



MODES OF TRANSPORTATION

BSR/NEMTAC 1002-202X

Description of the standard

Version 1.0
info@nemtac.co

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Public Comment 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

NEMTAC has identified the various modes of transportation services required by passengers. In providing these Modes of Transportation Services the methods of transport, equipment required, along with policies, procedures and education provided is commensurate with the needs of the passenger or as defined under this standard or as may be designated in a contract for service.

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 (NEMT) 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

Bariatric Capable Device – A Bariatric Capable Mobility Device is a specialized mobility aid designed to accommodate and support individuals with a higher body weight and larger body dimensions than standard mobility devices can handle. These devices, which include wheelchairs, scooters, and other assistive technologies, are engineered with reinforced frames, wider seating, and heavy-duty wheels to ensure durability and stability. They are also equipped with enhanced weight capacity, often supporting individuals weighing 300 pounds or more. Bariatric capable mobility devices are essential for providing safe and comfortable mobility for bariatric passengers, ensuring their needs are met during transportation and daily activities

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.

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.

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 Aid transport does not necessarily require securement to the vehicle, some mobility aids need only be safely secured in the passenger compartment, trunk or other vehicle storage compartment and returned to the passenger upon completion of the trip.

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 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.

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

Passenger Characteristics - Passenger characteristics for transport, particularly in non-emergency medical transportation (NEMT), encompass key physical attributes such as height, weight, and girth. Height refers to the vertical measurement of the passenger, which may impact the type of vehicle or seating arrangement required. Weight is a crucial factor in ensuring the vehicle's capacity is not exceeded and that appropriate safety measures, such as securement systems, are in place. Girth, or the circumference of the passenger's body, particularly around the widest part, is important for determining seat size, accessibility, and comfort. Accurately assessing these characteristics is essential to ensure safe, efficient, and comfortable transportation for all passengers.

Passenger Weight – For the purposes of this standard, the Passenger Weight includes the weight of the individual plus the weight of the Mobility Device used for transportation.

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.

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.

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1002.1. Ambulatory

Any Passenger who is not traveling using a Mobility Device for the purposes of transportation and occupies a vehicle seat during the trip. NEMT Passengers who use a Mobility Aid(s) may use this level of service, provided it is not a Wheelchair or Scooter requiring a specialized vehicle designed to secure the Mobility Device in compliance with RESNA WC-18 or WC-19 Standards.

Examples of evidence to meet compliance:

The NEMT Provider must provide copies of Policies, Procedures and/or Guidelines with accompanying educational materials and documentation to support training of Employees and/or Independent contractors.

Resources

<https://www.ada.gov/resources/opdmds/>

<https://www.resna.org/AT-Standards/Wheelchairs-and-Transportation>

<https://www.resna.org/AT-Standards/Wheelchairs>

<https://wc-transportation-safety.umtri.umich.edu/wc18/>

<https://wc-transportation-safety.umtri.umich.edu/wc19/>

1002.2. Secure Transportation

Secure Transportation is defined by a NEMT Passenger who is transported in a vehicle equipped with a divider between the NEMT Passenger and the NEMT Driver, equipped to prevent the passenger from opening doors or windows from the inside of the vehicle.

Examples of evidence to meet compliance

The organization must have and maintain Policies, Procedures and/or Guidelines on the operation of the vehicle, manner of loading & unloading, and documentation of the Trip for the Employees or Independent Contractors (IC) responsible for the operations of the vehicle. The NEMT Provider must provide copies of Policies, Procedures and/or Guidelines with accompanying educational materials and documentation to support training of Employees and/or Independent contractors.

1002.3. Wheelchair/Mobility Device Transportation

The term Wheelchair/Mobility Device Transportation is transportation accommodating a person who uses a Wheelchair/Mobility Device as defined by the ADA in a vehicle specifically designed to meet ADA and RESNA WC-18 or WC-19 standards for

Wheelchair/Mobility Device Transportation. The NEMT Driver shall have Mobility Device Securement Education prior to providing transportation.

Examples of evidence to meet compliance

Examples of evidence to meet compliance include providing a copy of the Mobility Device Securement Education 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.

Resources

<https://www.ada.gov/resources/opdmds/>

<https://www.resna.org/AT-Standards/Wheelchairs-and-Transportation>

<https://www.resna.org/AT-Standards/Wheelchairs>

<https://wc-transportation-safety.umtri.umich.edu/wc18/>

<https://wc-transportation-safety.umtri.umich.edu/wc19/>

1002.4. Bariatric Wheelchair/Mobility Device Transportation

A passenger traveling in a wheelchair or mobility device which would be classified as a bariatric capable device by the manufacturer. The NEMT Driver shall have Mobility Device Securement Education prior to providing transportation.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include the Wheelchair/Mobility Device has specifications from the manufacturer which includes increased structural capacity to hold a passenger more than 350 lbs. and has a width greater than 28 inches unfolded.

The NEMT Provider develops and maintains policies regarding this mode of transportation. The NEMT Provider provides a copy of the Mobility Device Securement Education outline which includes agency specifics for Bariatric Passengers 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.

Resources

<https://www.ada.gov/resources/opdmds/>

<https://www.resna.org/AT-Standards/Wheelchairs-and-Transportation>

<https://www.resna.org/AT-Standards/Wheelchairs>

<https://wc-transportation-safety.umtri.umich.edu/wc18/>

<https://wc-transportation-safety.umtri.umich.edu/wc19/>

1002.5. Stretcher Transportation

A vehicle which is equipped with access and appropriate securements for a stretcher used for transporting a passenger. These services are provided in a vehicle where no medical care is being provided during the transport, and not otherwise covered by CAAS standards. The NEMT Driver shall have Stretcher Operations Education prior to providing transportation.

Examples of evidence to meet compliance:

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

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

1002.6. Bariatric Stretcher Transportation

A vehicle which is equipped with access and appropriate securements for a stretcher used for transporting a passenger whose weight is greater than 300 lbs. The NEMT Driver shall have Stretcher Operations Education prior to providing transportation.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include the Stretcher/Gurney has specifications from the manufacturer which includes increased structural capacity to hold a passenger more than 350 lbs.

Examples of evidence to meet compliance include providing a copy of the Stretcher Operations Education 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).