



OVERVIEW OF TMS MANAGEMENT GROUP, INC.

TMS is an experienced transportation management / brokerage firm specializing in managing Non-Emergency Medical Transportation (NEMT) services. TMS and affiliated companies have provided coordinated transportation services since 1991. The principals and senior management of TMS consist of former transportation providers, health care executives, and government directors and policy makers, who perceived the need for a provider-friendly broker model for transportation. As a result, TMS was formed and we have fielded a formidable team of "hands-on" professionals who have spent their careers steeped in the Medicaid and Medicare transportation culture. All project operations and networks are constructed with the guiding principle of our business model in mind: *Agency Efficient, Client Sensitive, and Provider Friendly.*

The TMS operations team has over 350 years of Medicaid, Medicare and other transportation and health care related service delivery experience. We are familiar with the client population, Medicaid/Medicare rules/regulations, medical providers, and the transportation providers within the region. We have rapidly grown over the last several years and we feel it's due to the breadth of quality experience and approaches that result in superior service that other transportation management / broker companies simply cannot match. We work hand-in-hand with public agencies and managed care organizations to better administer their non-emergency medical transportation needs, all within budget realities.

TMS operates in ten (10) states and currently services over 2.5 million lives throughout the nation. We operate three (3) different call centers in three (3) different time zones: Clearwater, Florida (TMS Headquarters), Des Moines, Iowa (State of Medicaid's NEMT Brokerage Program) and Honolulu, Hawaii (Western US Operations). The TMS Call Centers jointly employ hundreds of local personnel, such as Call Center Technicians, Floor Supervisor and Facility Liaisons, Re-Check Operators, etc. These staff are highly trained and work together in a cooperative atmosphere to ensure the goals of each funding agency are not only met, but exceeded.

TMS was selected as the Statewide Iowa Medicaid Non-Emergency Transportation Broker last summer, after a competitive procurement process. TMS began providing services on October 1, 2010. We have opened an Iowa call center located at the Des Moines International Airport employing 30 employees. Our goal is to expand the use of this call center for all of our future Midwest Regional work in which over 100 local individuals will be employed.

Myself and several of our top management personnel have been actively involved in Iowa building relationships with the Local Transit Organizations, and the Major Medical Facilities. We have and will continue to attend local meetings of Medical Providers and Legislative Delegations to resolve issues occurring in the transition of the new Medicaid Non-Emergency Transportation Program. Our business philosophy is to build and maintain strong local partnerships with all agencies involved in Medicaid transportation.

Thank you,

David McDonald
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