



DATA DEFINITIONS

BSR/NEMTAC 1003-2026

This standard establishes a unified set of trip-related data definitions for the Non-Emergency Medical Transportation (NEMT) industry. It provides consistent terminology for use by transportation providers, brokers, payors, technology platforms, and regulatory agencies to improve interoperability, contract alignment, operational clarity, and data reporting. The definitions in this document serve as the foundational language for NEMT trip lifecycle management, performance measurement, billing, and compliance.

Version 1.0
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STANDARDS APPROVAL

Draft Status Notice:

This standard (BSR/NEMTAC 1003-2026) has developed by the Non-Emergency Medical Transportation Accreditation Commission (NEMTAC) in accordance with ANSI Essential Requirements and NEMTAC's internal procedures.

It has been released for public comment and is subject to additional revisions prior to submission to the NEMTAC Standards Subcommittee of the Board for approval.

Public Comment Version

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Public Comment Version

FOREWORD

This standard was developed by the Non-Emergency Medical Transportation Accreditation Commission (NEMTAC) through a consensus-based standards development process consistent with the ANSI Essential Requirements.

The purpose of this document is to support the development of consistent terminology used within the non-emergency medical transportation (NEMT) ecosystem. Stakeholders participating in the development of this standard included transportation providers, brokers, healthcare organizations, technology vendors, regulators, and other industry participants.

Establishing consistent data definitions supports improved interoperability, transparency, performance measurement, and policy development across the NEMT industry.

This Foreword is not part of the standard.

INTRODUCTION

The non-emergency medical transportation (NEMT) industry involves a wide range of stakeholders including transportation providers, brokers, healthcare organizations, technology vendors, payers, and regulators. Differences in terminology across these stakeholders can create challenges for reporting, data exchange, regulatory oversight, and performance measurement.

The purpose of this standard is to establish consistent terminology related to NEMT trip scheduling, execution, and reporting. Standardized definitions support improved interoperability, transparency, and comparability of transportation data across the NEMT ecosystem.

This Introduction is not part of the standard.

REVISIONS

The NEMTAC Standards Subcommittee of the Board welcomes revision proposals. Submit requests with relevant term(s), proposed wording, and supporting documentation to facilitate review.

INTERPRETATIONS

Written requests for clarification of this draft may be submitted to the NEMTAC Standards Subcommittee of the Board at info@nemtac.co. Oral interpretations will not be provided.

COMMITTEE MEETINGS

The NEMTAC Standards Subcommittee of the Board meets regularly. Interested parties may contact NEMTAC's Executive Director for participation opportunities.

SCOPE

This standard establishes definitions related to trip scheduling, trip execution, and reporting within the non-emergency medical transportation (NEMT) ecosystem.

These definitions are intended for use by transportation providers, brokers, payers, healthcare organizations, technology platforms, regulators, researchers, and other stakeholders involved in the administration, delivery, or analysis of NEMT services.

The definitions in this standard are intended to support consistent data reporting, performance measurement, and industry analysis.

INFORMATIVE REFERENCES

- BSR/NEMTAC 1001-2024, Non-Emergency Medical Transportation Levels of Service Standard
- 42 CFR §440.170, Medicaid Non-Emergency Medical Transportation
- CAMTS Accreditation Standards, Medical Transport Accreditation *Medical Escort Standards*, 11th Edition, 2023.
- Centers for Medicare & Medicaid Services (CMS), Medicaid Transportation Manual

DISCLAIMER

The Non-Emergency Medical Transportation Accreditation Commission (NEMTAC) develops and maintains standards in an open, consensus-based process aligned with ANSI Essential Requirements. This document reflects current industry practices and does not impose legal obligations beyond those required by applicable statutes and regulations.

TERMS AND DEFINITIONS

For the purposes of this standard, the following terms and definitions apply.

Number	Term Name	Definition
1003.01	Date and Time, Book	The date and time the request for transportation is initiated by the passenger or their representative.
1003.02	Date and Time, Assignment	The date and time the broker or payer assigns the trip to a transportation provider.
1003.03	Date and Time, Acceptance	The date and time when the transportation provider accepts the trip, either explicitly via system confirmation or implicitly through a contract-defined auto-accept rule.
1003.04	Date of Service	The date on which the transport is completed, consistent with CMS guidelines.
1003.05	Date and Time, Requested Pick-up	The date and time requested by the passenger for pick-up.
1003.06	Date and Time, Scheduled Pick-up	The scheduled date and time the transportation provider is expected to pick up the passenger, based on routing and contract compliance.
1003.07	Scheduled Pickup Window	The contractually agreed time range during which the vehicle is expected to arrive for pick-up.
1003.08	Date and Time, Enroute to Pick-up	The date and time when the NEMT driver designates that they are enroute to the pick-up location.
1003.09	Date and Time, Actual Arrival	The date and time when the vehicle physically arrives at the pick-up location.
1003.10	Date and Time Passenger Contact	The date and time the driver first makes direct contact with the passenger.

1003.11	Pick-up Wait Time	The time spent waiting at the pick-up location before the passenger is secured for transport.
1003.12	Loading Time	The duration between the vehicle's arrival at the pickup and the point at which the passenger has been safely secured and the vehicle is ready to depart.
1003.13	Date and Time, Enroute to Drop-off	The date and time the vehicle departs the pick-up location toward the drop-off location.
1003.14	Trip Leg Travel Time	The time from enroute to drop-off to arrival at the drop-off location.
1003.15	Date and Time, Requested Drop-off	The date and time requested for the passenger to arrive at the destination.
1003.16	Date and Time, Scheduled Drop-off	The scheduled date and time the transportation provider is expected to drop off the passenger at the destination, based on routing and contractual requirements.
1003.17	Scheduled Drop-off Window	The agreed-upon time range for passenger drop-off at the destination.
1003.18	Date and Time, Actual Drop-Off	The date and time the passenger is physically dropped off at the destination.
1003.19	Unloading Time	The time between vehicle arrival at the destination and safe unloading of the passenger.
1003.20	Appointment Wait Time	The time spent waiting at the appointment location before the passenger is secured for return transport.
1003.21	Trip Leg Mileage	Actual loaded miles driven while transporting the passenger.
1003.22	Billable Trip Leg Mileage	The number of miles that a NEMT Provider may bill the payor based on the agreement between the two parties for a given trip leg or legs.

1003.23	Deadhead Mileage	Intentional unloaded mileage driven to fulfill an existing trip.
1003.24	Deadhead Time	Intentional unloaded time driven to fulfill an existing trip.
1003.25	Unloaded Mileage	All mileage driven without a passenger onboard, including repositioning and return to base.
1003.26	Pick-up Address	The street address of the pick-up location.
1003.27	Pick-up Location	The latitude and longitude coordinates of the pick-up location.
1003.28	Drop-off Address	The street address of the drop-off location.
1003.29	Drop-off Location	The latitude and longitude coordinates of the drop-off location.
1003.30	Trip	One or more legs that comprise the total journey for a passenger or transport item.
1003.31	Trip Leg	A single segment of travel between two defined locations.
1003.32	Leg Sequence	Numeric designation representing the trip leg order in a multi-stop itinerary.
1003.33	Trip ID	A unique identifier assigned to the entire trip.
1003.34	Trip Leg ID	A unique identifier assigned to an individual trip leg within a multi-leg trip.
1003.35	Provider ID	A unique identifier or NPI number for the NEMT provider.
1003.36	Passenger ID	A unique identifier for the passenger, de-identified where appropriate.
1003.37	Trip Leg Status	The state of the trip leg (e.g., Completed, Canceled, No-show Passenger, No-Show Provider).
1003.38	Canceled Trip Leg	A trip leg request that was voided before pickup due to changes in need, eligibility, or scheduling.

1003.39	Completed Trip Leg	A trip leg that is fully executed as scheduled and concludes with drop-off.
1003.40	No-Show, Passenger	A no-show event where the passenger is not present at the pick-up location within the acceptable wait window.
1003.41	No-Show, Provider	A trip leg where the provider fails to arrive at the designated pick-up location within the contractual window without cancellation or communication.
1003.42	Provider Turnback	The provider declines or returns a trip offered by a payer or broker prior to formal acceptance.
1003.43	Provider Re-route	A provider-initiated return of an accepted trip to the payer.
1003.44	Payer Re-route	A payer-initiated retraction of an assigned trip from a provider.
1003.45	Multi-loading	Transporting more than one passenger in the same vehicle at the same time.
1003.46	Additional Passenger	Any passenger accompanying the primary rider who is not separately scheduled but authorized (e.g., caregiver, dependent).
1003.47	Attendant	A medical or support person necessary for the safety or mobility of the passenger during transport.
1003.48	Capacity	The maximum number of passengers a vehicle can legally and safely transport under its current configuration.
1003.49	Level of Service	Refer to BSR/NEMTAC 1001-2024 for complete definitions of service levels including Curb-to-Curb, Door-to-Door, Door-through-Door, Hand-to-Hand, and Transfer Services.
1003.50	Mode	Refer to BSR/NEMTAC 1001-2024 for complete definitions of vehicle classifications and configurations.

1003.51	Medical Escort	A medically credentialed individual who provides clinical oversight during NEMT transport, consistent with CAMTS standards.
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