

# NEMTAC 1008-202x – NEMT Passenger Rights & Protections

## Standard Overview

### Status Summary

- Draft Status: Assigned
- ANSI PINS Filed: No
- Assigned Committee: Compliance & Regulatory Committee
- Date of Last Update: April 2025

### Standard Description

The NEMTAC Passenger Rights & Protections standard defines the minimum requirements for ensuring the rights, dignity, and safety of passengers during Non-Emergency Medical Transportation (NEMT). This standard serves as a foundational framework for protecting passengers from discrimination, ensuring respectful treatment, and safeguarding their privacy during the course of transport.

The standard includes provisions for clear communication, reasonable accommodations, safe transport conditions, and the establishment of passenger complaint and grievance procedures. It is aligned with existing laws, including the ADA (Americans with Disabilities Act) and HIPAA (Health Insurance Portability and Accountability Act), and outlines expectations for all NEMT personnel to treat passengers with respect and professionalism.

Additionally, the standard ensures that NEMT providers and brokers maintain transparency in service offerings, uphold passenger rights during interactions, and provide clear processes for passengers to file complaints, report violations, or request accommodations.

### Key Topics Addressed

- Passenger rights and nondiscrimination policies
- Privacy and confidentiality, including HIPAA compliance
- Reasonable accommodations for passengers with disabilities
- Clear passenger communication and informed consent processes
- Complaint and grievance procedures for passengers
- Preventing and addressing passenger mistreatment or neglect

### Stakeholder Impact Matrix

Stakeholder Group	Relevance to this Standard
NEMT Providers	Establishes professional conduct expectations and supports compliance with passenger rights laws
Brokers	Enhances contract compliance, transparency, and accountability in handling passenger rights
Health Plans	Ensures members' rights are protected throughout transportation and increases quality of service
Regulators	Provides a framework for ensuring consistent application of passenger protection policies

Healthcare Facilities	Ensures safe, dignified transportation for discharged patients or those requiring transport services
Technology Vendors	May support implementation of complaint tracking systems or integration with service platforms
Call Center / Dispatch	Ensures accurate communication of passenger rights and needs, reducing misunderstandings
Training Organizations	Defines professional conduct training requirements for NEMT staff to promote respect and confidentiality
Vehicle Manufacturers / Equipment Providers	Limited impact; may relate to compliance features in vehicle design
Emergency Services Partners	Clarifies escalation procedures and coordination expectations during emergencies
Caregivers & Social Workers	Ensures passengers are treated with respect, and their needs are addressed during transport
Passengers / Advocates	Promotes fairness, dignity, and accountability in the treatment of individuals using NEMT services

## Call to Action

NEMTAC invites public participation in shaping this standard. Stakeholders are encouraged to:

- Review and comment during the public comment period (to be announced)
- Apply to serve on a NEMTAC Advisory Committee
- Engage directly with the national conversation at Transform 2025 in Dallas

 Join a NEMTAC Advisory Committee: [Committee Application](#)

 Register for Transform 2025: [Register](#)

## Contact Information

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