



Non-Emergency Medical Transportation (NEMT)

Confidential
H1 2023

Company Overview

Kerico is a Non-Emergency Medical Transportation (NEMT) Company.

Our customers are **Clinics & Hospitals**. We bring their patients to their appointments & return them home safely.



We invoice the **Clinics & Hospitals**.

Est. in 2018 in Texas - we have delivered 25,000+ rides to date.

We improve patient satisfaction, reduce No Show appointments & expedite hospital discharges.

NEMT Defined | Industry Growth

Non-Emergency Medical Transportation (NEMT) is defined as transportation services offered to patients who face extraordinary barriers getting to their medical appointments.

NEMT in the US is growing at a 4%-9% CAGR and is expected to become a \$20B industry by 2027. *Research & Markets 1.26.2022

NEMT is an unmet need & is attracting rideshare giants Uber & Lyft to fill the gap (but offering sub-optimal service & care).



An Industry Fueled By Missed Appointments

(All stats below sourced from *Nih.gov)

Patient No Shows are costing the health care industry **\$150B annually**.

(No Show is defined as a patient that has neither kept nor cancelled their appointment.)

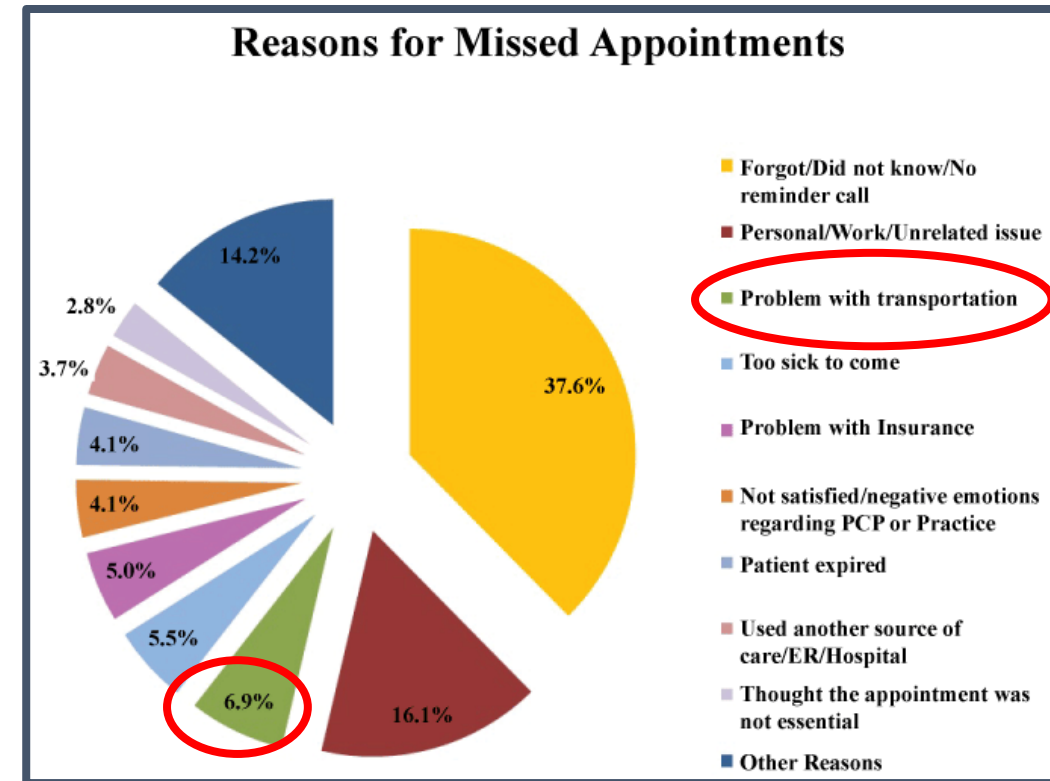
25-30% of All Medical Appointments in the US are No Shows.

40% of Medicaid Appointments are No Shows.

50% of Primary Care Appointments are No Shows.

Across the US population, 7% of No Shows are due to a lack of transportation.

That number varies across demographics. For example, 65% of No Shows amongst Senior Citizens is due to a lack of transportation.



Missed Appointments Harm Patients & Clinics

Impact To The Patient

Reduced Preventative Care
Loss of Continuity of Care
Inefficient Disease Management
(Cancer & Dialysis in particular)

Impact To The Clinic

Lost Revenue
Reduced Productivity
Scheduling & Operational Stress

Every \$1 Spent on NEMT = to \$11 Saved in Long Term Care.

FierceHealthcare 10.2021

It is for these reasons that Clinics & Hospitals hire Kerico.



Different Needs of Clinics & Hospitals

	Clinics	Hospitals
Needs	To reduce No Show appointments with round trip transportation.	To get discharged patients home (one way) in a timely manner.
Patients	Older, chronic, dialysis, cancer, etc...	All demographics, post procedural.
Vehicles Used	80% Sedans (ambulatory) 20% Wheelchair / Stretcher Vans	20% Sedans (ambulatory) 80% Wheelchair / Stretcher Vans

The discharge of non-ambulatory patients from hospitals is often accomplished via the use of ambulances, with rides costing \$1000+. Kerico's wheelchair/stretchers vans cost a fraction of an ambulance ride. This is one reason why Houston Methodist has employed Kerico to assist with discharges at ALL SEVEN of their hospitals (Summer 2022).

Operating Principles : The Patient is Our Precious Cargo

Kerico is a door-through-door service, not curb-to-curb. We are insured to get the patient "from their couch to the reception check-in".

Kerico's drivers (contracted & full time) undergo extensive background checks prior to hiring (criminal, credit, driving history, etc...).

Kerico's drivers are CPR certified.

Kerico's contract drivers must have clean vehicles, not more than 5 years old, and are not permitted to have political or inappropriate stickers or markings.

Kerico's vehicles are cleaned before/after each ride to ensure a clean environment for immune-vulnerable patients (cancer, dialysis, etc...).

Kerico's dispatch team communicates directly with the clinic or hospital in the event of a disruption (traffic delay, patient emergency, etc...).



Why is Patient Satisfaction So Important?

High patient satisfaction scores equate to more Medicare funding to the clinics / hospitals providing service.

Incentivizing clinics & hospitals to improve patients' perceptions of their care can positively impact their bottom line.

Kerico is a trusted partner for clinics & hospitals insofar as patient satisfaction is concerned, because we prioritize the safety & comfort of patients.

We periodically survey the patients we transport and maintain high satisfaction levels and are increasingly being requested by patients themselves.



Kerico vs. Rideshare

Kerico is **NOT** a rideshare company.

























We don't pick up people from bars.

We don't drive people to the airport.

We don't deliver pizza.

We do NEMT for Clinics & Hospitals.

We do aim to be the Gold Standard for patient transportation.

			
Drivers Trained in CPR (M*)			
Drivers Vaxxed for Covid (M*)			
Autos Cleaned Before Each Ride (M*)			
Owens its NEMT (Handicap) Operations			
Radius / Time Limit Per Ride	No Limit	8 hours	100 mi
Mobile App w/ Telephone Option			
Fixed (Non-Variable) Pricing			
Door-through-Door (vs Curb-to-Curb)			

*M=Mandated

What Our Customers Are Saying: Houston Methodist Hospital

We are a 1,000 bed hospital operating at 100% capacity. We have a bottleneck of discharged patients who need stretcher / wheelchair rides home. For non-ambulatory patients we hire ambulances at \$1000+ per trip. Kerico costs less than half of that.

For ambulatory patients, we have used Uber and Lyft in the past with near fatal results. Lyft left an elderly patient of ours in a used car lot at 3am. An Uber driver dragged one of our patients out of his car and beat him up after the patient's colostomy bag opened up in the back seat.

This is why we have asked Kerico to provide rides for all seven of our hospitals in Houston. They have the expertise, empathy, and economy of transporting sensitive patients.

- Gail Davis, Director of Case Management. Houston Methodist Hospital.

Current Booking Operations | Gazoop

- Kerico uses Gazoop, a common and easy-to-use booking software.
- Our clients (Clinics & Hospitals) use Gazoop to book rides with us.
- Rides need to be booked 24 hours in advance for accurate timing.
- We can offer same day pickup but cannot guarantee timing.

The screenshot displays the Kerico Transport website's booking interface. At the top, the navigation bar includes links for HOME, WHO WE ARE, SERVICES, CONTACT US, and a prominent BOOKING button. A left sidebar provides quick access to My Information, Create Booking, My Bookings, My Calendar, and Track Driver. The main booking area is divided into two columns. The left column features a map of Houston with a green circular pickup zone, a status bar showing 'ETA: No ETA | Distance: 0 Miles | Time: 0 Minutes', and input fields for Client Location and Destination. Below these is a blue 'Notes' section with a text area for 'Booking Notes...'. The right column contains a 'Standard Booking' tab, a 'Recurring Profile' section with fields for Booking Date, Time, and buttons for ASAP and Return, and a section for client details including a phone number, hospital name, and email address. It also includes dropdown menus for 1 Passenger, No Wheelchair, Scheduler Name, and Vehicle Type. The 'Estimated Fare' is displayed as 0.00 USD, and payment options for Cash, Account, and Credit Card are listed at the bottom. A large green 'Create Booking' button is positioned at the bottom center of the interface.

Growth Strategy: We Follow Our Biggest Customers Into New Territories



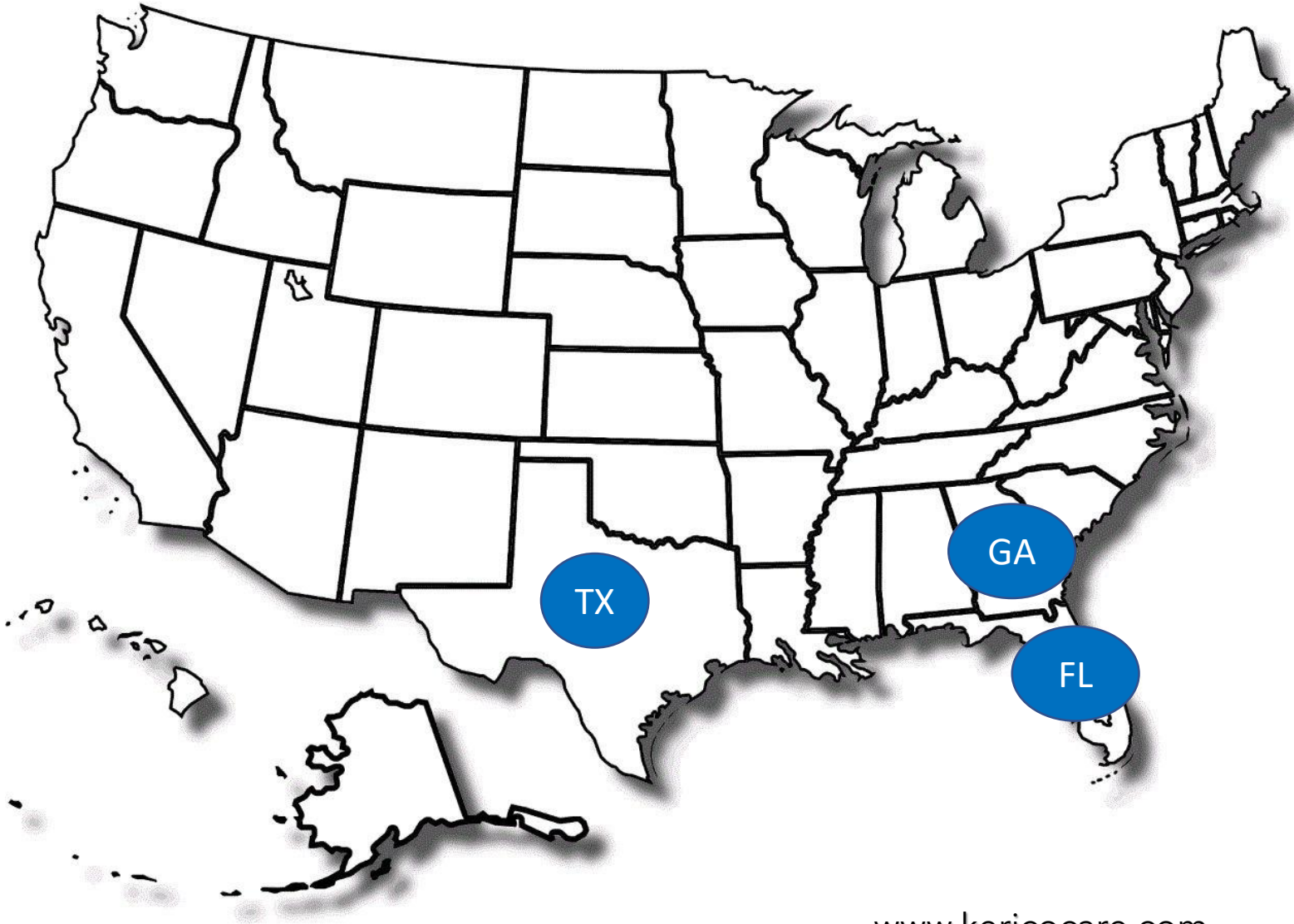
Starting with a pilot at the 8th largest hospital in the US, HMH has expanded its use of Kerico to all 7 HMH hospitals in Houston.

WellMed's transportation arm ComfortCare has leveraged Kerico as a 3rd party vendor throughout Texas, and has asked us establish a presence in Florida as well.



Peripheral Arterial Disease Specialists (PADS) is a strategic partner for Kerico and relies heavily on Kerico's ability to bring patients to their appointments. PADS's multi-state growth plans are influencing Kerico's growth plans so we can land in a new region with a built-in customer base.

2023 Area of Operations



2023

Texas: Statewide.

Florida: Miami Q2

Georgia: Atlanta Q4

The Kerico Hub

75% of Kerico's rides are given by contract drivers in sedans.

25% of rides are in Kerico's fully owned stretcher / wheelchair vans (Full Time Employees)

Strategically located hubs for the vans in high traffic areas are where both contract and FTE drivers access the vans to perform rides once they receive booking(s) from the app. They are directed to the closest hubs, where they conveniently park their cars and are given access to the vans. This reduces long wait times and ensures the right vehicle for the patient is used. It is also essential for employee safety, van security & maintenance.



Leadership



Michael Morris

Founder & CEO

- CEO, Intenergie
- CEO Kettle Sound
- University of Dallas



Ngassam Ngnoumen

COO

- VP - Mastercard
- Harvard MBA



Chris Ochs

CSO & Board Member

- VP - Intenergie
- Director - Best Buy
- Carroll College



Jarett Lettner

Board Member

- SVP - Wells Fargo
- VP - United Health Group
- Director of Ops, Best Buy.



Dr. Maulik Patel

Board Member

- CFO, PAD Specialists
- CFO, National Brain Injury Institute



Wade Bronson

Board Member

- CFO/COO Shane Co.
- Director - Best Buy
- Director- Schwann's Food Co.

Thank You

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