



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.

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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

After two public comment periods, the NEMTAC Board of Directors approved this standard for ANSI review on October 11, 2024.

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

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.

Credentialed – Refers to the formal documentation verifying that an individual has completed a course of education, either through the organization or an external entity. This documentation

must include the course completion date, an expiration date, and a unique identifier to ensure authenticity and prevent fraud.

Educated - Educated 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.

Health Plan - A Health Plan is a comprehensive insurance policy designed to cover medical expenses. It provides financial protection against the costs of healthcare services, including doctor visits, hospital stays, surgeries, prescription medications, and preventive care. Health plans can vary widely in terms of coverage, cost, and benefits and are typically offered by private insurance companies, employers, or government programs. They may include various types of plans such as Health Maintenance Organizations (HMOs), Preferred Provider Organizations (PPOs), Exclusive Provider Organizations (EPOs), and Point of Service (POS) plans, each with its own network of providers and rules for accessing care.

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

NEMT Broker - A Non-Emergency Medical Transportation (NEMT) Broker is an organization or entity that arranges and coordinates transportation services for individuals who need assistance getting to and from medical appointments but do not require emergency care. The broker acts as an intermediary between healthcare providers, patients, and transportation providers, ensuring that eligible patients receive the appropriate transportation services.

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 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 Providers 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 a lack of access to transportation or medical, physical, or cognitive conditions that prevent them from using regular means of transport.

Pick-Up Location - A "pick-up location" refers to the specific place where a person using transportation services, such as Non-Emergency Medical Transportation (NEMT), is scheduled to be picked up.

Drop-Off Location - A "drop-off location" refers to the specific destination where a person using transportation services, such as Non-Emergency Medical Transportation (NEMT), is scheduled to be taken and released after their trip.

Trip - In the context of transportation and logistics, a "trip" refers to a journey or travel from one location (the origin or pick-up location) to another location (the destination or drop-off location).

1001.1. Curb-to-Curb Service

Curb-to-Curb service refers to a type of transportation service where no assistance is required at the pick-up or drop-off locations. The NEMT Passenger is met at the curb. This service may be provided by a NEMT Driver as determined by local, state regulation, or by contract with a health plan or broker.

Evidence of Compliance

The NEMT passenger is able to enter and exit the vehicle without the driver leaving their seat.

1001.2. Curb-to-Curb Service with Assistance

Curb-to-Curb Service with Assistance refers to a type of transportation service where minimal assistance is required at the pick-up or drop-off locations. This may include assistance with securing a wheelchair in the vehicle and/or storing a wheelchair, crutches, walker, or other mobility aids when entering or exiting the vehicle. Examples include assistance to or from the curb for the passenger when entering or exiting the vehicle, and storing and retrieving wheelchairs, crutches, walkers, or other mobility aids when entering or exiting the vehicle.

Evidence of Compliance

The NEMT Provider maintains professionally educated and credentialed NEMT Drivers or Certified Transport Specialists who are educated in the proper methods of assisting NEMT Passengers while entering or exiting the vehicle and are able to properly secure and/or store mobility aids or mobility devices during transport.

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.

Evidence of Compliance

The NEMT Provider maintains professionally educated and credentialed NEMT Drivers or Certified Transport Specialists who are educated in the proper methods of assisting NEMT Passengers to or from the outermost door of the Pick-up and Drop-off Locations.

1001.4. Door-through-Door Service

Door-through-Door service refers to a type of transportation service where assistance is required from inside the Pick-up Location to the vehicle and from the vehicle to inside the Drop-off Location.

Evidence of Compliance

The NEMT Provider maintains professionally educated and credentialed NEMT Drivers or Certified Transport Specialists who are educated in the proper methods of assisting NEMT Passengers from inside the Pick-up Location and assisted inside of the Drop-Off Location.

1001.5. Hand to-Hand Service

Hand-to-Hand means a type of transportation service where NEMT Passenger requires hand off chain of custody at both Pick-up and Drop-off Locations.

Evidence of Compliance

The NEMT Provider maintains professionally educated and credentialed NEMT Drivers or Certified Transport Specialists who are educated in the proper methods of assisting NEMT Passengers from inside the Pick-up Location and to assisted inside of the Drop-Off Location ensuring the NEMT Passenger is received by an appropriate care giver.

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.

Evidence of Compliance

The NEMT Provider maintains professionally educated and credentialed NEMT Drivers or Certified Transport Specialists who are educated in the proper methods of transferring NEMT Passengers and then assisting such passengers from inside the Pick-up Location and assisted inside of the Drop-Off Location using a Mobility Device, Stretcher or Gurney for transport.

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