



DRAFT

DATA DEFINITIONS STANDS

BSR/NEMTAC 1003-202X

Description of the standard

Version 1.0
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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

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.

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 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.

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.

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

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

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.

1003.01 Book Date

Date the request for transportation was requested by the NEMT Passenger.

1003.02 Assignment Date

The date in which the broker or payer assigns the trip to a NEMT Provider.

1003.03 Enroute to Pick-up

The "Enroute to Pick-up" for a NEMT (non-emergency medical transportation) trip refers to the current status of the NEMT Provider as they are on the way to pick up the passenger. It indicates that the vehicle is currently in transit and en route to the location where the passenger is waiting to be picked up. This status message is used to keep the passenger informed about the progress of their trip and to manage expectations about when the transportation provider will arrive.

1003.04 Requested Pick-up Time

The "Requested Pick-up Time" refers to the specific time when someone wishes a person or item be picked up by a NEMT Provider service.

1003.05 Actual Pick-up Time

The time that the Organization Vehicle arrives to pick-up a passenger or item is commonly referred to as the "Actual Pick-up Time".

1003.06 Loading Time

The time the difference between the arrival at pick-up time and the time that the NEMT Passenger is secured in the Organization Vehicle and ready to be transported.

1003.07 Enroute to Drop-Off

The time the NEMT Provider leaves the pick-up location/address departing for the drop-off location/address

1003.08 Requested Drop-off Time

The time the Organization Vehicle scheduled to arrive at the destination

1003.09 Actual Drop-Off Time

The time that the Organization Vehicle arrives to drop-off a Passenger or item is commonly referred to as the "Actual Drop-Off Time".

1003.10 Waiting Time

The time a NEMT Provider spends waiting at a location for the NEMT Passenger to be available for transport.

1003.11 Leg Mileage

The anticipated travel distance between two addresses/locations during a Trip.

1003.12 Billable Leg Mileage

The number of miles that a NEMT Provider may bill the payor based on the agreement between the two parties for a given trip leg or legs.

1003.13 Unloaded Mileage

Unloaded Mileage, also known as deadheading, refers to the distance traveled by a NEMT Provider when it is empty or not carrying any passengers or items.

1003.14 Pick-up Address

The address where a NEMT Passenger or item is scheduled to be picked up.

1003.15 Pick-up Location

The latitude and longitude location where a NEMT Passenger or item is scheduled to be picked up.

1003.16 Drop-off Address

The address where a NEMT Passenger or item is scheduled to be dropped-off.

1003.17 Drop-off Location

The latitude and longitude location where a NEMT Passenger or item is scheduled to be dropped-off

1003.18 Trip

A leg or sequence of related legs for a NEMT Passenger or item.

1003.19 Trip Leg

One segment of a Trip between two address/locations.

1003.20 Leg Sequence

The sequence of designations for legs of a multi-stop Trip shall be: A (first leg), B (second leg), C (third leg) or D (forth leg)