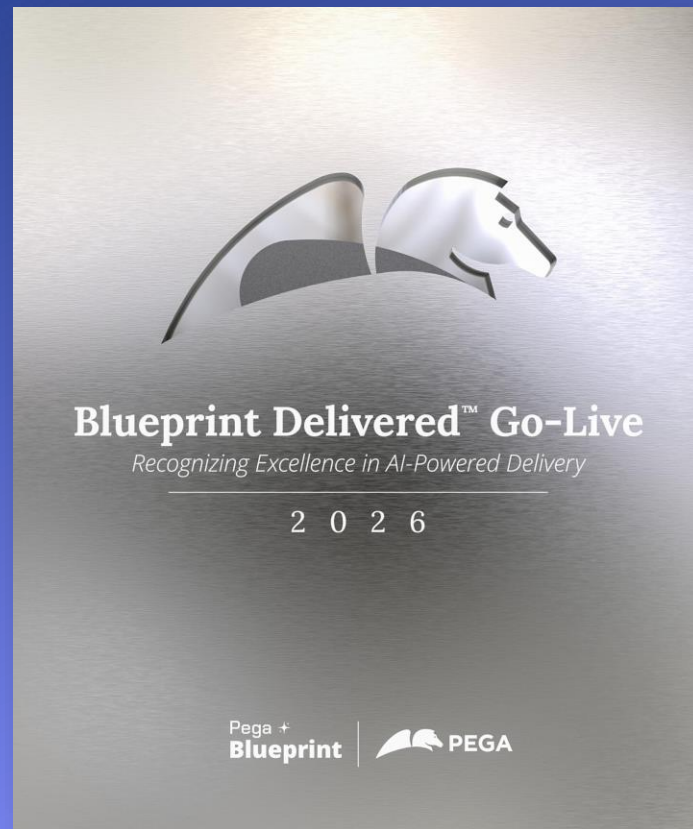


Questions?

The **Blueprint Delivered™** **Go-Live Awards**

Recognizing teams who take Blueprint all the way to go-live

Blueprint to Go-Live. Groundbreakers recognized.



Award design



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