

NEMTAC 2003-202x – Non-Emergency Medical Transportation (NEMT) Broker Standard

Standard Overview

Status Summary

- Draft Status: Initiated
- ANSI PINS Filed: No
- Assigned Committee: Compliance & Regulator Advisory Committee (CRAC)
- Date of Last Update: April 2025

Standard Description

NEMTAC 2003-202x – Non-Emergency Medical Transportation (NEMT) Broker Standard is designed to establish national criteria and expectations for the operations, oversight, and accountability of entities that coordinate and manage NEMT networks on behalf of state Medicaid programs, managed care organizations, and other payers.

The standard will address core responsibilities such as provider credentialing, complaint resolution, trip assignment, fraud prevention, and timely reimbursement. It will also define quality-of-service benchmarks and digital technology expectations — including interoperability, driver verification, and real-time data exchange — to ensure consistency and transparency across broker-administered transportation networks.

While this standard is not intended to replace existing state-specific requirements, it offers a unified framework for what it means to operate a compliant, efficient, and equitable NEMT brokerage that supports both regulatory goals and access to care.

Key Topics Addressed

- Broker responsibilities for credentialing, trip assignment, and reimbursement
- Minimum service quality expectations and KPIs
- Technology system requirements and data interoperability
- Fraud, waste, and abuse mitigation strategies
- Complaint resolution and corrective action protocols

Stakeholder Impact Matrix

Stakeholder Group	Relevance to this Standard
NEMT Providers	Establishes expectations for fair contract practices, timely payment, and transparent trip assignment
Brokers	Defines operational standards, service quality expectations, and compliance obligations
Health Plans	Promotes consistent oversight, reporting, and accountability from contracted NEMT brokers
Regulators	Provides a baseline for evaluating broker operations and contract compliance
Healthcare Facilities	Ensures patients experience consistent and timely transportation arranged by brokers

Technology Vendors	Clarifies requirements for platform interoperability, API use, and credential management
Call Center / Dispatch	Establishes expectations for communication, escalation, and trip assignment standards
Training Organizations	Helps inform curriculum on broker operations, complaint handling, and fraud prevention
Vehicle Manufacturers / Equipment Providers	Indirectly affected through equipment standards enforced by broker networks
Emergency Services Partners	Clarifies coordination expectations for escalated or misrouted NEMT cases
Caregivers & Social Workers	Improves predictability of transport access for high-needs individuals
Passengers / Advocates	Supports transparency and complaint pathways for ride quality, timeliness, and fairness

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](#)

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