



NON-EMERGENCY MEDICAL TRANSPORTATION PROVIDER STANDARD

BSR/NEMTAC 2002-2025

The NEMT Provider Standard outlines comprehensive guidelines for non-emergency medical transportation. Covering safety, Passenger verification, and compliance, it addresses key topics such as Background Screening, Training, and HIPAA. With a structured format, this standard ensures excellence and ethical conduct, serving as a foundational document for NEMT Providers in delivering high-quality and secure transportation services.

Version 1.0
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Table of Contents

INTRODUCTION.....	4
SCOPE.....	5
PURPOSE AND APPLICATION	5
EXCEPTIONS	5
INTERPRETATIONS	5
DEFINITIONS	5
2002.1. ORGANIZATIONAL MANAGEMENT	11
a. POLICY AND PROCEDURE MANUAL	11
b. SERVICE LINE CAPABILITIES	11
c. MODES OF TRANSPORTATION	12
d. BUSINESS, FEDERAL, STATE AND LOCAL LICENSING (AS REQUIRED)	12
e. INSURANCE REQUIREMENTS	13
2002.2. HUMAN RESOURCES	14
a. DRUG FREE WORKPLACE POLICY	14
b. EXCLUSION SCREENING	14
c. EMPLOYEE ORIENTATION / INDEPENDENT CONTRACTOR (IC) ONBOARDING	15
d. TRAINING AND CONTINUING EDUCATION	15
e. BADGES / IDENTIFICATION	16
f. ENSURING NEMT STAFF IS ABLE TO PERFORM JOB	16
g. ADDITIONAL INTERNAL ATTENDANTS (IF APPLICABLE)	17
2002.3. DRIVER CREDENTIALING: EMPLOYEE / INDEPENDENT CONTRACTOR (IC)	18
b. DRUG FREE WORKPLACE AND SCREENING POLICY	18
c. MOTOR VEHICLE RECORD (MVR) CHECK AND RESCREENING	19
e. FIRST AID POLICY	20
f. CPR/AED POLICY	20
g. BLOODBORNE PATHOGENS AND AIRBORNE INFECTION CONTROL	21
h. MOBILITY DEVICE SECUREMENT EDUCATION (WHEELCHAIR, SCOOTERS, ETC.)	21
i. STRETCHER OPERATOR/SECUREMENT EDUCATION	21

2002.4.	COMPLIANCE PROGRAM / ETHICAL BUSINESS PRACTICES	23
a.	COMPLIANCE PROGRAM	23
b.	CODE OF CONDUCT	24
c.	CONFLICT OF INTEREST POLICY	24
d.	FRAUD, WASTE AND ABUSE TRAINING	24
f.	ANTI-KICKBACK POLICY	25
g.	STARK LAW POLICY (IF APPLICABLE)	25
h.	COMPLAINT INVESTIGATION / RESOLUTION POLICY	25
i.	INCIDENT POLICY	26
j.	COMPLIANCE TO CONTRACT POLICY	26
k.	MANDATORY REPORTING OF ABUSE, NEGLECT AND EXPLOITATION	27
2002.5.	VEHICLE MAINTENANCE & INSPECTIONS	28
a.	PREVENTATIVE MAINTENANCE (PM) PROGRAM	28
b.	CLIMATE CONTROL (HEATING/COOLING)	28
c.	OXYGEN RESTRAINT AND ADMINISTRATION POLICY (IF EQUIPPED)	28
d.	EXTERNAL VEHICLE IDENTIFICATION	29
e.	MINIMUM VEHICLE EQUIPMENT LIST – AMBULATORY (IF APPLICABLE)	29
f.	MINIMUM VEHICLE EQUIPMENT LIST – MOBILITY DEVICES (IF APPLICABLE)	29
g.	LIFT AND/OR RAMP OPERATIONS (IF EQUIPPED)	30
h.	MINIMUM VEHICLE EQUIPMENT LIST – STRETCHER (IF APPLICABLE)	30
2002.6.	FLEET OPERATIONS	32
a.	FLEET POLICY AND PROCEDURES	32
b.	INVENTORY OF FLEET	32
2002.7.	COMMUNICATIONS	33
a.	CALL / TRIP TRACKING PROCESS	33
b.	COMMUNICATIONS EQUIPMENT	33
c.	CALL CENTER / DISPATCH OPERATIONS POLICY AND PROCEDURES	34

INTRODUCTION

The purpose of this document is to define core expectations and operational guidance for NEMT providers, ensuring adherence to applicable laws, regulations, and recognized best practices. This standard is intended for universal use across all NEMT providers, regardless of size or organizational model. It is not designed to meet the elevated thresholds of NEMTAC Accreditation, but rather to promote baseline competency within the industry. Where applicable, providers should interpret these standards in alignment with specific state Medicaid program rules, Veterans Affairs transportation contracts, or private payer requirements.

PURPOSE AND APPLICATION

The purpose of this standard is to promote operational consistency and regulatory alignment for NEMT providers by offering a clear, comprehensive set of expectations reflecting the essential elements of safe and compliant service. This standard is designed for providers seeking to implement or evaluate their operations against recognized minimum thresholds necessary to meet public and private expectations, regulatory obligations, and core duty of care principles.

This standard may be used by:

- NEMT providers to develop, refine, or validate their internal policies and procedures;
- Brokers and payers to establish baseline contracting expectations;
- Regulators and oversight agencies as a frame of reference for minimum compliance review;
- Organizations seeking a foundational readiness model prior to pursuing NEMTAC accreditation.

This document is distinct from the NEMTAC Accreditation Standard, which reflects a higher benchmark of best-in-class performance. The Provider Standard is structured to reflect what a reasonable and responsible NEMT provider should have in place to operate safely and effectively within the industry.

SCOPE

This Provider Standard establishes the minimum expectations for operational, safety, compliance, and service delivery practices for Non-Emergency Medical Transportation (NEMT) providers. It serves as a foundational benchmark applicable to all providers delivering NEMT services, regardless of size, region, or payer mix. The standard aligns with regulatory requirements commonly found in Medicaid programs across multiple states, federal guidance, and core industry expectations to ensure safe, consistent, and competent service delivery to patients and passengers.

This document is not intended to represent elevated performance or best-in-class practices; rather, it defines the essential operational baseline for the NEMT industry.

REVISIONS

The Standards 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 will 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 Standards Committee meets monthly. Any person wishing to participate may contact the Executive Director of NEMTAC for information.

STANDARDS APPROVAL

This draft standard has been developed by the Standards Committee (CSAC) of the Non-Emergency Medical Transportation Accreditation Commission (NEMTAC) in accordance with the ANSI Essential Requirements governing consensus development, due process, openness, balance, and the resolution of views and objections.

This document is pending formal approval by the NEMTAC Board of Directors to proceed to Public Comment. Upon Board approval, it will be published as a Draft Standard for Public Review and Comment pursuant to ANSI procedures, including notification through ANSI's Project Initiation Notification System (PINS) and listing in ANSI Standards Action.

All stakeholders are encouraged to review and submit comments during the public review period. Submitted comments will be adjudicated by the CSAC in accordance with NEMTAC's ANSI-approved procedures. A formal record of adjudication will be maintained, and all commenters will receive written responses.

Following the public comment period and resolution of all comments, the final version of this standard will be considered for approval as an American National Standard.

If approved for publication, this document will be issued as:

BSR/NEMTAC 2002-2025 *Non-Emergency Medical Transportation Provider Standard*

For information on the review process or to submit comments, please contact:

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EXCEPTIONS

No exceptions have been identified in the delivery of non-emergency medical transportation services to the public.

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

Certification – Certification is the formal acknowledgment granted to individuals or organizations upon meeting predetermined standards or requirements, usually through assessment or examination.

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

Credential - A credential is a documented proof or attestation of an individual's qualifications, achievements, or authority in a particular field or profession.

Driver - The individual responsible for the safe control of the motor vehicle. This may be an employee, independent contractor or another person authorized by the organization to operate the vehicle.

Drop-Off Location - A "drop-off location" refers to the specific destination where a person using transportation services, such as Non-Emergency Medical Transportation (NEMT), is scheduled to be taken and released after their trip.

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.

Employee - An "employee" is an individual engaged by an employer under a contractual agreement to perform work in exchange for compensation, typically subject to the employer's supervision and control over the tasks performed.

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.

Guidelines – Guidelines are systematically developed recommendations that assist individuals and organizations in making informed decisions about appropriate practices and actions. They are based on a comprehensive review of evidence, expert opinion, and consensus to ensure reliability and effectiveness. Unlike strict rules or regulations, guidelines provide flexible frameworks that can be adapted to specific contexts and needs.

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.

Incident – An undesired event that causes or could result in a personal harm, property or environmental damage, or other undesirable loss of resources.

Independent Contractor – An independent contractor is a self-employed individual or entity contracted to perform work or provide services to another entity as a non-employee. Independent contractors retain control over how they complete their tasks, often setting their schedules and using their tools or methods. They do not typically receive employee benefits such as health insurance, paid leave, or retirement plans. This designation is common in various industries, including freelance writing, consulting, construction, and gig economy jobs.

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.

The use of "may" helps to distinguish between mandatory provisions, which typically use terms like "shall" or "shall," and those that are suggested or optional.

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

Motor Vehicle - Any licensed mechanically or electrically powered device (except one moved by human power), not operated on rails, designed to be operated primarily on public streets and roads.

NEMT Broker - A Non-Emergency Medical Transportation (NEMT) Broker is an organization or entity that arranges and coordinates transportation services for individuals who need assistance getting to and from medical appointments but do not require emergency care. The broker acts as an intermediary between healthcare providers, patients, and transportation providers, ensuring that eligible patients receive the appropriate transportation services.

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.

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

The purpose of the NEMT Program is to ensure transportation to eligible services for participants who do not have access to free appropriate transportation. The NEMT Program may use public transportation or bus tokens, vans, taxi, ambulance, ride shares or even an airplane, if necessary, to get participants to health care appointments. Participants may also receive help with gas costs if they have a car or have a friend or a neighbor who can take them.

NEMTAC Board of Directors - The NEMTAC Board of Directors refers to the governing body of the Non-Emergency Medical Transportation Accreditation Commission (NEMTAC), a non-profit healthcare organization dedicated to developing and maintaining standards for the NEMT industry. The Board of Directors is responsible for overseeing the strategic direction, policies, and operations of NEMTAC to ensure it fulfills its mission effectively.

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

Passenger - A person, who other than the driver of the vehicle, who is in or on a motor vehicle.

Pick-Up Location - A "pick-up location" refers to the specific place where a person using transportation services, such as Non-Emergency Medical Transportation (NEMT), is scheduled to be picked up.

Policy – A policy is a formal set of guidelines or principles established by an organization, institution, or government to direct decision-making and achieve rational outcomes. Policies serve as a framework for action and provide consistency and clarity in addressing specific issues or situations.

Procedure – A procedure is a detailed, step-by-step set of instructions designed to achieve a specific task or objective consistently and efficiently. Procedures outline the exact sequence of actions required, specify roles and responsibilities, and define the tools or materials needed to complete a process. They ensure uniformity and reliability by providing clear guidance on how to perform tasks, often within the framework of broader policies or guidelines.

Program – A program is a coordinated series of activities or initiatives designed to achieve specific objectives or outcomes over a defined period. Programs are often structured to address needs or challenges and can encompass a range of actions, from educational workshops and training sessions to community development projects and corporate initiatives. They are characterized by their systematic approach, measurable goals, and the alignment of activities with overarching strategic aims.

Remedial Training – Remedial training is a specialized instructional approach designed to help individuals improve their skills or knowledge in areas where they are deficient or lagging. This type of training targets specific weaknesses or gaps and provides tailored interventions to bring learners up to a required competency level. The goal of remedial training is to ensure that individuals can perform effectively and meet established criteria or standards.

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.

Survey - In the context of assessing a Non-Emergency Medical Transportation (NEMT) provider seeking accreditation, a survey refers to a structured evaluation process conducted by an accreditation organization or its appointed assessors to review the provider's compliance with established standards and criteria. The survey aims to assess various aspects of the NEMT provider's operations, practices, and quality management systems to determine their eligibility for accreditation.

Training - Training is a systematic process designed to develop or enhance the knowledge, skills, and abilities of individuals, enabling them to perform specific tasks or roles effectively. It involves organized activities, such as instruction, practice, and feedback, that are tailored to meet the learning needs of participants. The objective of training is to improve performance, increase productivity, and ensure that individuals are well-prepared to meet the demands of their positions or adapt to new challenges. Effective training programs are often structured, goal-oriented, and designed to deliver measurable outcomes.

Trip - In the context of transportation and logistics, a "trip" refers to a journey or travel from one location (the origin or pick-up location) to another location (the destination or drop-off location).

2002.1. ORGANIZATIONAL MANAGEMENT

a. POLICY AND PROCEDURE MANUAL

The Policies of the NEMT Organization serve as official corporate declarations and are designed to be accessible to the public for transparency. These documents articulate the organization's stance on various subjects, encompassing safety, trip coordination, NEMT Passenger verifications, adherence to industry contracts, regulations, and standards.

Certain essential topics, including but not limited to Background Screening, Credentialing, Exclusion Screening, Orientation Training, Passenger Verification, Vehicle Maintenance, Accident/Incident Procedures, HIPAA, Compliance & Ethical Practices, shall be incorporated into these policies.

Each policy and procedure manual for the NEMT Provider shall include, at a minimum:

- Adoption or Effective Date
- Purpose
- Policy Statement
- Guidelines
- Policy Owner/Responsible Party (by title/position)
- Management Responsibilities

The NEMT Provider's guidelines shall be clearly communicated, easily shareable, and provide a comprehensive framework for conducting non-emergency medical transportation services.

Evidence of Compliance:

The policy and procedure manual shall be developed and unique to each organization. The manual shall include the programs and services provided by the NEMT Provider, the policies adopted by the NEMT Provider for such programs, and the procedures to implement those policies. An organization with multiple operations, shall be noted and reflected in the manual(s).

b. SERVICE LINE CAPABILITIES

The NEMT Provider is required to specify the services it offers to the public in alignment with NEMTAC 1001-202X Levels of Service. Furthermore, the provider shall establish and communicate policies and procedures to guide its staff in delivering these services. The designated services encompass various levels, including Curb-to-Curb Ambulatory Service, Curb-to-Curb Ambulatory Service with Assistance, Door-to-Door Service, Door-through-Door Service, Hand-To-Hand Service, and Transfer Service. Additionally, many NEMT Providers extend their services beyond our industry's scope, addressing Social Determinants of Health (SDOH) such as food or medicine delivery, durable medical equipment set-up and delivery, and the provision of equipment to facilitate virtual medical visits.

Evidence of Compliance:

The NEMT Provider shall maintain policies and procedures covering each Level of Service provided to the public. Provide evidence that the training on the topics listed above has been completed at a company level. This includes an outline of training topics, a checklist of new hire orientation, and ongoing continuing education requirements in policies, and any Credential given to the NEMT Driver.

If educational training is outsourced, include program details and proof of completion using a credential.

Additionally, provide an employee/independent contractor (IC) roster showing completion of training.

c. MODES OF TRANSPORTATION

The NEMT Provider shall provide a complete summary of the Modes of Transportation as defined in NEMTAC 1002-202X offered to its customers. Only those Modes of Transportation provided by the NEMT Provider need to be included.

Evidence of Compliance:

This shall be demonstrated by public-facing materials that describe the Modes of Transportation offered.

d. BUSINESS, FEDERAL, STATE AND LOCAL LICENSING (AS REQUIRED)

In compliance with jurisdictional variations in business license requirements, it is imperative for a Non-Emergency Medical Transportation (NEMT) Transportation Provider to formally establish a distinct legal entity, namely a Limited Liability Corporation (LLC) or similar Corporation. This action is undertaken to effectuate a clear separation between the corporate entity and its individual proprietors. Furthermore, the NEMT Provider is legally obligated to obtain all requisite business, federal, state, and/or local licenses essential for the lawful provision of NEMT services within the specific jurisdiction(s) of operation.

The NEMT Provider shall also ensure that all vehicles owned, leased, or operated on its behalf are properly registered with the applicable state Department of Motor Vehicles (DMV) or equivalent agency. Documentation of valid vehicle registration shall be maintained on file and updated according to expiration timelines.

Additionally, the NEMT Provider is required to adhere to state law by appropriately registering and inspecting all vehicles owned or operated by it. This legal compliance extends to the possession and documentation of an Employee Identification Number (EIN), National Provider Identification (NPI) number, or Taxpayer Identification Number (TIN) within the NEMT Provider's records, if applicable.

Evidence of Compliance:

Provide copies of current vehicle registration for all active vehicles in the fleet used for NEMT services. The NEMT Provider shall provide copies of each required operating license for its operating area. This may include copies of their Employee Identification Number (EIN), National Provider Identification (NPI) number, or Taxpayer Identification Number (TIN) within the organization's records, if applicable

e. INSURANCE REQUIREMENTS

The NEMT company shall have and maintain insurance against loss or damage. The insurer shall be financially sound and reputable, with at least an AM Best rating of A- or better and shall be qualified to do business in the state(s) or county in which the NEMT service is located. Furthermore, the NEMT Provider shall secure any additional insurance types mandated by contract or statute.

The prescribed insurance types, inclusive but not restricted to, are as follows:

- Auto Liability
- Worker Compensation (if required)
- General Liability and/or Professional Liability to cover loading and unloading

Additional insurance coverage which may be considered as needed for your organization include:

- Cyber Security
- Employment Practice & Liability (EPLI)
- Sexual Assault & Molestation Liability
- Directors & Officers Insurance
- Physical Damage Loss (Comp & Collision)

Evidence of Compliance:

The NEMT Provider shall obtain and maintain insurance coverage and provide current copies of all insurance policies or Certificates of Insurance (COI) showing coverage at or above the levels designated in the standard.

Insurance Reference:

AM Best Look-up: <https://web.ambest.com/ratings-services>

2002.2. HUMAN RESOURCES

a. DRUG FREE WORKPLACE POLICY

The industry recognizes that drug policies may vary by state, and in adherence to the highest standards of safety and professionalism, employees and independent contractors working in a safety sensitive position are strictly prohibited from being impaired while on duty. This policy shall be in compliance with any federal, state, local, or contractual obligations.

Safety Sensitive Positions may include but are not limited to:

- Driver
- Escorts/Attendants
- Mechanic
- Dispatcher
- Router
- Any Passenger facing staff member

Any violation of these policies shall be stated will result in serious consequences, as stipulated by state laws and organizational regulations. Ramifications for such violations may include disciplinary actions, up to and including termination of employment or contractual relationships.

Evidence of Compliance:

The NEMT Provider shall provide written policy that addresses a drug-free workplace and the results of any violation of the policies adopted by the organization.

b. EXCLUSION SCREENING

The NEMT Provider shall maintain a policy which mandates all new employees and independent contractors (IC) engaged by NEMT Providers are subject to Office of Inspector General (OIG) and System of Award Management (SAM) exclusion screening, as well as, any relevant state lists, Office of Foreign Assets Control (OFAC), Social Security Death Master File. This screening will be conducted initially upon engagement and subsequently repeated monthly thereafter.

Policy and procedure document that states who is screened (entity, owner(s) and personnel), the federal and state databases against which the screens are conducted, the timing of initial onboarding and subsequent screenings, Organization's response to verified matches, and retention of records related to screenings.

This may be satisfied though a business relationship with an entity or subscription service which maintains this screening for the NEMT Provider.

Exclusion Reference:

- Office of Inspector General (OIG) exclusion screening: <https://exclusions.oig.hhs.gov/>
- System for Award Management (SAM): <https://www.sam.gov/>
- Office of Foreign Assets Control: <https://ofac.treasury.gov/ofac-sanctions-lists>

c. EMPLOYEE ORIENTATION / INDEPENDENT CONTRACTOR (IC) ONBOARDING

Non-Emergency Medical Transportation providers shall provide an orientation program to employees and contractors which educates them on the policies and procedures of the NEMT Provider upon engagement or employment.

Evidence of Compliance:

Examples of evidence to meet compliance include providing a copy of the Orientation or Onboarding outline and an employee/independent contractor (IC) roster showing completion of training and/or Credential.

d. TRAINING AND CONTINUING EDUCATION

As a part of your commitment to Passenger safety, professionalism, and service quality NEMT Providers will provide comprehensive training for its staff. The following topics are required initially upon engagement and shall be repeated annually.

1. Ambulatory Driver
2. Mobility Device/Wheelchair Securement*
3. Stretcher Operator*
4. HIPAA
5. Fraud, Waste, & Abuse (FWA)
6. Customer Service
7. Defensive Driving
8. Bloodborne/Airborne Pathogens
9. Diversity/Cultural Sensitivity
10. Conflict Resolution
11. CPR/First Aid

*If service is provided

Evidence of Compliance:

Examples of evidence to meet compliance include the NEMT Provider maintains professionally educated and credentialed NEMT Drivers or Certified Transport Specialists or provides a copy of the training or in-service outline and an employee/independent contractor (IC) roster showing completion of training/in-service and/or Credential.

e. BADGES / IDENTIFICATION

All employees and independent contractors of a NEMT Provider shall be easily identified as being a part of the organization. NEMT Driver shall prominently display some form of identification during their duties. This identification may take the form of a logoed shirt, or an identification badge issued by the NEMT Provider. The identification may include, the staff member's name, and affiliation with the NEMT Provider. The NEMT Provider shall maintain a policy covering the methods by which they comply with this standard and the consequences for non-compliance.

Evidence of Compliance:

The NEMT Provider shall provide a copy of their policy covering badges and identification.

Examples of badges or other items complying with the written policy shall also be available upon request.

f. ENSURING NEMT STAFF IS ABLE TO PERFORM JOB

The NEMT Provider shall establish and uphold a policy ensuring that its employees and independent contractors (ICs) can perform their job tasks. This verification may be achieved

through physical testing, submission of an attestation, or a medical evaluation. The policy shall be formally documented and consistently enforced to guarantee the competence and fitness of individuals engaged in non-emergency medical transportation services.

Job Tasks by Level of Service

Curb to Curb:

- Ability to drive and operate a motor vehicle.

Curb-to-Curb Service with Assistance & Door-to-Door Service:

- Assist Passengers into and out of the vehicle.
- Ability to push a person using a wheelchair up and down an ADA standard ramp.
- Ability to assist a person using a wheelchair.
- Ability to push/pull a Passenger.

Door-through-Door Service & Hand-to-Hand Service:

- Ability to move a patient/Passenger to/from a stretcher or wheelchair.
- Ability to push a person using a wheelchair up and down an ADA standard ramp.
- Ability to assist a person using a wheelchair.
- Ability to push/pull a Passenger.

Evidence of Compliance:

Examples of evidence to meet compliance include providing a copy of the job description, which includes lifting requirements, and an employee/independent contractor (IC) attestation confirming their ability to perform the job.

g. ADDITIONAL INTERNAL ATTENDANTS (IF APPLICABLE)

The NEMT Provider has a policy related to additional internal personnel assigned to a transport, if applicable (i.e. driver plus attendant in the vehicle).

Evidence of Compliance:

The NEMT Provider shall develop and maintain a policy, procedure or protocol to outline responsibilities when internal attendants are available by the NEMT Provider.

h. PERSONAL CARE ATTENDANT/ADDITIONAL PERSON (IF APPLICABLE)

The NEMT Provider shall establish and enforce a policy if Passengers require a personal care attendant or an additional person to accompany them during transport whether provided by the Passenger, or by the organization.

Evidence of Compliance:

Examples of evidence to meet compliance include providing a copy of the policy, procedure or protocol and copy of the Education outline and an employee/independent contractor (IC) roster showing completion of training/in-service.

i. ROSTER OF EMPLOYEES / INDEPENDENT CONTRACTORS (IC)

The NEMT Provider will maintain a complete roster of the employees / ICs within the organization including the following:

- Name
- Role
- Contact information
- Applicable credentials
- Contact Information

Evidence of Compliance:

The NEMT Provider will have available and maintain a current copy of the roster of employees and/or independent contractors (IC) used to provide NEMT services.

2002.3. DRIVER CREDENTIALING: EMPLOYEE / INDEPENDENT CONTRACTOR (IC)

a. PRE-HIRE OR ENGAGEMENT BACKGROUND CHECKS

The NEMT Provider will require criminal background checks prior to hiring or engagement of all employees and/or require independent contractors (ICs) to provide background checks in accordance with applicable federal, state, and local laws. The background check policy will cover, at a minimum, the following key areas: sexual offenses and criminal history (minimum of 7 years). The background check shall be provided by an organization that is compliant with the Fair Credit Reporting Act. Additionally, the policy shall outline circumstances under which an applicant or contractor is disqualified from providing Non-Emergency Medical Transportation (NEMT) services based on the findings of the background check.

Evidence of Compliance:

Provide written documentation that addresses employee and independent contractor (IC) background checks. Additionally, provide an employee/IC roster showing completion of these checks, or subscribe to a service that provides these checks on an ongoing or monthly basis.

b. DRUG FREE WORKPLACE AND SCREENING POLICY

The industry recognizes that drug policies may vary by state, employees and independent contractors working in a safety sensitive position are strictly prohibited from being impaired while on duty. This policy shall be in compliance with any federal, state, local, or contractual obligations. The following Safety Sensitive Positions are identified to be held to this standard.

- NEMT Driver
- Escorts/Attendants
- Mechanic
- Dispatcher
- Router
- Any Passenger facing staff member

Any violation of the established organization policies shall be stated will result in serious consequences, as stipulated by state laws and organizational regulations. Ramifications for such violations may include disciplinary actions, up to and including termination of employment or contractual relationships.

Files for employees and independent contractors shall include the following items:

- Drug screening
 - Pre-Hire Screening
 - Post Incident or Collision
 - Reasonable Suspicion of Impairment
 - Random
- Drug Screening policy to include the type of drug screening conducted. Minimum requirement is, at a minimum 5-panel test which includes controlled substances: amphetamines and methamphetamines (including MDA, MDEA, and MDMA), cocaine, cannabinoids, opiates (opium and codeine derivatives), and phencyclidine (PCP)

Evidence of Compliance:

The NEMT Provider shall have a written policy that addresses a drug-free workplace and outlines the consequences of any policy violations. Additionally, provide documentation that details employee and independent contractor (IC) drug screening procedures, along with a roster showing the completion of these screenings.

c. MOTOR VEHICLE RECORD (MVR) CHECK AND RESCREENING

The NEMT Provider shall have a policy which establishes Motor Vehicle Record (MVR) checks for all employees and independent contractors (ICs) associated with NEMT Provider. These record checks will be done in a manner which meets local, state, and federal regulations. The policy shall include requirements for pre-hire or engagement, frequency of rescreening, and consequences of unreported violations.

Evidence of Compliance:

Providing a copy of the MVR check and rescreening policies and an employee/IC roster showing completion of MVR screening.

d. DEFENSIVE DRIVING EDUCATION

All individuals in roles involving driving within a NEMT Provider are required to undergo Defensive Driving education. The NEMT Provider is responsible for establishing a comprehensive policy for Defensive Driving education, ensuring that all drivers successfully complete an education program prior to the first solo transport of a Passenger. Periodic updates and assessments shall be conducted to maintain awareness with recertification at least every three (3) years or prior to expiration, whichever occurs first.

Evidence of Compliance:

Examples of evidence to meet compliance include providing a copy of the Defensive Driving education outline and an employee/independent contractor (IC) roster showing completion of education with all credentials current.

e. FIRST AID POLICY

The NEMT Provider is responsible for establishing a first aid policy that requires all NEMT Drivers to successfully complete a first aid program. This policy shall include the expected actions by the NEMT Driver. Recertification will take place at least every two (2) years to maintain proficiency in providing first aid assistance.

Evidence of Compliance:

Examples of evidence to meet compliance include providing a copy of the First Aid education outline and an employee/independent contractor (IC) roster showing completion of education with all credentials current.

f. CPR/AED POLICY

The NEMT Provider is responsible for implementing a CPR/AED policy and ensuring that all drivers have successfully completed a CPR/AED program. All individuals in roles involving driving within a NEMT Provider shall complete a certified CPR/AED program. Recertification is mandatory every two (2) years to uphold proficiency in life-saving techniques.

This standard is not meant to require a NEMT Provider to initiate CPR, but to equip the NEMT Driver with the skills necessary to assist should the need arise.

Evidence of Compliance:

Examples of evidence to meet compliance include providing a copy of the CPR/AED education outline and an employee/independent contractor (IC) roster showing completion of education with all credentials current.

g. BLOODBORNE PATHOGENS AND AIRBORNE INFECTION CONTROL

All individuals in roles involving driving within a NEMT Provider are required to undergo training on bloodborne and airborne pathogens, along with acquiring knowledge on the proper use of a spill kit. The NEMT Provider is responsible for establishing a comprehensive policy for bloodborne and airborne pathogens education, ensuring that all drivers successfully complete a formal education program. Periodic updates and assessments will be conducted to maintain awareness, with a focus on the proper utilization of spill kits.

Evidence of Compliance:

Examples of evidence to meet compliance include providing a copy of the Bloodborne Pathogen and Airborne Infection Control education outline and an employee/independent contractor (IC) roster showing completion of education with all credentials current.

h. MOBILITY DEVICE SECUREMENT EDUCATION (WHEELCHAIR, SCOOTERS, ETC.)

NEMT Providers offering transportation services to Passengers with mobility devices such as wheelchairs or scooters shall have a policy and require their employees and independent contractors (IC) possess and uphold certification in Mobility Device Securement from an organization recognized for providing such certification. Certification renewal is required every two (2) years to maintain compliance with this safety standard.

All Mobility Device Securement Education shall include demonstration in practice of the skills for successful completion with the equipment to be used with Passengers.

Evidence of Compliance:

Examples of evidence to meet compliance include providing a copy of the Mobility Device Securement Training outline and an employee/independent contractor (IC) roster showing completion of education with all certifications current.

i. STRETCHER OPERATOR/SECUREMENT EDUCATION

NEMT Providers offering stretcher transportation services shall require that their employees and independent contractors possess and maintain certification in stretcher operations. This certification will be obtained from a recognized organization, and renewal shall occur every two (2) years to uphold compliance with this safety standard.

All Stretcher Operator/Securement Education shall include demonstration in practice of the skills for successful completion with the equipment to be used with Passengers and employee/independent contractors (IC).

Evidence of Compliance:

Examples of evidence to meet compliance include providing a copy of the Stretcher Operator/Securement Education outline and an employee/independent contractor (IC) roster showing completion of training with all certifications current.

j. DRIVER'S LICENSE VERIFICATION AND RENEWAL

The NEMT Provider shall maintain a policy requiring that all NEMT Drivers possess a valid, unrestricted driver's license issued by the state in which they operate. The policy shall also include procedures for verifying driver's license validity prior to hire or engagement, and for re-verification at least annually or prior to license expiration, whichever occurs first. Any suspensions, revocations, or significant violations shall be reported immediately and acted upon in accordance with the organization's safety protocols.

Evidence of Compliance:

Provide a copy of the organization's policy requiring valid driver's licenses, documentation of license verification procedures, and a current roster showing license status and expiration dates for all NEMT Drivers.

2002.4. COMPLIANCE PROGRAM / ETHICAL BUSINESS PRACTICES

a. COMPLIANCE PROGRAM

The NEMT Provider develops and demonstrates implementation of an internal compliance program or the NEMT Provider's mandatory participation in its clients' or other contractors' compliance program(s).

Elements of an effective compliance program:

- Written policies and procedures
 - These documents are the foundation of a compliance program and guide employees and stakeholders on how to behave ethically and legally.
- Training and education
 - Employees at all levels receives ongoing training on compliance policies, procedures, and relevant laws and regulations. Training sessions are regularly conducted to keep employees informed on any changes or updates to the program.
- Compliance leadership and oversight
 - An organization should designate a Compliance Officer and Compliance Committee to ensure that the NEMT Provider follows policies, procedures, and standards of conduct.
- Responding to offenses and undertaking action
 - Organizations responds promptly to detected offenses and undertake corrective action.
- Developing effective lines of communication

- Organizations establish channels for employees to ask questions, report violations, and provide feedback on the compliance program.
- Monitoring and auditing
 - The audit process is a mechanism by which practices are continuously monitored and deficiencies in delivery are remedied.
- Corrective action
 - An all-encompassing compliance program includes how to address violations and better train staff moving forward.

Evidence of Compliance:

Examples of evidence to meet compliance include providing a copy of the NEMT Provider's Policies and providing a training outlines and an employee/independent contractor (IC) roster showing completion of education with all certifications current.

b. CODE OF CONDUCT

The NEMT Provider shall develop and demonstrate use of an internal written code of conduct in all areas of business. Demonstrating ethical practices in business, marketing and professional conduct, or the NEMT Provider's mandatory participation in its clients' or other contractors' codes or standards of conduct. The code of conduct guides The NEMT Provider when confronted with potential compliance or ethical issues. The code of conduct outlines the NEMT Provider's standards for ethical behavior and provides contact information and reporting protocols if a standard has been violated.

Evidence of Compliance:

Provide a copy of company code of conduct. A policy which outlines the annual distribution, review and approval of the code to staff.

c. CONFLICT OF INTEREST POLICY

The NEMT Provider's Board of Directors, administrative and management staff shall complete an annual conflict-of-interest statement or form, disclosing any apparent, potential, or actual conflicts and mitigation / remediation processes and procedures.

Evidence of Compliance:

Examples of evidence to meet compliance include providing a copy of the NEMT Provider's Policy, and providing a training outline, and an employee/independent contractor (IC) roster showing completion of training with all certifications current.

d. FRAUD, WASTE AND ABUSE TRAINING

The NEMT Provider is mandated to establish a comprehensive fraud, waste, and abuse policy, along with an associated training program. These initiatives shall be in compliance with applicable legal regulations, fostering a commitment to preventing and addressing instances of fraud, waste, and abuse within the NEMT Provider.

Evidence of Compliance:

Provide a copy of the company policy on fraud, waste, and abuse.

Such ethical billing practices will include (but not limited to):

- Proper and accurate level of service provided.
- Proper and accurate coding.
- Accurate claims matching the service that is provided.
- Billing for services not rendered is strictly prohibited.

Provide copies of the NEMT Providers training and education on general compliance and FWA.

Provide an employee / IC roster showing completion of FWA training.

Resources:

Including following ethical billing practices including those promulgated (issued) by CMS / HHS -

<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/Fraud-Abuse-MLN4649244.pdf>

e. HIPAA POLICY

The NEMT Provider is obligated to implement a thorough HIPAA training program for all employees, which shall be repeated on an annual basis. This program will provide a comprehensive understanding and compliance with the Health Insurance Portability and Accountability Act (HIPAA) regulations governing the handling and protection of sensitive health information.

Evidence of Compliance:

Examples of evidence to meet compliance include providing a copy of the NEMT Providers Policy and providing a training outline and an employee/independent contractor (IC) roster showing completion of training with all certifications current. Provide a list of any organizations or individuals covered under a Business Associate Agreement.

f. ANTI-KICKBACK POLICY

The organization shall establish an anti-inducement policy and procedure that complies with the Anti-Kickback Statute (AKS) and/or relevant state analogues.

Evidence of Compliance:

Provide a copy of the organization's policy on anti-inducement / anti-kickbacks.

g. STARK LAW POLICY (IF APPLICABLE)

If the organization is owned or operated by a physician, the company is required to have a policy on Stark Law prohibiting physician self-referral of certain services.

Evidence of Compliance:

Examples of evidence to meet compliance include providing a copy of the NEMT Providers Policy and providing a training outline and an employee/independent contractor (IC) roster showing completion of training with all certifications current.

h. COMPLAINT INVESTIGATION / RESOLUTION POLICY

The NEMT Provider shall maintain sound policies and procedures concerning external complaints or concerns, outlining the prescribed methods for resolution, and reporting as may be required by statute or contract.

Evidence of Compliance:

Examples of evidence to meet compliance include providing a copy of the company policy on complaint intake, investigation, resolution, and reporting, as well as evidence of a 360-degree feedback loop.

i. INCIDENT POLICY

The NEMT Provider has a policy that establishes its responses to accidents, injuries, and serious safety incidents. Examples of Incidents to be covered in the policy includes abuse, neglect, molestation, Passenger injury, fatalities, vehicle collisions, and allegations of fraud, waste or abuse.

Evidence of Compliance:

Examples of evidence to meet compliance include providing a copy of the NEMT Provider's Policy on Incidents.

j. COMPLIANCE TO CONTRACT POLICY

NEMT Providers shall develop a policy to meet compliance with contractual terms with brokers, payers, and regulators for consistency, transparency, and adherence to standards.

Evidence of Compliance:

Examples of evidence to meet compliance include providing a copy of the NEMT Providers Contract Compliance Policy and/or procedures that demonstrate compliance.

Resources:

- **Contract Review and Understanding:** Review and comprehend contract terms before agreements.
- **Implementation of Obligations:** Fulfill all contractual obligations.
- **Monitoring and Reporting:** Regularly assess and report on compliance.
- **Corrective Action Plans:** Address non-compliance promptly with corrective actions.
- **Communication with Stakeholders:** Maintain open communication with brokers, payers, and regulators.
- **Performance Reviews:** Conduct periodic internal reviews to identify and resolve issues.

- **Continuous Improvement:** Enhance processes to meet or exceed contractual expectations.
- **Documentation and Record Keeping:** Maintain organized documentation of agreements and performance.
- **Training and Awareness:** Train personnel on contractual obligations.
- **Periodic Audits:** Conduct internal audits to ensure high compliance standards

k. MANDATORY REPORTING OF ABUSE, NEGLECT AND EXPLOITATION

The NEMT Provider shall maintain a policy that specifically addresses the reporting of any instances of abuse, neglect, and exploitation. This policy shall be structured to provide a clear and effective mechanism for reporting and addressing concerns related to abuse, neglect, and exploitation.

Evidence of Compliance:

Examples of evidence to meet compliance include providing a copy of the NEMT Provider's Mandatory Reporting of Abuse, Neglect and Exploitation Policy and/or procedures. Provide documentation including an outline and rosters of training for all employees and/or independent contractors (IC).

2002.5. VEHICLE MAINTENANCE & INSPECTIONS

a. PREVENTATIVE MAINTENANCE (PM) PROGRAM

The NEMT Provider is required to document that each of its company vehicles is consistently maintained in full operating condition and good repair, with thorough documentation of all maintenance activities kept on file. Additionally, the NEMT Provider shall implement and document a regular preventive maintenance program. For vehicles not owned by the company, a policy outlining the procedures for maintaining them in full operating condition and good repair shall be in place, accompanied by comprehensive documentation of maintenance activities. Furthermore, a regular, documented preventive maintenance program is mandatory for these non-owned vehicles.

The NEMT Provider shall show daily vehicle checks for damages and equipment failure, with major fluid and tire pressure checks completed at least twice a week for surface vehicles.

Evidence of Compliance:

Examples of evidence to meet compliance include providing a copy of the current policy on the Preventive Maintenance (PM) program and PM records. Organizations who use electronic software may provide an export of their Preventative Maintenance Data or provide access for review.

b. CLIMATE CONTROL (HEATING/COOLING)

All vehicles operated by the NEMT Provider shall be equipped with fully functioning climate control systems. A policy shall be implemented to guarantee that Passengers are not transported in any vehicle lacking properly functioning climate systems. This is essential to maintain the comfort and well-being of Passengers during transportation.

Evidence of Compliance:

Examples of evidence to meet compliance include providing a copy of the vehicle inspection report documenting that climate control is regularly inspected and functional.

c. OXYGEN RESTRAINT AND ADMINISTRATION POLICY (IF EQUIPPED)

The NEMT Providers who carrying oxygen in their vehicles, shall have a policy which outlines the requirement to secure the oxygen in a manner compliant with state and federal law, ensuring the safety of both Passengers and personnel. It is important to outline the administration of oxygen restrictions and how oxygen may be used during the transport. Policies shall be developed in accordance with state law and sited in the policy.

Evidence of Compliance:

Provide a copy of the current policy on oxygen restraint and administration.

d. EXTERNAL VEHICLE IDENTIFICATION

The NEMT Provider vehicles owned or operated by the NEMT Provider shall have both external vehicle number identifiers and external company logo/branding identifiers clearly visible. For NEMT Providers who offer services where the use of unmarked or unbranded vehicles is required, a company policy shall be developed to designate the use of unbranded vehicles.

The use of magnetic signs is not prohibited under this standard.

Evidence of Compliance:

Provide a copy of the policy on vehicle(s) number identifier and logo/branding identifier.

Provide photos of vehicles displaying number identifier.

e. MINIMUM VEHICLE EQUIPMENT LIST – AMBULATORY (IF APPLICABLE)

Each vehicle is mandated to carry a minimum set of equipment as specified in this standard in Appendix A. The NEMT Provider is required to establish policies that demonstrate its adherence to this standard, inclusive of any additional equipment necessitated by contractual obligations, local, or state statutes.

Evidence of Compliance:

Provide a copy of the policy outlining compliance, and routinely verifying the presence of equipment.

f. MINIMUM VEHICLE EQUIPMENT LIST – WHEELCHAIR ACCESSIBLE VEHICLES (IF APPLICABLE)

Wheelchair Accessible Transportation is a specialized form of transportation governed in part by the Americans with Disabilities Act (ADA). NEMT Provider's services, and each vehicle is mandated to carry a minimum set of equipment as specified in this standard. This includes all equipment required to safely secure a Passenger in the vehicle with four (4) restraint straps and the three (3) Passenger Safety Belts. The NEMT Provider shall develop policies that showcase its commitment to this standard, including any additional equipment required by contractual obligations, local, or state statutes.

Evidence of Compliance:

Provide a copy of the policy outlining compliance, and routinely verifying the presence of equipment.

g. LIFT AND/OR RAMP OPERATIONS (IF EQUIPPED)

The NEMT Provider operating vehicles equipped with lifts and/or ramps shall establish a policy for the ongoing maintenance of such equipment. Additionally, the NEMT Provider is responsible for ensuring that all NEMT Drivers operating these vehicles receive proper operation of the lifts and/or ramps safely and effectively.

Evidence of Compliance:

Provide a copy of the policy outlining compliance

Provide a copy of the Lift and/or Ramp Inspections used for ensuring compliance.

Training materials and records demonstrating that employees and independent contractors have been trained on the proper operation of the equipment.

h. MINIMUM VEHICLE EQUIPMENT LIST – STRETCHER (IF APPLICABLE)

NEMT Providers offering stretcher transportation services shall keep and maintain not only vehicles designed and modified for the purposes of stretcher transport but also the stretchers themselves. The NEMT Provider is required to verify that all equipment is installed and maintained in accordance with the manufacturer's guidelines. If the NEMT Provider provides stretcher transportation, a policy shall be developed to establish a minimum stretcher equipment list required in each vehicle in accordance with this standard. Additional equipment may be included as required by contract, local, or state statutes. Refer to Appendix B.

Evidence of Compliance:

Provide a copy of the policy outlining compliance.

Provide a copy of the Stretcher Equipment Inspection checklist used for ensuring compliance.

Training materials and records demonstrating that employees and independent contractors have been trained on the policy.

Inspection logs showing that stretcher equipment is regularly checked according to the checklist

2002.6. FLEET OPERATIONS

a. FLEET POLICY AND PROCEDURES

A NEMT Provider is committed to maintaining a safe and compliant vehicle operation environment. A policy will be developed which encompasses various aspects of safe vehicle operations including, compliance with traffic laws, response procedures for vehicle roadside assistance, and the safety aspects of operating a vehicle.

Evidence of Compliance:

The NEMT Provider shall develop and enforce a policy to support the elements of the standard. Training materials and records demonstrating that employees and independent contractors have been educated or trained on the policy.

b. INVENTORY OF FLEET

The NEMT Provider provides a detailed list of the vehicles in the fleet. If the fleet provides bariatric transport, provide policy, training, and equipment if applicable.

Evidence of Compliance:

Provide a detailed list of all vehicles in the fleet including a minimum of: Year, Make, Model, VIN number, and level of service. If a vehicle has a lift or vehicle camera shall be noted accordingly. Bariatric policy, training, and equipment (if applicable)

2002.7. COMMUNICATIONS

a. CALL / TRIP TRACKING PROCESS

The NEMT Provider shall develop and enforce a policy for using technology to track service requests and the Trip Sequence when providing NEMT services. The adopted technology shall comply with NEMTAC Standards 1003-202X and 1005-202X, and interface with local, state, and federal regulations, as well as any contractual requirements the organization has entered.

Additionally, the organization shall develop and enforce a policy regarding the use of both GPS and camera technology. This includes the use of forward-facing/external cameras and rear-facing/internal cameras to document the actions of the vehicle during the NEMT trip.

Evidence of Compliance:

Provide a copy of the policy for tracking service requests and the Trip Sequence.

Provide records showing integration with local, state, federal regulations, and contractual requirements.

Submit a policy on the use of GPS and camera technology.

Submit training materials and attendance records for employees on the use of GPS and camera technology.

b. COMMUNICATIONS EQUIPMENT

The NEMT Provider shall maintain effective communication with their drivers during Trip operations through a reliable and secure communication system. This system may include two-way radios, mobile communication devices, or other appropriate technologies to maintain real-time connectivity and coordination between the NEMT Provider and drivers. The chosen communication method aims to enhance operational efficiency, address any immediate concerns, and promote the overall safety and reliability of non-emergency medical transportation services.

If cellular phones are incorporated, the organization shall establish and enforce a policy for safety. This policy shall require the use of hands-free technology and strictly prohibit the use of cellular phones while driving without hands-free technology.

Evidence of Compliance:

Provide a copy of the communication policy detailing the systems used (e.g., two-way radios, mobile communication devices).

Submit documentation of training materials and attendance records for drivers on the use of the communication system.

Submit the policy on the use of cellular phones, including requirements for hands-free technology.

c. CALL CENTER / DISPATCH OPERATIONS POLICY AND PROCEDURES

A NEMT Provider shall develop a policy which outlines the process for trip intake, assignment, routing, and tracking. This policy shall outline guidelines for hours of operation, minimum staffing requirements, and areas of responsibility for the provision of reliable and timely non-emergency medical transportation services.

Evidence of Compliance:

Provide a copy of the policy and procedure manual

2002.8 Standards Development Process

This standard was developed by the Standards Committee (CSAC) of the Non-Emergency Medical Transportation Accreditation Commission (NEMTAC). The process followed the ANSI Essential Requirements, ensuring openness, balance, consensus, and due process. The committee was composed of diverse stakeholders including transportation providers, healthcare administrators, regulators, patient advocates, and compliance professionals.

Drafts of the standard were circulated for public comment through the NEMTAC website and stakeholder distribution lists. Comments were reviewed and adjudicated by the CSAC. Records

of votes and meeting minutes were maintained to support the consensus-building process. Conflicts of interest were disclosed and managed in accordance with NEMTAC policy.

This document reflects the final consensus of the committee and incorporates feedback from the public comment period. NEMTAC affirms that the development of this standard adhered to ANSI procedures and is presented for approval under the ANSI canvass method.

2002.9 Reserved – ANSI Final Approval Language Will Be Added Post-Adjudication

2002.10 Appendices

2002.10.1 Appendix A – Minimum Vehicle Equipment List: Ambulatory Transport

Each vehicle used for ambulatory passenger transport shall contain, at a minimum:

- First Aid Kit (fully stocked and unexpired)
- ABC-rated Fire Extinguisher (easily accessible and inspected monthly)
- Spill Kit for biohazard cleanup (including absorbent materials, gloves, and disposal bags)
- Emergency Reflective Triangles (minimum of three)
- Flashlight (battery-operated or rechargeable)
- Seatbelt Extenders (as needed)
- Roadside Emergency Contact List (including towing and emergency services)
- Personal Protective Equipment (PPE) including disposable gloves and masks)
- Vehicle Inspection Checklist (completed daily)
- Communication Device (e.g., two-way radio or mobile phone)

2002.10.2 Appendix B – Minimum Vehicle Equipment List: Stretcher Transport

Each vehicle providing stretcher transport shall contain all items listed in Appendix A, plus:

- Certified stretcher secured according to manufacturer specifications
- Stretcher securing system (e.g., straps, locks)
- Passenger securing straps (minimum of three)
- Disposable gloves and additional PPE
- Oxygen restraint system (if oxygen is carried)
- Blanket and pillow for patient comfort
- Wheel chocks for loading/unloading
- Suction device (portable or vehicle-mounted)
- Sharps container (if applicable)

- AED (Automated External Defibrillator) with current certification

These appendices are normative and shall be adhered to when the respective services are offered. They may be supplemented as needed to meet additional contractual or regulatory requirements.

For any questions or interpretation requests, please contact the Standards Committee through the Executive Director of NEMTAC.

For further information or to submit revisions or feedback, contact:

Non-Emergency Medical Transportation Accreditation Commission (NEMTAC)

Website: www.NEMTAC.co

Email: info@nemtac.co

Change Log – Provider Standard Revision

1. Updated Scope
2. Updated Purpose and application
3. Aligned training frequency with applicable state regulations (e.g., annual retraining expectations).
4. Updated insurance language to reflect state regulation-based requirements rather than contractual terms.
5. Clarified background and exclusion screening expectations to be aligned with federal and state regulatory timelines.
6. Modified language around drug testing to specify mandatory tests (pre-hire, post-incident, etc.) and list random testing as encouraged unless state-mandated.
7. Maintained CPR/AED as a required standard without change.
8. Separated vehicle equipment requirements by mode (ambulatory, mobility, stretcher) and noted they apply based on services provided and state regulations.
9. Updated compliance program policy to allow broker or payer participation only if provider maintains an internal program.
10. Clarified that providers are only required to develop policies and training for levels of service they actively deliver.
11. Added new subsection for Driver's License Verification and Renewal under Driver Credentialing.
12. Added requirement for vehicle registration verification under Business Licensing.
13. Added section 2002.8 'Standards Development Process' to document ANSI consensus procedures.
14. Added section 2002.9 'Standards Approval' to clarify ANSI recognition and publication process.
15. Created section 2002.10 'Appendices' to house minimum equipment lists.

16. Added section 2002.10.1 'Appendix A – Minimum Vehicle Equipment List: Ambulatory Transport' with required items.
17. Added section 2002.10.2 'Appendix B – Minimum Vehicle Equipment List: Stretcher Transport' with enhanced equipment standards.
18. Confirmed consistent section numbering throughout the document in accordance with ANSI formatting guidance.
19. Clarified that the appendices are normative and required where services are provided.
20. Retained all duplicate content as requested for clarity and reference consistency.

PUBLIC COMMENT DRAFT

Disclaimer: This standard is developed by the Non-Emergency Medical Transportation Accreditation Commission (NEMTAC) in accordance with ANSI Essential Requirements. NEMTAC serves as a neutral standards development organization and does not advocate for specific business models, vendors, or commercial interests. Use of this standard does not imply endorsement or guarantee of compliance by NEMTAC or ANSI.

PUBLIC COMMENT DRAFT