

# NEMTAC ACCREDITATION READINESS SELF-CHECK

*(For NEMT Providers 12–24 Months After Startup)*

**Instructions:** Answer **Yes** or **No** to each question. This tool is intended to help you self-assess your organization's readiness to begin the NEMTAC Accreditation application process.

---

## 1. Policies and Procedures

- Have you developed and implemented written policies covering safety, training, operations, maintenance, HIPAA compliance, and customer service?

## 2. Driver and Staff Records

- Are all required employee or contractor files maintained (driver's license, background checks, MVRs, drug testing results, certifications, and training records)?

## 3. Vehicle Standards Compliance

- Are all active vehicles meeting the minimum equipment requirements and documented preventive maintenance schedules?

## 4. Insurance Coverage

- Do you maintain current insurance policies meeting or exceeding commercial auto, general liability, workers' compensation, and other required coverages?

## 5. Incident and Complaint Management

- Do you have a documented process for reporting, tracking, and addressing incidents and passenger complaints?

## 6. Training Programs

- Are drivers and staff trained initially and on an ongoing basis in passenger assistance, safety, customer service, and HIPAA awareness?

## 7. Service Area and Operational Clarity

- Is your service area, levels of service, and hours of operation clearly defined and consistently communicated across all internal and external documents?

## 8. Financial Stability

- Is your company financially stable with sufficient operating reserves and a positive cash flow outlook?

## 9. Community and Industry Engagement

- Are you actively participating in local healthcare networks, transportation associations, or professional development opportunities?

## 10. Continuous Improvement

- Have you conducted internal audits, quality reviews, or mock assessments to prepare for the accreditation process?

---

# Self-Check Scoring Guidance

Score	Recommendation
9–10 Yes Answers	Likely ready to begin the NEMTAC Accreditation application process.
7–8 Yes Answers	Close — address outstanding gaps before applying.
6 or Fewer Yes Answers	Recommend strengthening operations before pursuing accreditation.

## CONTACT INFORMATION

Joel Smith, Program Manager

Email: [JSmith@nemtac.co](mailto:JSmith@nemtac.co) | Phone: 866-636-8221