



## NEMTAC Data Repository

### Overview:

This quote best describes NEMTAC's mission:

**NEMTAC is a non-profit healthcare organization dedicated to championing standards and best practices for the provision of non-emergency medical transportation.**

NEMTAC exists as the only dedicated NEMT standards organization in the United States. This is a huge undertaking, one that requires close collaboration between industry experts, providers, brokerages, and vendors. At the centerpiece of all of this is *data*. Data allows for analysis, synthesis, and for quantitative decisions to be made. The most important area surrounding data revolves around trip data. This short document exists to clearly and accurately detail why we need your help!

### What is Collected

Various types of information pertaining to NEMT industry such as:

- NEMT Rides (ride volume, level of service, completions, cancellations)
- Driver & Vehicle credentialing requirements by state
- Insurance needs of transportation providers by state
- Ride quality metrics

Accompanying this guide will be explicit data format standards on how the data can be provided to NEMTAC.

### Data NOT collected by the Data Bank

- Any personally identifiable data to riders
- Any identifiable data about trip (addresses, names.. etc)
- Identifiable data about named source of trip
  - Broker names, hospital names or facility names
  - Transportation Provider names or addresses
  - Insurance carrier names

- Any rate or billing information for the trip (Broker, facility, Transportation Provider)

Data bank contributors are requested to sanitize the data before submission to data bank.

### Who is collecting the data?

NEMTAC as an industry body will engage in collecting data from its members in a secure non-identifiable format to further the cause of providing statistical information about the NEMT industry. This will lead to further:

- Insight into Types of Rides
- Density of rides in various states
- Member Wait time
- On Time percentages
- Ride cancellation

### Data Collection and Storage

Data is stored in a private cloud to be designated by NEMTAC. The data will be available to members by individual access and protected by standard industry practices such as password authentication. Data contributors will be provided access to deposit the data. The information in its raw form is accessible only to NEMTAC.

### Who can Access the data

NEMTAC reserves the rights to make this data available to its members and organizations that NEMTAC believes provides value to the industry. NEMTAC will make all attempts to publish the consumers of this data privately to its members.

### Data Bank Contributors

Members that share this information with NEMTAC will be provided

- Confidentiality of the data
  - The data will be made available without any attribution to the source of the data
  - Confidentiality promotes trust amongst the community to prevent harvesting the data towards
    - Specific market analysis of vendor or data source provider
    - Comparison of the vendor offerings in the market space
    - Comparative analysis of product or market footprint
- Access to NEMTAC data bank
  - Members that contribute to the data bank will be provided access to the industry wide data

## What will be the outcome of this? Data Analytics

NEMTAC will periodically make available to its members and industry,

- Analytics on the collected data
- Trends in the industry
- Predictive analytics and heuristics

This information will be in the purview of NEMTAC and will be published as NEMTAC sees fit in various media inclusive but not limited to: NEMT digest, Industry publications, News releases. Members will have the ability to quote and provide attributable references to these publications. Any inferences drawn from analytics should not be attributed to NEMTAC.

## Data Usage

- Data collected can be used to:
  - Build an analytical dashboard on KPI's(Key performance metrics) like on-time performance, no shows, cancellation, etc.
  - Help in understanding the growth rate of the NEMT industry and segment across regions, ambulatory services, etc.
  - Transition into analytical applications for the NEMT industry in the future
- Data collected will be valuable to Transportation Providers (TP), Brokers, NEMT technology providers, and funders.
- The end goal is to obtain realistic and achievable standards to reduce material disparity in data sets. Also, for data transmitted between brokers to add value for providers and payers. Standards can have variations like basic, best practices and accreditation.
- Data repositories will have data dictionary definitions standardized across all the data sources.