



Northstar Rides, LLC

Non-Emergency Medical Transportation (NEMT)

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NORTHSTAR RIDES

Where care Meets the Road



Mission

To provide accessible, reliable, and compassionate transportation services that enable individuals with medical needs to reach essential healthcare services safely and on time.



Vision

To become Minnesota's leading non-emergency medical transportation provider by delivering a service recognized for its excellence, compassion, and commitment to the community.



Core Values

- **Integrity:** Upholding the highest standards of honesty and accountability in every interaction.
- **Compassion:** Serving our clients with empathy, patience, and respect.
- **Safety:** Prioritizing the well-being of our clients and drivers in every aspect of our service.
- **Reliability:** Ensuring consistent, timely, and professional transportation services for our clients.
- **Community:** Giving back to the communities we serve and building long-lasting relationships with clients, partners, and employees.



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BACKGROUND INFORMATION

NorthStar Rides, LLC was established in 2024 to address the growing need for safe and reliable non-emergency medical transportation (NEMT) services in Minnesota. Recognizing the barriers that many individuals face in accessing healthcare, especially those with limited mobility, NorthStar Rides was founded to bridge this gap and provide dependable transport to and from medical appointments. We understand that transportation is often the first step in accessing vital healthcare services, and our goal is to make that step as seamless and comfortable as possible.



SERVICES OFFERED

NorthStar Rides offers a comprehensive range of non-emergency medical transportation services tailored to meet diverse client needs, including:



Ambulatory Transportation

For clients who can walk but may need assistance or supervision.



Wheelchair Accessible Transport

Vehicles equipped to transport clients in wheelchairs, with trained drivers to assist with entry and secure wheelchair positioning.



Scoter Transport

For clients who require transportation in a scooter, providing maximum comfort and safety.



Door-to-Door and Door-through-Door Service

Assistance for clients from their home to the medical facility entrance and, if needed, to specific appointment locations.

Our fleet consists of reliable and well-maintained vehicles, including wheelchair-accessible vans and lift-equipped vehicles, ensuring that we can cater to various mobility needs safely and efficiently.

Target Market

Our primary target market includes:

- **Seniors:**
Individuals with limited mobility who require regular medical appointments.
- **Individuals with Disabilities:**
Clients needing specialized, wheelchair-accessible transportation.
- **Low-Income Individuals:**
People who may rely on Medicaid for transportation services.
- **Caregivers and Families:**
Family members or caregivers seeking reliable and compassionate transportation solutions for loved ones.

NorthStar Rides partners with healthcare facilities, insurance providers, Medicaid, and private pay clients to ensure that no client is left without the transportation they need to access essential health services.



Business Model & Revenue Streams

NorthStar Rides operates under a fee-for-service model, with revenue streams that include:

- **Medicaid and Medicare Contracts:**
Payments for eligible clients covered under these programs.
- **Private Pay:**
Direct payments from individuals or families seeking transportation services.

- **Healthcare Facility Partnerships:**

Contracts with hospitals, clinics, and senior care centers for routine patient transportation.

- **Insurance Partnerships:**

Agreements with private insurers to provide transportation for policyholders needing medical transport.

Competitive Edge

NorthStar Rides differentiates itself from other NEMT providers through:

- **Specialized Compassionate Care:**
Our drivers are trained in safety and sensitivity and empathy toward individuals with health needs.
- **Reliable, Handicap-Accessible Vehicles:**
Our fleet includes accessible vehicles with wheelchair lifts and securements.
- **Commitment to Compliance:**
Our services comply with HIPAA, Minnesota Health Records Act, and local safety regulations to protect the privacy and security of client information.
- **Community Focus:**
As a Minnesota-based company, NorthStar Rides is dedicated to meeting the specific needs of local communities and fostering partnerships that strengthen the healthcare accessibility network.



Technology and **Innovation**

NorthStar Rides integrates technology to enhance client experience and improve operational efficiency:

- **Dispatch and Scheduling Software:**
A centralized system manages bookings, tracks vehicle locations, and streamlines scheduling.
- **Client App:**
Enables clients to book rides, receive notifications, track vehicle arrival, and communicate with drivers in real-time.
- **Data Security:**
Advanced encryption and security protocols ensure compliance with privacy laws and protect sensitive client data.



Commitment to Compliance and Safety

NorthStar Rides adheres to rigorous safety and privacy standards to ensure the protection of our clients and the integrity of our service. Our staff is thoroughly trained on:

- **HIPAA and Privacy Compliance:**
Protecting client health information in all interactions and documentation.
- **Vehicle Safety and Maintenance:**
Regular vehicle inspections, cleanings, and maintenance schedules.
- **Driver and Staff Training:**
All staff undergo comprehensive training in first aid, CPR, sensitivity, and safe driving practices.

By prioritizing compliance and safety, NorthStar Rides provides clients with peace of mind, knowing they are in the hands of professionals who care about their well-being.

NorthStar Rides is committed to giving back to the communities we serve. We participate in local events, sponsor health awareness campaigns, and actively support initiatives that promote healthcare access and inclusivity in Minnesota. Our community outreach programs aim to educate and empower residents about the importance of accessible transportation in improving health outcomes.



Future Goals and **Expansion Plans**

NorthStar Rides plans to expand its reach across the state of Minnesota as demand grows, with an emphasis on underserved rural communities. We are also exploring potential partnerships with additional healthcare providers and insurance companies to extend our services and ensure that no individual is left without access to essential transportation.

2024/2024 **Goals**

- 1 Achieve authorization as a licensed Special Transportation Services (STS) provider in Minnesota.



- 2 Establish partnerships with at least three healthcare facilities in the Twin Cities metro area.

- 3 Increase fleet size and enhance vehicle accessibility features to meet the diverse needs of clients.



- 4 Implement advanced scheduling software and launch a client app to streamline booking and improve client experience.

Contact Information

For inquiries, partnerships, or more information about our services, please contact:

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NorthStar Rides LLC is proud to serve the Minnesota community by providing compassionate, accessible, and compliant transportation services for those in need. We are dedicated to becoming a trusted healthcare partner and making a meaningful impact on the lives of our clients.





CONTACT US

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