



NON EMERGENCY MEDICAL TRANSPORTATION ACCREDITATION STANDARD_{BSR/NEMTAC 2001-202X}

Description of the standard

Version 1.0
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ACCREDITATION DRAFT



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 following standards define the criteria by which an organization can achieve accreditation. Organizations meeting these standards surpass local, state, and contractual requirements, setting themselves apart within the industry. Most types of NEMT organizations can qualify for accreditation, provided they demonstrate evidence of compliance with each section of the standard.

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

Americans with Disability Act (ADA) - The Americans with Disabilities Act (ADA) is a landmark civil rights law enacted in the United States in 1990. The ADA aims to eliminate discrimination against individuals with disabilities and ensure equal opportunities, accessibility, and rights for them in various areas of public life. It is designed to protect the rights of people with physical, mental, and sensory disabilities

Certification – Certification is the formal acknowledgment granted to individuals or organizations upon meeting predetermined standards or requirements, usually through assessment or examination.



Certified Transport Specialist - A Certified Transport Specialist (CTS) is a professional in the Non-Emergency Medical Transportation (NEMT) industry who has achieved certification demonstrating their expertise and competence in providing safe, efficient, and reliable transportation services for patients who require non-emergency medical transport. This certification typically involves meeting specific education, training, and experience requirements, as well as passing a certification exam.

Credential - A credential is a documented proof or attestation of an individual's qualifications, achievements, or authority in a particular field or profession.

Driver - The individual responsible for the safe control of the motor vehicle. This may be an employee, independent contractor or another person authorized by the organization to operate the vehicle.

Education – Education is meant to include training or orientation to NEMT Drivers to learn specific topics, goals or learning objectives of the material presented by an organization regardless of employment status.

Employee - An "employee" is an individual engaged by an employer under a contractual agreement to perform work in exchange for compensation, typically subject to the employer's supervision and control over the tasks performed.

Fraud, Waste & Abuse - Fraud, Waste, and Abuse (FWA) are terms commonly used in the context of healthcare and other industries to describe inappropriate actions that result in unnecessary costs or the misappropriation of resources. Understanding these concepts is crucial for maintaining integrity and efficiency in systems like healthcare programs, insurance, and government services.

Guidelines – Guidelines are systematically developed recommendations that assist individuals and organizations in making informed decisions about appropriate practices and actions. They are based on a comprehensive review of evidence, expert opinion, and consensus to ensure reliability and effectiveness. Unlike strict rules or regulations, guidelines provide flexible frameworks that can be adapted to specific contexts and needs.

Health Insurance Portability and Accountability Act (HIPAA) - The Health Insurance Portability and Accountability Act (HIPAA) is a United States federal law enacted in 1996 designed to protect sensitive patient health information from being disclosed without the patient's consent or knowledge. HIPAA establishes a set of standards and regulations for the handling, storing, and sharing of medical information to ensure the privacy and security of individuals' health data.

Incident – An undesired event that causes or could result in a personal harm, property or environmental damage, or other undesirable loss of resources.



Independent Contractor – An independent contractor is a self-employed individual or entity contracted to perform work or provide services to another entity as a non-employee. Independent contractors retain control over how they complete their tasks, often setting their schedules and using their tools or methods. They do not typically receive employee benefits such as health insurance, paid leave, or retirement plans. This designation is common in various industries, including freelance writing, consulting, construction, and gig economy jobs.

May - May is used to denote an optional action or guideline that is permissible but not mandatory. It indicates that individuals or organizations have the discretion to follow a particular recommendation or take specific actions, without it being a requirement. This term provides flexibility within the framework of the standard or policy, allowing for adaptability based on individual circumstances, preferences, or professional judgment.

The use of "may" helps to distinguish between mandatory provisions, which typically use terms like "shall" or "must," and those that are suggested or optional.

Mobility Aid - A Mobility Aid is a device designed to assist individuals who have difficulty moving around, improving their ability to walk, stand, or navigate their environment. Mobility Aids are essential for enhancing the independence, safety, and quality of life for people with disabilities, injuries, or age-related mobility challenges.

Mobility Device - A mobility device is any equipment designed to assist individuals with mobility impairments in moving from one place to another. These devices are essential for improving the independence, accessibility, and quality of life for people with disabilities or those who have difficulty walking or moving.

Common types of mobility devices include, but are not limited to:

- Wheelchairs
- Scooters
- Walkers
- Canes
- Crutches

Motor Vehicle - Any licensed mechanically or electrically powered device (except one moved by human power), not operated on rails, designed to be operated primarily on public streets and roads.

NEMT Driver - A Non-Emergency Medical Transportation (NEMT) driver is a professional responsible for transporting individuals who require medical-related transport but do not need emergency medical care during the trip.

NEMT Provider - A Non-Emergency Medical Transportation (NEMT) Provider is an individual or organization responsible for providing and managing non-emergency medical transportation



services. NEMT operators coordinate and oversee the transportation of patients who need to attend medical appointments, treatments, or therapies but do not require emergency medical care during transit.

NEMT Passenger - A Non-Emergency Medical Transportation (NEMT) passenger is an individual who utilizes transportation services specifically designed to help people access medical care and services. These passengers typically require assistance with transportation due to medical, physical, or cognitive conditions that prevent them from using regular means of transport.

Non-Emergency Medical Transportation - Transportation service provided to an individual with the purpose of providing enhanced healthcare outcomes.

The purpose of the NEMT Program is to ensure transportation to eligible services for participants who do not have access to free appropriate transportation. The NEMT Program may use public transportation or bus tokens, vans, taxi, ambulance, ride shares or even an airplane, if necessary, to get participants to health care appointments. Participants may also receive help with gas costs if they have a car or have a friend or a neighbor who can take them.

NEMTAC Board of Directors - The NEMTAC Board of Directors refers to the governing body of the Non-Emergency Medical Transportation Accreditation Commission (NEMTAC), a non-profit healthcare organization dedicated to developing and maintaining standards for the NEMT industry. The Board of Directors is responsible for overseeing the strategic direction, policies, and operations of NEMTAC to ensure it fulfills its mission effectively.

Organization Vehicle - Any vehicle owned, leased, or rented on behalf of the organization.

Passenger - A person, who other than the driver of the vehicle, who is in or on a motor vehicle.

Policy – A policy is a formalized set of guidelines or principles established by an organization, institution, or government to direct decision-making and achieve rational outcomes. Policies serve as a framework for action and provide consistency and clarity in addressing specific issues or situations.

Procedure – A procedure is a detailed, step-by-step set of instructions designed to achieve a specific task or objective consistently and efficiently. Procedures outline the exact sequence of actions required, specify roles and responsibilities, and define the tools or materials needed to complete a process. They ensure uniformity and reliability by providing clear guidance on how to perform tasks, often within the framework of broader policies or guidelines.

Program – A program is a coordinated series of activities or initiatives designed to achieve specific objectives or outcomes over a defined period. Programs are often structured to address particular needs or challenges and can encompass a range of actions, from educational workshops and training sessions to community development projects and corporate initiatives.



They are characterized by their systematic approach, measurable goals, and the alignment of activities with overarching strategic aims.

Remedial Training – Remedial training is a specialized instructional approach designed to help individuals improve their skills or knowledge in areas where they are deficient or lagging. This type of training targets specific weaknesses or gaps and provides tailored interventions to bring learners up to a required competency level. The goal of remedial training is to ensure that individuals can perform effectively and meet established criteria or standards.

Shall - The term “shall” is used throughout the standard in accord with ANSI conventions to indicate a mandator or required practice in terms of this standard.

Should - The term “should” is used throughout the standard in accord with ANSI conventions to indicate a recommended practice in terms of this standard.

Survey - In the context of assessing a Non-Emergency Medical Transportation (NEMT) provider seeking accreditation, a survey refers to a structured evaluation process conducted by an accreditation organization or its appointed assessors to review the provider's compliance with established standards and criteria. The survey aims to assess various aspects of the NEMT provider's operations, practices, and quality management systems to determine their eligibility for accreditation.

Training - Training is a systematic process designed to develop or enhance the knowledge, skills, and abilities of individuals, enabling them to perform specific tasks or roles effectively. It involves organized activities, such as instruction, practice, and feedback, that are tailored to meet the learning needs of participants. The objective of training is to improve performance, increase productivity, and ensure that individuals are well-prepared to meet the demands of their positions or adapt to new challenges. Effective training programs are often structured, goal-oriented, and designed to deliver measurable outcomes.

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2001.1. ORGANIZATIONAL MANAGEMENT

a. POLICY AND PROCEDURE MANUAL

Organizations must comply with all elements of Section 2002.1 of the NEMT Provider Standard and provide electronic copies to these documents for review.

Examples of evidence to meet compliance:

The policy and procedure manual must be developed and unique to each organization. The manual must include the programs and services provided by the organization, the policies adopted by the organization for such programs, and the procedures to implement those policies. An organization with multiple operations, must be noted and reflected in the manual(s).

b. MODES OF TRANSPORTATION

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.1 c

Examples of evidence to meet compliance

The organization must maintain policies and procedures covering each Level of Service provided to the public. Provide evidence that the training on the topics listed above has been completed at a company level. This should include an outline of training topics, a checklist of new hire orientation, and ongoing continuing education requirements in policies.

If educational training is outsourced, include program details and proof of completion.

Additionally, provide an employee/independent contractor (IC) roster showing completion of training.

c. SERVICE LINE CAPABILITIES

The NEMT Provider must specify the services it offers to the public in alignment with NEMTAC 1001-202X Levels of Service. Furthermore, the provider must establish and communicate policies and procedures to guide its staff in delivering these services. The designated services encompass various levels, including Curb-to-Curb Ambulatory Service, Curb-to-Curb Ambulatory Service with Assistance, Door-to-Door Service, Door-through-Door Service, Hand-To-Hand Service, and Transfer Service. The NEMT Provider may extend their services beyond our industry's scope, addressing Social Determinants of Health (SDOH) such as food or medicine delivery, durable medical equipment set-up and delivery, and the provision of equipment to facilitate virtual medical visits.

Examples of evidence to meet compliance:



The NEMT Provider must provide copies of policies covering each Level of Service offered, with accompanying training materials and documentation to support training of employees and/or independent contractors

d. BUSINESS, FEDERAL, STATE AND LOCAL LICENSING (AS REQUIRED)

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.1 d, and the NEMT Provider must obtain an Employee Identification Number (EIN) and National Provider Identification (NPI) number.

Examples of evidence to meet compliance

The NEMT Provider must provide copies of each required operating license for its operating area. This must include copies of their Employee Identification Number (EIN), National Provider Identification (NPI) number, or Taxpayer Identification Number (TIN) within the organization's records, as designated above.

e. INSURANCE REQUIREMENTS

The NEMT Provider, to become accredited must have and maintain at a minimum, the coverages listed in this standard. The insurer must be financially sound and reputable, with at least an AM Best rating of A- or better and must be qualified to do business in the state(s) or county in which the NEMT service is located.

The types of insurance must include but are not limited to the following:

- Auto Liability* (\$1Mil)
- Worker Compensation/Employer Liability **
- General Liability* (\$1Mil Per/\$2Mil Aggregate)
- Sexual Assault & Molestation Liability

**At least one policy must include loading and unloading coverage.*

*** As required per regulation*

Additional insurance coverage which may be considered as needed for your organization include:

- Cyber Security
- Employment Practice & Liability (EPLI)
- Directors & Officers Insurance
- Physical Damage Loss (Comp & Collision)

Examples of evidence to meet compliance:

The organization must obtain and maintain insurance coverage and provide current copies of all insurance policies or Certificates of Insurance (COI) showing coverage at or above the levels designated in the standard.



Insurance Reference:

AM Best Look-up: <https://web.ambest.com/ratings-services>

f. HOURS OF OPERATION AND PRIMARY CONTACT INFORMATION

The hours of operation and contact information must be publicly available and include primary office contact information. The hours of operation may include a differentiation between dispatch hours and hours of operation.

Examples of evidence to meet compliance:

This must be demonstrated by a social media profile, website, and/or a published sign at the location available for the public. The organization need only provide one of these elements to meet compliance.

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2001.2. HUMAN RESOURCES

a. DRUG FREE WORKPLACE POLICY

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.2.a.

Examples of evidence to meet compliance:

The organization must provide written policy that addresses a drug-free workplace and the results of any violation of the policies adopted by the organization.

b. EXCLUSION SCREENING

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.2.b

Examples of evidence to meet compliance:

Policy and procedure document that states who is screened (entity, owner(s) and personnel), the federal and state databases against which the screens are conducted, the timing of initial onboarding and subsequent screenings, Organization's response to verified matches, and retention of records related to screenings.

This may be satisfied through a business relationship with an entity or subscription service which maintains this screening for the organization.

Exclusion Reference:

- Office of Inspector General (OIG) exclusion screening: <https://exclusions.oig.hhs.gov/>
- System for Award Management (SAM): <https://www.sam.gov/>
- Office of Foreign Assets Control: <https://ofac.treasury.gov/ofac-sanctions-lists>

c. EMPLOYEE ORIENTATION / INDEPENDENT CONTRACTOR (IC) ONBOARDING

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.2.c.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing a copy of the Orientation or Onboarding outline and an employee/independent contractor (IC) roster showing completion of training.

d. TRAINING AND CONTINUING EDUCATION

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.2.d.

Examples of evidence to meet compliance:



Examples of evidence to meet compliance include providing a copy of the Training or In-service outline and an employee/independent contractor (IC) roster showing completion of training/in-service.

e. BADGES & IDENTIFICATION

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.2.e.

Examples of evidence to meet compliance:

The organization must provide a copy of their policy covering badges and identification. Examples of badges or other items complying with the written policy must also be submitted for review.

f. ENSURING NEMT STAFF IS ABLE TO PERFORM JOB

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.2.f.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing a copy of the job description, which includes lifting requirements, and an employee/independent contractor (IC) attestation confirming their ability to perform the job.

g. ADDITIONAL INTERNAL ATTENDANTS (IF APPLICABLE)

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.2.g.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing a copy of the policy and of training or In-service outline and an employee/independent contractor (IC) roster showing completion of training/in-service.

h. PERSONAL CARE ATTENDANT / ADDITIONAL PERSON (IF APPLICABLE)

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.2.h.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing a copy of the policy and of training or In-service outline and an employee/independent contractor (IC) roster showing completion of training/in-service.

i. ROSTER OF EMPLOYEES/INDEPENDENT CONTRACTORS (IC)

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.2.i.

Examples of evidence to meet compliance:



The organization will submit a current copy of the roster of employees and/or independent contractors (IC) used to provider NEMT services. The organization may be requested to provide an updated copy at the time of their accreditation survey.

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2001.3. DRIVER CREDENTIALING: EMPLOYEE / INDEPENDENT CONTRACTOR (IC)

a. PRE-HIRE OR ENGAGEMENT BACKGROUND CHECKS

The organization will have a policy in place to require criminal background checks prior to hiring or engagement of all employees and/or require independent contractors (ICs) to provide background checks in accordance with applicable federal, state, and local laws. The background check policy will cover, at a minimum, the following key areas: sexual offenses and criminal history (minimum of 7 years). The background check must be provided by an organization that is compliant with the Fair Credit Reporting Act. Additionally, the policy must outline circumstances under which an applicant or contractor is disqualified from providing Non-Emergency Medical Transportation (NEMT) services based on the findings of the background check.

Examples of evidence to meet compliance:

Provide written documentation that addresses employee and independent contractor (IC) background checks. Additionally, provide an employee/IC roster showing completion of these checks, or subscribe to a service that provides these checks on an ongoing or monthly basis.

j. DRUG SCREENING POLICY

The industry recognizes that drug policies may vary by state, employees and independent contractors working in a safety sensitive position are strictly prohibited from being impaired while on duty. This policy must be in compliance with any federal, state, local, or contractual obligations. The following Safety Sensitive Positions are identified to be held to this standard.

Safety Sensitive Positions may include but are not limited to:

- NEMT Driver
- Escorts/Attendants
- Mechanic
- Dispatcher
- Router
- Any passenger facing staff member

Any violation of the established organization policies must be stated will result in serious consequences, as stipulated by state laws and organizational regulations. Ramifications for such violations may include disciplinary actions, up to and including termination of employment or contractual relationships.



Files for employees and independent contractors must include the following items:

- Drug screening
 - *Pre-Hire Screening*
 - *Post Incident or Collision*
 - *Reasonable Suspicion of Impairment*
 - *Random*
- Drug Screening policy to include the type of drug screening conducted. Minimum requirement is a 5-panel test which includes controlled substances: amphetamines and methamphetamines (including MDA, MDEA, and MDMA), cocaine, cannabinoids, opiates (opium and codeine derivatives), and phencyclidine (PCP)

Examples of evidence to meet compliance:

The organization must provide a written policy that addresses a drug-free workplace and outlines the consequences of any policy violations. Additionally, provide documentation that details employee and independent contractor (IC) drug screening procedures, along with a roster showing the completion of these screenings.

k. MOTOR VEHICLE RECORD (MVR) CHECK AND RESCREENING

The organization will have a policy which establishes Motor Vehicle Record (MVR) checks for all employees and independent contractors (ICs) associated with NEMT Providers. These record checks should be done in a manner which meets local, state, and federal regulations. The policy must include requirements for pre-hire or engagement, frequency of rescreening, consequences of unreported violations.

Examples of evidence to meet compliance:

Providing a copy of the MVR check and rescreening policies and an employee/IC roster showing completion of MVR screening. Companies seeking accreditation may subscribe to a service to monitor the MVR status of their employees or contractors.

l. DEFENSIVE DRIVING PROGRAM

All driving positions within a NEMT Provider, must require the completion of a certified defensive driving program. The organization must have a defensive driving policy which ensures that all drivers have completed a formalized defensive driving program within a set period of time with recertification requirements which are at least every three (3) years.

Examples of evidence to meet compliance:

Providing a copy of the MVR check and rescreening policies, an employee/IC roster showing completion of MVR screening, a copy of the defensive driving policy, a copy of the defensive driver training program outline, and an employee/IC roster showing completion of training with all certifications/licenses current.



m. FIRST AID POLICY

The organization is responsible for establishing a first aid policy and ensuring that all drivers have successfully completed a formalized first aid training program. This policy must include the expected actions by the NEMT Driver. All individuals in roles requiring driving within the organization must complete a certified first aid training program. Recertification should take place at least every two (2) years to maintain proficiency in providing first aid assistance.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing a copy of the First Aid training outline and an employee/independent contractor (IC) roster showing completion of training with all certifications/licenses current. The organization may also submit copies of certifications for employees/Independent contractors (IC).

n. CPR/AED POLICY

The organization must implement a CPR/AED Training Policy and ensuring that all drivers have successfully completed a formalized CPR/AED training program. All individuals in roles involving driving within a NEMT Provider must complete a certified CPR/AED training program. Recertification is mandatory every two (2) years to uphold proficiency in life-saving techniques.

This standard is not meant to require a NEMT Provider to initiate CPR, but to ensure the NEMT Drivers have the skills necessary to assist should the need arise.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing a copy of the CPR/AED Training outline and an employee/independent contractor (IC) roster showing completion of training with all certifications/licenses current. The organization may also submit copies of certifications for employees/Independent contractors (IC).

Minimum acceptable CPR training: Hands Only CPR

o. BLOODBORNE PATHOGENS AND AIRBORNE INFECTION CONTROL

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.3.g.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing a copy of the Bloodborne Pathogen and Airborne Infection Control Training outline and an employee/independent contractor (IC) roster showing completion of training with all credentials current. The organization may also submit rosters for employees/Independent contractors (IC) showing completion.



- p. MOBILITY DEVICE SECUREMENT TRAINING (WHEELCHAIR, SCOOTERS, ETC.)
The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.3.h.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing a copy of the Mobility Device Securement Training outline and an employee/independent contractor (IC) roster showing completion of training with all certifications current.

All Mobility Device Securement Training must include demonstration in practice of the skills for successful completion with the equipment to be used with passengers.

- q. STRETCHER SECUREMENT TRAINING
The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.3.i.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing a copy of the Stretcher Operations Training outline and an employee/independent contractor (IC) roster showing completion of training with all certifications current.

All Stretcher Operations Training must include demonstration in practice of the skills for successful completion with the equipment to be used with passengers and employee/independent contractors (IC).

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2001.4. COMPLIANCE PROGRAM & ETHICAL BUSINESS PRACTICES

a. FORMALIZED COMPLIANCE PROGRAM

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.4.a.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing a copy of the organizations Policy and providing a training outline and an employee/independent contractor (IC) roster showing completion of training with all certifications current.

b. CODE OF CONDUCT

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.4.b

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing a copy of the organizations Policy and providing a training outline and an employee/independent contractor (IC) roster showing completion of training with all certifications current.

c. CONFLICT OF INTEREST POLICY

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.4.c.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing a copy of the organizations Policy and providing a training outline and an employee/independent contractor (IC) roster showing completion of training with all certifications current.

d. FRAUD, WASTE AND ABUSE TRAINING

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.4.d.

Examples of evidence to meet compliance:

Provide a copy of the company policy on fraud, waste, and abuse.

Including following ethical billing practices including those promulgated (issued) by CMS

/ HHS - <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/Fraud-Abuse-MLN4649244.pdf>

Such ethical billing practices will include (but not limited to):

- Proper and accurate level of service provided.
- Proper and accurate coding.
- Accurate claims matching the service that is provided.
- Billing for services not rendered is strictly prohibited.



Provide copies of the organizations training and education on general compliance and FWA.

Provide an employee / IC roster showing completion of FWA training.

e. HIPAA POLICY

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.4.e.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing a copy of the organizations Policy and providing a training outline and an employee/independent contractor (IC) roster showing completion of training with all certifications current. Provide a list of any organizations or individuals covered under a Business Associate Agreement.

f. ANTI-KICKBACK POLICY

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.4.f.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing a copy of the organizations Policy and providing a training outline and an employee/independent contractor (IC) roster showing completion of training with all certifications current.

g. STARK LAW POLICY (IF APPLICABLE)

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.4.g.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing a copy of the organizations Policy and providing a training outline and an employee/independent contractor (IC) roster showing completion of training with all certifications current.

h. COMPLAINT INVESTIGATION / RESOLUTION POLICY

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.4.h.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing a copy of the company policy on complaint intake, investigation, resolution, and reporting, as well as evidence of a 360-degree feedback loop.

i. CRITICAL INCIDENT POLICY

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.4.i.

Examples of evidence to meet compliance:



Examples of evidence to meet compliance include providing a copy of the organizations Policy on Critical Incidents and providing a training outline and an employee/independent contractor (IC) roster showing completion of training or in-service.

j. COMPLIANCE TO CONTRACT POLICY

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.4.j.

Examples of evidence to meet compliance:

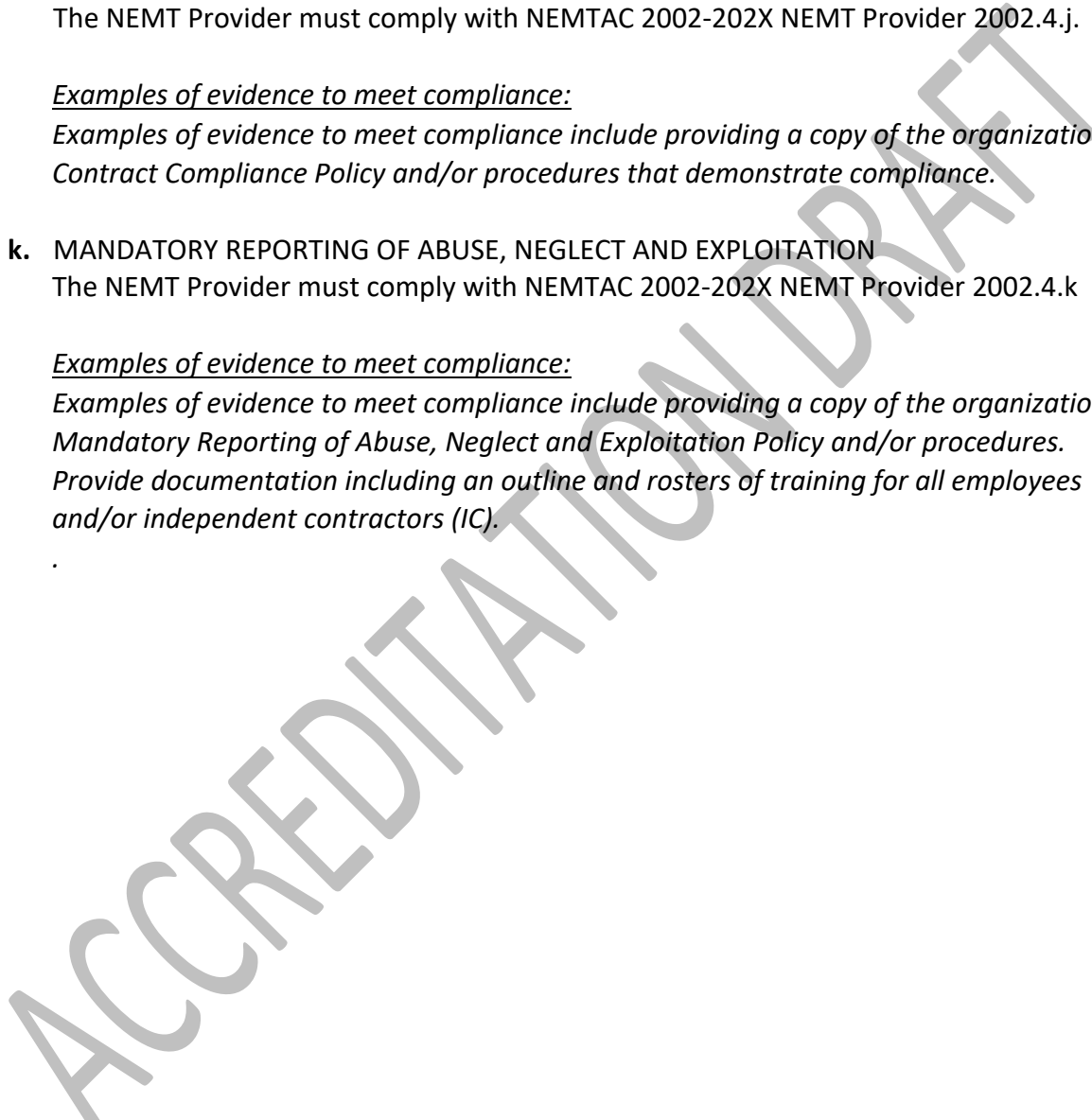
Examples of evidence to meet compliance include providing a copy of the organizations Contract Compliance Policy and/or procedures that demonstrate compliance.

k. MANDATORY REPORTING OF ABUSE, NEGLECT AND EXPLOITATION

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.4.k

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing a copy of the organizations Mandatory Reporting of Abuse, Neglect and Exploitation Policy and/or procedures. Provide documentation including an outline and rosters of training for all employees and/or independent contractors (IC).





2001.5. VEHICLE MAINTENANCE & INSPECTIONS

a. PREVENTATIVE MAINTENANCE (PM) PROGRAM

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.5.a. Organizations seeking accreditation are encouraged to use software to track their preventative maintenance program.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing a copy of the current policy on the Preventive Maintenance (PM) program and PM records. Documentation must show daily vehicle checks for damages and equipment failure, with major fluid and tire pressure checks completed at least twice a week for surface vehicles. Organizations who use electronic software may provide an export of their data or provide access for review. There should be no evidence of damage penetrating the vehicle's body or holes that may allow exhaust gases to enter the cab or compartment. The interior of the surface vehicle, including all storage areas, must be kept clean and in compliance with OSHA (or equivalent) standards, free of dirt, grease, and other biohazardous or noxious matter.

b. CLIMATE CONTROL (HEATING/COOLING)

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.5.b.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing a copy of the vehicle inspection report documenting that climate control is regularly inspected and functional.

c. OXYGEN RESTRAINT POLICY (IF EQUIPPED)

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.5.c.

Examples of evidence to meet compliance:

Provide a copy of the current policy on oxygen restraint and administration.

d. EXTERNAL VEHICLE IDENTIFICATION

To ensure clear identification and brand representation, all vehicles operated by the NEMT Provider must be equipped with external number identifiers and company logo/branding identifiers. This policy is designed to enhance visibility, establish professionalism, and promote trust among passengers and the community.

- **Company-Owned Vehicles:**

- **External Number Identifiers:** Each company-owned vehicle must prominently display a unique number identifier on its exterior, visible from three (3) angles.



- **External Logo/Branding Identifiers:** All company-owned vehicles must visibly showcase the official company logo/branding on the exterior.
- **Policy Documentation:** A comprehensive policy outlining the placement and specifications of external number identifiers and logo/branding identifiers on company-owned vehicles shall be maintained.
- **Non-Company Owned Vehicles:**
 - **Policy Implementation:** For vehicles not owned by the company but utilized for NEMT services, a specific policy will be established to ensure compliance with external number identifiers and logo/branding identifiers, consistent with the standards set for company-owned vehicles. The use of removable magnetic signage or window cling adhesives is permitted.

Examples of evidence to meet compliance:

Provide a copy of the policy on vehicle(s) number identifier and logo/branding identifier.

Provide photos of vehicles displaying number identifier.

Provide photos of vehicles/fleet displaying logo/branding on every vehicle.

e. MINIMUM VEHICLE EQUIPMENT LIST – AMBULATORY (IF APPLICABLE)

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.5.e.

Examples of evidence to meet compliance:

Provide a copy of the policy.

Provide a copy of the ambulatory checklist.

Training materials and records demonstrating that employees and independent contractors have been trained on the policy.

Inspection logs showing that equipment is regularly checked according to the checklist

f. MINIMUM VEHICLE EQUIPMENT LIST – MOBILITY DEVICES (IF APPLICABLE)

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.5.f.

Examples of evidence to meet compliance:

Provide a copy of the policy outlining compliance with NEMTAC 2002-202X NEMT Provider 2002.5.f.

Provide a copy of the mobility devices checklist used for ensuring compliance.

Training materials and records demonstrating that employees and independent contractors have been trained on the policy.

Inspection logs showing that mobility device securement equipment is regularly checked according to the checklist

g. LIFT AND/OR RAMP OPERATIONS (IF EQUIPPED)

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.5.g.



Examples of evidence to meet compliance:

Provide a copy of the policy outlining compliance with NEMTAC 2002-202X NEMT Provider 2002.5.g.

Provide a copy of the Lift and/or Ramp Inspections used for ensuring compliance. Training materials and records demonstrating that employees and independent contractors have been trained on the policy.

Inspection logs showing that lifts and/or ramps are regularly checked according to the checklist

h. MINIMUM VEHICLE EQUIPMENT LIST – STRETCHER (IF APPLICABLE)

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.5.h.

Examples of evidence to meet compliance:

Provide a copy of the policy outlining compliance with NEMTAC 2002-202X NEMT Provider 2002.5.h.

Provide a copy of the Stretcher Equipment Inspection checklist used for ensuring compliance.

Training materials and records demonstrating that employees and independent contractors have been trained on the policy.

Inspection logs showing that stretcher equipment is regularly checked according to the checklist

ACCREDITATION DRAFT

2001.6. FLEET OPERATIONS

a. FLEET POLICY AND PROCEDURES

A NEMT Provider is committed to maintaining a safe and compliant vehicle operation environment. The organization will develop and enforce a comprehensive policy encompassing various aspects of safe vehicle operations, including licensing, compliance with traffic laws, accident reporting, driver drug testing, breakdown response procedures, and the safety aspects of operating a vehicle.

Compliance with Licensing and Traffic Laws:

- NEMT vehicles must be licensed in accordance with the applicable authority.
- Compliance with speed limitations and all relevant traffic laws is mandatory.

Accident Reporting and Remediation:

- Policies and procedures must address reporting and remediation processes in the event of a NEMT vehicle being involved in an accident with damage and/or injuries.
- Mandatory drug testing of drivers is required after any accident.

Vehicle Breakdown Response:

- Policies and procedures must address reporting and remediation processes when a vehicle breaks down.
- NEMT vehicles must be equipped with road hazard equipment to be used in the event of a breakdown.

Safety Aspects of Operating a Vehicle:

- Policies must cover vehicle driver on-duty and rest times.
- Responsibilities during inclement weather, including the authority to cancel NEMT transport if safety concerns arise.
- Prohibition of cellular phone and other communication devices without acceptable, integrated hands-free systems while the vehicle is in motion or refueling, except for vital communications or as compliant with local regulations.
- Strict prohibition of texting while the vehicle is in motion.
- Annual review of driving records by management.

Road Hazard Equipment Requirements:

NEMT vehicles must be equipped with the following road hazard equipment:



1. Flashlight
2. Road marking devices (e.g., cones, flares, or triangles)
3. Tools (e.g., wrench, screwdriver, hammer) (recommended)
4. Leather, heavy-duty gloves (recommended)
5. Reflective vests (recommended)
6. Equipment for dealing with snow (as appropriate)

Examples of evidence to meet compliance:

The organization must develop and enforce a policy to support the elements of the standard.

Provide documentation of speed limitation and traffic law compliance, including training materials and attendance logs.

Provide a breakdown response policy and documentation showing the equipment inventory in vehicles.

Submit documentation of the prohibition policy on cellular phone use, integrated hands-free system usage, and texting while driving, including training materials.

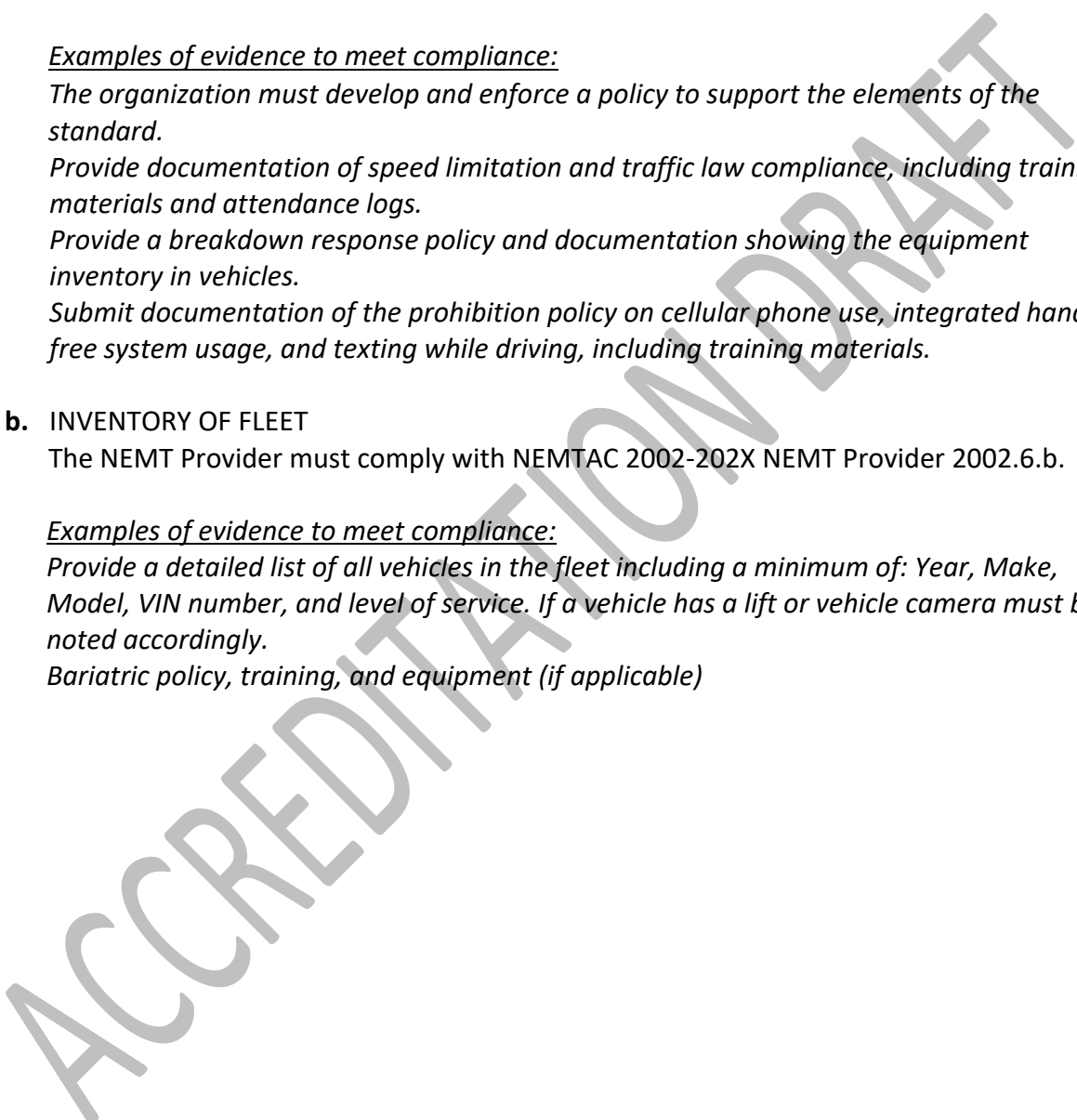
b. INVENTORY OF FLEET

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.6.b.

Examples of evidence to meet compliance:

Provide a detailed list of all vehicles in the fleet including a minimum of: Year, Make, Model, VIN number, and level of service. If a vehicle has a lift or vehicle camera must be noted accordingly.

Bariatric policy, training, and equipment (if applicable)





2001.7. COMMUNICATIONS

a. CALL/TRIP TRACKING PROCESS

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.7.a.

Examples of evidence to meet compliance

Provide a copy of the policy for tracking service requests and the Trip Sequence.

Submit documentation demonstrating compliance with NEMTAC Standards 1003-202X and 1005-202X.

Provide records showing integration with local, state, federal regulations, and contractual requirements.

Submit a policy on the use of GPS and camera technology.

Provide examples of data collected from GPS and camera systems during NEMT trips.

Submit training materials and attendance records for employees on the use of GPS and camera technology.

b. COMMUNICATIONS EQUIPMENT

The NEMT Provider must comply with NEMTAC 2002-202X NEMT Provider 2002.7.b.

Examples of evidence to meet compliance:

Provide a copy of the communication policy detailing the systems used (e.g., two-way radios, mobile communication devices).

Submit documentation of training materials and attendance records for drivers on the use of the communication system.

Submit the policy on the use of cellular phones, including requirements for hands-free technology.

c. CALL CENTER/DISPATCH OPERATIONS

The NEMT Provider is committed to the efficient and organized operation of its call center, dispatch, and routing activities. This policy outlines guidelines for hours of operation, minimum staffing requirements, and areas of responsibility to ensure the provision of reliable and timely non-emergency medical transportation services.

Hours of Operation:

- The call center, dispatch, and routing operations shall adhere to established hours of operation as detailed in the organization's policies.
- Any deviations from the regular hours of operation must be communicated in advance and documented for organizational records.

Minimum Staffing:



- The NEMT Provider will establish minimum staffing levels for the call center, dispatch, and routing operations to ensure effective service provision.
- Adequate staffing levels should consider peak demand periods, unforeseen circumstances, and holidays to maintain service continuity.
- The organization will develop contingency plans to address potential staffing shortages, ensuring a proactive approach to operational challenges.

Areas of Responsibility:

- Clear delineation of responsibilities among call center, dispatch, and routing personnel.
- Defined roles for handling incoming calls, dispatching vehicles, and optimizing routing for efficient transportation services.
- Establishment of communication protocols between call center operators, dispatchers, and drivers to ensure seamless coordination.
- Responsibilities for addressing customer inquiries, resolving service-related issues, and communicating updates to relevant parties.

Training and Documentation:

- Provision of comprehensive training for call center, dispatch, and routing staff to ensure proficiency in their respective roles.
- Maintenance of updated documentation outlining roles, responsibilities, and standard operating procedures for reference.

Performance Monitoring:

- Regular monitoring of call center and dispatch operations to assess adherence to established policies and procedures.
- Implementation of quality assurance measures to enhance service quality, accuracy, and customer satisfaction.

Examples of Evidence to Meet Compliance

Provide a copy of the policy and procedure manual.

Submit records of staffing levels and schedules.

Provide documentation of training programs and attendance records.

Provide performance monitoring reports and quality assurance assessments.

Submit records of contingency plans and their implementation during staffing shortages.