



Circulation Expands into 700 Health Facilities Across 25 States

Up to 50% savings, 95% on-time rates, and improved patient experience help drive company's success in on-demand, non-emergency medical transportation

Boston, MA – April 20, 2017 – [Circulation](#) today signaled significant growth in non-emergency medical transportation (NEMT) with the announcement of over 30 new clients representing a broad swath of top-tier hospitals, clinics, community health centers, and other healthcare facilities across the country – many of which have previously never used NEMT.

The company today also announced dedicated customer support with a new call center to assist clients and help patients book rides, and released very encouraging data from its users to date:

- Average patient satisfaction rating of 4.9 out of 5;
- Cost savings of 40 – 50%;
- 95% of patients arriving to appointments on time; and
- An only 8% no-show rate compared to the 25 – 50% industry average.

“We’re thrilled with the growing number of healthcare providers adopting Circulation as their non-emergency medical transportation platform of choice, as increasingly more providers seek increased efficiencies and value while delivering superior ride experiences,” said Robin Heffernan, Circulation CEO and co-founder. “We’re devoted to helping all kinds of patients get the care they deserve, whether that means helping them get to and from appointments or bringing providers to their homes.”

Circulation’s newest clients include: Stanford Health Care, Commonwealth Care Alliance, Fresenius Health Partners, Lugiano Medical, Objective Surgical, Advanced Physical Therapy, Samuel U. Rodgers Health Center, Center for Vein Restoration, Women’s Center & Shelter of Greater Pittsburgh, Rhode Island Medical Imaging, Chambers Medical Group, and the Ryan White Wellness Center at Roper St. Francis Hospital.

They will use Circulation’s state-of-the-art, on-demand healthcare transportation platform to get patients to and from a wide range of medical appointments, including post-acute follow-up appointments, physical rehab, substance abuse, behavioral health, HIV treatment, and other medical and social-service appointments.

Extending NEMT into New Areas Across the U.S.

Boston-based Commonwealth Care Alliance (CCA) uses Circulation to help vulnerable individuals get to their doctors and other needed health services (as well as nurses coming to their homes), so they can continue to live at home and in the community rather than at nursing homes or other institutional facilities.

“Our 20,000 members have a wide range of complex health issues, including chronic medical problems, intellectual or developmental disabilities, mental illness, or a history of substance abuse,” said CCA’s President and Chief Executive Officer Chris Palmieri. “These individuals and their caregivers desperately need reliable transportation on a frequent basis and we need a sophisticated solution to track and manage this transportation. Circulation delivers on both fronts.”

The federally funded Ryan White Wellness Center of Roper St. Francis Hospital has deployed Circulation to help ensure HIV/AIDS patients get to and from early intervention service programs.

“A surge in our transportation costs and hyper-vigilance on potential cost savings prompted us to explore new, innovative ways to get our patients to necessary medical appointments,” said Program Director Kimberly Butler Willis. “In 30 days, our transportation costs have decreased by

nearly 40%; our care managers appreciate the ease of scheduling; and our patients enjoy the convenience of door-to-door service. It's been a win-win for us all!"

Based on the success of the pilot, Roper St. Francis is now rolling out Circulation system-wide so that patients in all departments will realize the same benefit from this offering.

At Rhode Island Medical Imaging (RIMI), a large medical diagnostic imaging practice with 11 locations, 65 clinicians, and hospital affiliations across the state, the Circulation platform is used to get outpatients to and from their biopsy, CT scan, MRI, mammogram, ultrasound, and important radiology appointments.

According to RIMI Executive Director Wayne Arruda, "Our clients rely on Circulation to get to important tests required for diagnosis and treatment of many time-sensitive, critical health conditions. With Circulation, they get the care they need. It's been a real game-changer."

Unique Among NEMT Providers

All Circulation clients utilize its centralized, multi-patient dashboard that handles everything from rider consent to ride booking and alerts to back-end billing and reimbursement, as well as 24/7 real-time analytics. Circulation is compliant with the Health Insurance Portability and Accountability Act (HIPAA). Ride requests are matched with the best and most appropriate ride option and clients are able to customize the platform for their specific needs.

With today's news, Circulation is demonstrating the breadth and scale of its solution platform nationwide – helping facilitate NEMT in multiple venues and serving a mix of patients from those traditionally covered by Medicaid as well as new rides for Medicare, dual-eligible, and commercially insured individuals.

Circulation is focused on helping improve health outcomes for the estimated 3.6 million Americans who miss at least one medical appointment each year due to transportation issues.

About Circulation

Circulation takes a multidisciplinary, cutting-edge approach to turn better transportation into better health outcomes and positively impact population health. As Uber's Preferred Healthcare Partner, Circulation is the first customizable, patient-centric digital transportation platform that seamlessly integrates with both healthcare systems and Uber's API. Circulation also integrates with other ride options and is compliant with the Health Insurance Portability and Accountability Act (HIPAA) to protect the privacy and security of patient health information.

The company was co-founded by John Brownstein, PhD, a healthcare advisor to Uber, Professor at Harvard Medical School, and Research Faculty at Boston Children's Hospital; Robin Heffernan, PhD, VP of Booz Allen Hamilton and successful serial entrepreneur; Jared Hawkins, PhD, MMSc, Faculty at Boston Children's Hospital and Director of its Informatics Innovation Program; and Leerom Segal, CEO and Co-founder of Klick Health, a leading commercialization partner in the healthcare industry. Follow Circulation on Twitter at [@circulationmed](#).

Healthcare organizations interested in learning more about Circulation, please email info@circulation.co. For more information on Circulation, visit Circulation.co.

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