



# NON-EMERGENCY MEDICAL TRANSPORTATION LEVELS OF SERVICE STANDARD

BSR/NEMTAC 1001-202X

The NEMT Level of Service Standard defines the levels of service to be provided to passengers across the country.

Version 1.0  
info@nemtac.co

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## INTRODUCTION

The Non-Emergency Medical Transportation Accreditation Commission® (NEMTAC) takes a pioneering step in defining the essential standards for Non-Emergency Medical Transportation Providers. With a commitment to ensuring quality and professionalism across the industry, NEMTAC establishes this comprehensive document as a baseline, setting expectations for service excellence regardless of the geographic location of the organization. This standard not only reflects our dedication to elevating the standards of care in non-emergency medical transportation but also serves as a testament to our mission of fostering a uniform and high level of professionalism within the NEMT sector.

## REVISIONS

The Certification and Standards Advisory Committee welcomes proposals for revisions to this standard. Revisions are made to the standard periodically (usually within five years from the date of the standard) to incorporate changes that appear necessary or desirable, as demonstrated by experience gained from the application of the standard. Proposals should be as specific as possible, citing the relevant paragraph(s) by number, the proposed wording, and the reason for the proposal. Supporting documentation would enable the Committee to process changes in a timely and efficient manner.

## INTERPRETATIONS

Upon written request to the Certification and Standards Advisory Committee, will an interpretation of any requirement of the standard be made. The request for interpretation should be clear citing the relevant paragraph number(s) and phrased as a request for clarification of a specific requirement. Oral interpretations are not provided.

## COMMITTEE MEETINGS

The Certification and Standards Advisory Committee meets monthly. Any person wishing to participate should contact the Executive Director of NEMTAC for information.

## STANDARDS APPROVAL

Language to be added when approved

## SCOPE

The scope of the standards outlined below defines various types of transportation services offered within the non-emergency medical transportation industry, specifying the level of assistance required at pick-up and drop-off locations.

## PURPOSE AND APPLICATION

The purpose of the definitions outlined in this standard are designed to apply to all areas of non-emergency medical transportation (NEMT) from transportation provider, through brokers, payors, and regulators to ensure the consistency of language used across the industry.

## EXCEPTIONS

No exceptions have been identified in the delivery of non-emergency medical transportation services to the public.

## INTERPRETATIONS

Upon written request to the Certification and Standards Advisory Committee, interpretations of any standard requirement shall be provided. Requests for interpretation must be clearly articulated, citing the pertinent paragraph number(s), and formulated as inquiries seeking clarification on specific requirements. It is imperative to note that oral interpretations will not be furnished.

## DEFINITIONS

### **1001.1. Curb-to-Curb Service**

Curb-to-Curb service means a type of transportation service where no assistance is required, at the pick-up or drop-off locations of the trip and the passenger is met at the curb.

### **1001.2. Curb-to-Curb Service with Assistance**

Curb-to-Curb service with Assistance means a type of transportation service where minimal assistance is required, at the pick-up or drop-off locations. (e.g., assistance needed for storing wheelchair, crutches, walker, or other mobility aid entering or exiting the vehicle)

### **1001.3. Door-to-Door Service**

Door-to-Door service means a type of transportation service where assistance is required to or from the outermost door on both the pick-up and drop-off locations of the trip.

### **1001.4. Door-through-Door Service**

Door-through-Door service means a type of transportation service where service is required from inside the pickup location to the vehicle and from the vehicle to inside the drop off location.

### **1001.5. Hand to-Hand Service**

Hand-to-Hand means a type of transportation service where passenger requires hand off chain of custody at both pick up and drop off locations.

### **1001.6. Transfer Services**

Transfer Services means a type of transportation service where assistance is required to transfer a passenger to or from a stationary location, a stretcher, or mobility device at pick-up and drop-off locations.

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