



TRANSPORT SPECIALIST EDUCATION STANDARD

BSR/NEMTAC 3001-202X

This standard is designed to allow educators and NEMT Providers to determine whether the educational programs selected for their organization meets or exceeds the elements of this standard. These standards should be broadly used and applied across the industry, enhanced when local, or regional standards exceed them and used to ensure both safety and access for all NEMT Passengers.

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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.

This standard is designed to allow educators and NEMT Providers to determine whether the educational programs selected for their organization meets or exceeds the elements of this standard. These standards should be broadly used and applied across the industry, enhanced when local, or regional standards exceed them and used to ensure both safety and access for all NEMT Passengers.

Those organizations who would like to offer the NEMTAC® Certified Transport Specialist (CTS) credential will need to apply for recognition through the approved process, meeting all elements of this standard.

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

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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

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

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, Education, and experience requirements, as well as passing a certification exam.

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.

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.

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.

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 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.

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NEMT Customer Service

3001.1. Customer Service

NEMT Driver must receive Education that defines customer service in the NEMT industry, and must include, but is not limited to, the following topics.

- On-time performance,
- Safety,
- Vehicle cleanliness, and
- Interacting with customers to create positive, friendly service experience

Education must introduce the concept of dealing with challenging interactions and include material to provide the student with the tools to deal with such challenging interactions

NEMT Driver must understand how external factors (e.g., traffic, facility administrators, etc.) and NEMT Passenger behaviors can impact NEMT Drivers' emotions and ways in which to appropriately control those emotions in their interactions with customers.

NEMT Driver must be trained in tactical communication that provides the NEMT Driver with skills and tools to be able to interact effectively with their NEMT Passenger in any given situation.

Evidence of Compliance:

An organization shows compliance with this section with the completion of documentation which demonstrates NEMT Driver understanding.

3001.2. Cultural Awareness & Respect for All

The course must include Education in these areas:

- Includes material to explain the importance of understanding cultural diversity.
- Explain how understanding cultural diversity can dispel stereotypes and provides the student with methods to effectively communicate with their NEMT Passenger.
- Introduce the various types of diversity including, but not limited to:
 - Cultural diversity.
 - Racial diversity.
 - Religious diversity.
 - Age diversity.
 - Sex / Gender diversity.
 - Sexual orientation.
 - Disability.
- Increase the awareness of the student to the cultural differences in the workplace and offer tools and techniques to improve communication across different cultures.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing Education outline and a copy of the Education content and/or materials, examples of proof of completion.

3001.3. NEMT Professional Conduct and Behavior

The course must define the different types of harassment and discrimination including, but not limited to age, race, religious beliefs, sexual orientation, and disabilities.

- Explain how this can apply to interaction between NEMT Drivers, NEMT Passengers and other stakeholders
- Instruct how to recognize and avoid disrespectful actions and behaviors, and provides guidance to ensure avoidance of harassing and/or discriminating behavior
- Identify policies, laws, and consequences concerning harassing and discriminatory behaviors
- Explain the importance of understanding and how to report potential violations

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing Education outline and a copy of the Education content and/or materials, examples of proof of completion.

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Essential Requirements for NEMT Driver

3001.4. Knowledge Requirements for NEMT Drivers

The course must introduce the concepts of driving with individuals with special needs in the vehicle and the different impact of driving habits and interactions might have on their comfort and safety.

- Identify the various Mobility Aids a NEMT Passenger might utilize.
- Introduce the Americans with Disability Act (ADA) and its requirements as it pertains to NEMT transportation
 - Cover the requirements pertaining to NEMT Passengers with service animals (ADA guidelines)
 - Discuss the requirements under ADA when transporting NEMT Passengers with mobility scooters, wheelchairs, and other mobility devices as defined by the ADA.
- Understand the NEMTAC Standard for Levels of Service and the requirements and obligations for each level of service.
- Offer tips and suggestions for providing the different levels of service and introduce the NEMT Driver to important considerations if choosing to provide service beyond the requested level of service.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing Education outline and a copy of the Education content and/or materials, examples of proof of completion.

3001.5. Safe NEMT Vehicle Handling

Safe NEMT vehicle handling must introduce the NEMT Driver to special considerations necessary when driving NEMT vehicles, starting at the importance of inspections and continuing through to concepts such as braking, safer driving, and other considerations.

- Introduce the importance of regular inspections of NEMT vehicle and provide examples of best practices. NEMT Drivers will also receive instruction on how to identify vehicle issues that may not impact vehicle performance or NEMT Passenger safety (e.g., no “No Food or Drink” sign in a vehicle”) versus those which would (e.g., broken seatbelt or non-working air conditioner). NEMT Drivers will learn proper action steps for addressing these different types of issues.
- Understand the importance of driving techniques including accelerating, braking, and turning.
- Introduce the concepts necessary for the use of Child Passenger Safety seats.
- Introduce the NEMT Driver to the importance of understanding company and regulatory procedures to follow when transporting NEMT Passengers with Mobility Devices, or in the event of a collision or emergency.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing Education outline and a copy of the Education content and/or materials, examples of proof of completion.

3001.6. Safely Transporting Passengers using Mobility Devices

The Education in this area is intended to ensure the safe transport of NEMT Passengers who use Mobility Devices and Wheelchairs.

Education must also include addressing specialized techniques, and considerations.

- Discuss the definitions for Mobility Devices as defined by RESNA WC18 & WC19 standards and the ADA
- Introduce topics specific to transporting NEMT Passengers who use wheelchairs, proper techniques for handling, positioning, loading and securing wheelchairs.
- Discuss issues and concerns specific to mobility scooters and highlight special considerations the NEMT Driver must consider when transporting NEMT Passengers with mobility scooters.

The general understanding of Mobility Devices is necessary, there must be hands-on Education in the specific use of, and securement of NEMT Passengers using wheelchairs.

- Education must include specialized techniques and considerations in line with the clinical needs of the NEMT Passenger.
- NEMT Drivers who operate ADA Compliant Wheelchair Accessible Vehicles (WAV) must have education which includes a hands-on demonstration of the ability to safely secure a NEMT Passenger using a Mobility Device.
- The NEMT Driver must be trained to identify NEMT Passengers who may be transferred from their Mobility Device into a vehicle seat, as opposed to those who require a specialized Wheelchair vehicle.
- NEMT Drivers must demonstrate the ability to operate a vehicle while transporting a NEMT Passenger using a Mobility Device to include loading, unloading, safe driving, cornering and breaking.
- The Education must discuss the practical application of RESNA WC-18 and WC-19 standards, along with industry best practices related to safe NEMT Passenger transport.
- The NEMT Driver must perform in practice the safe securement of a NEMT Passenger using a Mobility Device in front of a qualified instructor using a recognized education program.

Evidence of Compliance:

Examples of evidence to meet compliance include providing Education outline and a copy of the Education content and/or materials, examples of proof of completion. An organization shows compliance with this section with the completion of documentation such as satisfactory

proficiency skills checklists and assessments, which measure and indicate driver understanding and practical proficiency application.

The organization must document the NEMT Driver has been trained, understands and had demonstrated in practice the ability to apply the education in front of a qualified instructor the skills and knowledge included in this section.

3001.7. Ergonomics and Safe Passenger Handling

The education emphasizes the importance of keeping a NEMT Driver safe through awareness of ergonomics and emphasizes the safety awareness for the NEMT Passenger.

- The course must discuss associated ergonomics and the benefits of injury prevention.
- Education must include and emphasis ensuring prevention of injury to the NEMT Passenger.
- Identify common back injuries associated with NEMT and advise proper care and prevention methods.
- Provide proper lifting techniques and proper safe NEMT Passenger handling and lifting techniques.
- Education must include risks associated with assisting NEMT Passengers when entering or exiting the vehicle.
- The education must include information regarding the current trend of injuries related to the NEMT Industry.
- Must provide education on proper injury reporting.

Evidence of Compliance:

Examples of evidence to meet compliance include providing Education outline and a copy of the Education content and/or materials, examples of proof of completion. An organization shows compliance with this section with the completion of documentation such as satisfactory proficiency skills checklists and assessments, which measure and indicate driver understanding and practical proficiency application.

The organization must document the NEMT Driver has been trained, understands and had demonstrated in practice the ability to apply the education in front of a qualified instructor the skills and knowledge included in this section.

3001.8. Honoring End of Life Decisions (DNR Orders)

The education will provide information necessary to recognize the legal, ethical, and moral implications of Do Not Resuscitate Orders and how they affect NEMT Drivers.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing Education outline and a copy of the Education content and/or materials, examples of proof of completion.

3001.9. Managing Disruptive or Aggressive Passenger Behaviors

NEMT Driver will be given the tools to recognize the warning signs and deescalate NEMT Passenger disruptive or aggressive behavior. Which includes the means to maintain safety for themselves and others.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing Education outline and a copy of the Education content and/or materials, examples of proof of completion.

3001.10. Understanding Civil Rights

The course must provide and explain the goals of civil rights, as well define key topics such as Discrimination, and Protected Class.

The course will also provide an understanding of civil rights compliance and the process for reporting violations.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing Education outline and a copy of the Education content and/or materials, examples of proof of completion.

3001.11. Fraud, Waste, & Abuse (FWA) and Ethical Conduct

FWA will be explained as it relates to the NEMT industry. The course will:

- Provide the tools on how to identify potential fraud, waste and abuse,
- Provide the tools to prevent fraud waste and abuse,
- Required steps to report potential fraud, waste and abuse, and
- Provide the penalties for committing and/or failing to report fraud, waste and abuse.

Course will define ethical conduct and principles for resolving ethical conflicts, as well as discuss specific ethical issues facing NEMT professionals.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing Education outline and a copy of the Education content and/or materials, examples of proof of completion.

3001.12. HIPAA/PHI/ePHI and the NEMT Professional

HIPAA rules and regulatory requirements will be explained with specific examples and requirements for the NEMT industry. The course should provide the NEMT professional with

the necessary knowledge to prevent incidental HIPAA disclosures and a breach of HIPAA. The course must also define and provide examples of Protected Health Information (PHI/ePHI), with specific examples for the NEMT industry, and the penalties associated with failing to adhere to HIPAA requirements.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing Education outline and a copy of the Education content and/or materials, examples of proof of completion.

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NEMT Life Safety

3001.13. Medical Emergency Awareness

This course must provide tools to recognize when a NEMT Passenger is having a medical emergency, and steps an NEMT professional may take when an emergency arises

- Recognize a medical emergency
- Recognize breathing and cardiac emergencies
- Identify and care for bleeding, sudden illness and injuries

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing Education outline and a copy of the Education content and/or materials, examples of proof of completion.

The organization may substitute credentials from a nationally recognized organization which may include a demonstration in practice by the NEMT Professional.

3001.14. Hands Only CPR and AED

The course will provide the NEMT professional with:

- The tools to recognize the signs of cardiac arrest,
- Identify steps to take to provide care until EMS arrives,
- how to perform “hands only” CPR, and
- Act appropriately and effectively and sustain life until professional help arrives
- The importance of knowing how to locate and use an AED device.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing Education outline and a copy of the Education content and/or materials, examples of proof of completion.

The organization may substitute credentials from a nationally recognized organization which may include a demonstration in practice by the NEMT Professional.

3001.15. Airborne, Blood Borne Pathogens and Universal Precaution’s

This course must provide tools to recognize and understand Blood Borne Pathogens and how to apply Universal Precautions:

- Provide an overview of Personal Protective Equipment (PPE) and spill kits.
- Provide education on the proper use of these items.
- NEMT Driver will learn the potential hazards and tips for exposure prevention and transmission of both blood borne and airborne pathogens.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing Education outline and a copy of the Education content and/or materials, examples of proof of completion.

3001.16. Fire Extinguisher Use

This course must identify the proper fire extinguisher for use in an NEMT vehicle, as well provide examples of how fires can start in vehicles and proper use of an extinguisher in vehicle files. Students must be familiar with the Pull, Aim, Squeeze, and Sweep (PASS) process for Extinguisher use.

Examples of evidence to meet compliance:

Examples of evidence to meet compliance include providing Education outline and a copy of the Education content and/or materials, examples of proof of completion.

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