2023

NEMTAC® Accreditation Standards

SELF ASSESSMENT TOOL

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INTRODUCTION

Welcome to the Non-Emergency Medical Transportation Accreditation Commission (NEMTAC) accreditation program. NEMTAC offers the only national accreditation program designed to enhance and promote the quality of care in the non-emergency medical transportation industry. Obtaining accreditation distinguishes an organization and signifies to its customers and stakeholders that they have met or exceeded the NEMT industry standards of excellence. Please note that NEMTAC's accreditation requirements often exceed those established by state or local regulators and are designed to introduce best practices, serve as a market differentiator, and improve the delivery of services. NEMTAC accreditation is valid for three years.

Once an organization has reviewed the NETMAC Accreditation Standards Self-Assessment tool and has ALL the necessary documentation prepared, they are ready to start the accreditation process.

PRICING FOR ACCREDITATION

There is a cost associated with NEMTAC accreditation based on the size of the organization. Every organization will pay a $600 application fee.

Accreditation fees listed below:
- $3600 - Pay $600 non-refundable application fee plus $83.33 monthly over the 3 years of accreditation
- $3000 - Pay $600 non-refundable application fee plus $2400 at time of application

NEMTAC will send a confirmation email of receipt of payment.

PREPARING FOR ACCREDITATION

Prior to starting the formal accreditation process an organization will work through this self-assessment tool to prepare their documents, procedures, and policies for submittal. A couple of items to note:

- All documents must be submitted in PDF or Word format only. These are the only acceptable file types. All other file types will be declined. If documents are in any other format, convert these files prior to starting the accreditation process.

- During the accreditation process if the organization does not meet the NEMTAC standards the organization will receive notification and the accreditation process will cease.
- Once an organization has reviewed the self-assessment tool and has marked YES on all the requirements on the checklist, the organization is ready to start the formal accreditation process. To start the process:
  - Click this link Apply for Accreditation which will allow you to pay your accreditation application fee.

ACCREDITATION PROCESS OVERVIEW

Steps	Activity	Instructions / Response	Fee/Payment
1	The Organization completes the self-assessment checklist for accreditation readiness.	Organization will review their operation for accreditation readiness by reviewing internal policies and procedures and assuring necessary documents are ready for submission	
2	Organization completes application on NEMTAC.co	Link for application - Apply for Accreditation	$600, Gains Access to NEMTCredEx
3	Organization has a kickoff call with NEMTAC technology partner, NEMTCredEx	Organization will join a call scheduled by NEMTAC to review the process of documentation upload	
4	Organization uploads accreditation documents in NEMTCredEx	Organization will upload all accreditation document to be reviewed for accreditation. All documents for accreditation should be uploaded within **60 days** of application.	

5	Organization will run the audit tool in NEMTCredEx	Organization will click on the "audit" button within NEMTCredEx to verify all documents have been submitted into the platform. Any missing credentials will be captured during this process and Organization will have the ability to upload missing documents to finalize documentation upload. Organization will submit the credentialed collection to NEMTAC	
6	NEMTAC accepts the collection of credentials and Organization will be notified of assigned NEMTAC Assessment Team	NEMTAC Assessment Team begins the accreditation review process by reviewing Organization's credentials	
7	NEMTAC Assessment Team will meet to discuss Organization's credentials	Organization will receive an email communication from the NEMTAC Assessment Team. The communication will either state items that will need to be discussed or clarified to move forward in the process during a scheduled survey (this is in the form of a video conferencing) **OR** The communication will state that the Assessment Team is unable to move forward with accreditation at this time due to documentation not meeting the accreditation standards.	
8	NEMTAC Assessment Team will schedule the survey	Organization will pay the accreditation fee when the survey is scheduled.	$2400 one-time OR $83.33 monthly during three years of accreditation

9	Conduct Survey via video conferencing	NEMTAC Assessment Team will conduct an interview with the organization consisting of a series of questions, visual tour of operations and virtual demonstrations. Organization may receive request for clarification at this point from Assessment Team.	
10	NEMTAC Assessment Team makes a recommendation to the Accreditation Advisory Board	NEMTAC Assessment Team presents their recommendation to the Accreditation Advisory Board for approval of any remediations that may be needed	
11	NEMTAC Board of Directors reviews documents for final accreditation recommendation.	Month of NETMAC Board of Directors meeting (first week of each month).	
12	Organization receives email notification of the NEMTAC Board of Directors final decision regarding accreditation.	Within 7 business days after Board of Director's meeting, organization will be notified of either accreditation received or remediation needed. Any remediation must be completed within 30 days.	
13	Organization Receives Formal Notification of Accreditation, certification, decals, and Final Accreditation Report.	Organization submits logo at this time. 15 business days from the date NEMTAC receives final payment.	
14	NEMTAC will announce successful accreditation of organization.		

ORGANIZATIONAL MANAGEMENT

POLICY AND PROCEDURE MANUAL
Provide a copy of the current policy and procedure manual.

Examples of evidence to meet compliance:
- The policy and procedure manual should be developed and unique to each organization. Should an organization have multiple operations, this must be noted and reflected in the manual.

HOURS OF OPERATION AND PRIMARY CONTACT INFORMATION
Should be published for public visibility. Minimum information should include main office contact information.

Examples of evidence to meet compliance:
- Hours of operation, phone number, website, and primary contact accessible to the public.

SERVICE LINE CAPABILITIES
Complete overview of service lines and type of services offered.

Examples of evidence to meet compliance:
- Provide policies, procedures, marketing collateral, websites, and/or statements that demonstrate service lines offered.

BUSINESS, FEDERAL, STATE AND LOCAL LICENSING (AS REQUIRED)
Any business, federal, state and/or local licensing required to operate NEMT services in the location(s) organization operates.

Examples of evidence to meet compliance:
- Evidence of business licensure is provided for organization as required by federal, state, and local authorities including EIN.
- Each NEMT vehicle is licensed as appropriate under federal, state, and local authorities.

INSURANCE REQUIREMENTS
The NEMT company must have and maintain insurance against loss or damage of any kind. The insurer must be financially sound and reputable, and they must be qualified to do business in the state(s) or county in which the NEMT service is located.

The types of insurance must include but are not limited to the following:

- Auto liability.
- Commercial General Liability.
- Workers' compensation or employer's liability – per state or equivalent government guidelines.

Examples of evidence to meet compliance:
- Current copies of all insurances or Certificate of Insurance (COI) or coverage letter from organization's insurance broker.

HUMAN RESOURCES

DRUG FREE WORKPLACE POLICY
Provide a copy of the current policy that promotes a drug-free workplace which also addresses state drug violations.

Examples of evidence to meet compliance:
- Provide written documentation that addresses a drug-free workplace.

EXCLUSION SCREENING
Provide a copy of the current exclusions and sanctions list screening policy to ensure no entity, owner(s), or personnel are excluded in any state (if applicable) and federal healthcare program by the Office of Inspector General (OIG) and System for Award Management (SAM). OIG exclusion screening can be found here: https://exclusions.oig.hhs.gov/ and SAM can be found here: https://www.sam.gov/ .

Examples of evidence to meet compliance:
- 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.

EMPLOYEE ORIENTATION / INDEPENDENT CONTRACTOR (IC) ONBOARDING
Provide a copy of the current employee orientation policy and procedures. Provide a copy of IC onboarding policy and procedures.

Examples of evidence to meet compliance:
- Attach a copy of employee orientation program, including manuals and training and education materials.
- Attach any documents and policies provided to IC prior to start date.

EMPLOYEE TRAINING AND CONTINUING EDUCATION

Provide proof that the current educational topics covered within your organizations training include:

- Customer Service
- Conflict Resolution
- Cultural Sensitivity
- Complaint Resolution (Internal)
- Sexual Harassment

Examples of evidence to meet compliance:
- Provide evidence that the training on the topics listed above has been completed at a company level – i.e. outline of training topics, checklist of new hire orientation, ongoing continuing education requirement in policies.
- If educational training is outsourced, include program details and proof of completion.
- Provide an employee / IC roster showing completion of training.

BADGES / IDENTIFICATION

Provide a copy of the current policy that requires badges or identifications for your personnel.

Examples of evidence to meet compliance:
- Policy and scanned copy of an ID badge or identification card.

ENSURING NEMT STAFF IS ABLE TO PERFORM JOB

Provide a policy or process that ensures that NEMT drivers have the ability to perform their job function prior to start or during orientation.

Examples of evidence to meet compliance:
- Copy of job description which would include lifting requirement.
- Provide an employee / IC attestation meeting ability to perform job.

ADDITIONAL INTERNAL ATTENDANTS (IF APPLICABLE)

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

Examples of evidence to meet compliance:
- Provide a copy of additional organization attendant policies.

PERSONAL CARE ATTENDANT / ADDITIONAL PERSON (IF APPLICABLE)
If the passenger requires a personal care attendant or an additional person to accompany the transport, a policy is required.

Examples of evidence to meet compliance:
·   Provide a copy of personal care attendant policies.

ROSTER OF EMPLOYEES / INDEPENDENT CONTRACTORS (IC)
The organization provides a detailed roster of the employees / ICs within the organization.

Examples of evidence to meet compliance:

· Provide a roster of all employees and/or ICs within the organization. Such roster would include name, date of hire, and all dates of credentialing and training.

DRIVER CREDENTIALING: EMPLOYEE / INDEPENDENT CONTRACTOR (IC)

BACKGROUND CHECK
Every employee / IC file must include the following items:
- Background check must comply with federal, state or local regulations.
  - Provide a policy addressing pre-hire background checks.
  - Policy includes items that are screened in background check.
  - Minimum checks: Elder abuse, sexual abuse, financial abuse, criminal.

Examples of evidence to meet compliance:
- Provide written documentation that addresses employee / IC background checks.
- Provide an employee / IC roster showing completion of checks.

DRUG SCREENING
Every employee / IC file must include the following items:
- Drug screening
  - For employees - Provide a policy addressing all employees have pre-hire and "for cause" drug screening
  - For IC – Provide a policy addressing all contractors have been drug screened prior to transporting healthcare passengers and "for cause" drug screening.

- Drug Screening checks policy to include the type of drug screening conducted. Minimum requirement is a 5-panel test which includes controlled substances: amphetamines and methamphetamines (including MDA, MDEA, and MDMA), cocaine, marijuana, opiates (opium and codeine derivatives), and phencyclidine (PCP)

Examples of evidence to meet compliance:
- Provide written documentation that addresses employee / IC drug screening.
- Provide an employee / IC roster showing completion screening.

MOTOR VEHICLE RECORD (MVR) CHECK AND RESCREENING
The organization has a policy related to initial motor vehicle record check and rescreening which meets federal, state and local regulations.

Examples of evidence to meet compliance:
- Provide a copy of MVR check and rescreening policies.
- Provide an employee / IC roster showing completion of MVR screening.

DEFENSIVE DRIVING COURSE
The organization has a defensive driving policy and ensures that all drivers have completed a formalized defensive driving program.

Examples of evidence to meet compliance:
- Provide a copy of defensive driving policy.
- Provide a copy of defensive driver training program outline.
- Provide an employee / IC roster showing completion of training with all certification/licenses current.

FIRST AID
The organization has a First Aid training policy.

Examples of evidence to meet compliance:
- Provide a copy of First Aid training outline.
- Provide an employee / IC roster showing completion of training with all certification/licenses current.

CPR/AED
The organization has a CPR/AED training policy.

Examples of evidence to meet compliance:
- Provide a copy of CPR/AED training outline.

- Minimum acceptable CPR training: Hands Only CPR
- Provide an employee / IC roster showing completion of training with all certification/licenses current.

BLOODBORNE PATHOGENS AND AIRBORNE INFECTION CONTROL

The organization has a bloodborne pathogens and biohazard spill removal / airborne infection control training policy.

Examples of evidence to meet compliance:
- Provide a copy of bloodborne pathogens and biohazard spill removal / airborne infection control training outline.
- Provide an employee / IC roster showing completion of training.

MOBILITY DEVICE SECUREMENT TRAINING (WHEELCHAIR, SCOOTERS, ETC.)

If the organization provides transportation to passengers with mobility devices (wheelchair, scooters, etc.), formal securement training is required.

Examples of evidence to meet compliance:
- Provide a copy of the mobility device securement training outline.
- Provide an employee / IC roster showing completion of training with all certification/licenses current.

STRETCHER SECUREMENT TRAINING

If the organization provides transportation to passengers requiring stretcher services, formal stretcher securement training is required.

Examples of evidence to meet compliance:
- Provide a copy of the stretcher securement training outline.
- Provide an employee / IC roster showing completion of training with all certification/licenses current.

COMPLIANCE PROGRAM / ETHICAL BUSINESS PRACTICES

FORMALIZED COMPLIANCE PROGRAM

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

Elements of an effective compliance program:
- Compliance Program Policy

- Designation of a compliance officer or assignment of responsibility for program integrity compliance to a specific individual or individuals (i.e., compliance committee).
- Effective training and education for staff including initial and continuing competency.
- Effective lines of communication, including the ability to report compliance issues anonymously and without retaliation.
- Enforced standards based on published disciplinary guidelines.
- Internal mechanism for auditing, monitoring, and remediating for regulatory and contractual compliance.
  - o Organization policies and procedures that rely on external contracted requirements (i.e. NEMT broker, MCO payer, etc.) policy and procedures for compliance.
- Procedures for responding to instances of misconduct or non-compliance and taking prompt, appropriate corrective action.
- The organization's timely reporting on requested compliance complaints, investigations, outcomes, and other data to state and federal agencies (as required) and/or clients and other contractors.

CODE OF CONDUCT

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

Examples of evidence to meet compliance:
- Provide a copy of company policy on code of conduct.

CONFLICT OF INTEREST POLICY

The organization's Board of Directors, administrative and management staff are encouraged to complete an annual conflict-of-interest statement or form, disclosing any actual or potential conflicts and mitigation / remediation processes and procedures.

Examples of evidence to meet compliance:
- Provide a copy of the company policy on conflicts of interest.

FRAUD, WASTE AND ABUSE TRAINING

The organization is committed to combating fraud, waste, and abuse with ethical billing practice policies.

Examples of evidence to meet compliance:
- Provide a copy of the company policy on fraud, waste, and abuse.
  - 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
  - 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 organizations training and education on general compliance and FWA.
- Provide an employee / IC roster showing completion of FWA training.

HIPAA POLICY

There is a policy that addresses HIPAA privacy and security. HIPAA training is provided for all employees.

Examples of evidence to meet compliance:
- Provide a copy of the organization's policy on HIPAA.
- HIPAA training outline or training course utilized.
- Provide a list of any organizations or individuals covered under a Business Associate Agreement.

ANTI-KICKBACK POLICY

The organization is required to have an anti-inducement policy and procedure in substantial compliance with the Anti-Kickback Statute (AKS) and/or state analogues.

Examples of evidence to meet compliance:
- Provide a copy of the organization's policy on anti-inducement / anti-kickbacks.

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.

Examples of evidence to meet compliance:
- Provide a copy of the company policy on Stark Law.

COMPLAINT INVESTIGATION / RESOLUTION POLICY

The organization has policies and procedures related to external complaints or concerns and how they are resolved and reported (as necessary).

Examples of evidence to meet compliance:
- Provide a copy of the company policy on complaint intake, investigation, resolution, and reporting.
- Provide evidence of a 360-feedback loop.

CRITICAL INCIDENT POLICY

The organization has a policy that dictates its responses to accidents, injuries, and serious safety incidents. Some examples of a critical incident would include abuse and molestation, vehicle accident resulting in hospitalization or fatality, allegations of fraud, etc.

Examples of evidence to meet compliance:
- Provide a copy of the current policy on critical incidents.

COMPLIANCE TO CONTRACT POLICY

The organization that enters external contracts with brokers, payors, and regulators must always remain in compliance.

Examples of evidence to meet compliance:
- Provide a copy of the current policy on compliance to contracts and/or procedures that demonstrate compliance.

MANDATORY REPORTING OF ABUSE, NEGLECT AND EXPLOITATION

The organization has a policy that addresses the reporting of any abuse, neglect, and exploitation.

Examples of evidence to meet compliance:
- Provide a copy of the current policy on abuse, neglect, and exploitation.

VEHICLE MAINTENANCE

VEHICLE INSPECTION PROGRAM

Each company vehicle must be maintained in full operating condition and in good repair, and documentation of maintenance must be kept on file. In addition, there must be a regular,

documented preventive maintenance program. For vehicles that are not company owned, a policy stating how vehicles are maintained in full operating condition and in good repair, and documentation of maintenance must be kept on file. In addition, there must be a regular, documented preventative maintenance program.

Examples of evidence to meet compliance:
- There are documented daily checks of the vehicle for damages and equipment failure.
- Major fluid and tire pressure checks are completed twice a week at a minimum for surface vehicle.
- There must be no evidence of damage penetrating the body of the surface of the vehicle or holes that may allow exhaust gases to enter the cab / compartment.
- The interior of the surface vehicle, including all storage areas, must be kept clean in compliance with OSHA (or equivalent) standards, that is free of dirt, grease and other biohazardous or noxious matter.

VEHICLE INSPECTION CHECKLIST
The organization inspects vehicles regularly in accordance with vehicle and equipment manufacturer guidelines, client contractual and/or regulatory requirements.

Examples of evidence to meet compliance:
- Provide a copy of the vehicle inspection checklist.
- Provide a copy of the exported vehicle checklist from your digital software.

PREVENTATIVE MAINTENANCE (PM) PROGRAM
The organization is always required to maintain vehicles used to provide NEMT services in proper working order.

Examples of evidence to meet compliance:
- Provide a copy of the current policy on PM program.
- Provide a copy of PM records.

OXYGEN RESTRAINT POLICY (IF EQUIPPED)
If the organization carries oxygen in their vehicles, a restraint policy is required.

Examples of evidence to meet compliance:
- Provide a copy of the current policy on oxygen restraint.

EXTERNAL VEHICLE IDENTIFICATION

The organization's vehicles have both external vehicle number identifiers and external company logo/branding identifiers. If vehicles are not company owned a policy to address the above.

Examples of evidence to meet compliance:
- Provide a copy of the policy on vehicle(s) number identifier and logo/branding identifier.
- Provide photos of vehicles displaying number identifier.
- Provide photos of vehicles/fleet displaying logo/branding on every vehicle.

MINIMUM VEHICLE EQUIPMENT LIST – AMBULATORY (IF APPLICABLE)

If the organization provides ambulatory transportation a minimum ambulatory equipment list is required in each vehicle. See minimum equipment list here. Organization is also in compliance with organization's / clients' / regulatory agencies' requirements as required.

Examples of evidence to meet compliance:
- Provide a copy of the policy.
- Provide a copy of the ambulatory checklist.

MINIMUM VEHICLE EQUIPMENT LIST – MOBILITY DEVICES (IF APPLICABLE)

If the organization provides mobility device transportation a minimum mobility device equipment list is required in each vehicle. See minimum mobility device equipment list here. Organization is also in compliance with organization's / clients' / regulatory agencies' requirements as required.

Examples of evidence to meet compliance:
- Provide a copy of the policy.
- Provide a copy of the mobility devices checklist.

MINIMUM VEHICLE EQUIPMENT LIST – STRETCHER (IF APPLICABLE)

If the organization provides stretcher transportation a minimum stretcher equipment list is required in each vehicle. See minimum equipment list here. Organization is also in compliance with organization's / clients' / regulatory agencies' requirements as required.

Examples of evidence to meet compliance:
- Provide a copy of the policy.
- Provide a copy of the stretcher checklist.

LIFT AND/OR RAMP OPERATIONS (IF EQUIPPED)

If the Organization operates lifts and/or ramps in their vehicles, proper inspection as required by manufacturer, training, and maintenance policy is required.

Examples of evidence to meet compliance:
- Copy of current lift inspection as required by manufacturer.
- PM policy.
- Training and operation policy and procedures.

CLIMATE CONTROL (HEATING/COOLING)

The organization's NEMT vehicles have operable climate control.

Examples of evidence to meet compliance:
- Provide a copy of pre/post vehicle checklist showing climate control has been inspected.

FLEET OPERATIONS

FLEET POLICY AND PROCEDURES

The operation has policies and procedures related to safe vehicle operations.

Examples of evidence to meet compliance:
- Policy addressing the following issues and occurrences:
  - NEMT vehicle is licensed in accordance with the applicable authority.
  - Compliance with speed limitations and all aspects of traffic law that pertain to vehicle operations is required.
  - Reporting and remediation processes when NEMT vehicle is involved in an accident with damage and/or injuries.
  - Mandatory drug testing of drivers after any accident.
  - Reporting and remediation processes when vehicle breaks down.
  - Safety aspects of operating a vehicle:
    - Vehicle driver on-duty and rest times.
    - Inclement weather and responsibility for canceling NEMT transport if there is a safety concern.
    - Cellular phone and other communication devices prohibited without acceptable, integrated hands-free systems to be used while the vehicle is in motion or while refueling except for vital communications or as compliant with local regulations.
    - Texting is strictly prohibited while vehicle is in motion.

- Driving records are reviewed by management on at least an annual basis.
- The NEMT vehicle is equipped with road hazard equipment to be used in the event of a breakdown. Road hazard equipment must include:
  - Flashlight
  - Road marking device – (e.g., cones, flares, or triangles)
  - Tools, wrench, screwdriver, hammer (recommended)
  - Leather, heavy-duty glove (recommended)
  - Reflective vests (recommended)
  - Equipment for dealing with snow (as appropriate)

INVENTORY OF FLEET

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

Examples of evidence to meet 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 must be noted accordingly.
- Bariatric policy, training, and equipment (if applicable)

COMMUNICATIONS

CALL CENTER / DISPATCH OPERATIONS POLICY AND PROCEDURES

The organization has call center/ dispatch policies and procedures.

Examples of evidence to meet compliance:
- Provide a copy of the policy and procedure manual.

CALL / TRIP TRACKING PROCESS

The organization utilizes dispatch and trip tracking technology for all NEMT transportation.

Examples of evidence to meet compliance:
Technology includes:

- Time transportation request received.
- Time of pick up.
- Pick up location.
- Drop off location.
- Passenger tracking ID.

- Time of drop off.
- GPS vehicle tracking (recommended).

COMMUNICATIONS EQUIPMENT

The organization provides adequate communication methods for drivers.

Examples of evidence to meet compliance:
- Provide a list of equipment and the methodology for communicating with NEMT drivers.

ATTACHMENT 1 – MINIMUM EQUIPMENT CHECKLIST (AMBULATORY)

AMBULATORY MINIMUM VEHICLE EQUIPMENT CHECKLIST

The organization is required to have a minimum equipment vehicle checklist. NEMTAC has created an ambulatory minimum vehicle equipment checklist template to use if they choose.

MINIMUM VEHICLE EQUIPMENT LIST (AMBULATORY)

MINIMUM VEHICLE EQUIPMENT LIST – AMBULATORY	Yes	No
o SPILL KIT		
o FIRST AID		
o SPARE TIRE OR ROADSIDE SERVICE		
o JACK OR ROADSIDE SERVICE		
o JUMPER CABLES OR ROADSIDE SERVICE		
o FIRE EXTINGUISHER		
o FLASHLIGHT		
o ICE SCRAPER (IF NEEDED)		
o ROADSIDE FLARE/ REFLECTOR		
ADDITIONAL ITEMS (OPTIONAL)		
o		
o		
o		

ATTACHMENT 2 – MINIMUM EQUIPMENT CHECKLIST (MOBILITY DEVICE)

MOBILITY DEVICE MINIMUM VEHICLE EQUIPMENT CHECKLIST
The organization is required to have a minimum equipment vehicle checklist. NEMTAC has created a mobility device minimum vehicle equipment checklist template to use if they choose.

MINIMUM VEHICLE EQUIPMENT LIST (MOBILITY DEVICE)

MINIMUM VEHICLE EQUIPMENT LIST – MOBILITY DEVICE	Yes	No
o SPILL KIT		
o FIRST AID		
o SEATBELT EXTENDER		
o SPARE TIRE OR ROADSIDE SERVICE		
o JACK OR ROADSIDE SERVICE		
o JUMPER CABLES OR ROADSIDE SERVICE		
o FIRE EXTINGUISHER		
o FLASHLIGHT		
o ICE SCRAPER (IF NEEDED)		
o ROADSIDE FLARE/ REFLECTOR		
o WHEELCHAIR (IF APPLICABLE TO STATE OR CONTRACTUAL REQUIREMENTS)		
o 5 POINT INDUSTRY APPROVED RESTRAINTS (ANY COMMERCIALLY AVAILABLE VEHICLE APPROPRIATE)		
o MOBILITY DEVICE SECUREMENT STRAPS		
ADDITIONAL ITEMS (OPTIONAL)		
o		
o		
o		

ATTACHMENT 3 – MINIMUM EQUIPMENT CHECKLIST (STRETCHER)

STRETCHER MINIMUM VEHICLE EQUIPMENT CHECKLIST
The organization is required to have a minimum equipment vehicle checklist. NEMTAC has created a stretcher minimum vehicle equipment checklist template to use if they choose.

MINIMUM VEHICLE EQUIPMENT LIST (STRETCHER)

MINIMUM VEHICLE EQUIPMENT LIST – STRETCHER	Yes	No
o SPILL KIT		
o FIRST AID		
o SEATBELT EXTENDER		
o SPARE TIRE OR ROADSIDE SERVICE		
o JACK OR ROADSIDE SERVICE		
o JUMPER CABLES OR ROADSIDE SERVICE		
o FIRE EXTINGUISHER		
o FLASHLIGHT		
o ICE SCRAPER (IF NEEDED)		
o ROADSIDE FLARE/ REFLECTOR		
o WHEELCHAIR (IF APPLICABLE TO STATE OR CONTRACTUAL REQUIREMENTS)		
o STRETCHER		
o 5 POINT INDUSTRY APPROVED RESTRAINTS (ANY COMMERCIALLY AVAILABLE VEHICLE APPROPRIATE)		
o MOBILITY DEVICE AND/OR STRETCHER SECUREMENT STRAPS		
ADDITIONAL ITEMS (OPTIONAL)		
o		
o		

ATTACHMENT 4 – NEMTAC ACCREDITATION STANDARDS CHECKLIST

NEMTAC ACCREDITATION STANDARDS (3.1) CHECKLIST
The development of NEMTAC standards should reflect industry best practices but be flexible enough to relate to all sizes and types of NEMT organizations. Listed below are the mandatory standards for NEMTAC Accreditation. By placing a Y in the completed column signifies that the organization has reviewed the line item and has the documents prepared and is ready to begin the accreditation process. The page number in policy column is used to help an organization in the preparation process but is not mandatory. A separate fillable checklist can also be found here:

https://www.nemtac.co/accreditation-documents

ACCREDITATION STANDARDS	COMPLETED Y/N/NA	PAGE NUMBER IN POLICY (if applicable)
ORGANIZATIONAL MANAGEMENT		
POLICY AND PROCEDURE MANUAL		
● POLICY AND PROCEDURE (P&P) MANUAL		
HOURS OF OPERATIONS AND PRIMARY CONTACT INFORMATION		
● HOURS OF OPERATIONS (PUBLISHED)		
● PHONE NUMBER		
● WEBSITE		
● PRIMARY CONTACT (PUBLISHED)		
SERVICE LINE CAPABILITIES		
● LIST OF SERVICE LINES (PUBLISHED)		
○ AMBULATORY		
○ WHEELCHAIR		
○ STRETCHER		

○ OTHER		
○ P&P FOR EACH SERVICE LINE		

○ MARKETING MATERIALS		
BUSINESS, FEDERAL, STATE AND LOCAL LICENSING		
● LICENSING (BUSINESS)		
● NPI NUMBER (IF APPLICABLE)		
● EIN NUMBER		
● LICENSING (STATE)		
● LICENSING (LOCAL)		
○ CITY (IF APPLICABLE)		
○ COUNTY (IF APPLICABLE)		
● OTHER LICENSENSING (AS REQUIRED)		
INSURANCE REQUIREMENTS		
● INSURANCE - AUTO LIABILITY		
● INSURANCE - COMMERCIAL GENERAL LIABILITY		
● INSURANCE - WORKERS' COMPENSATION		
● OTHER INSURANCE		
HUMAN RESOURCES		
DRUG FREE WORKPLACE POLICY		
● DRUG FREE WORKPLACE POLICY		
EXCLUSION SCREENING		

● EXCLUSION SCREENING P & P (ONBOARDING AND MONTHLY)		
● FEDERAL DATABASE SCREENING-OIG		
● FEDERAL DATABASE SCREENING- SAM		
● STATE DATABASE SCREENING		
● INITIAL SCREENING ENTITY		
● INITIAL SCREENING OWNER		

● INITIAL SCREENING PERSONNEL		
● SUBSEQUENT SCREENING ENTITY		
● SUBSEQUENT SCREENING OWNER		
● SUBSEQUENT SCREENING PERSONNEL		
EMPLOYEE ORIENTATION / IC ONBOARDING		
● EMPLOYEE ORIENTATION P&P		
● IC ONBOARDING P&P		
● PROGRAM DOCUMENTS		
EMPLOYEE TRAINING AND CONTINUING EDUCATION		
● ALL EMPLOYEE TRAINING AND CONTINUING EDUCATION		
○ CUSTOMER SERVICE		
○ CONFLICT RESOLUTION		
○ CULTURAL SENSITIVITY		
○ COMPLAINT RESOLUTION (INTERNAL)		

○ SEXUAL HARASSMENT		
BADGES / ID'S		
● BADGES / ID POLICY		
● BADGES / ID'S PICTURE		
ENSURING NEMT STAFF IS ABLE TO PERFORM JOB		
● ENSURING NEMT STAFF IS ABLE TO PERFORM JOB POLICY		
● JOB DESCRIPTION WITH LIFTING REQUIREMENTS		
● COPY OF EMPLOYEE / IC ATTESTATION MEETING ABLE TO PERFORM JOB		
ADDITIONAL INTERNAL ORGANIZATION ATTENDANTS (IF APPLICABLE)		

● ADDITIONAL INTERNAL ORGANIZATION ATTENDANTS POLICY		
PERSONAL CARE ATTENDANT / ADDITIONAL RIDER(IF APPLICABLE)		
● PERSONAL CARE ATTENDANT / ADDITIONAL RIDER POLICY		
ROSTER OF EMPLOYEES / INDEPENDENT CONTRACTORS (IC)		
● ROSTER OF EMPLOYEES / INDEPENDENT CONTRACTORS (IC)		
DRIVER CREDENTIALING: EMPLOYEE / INDEPENDENT CONTRACTOR (IC)		
BACKGROUND CHECK		
● BACKGROUND CHECK POLICY		
○ PRE-HIRE		
○ ELDER ABUSE		

○ SEXUAL ABUSE		
○ FINANCIAL ABUSE		
○ CRIMINAL		
○ OTHER		
● EMPLOYEE/IC CRIMINAL BACKGROUND CHECK COMPLETION ON ROSTER		
DRUG SCREENING		
● DRUG SCREENING POLICY		
○ INCLUDES MINIMUM 5 PANEL		
○ INCLUDES FOR CAUSE TESTING		
● EMPLOYEE/IC DRUG SCREENING COMPLETION ON ROSTER		
MOTOR VEHICLE RECORD (MVR) CHECK AND RESCREENING		
● MVR CHECK AND RESCREENING POLICY		

● EMPLOYEE/IC MVR COMPLETION ON ROSTER		
DEFENSIVE DRIVING COURSE		
● DEFENSIVE DRIVING POLICY		
● DEFENSIVE DRIVING COURSE OUTLINE		
● EMPLOYEE/IC DEFENSIVE DRIVING COURSE COMPLETION ON ROSTER		
FIRST AID AND CPR/AED		
● FIRST AID TRAINING POLICY		
● EMPLOYEE/IC FIRST AID TRAINING COMPLETION ON ROSTER		

● CPR/AED TRAINING POLICY		
● EMPLOYEE/IC CPR/AED TRAINING COMPLETION ON ROSTER		
BLOODBORNE PATHOGENS AND INFECTION CONTROL		
● BLOODBORNE PATHOGENS AND INFECTION CONTROL POLICY		
● EMPLOYEE/IC BLOODBORNE PATHOGENS AND INFECTION TRAINING COMPLETION ON ROSTER		
MOBILITY DEVICE SECUREMENT TRAINING		
● MOBILITY DEVICE SECUREMENT TRAINING OUTLINE (IF APPLICABLE)		
● MOBILITY DEVICE SECUREMENT TRAINING (IF APPLICABLE) COMPLETION ON ROSTER		
STRETCHER SECUREMENT TRAINING		
● STRETCHER SECUREMENT TRAINING OUTLINE (IF APPLICABLE)		

● STRETCHER SECUREMENT TRAINING (IF APPLICABLE) COMPLETION ON ROSTER		
COMPLIANCE PROGRAM / ETHICAL BUSINESS PRACTICES		
FORMALIZED OIG COMPLIANCE PROGRAM		
● COMPLIANCE PROGRAM POLICY		
● DESIGNATED COMPLIANCE OFFICER		
● COMPLIANCE TRAINING PROGRAM		

● ABILITY TO REPORT COMPLIANCE ISSUES ANONYMOUSLY		
CODE OF CONDUCT		
● CODE OF CONDUCT POLICY		
CONFLICT OF INTEREST		
● CONFLICT OF INTEREST POLICY		
FRAUD, WASTE AND ABUSE TRAINING		
● FRAUD, WASTE AND ABUSE TRAINING POLICY		
o ETHICAL BILLING PRACTICES		
o PROPER AND ACCURATE LEVEL OF SERVICE PROVIDED		
o PROPER AND ACCURATE CODING		
o ACCURATE CLAIMS MATCHING SERVICE PROVIDED		
o FRAUD, WASTE AND ABUSE TRAINING OUTLINE		
● FRAUD, WASTE AND ABUSE TRAINING COMPLETION ON ROSTER		
HIPAA		
● HIPAA POLICY		
● HIPAA TRAINING OUTLINE		

● HIPAA TRAINING COMPLETION ON ROSTER		
● ORGANIZATIONS OR INDIVIDUALS COVERED UNDER BAA ON ROSTER		

ANTI-KICKBACK		
● ANTI-KICKBACK POLICY		
STARK LAW (IF APPLICABLE0		
● STARK LAW POLICY		
COMPLAINT INVESTIGATION / RESOLUTION POLICY		
● COMPLAINT INVESTIGATION / RESOLUTION POLICY		
○ 360-FEEDBACK LOOP		
CRITICAL INCIDENT POLICY		
● CRITICAL INCIDENT POLICY		
COMPLIANCE TO CONTRACT POLICY		
● COMPLIANCE TO CONTRACT POLICY		
MANDATORY REPORTING OF ABUSE, NEGLECT AND EXPLOITATION		
● MANDATORY REPORTING OF ABUSE, NEGLECT AND EXPLOITATION POLICY		
VEHICLE MAINTENANCE		
VEHICLE INSPECTION PROGRAM		
● VEHICLE INSPECTION PROGRAM		
VEHICLE INSPECTION CHECKLIST		
● VEHICLE INSPECTION CHECKLIST		
PREVENTATIVE MAINTENANCE (PM) PROGRAM		
● PREVENTATIVE MAINTENANCE (PM) PROGRAM POLICY		
● PM RECORDS		

OXYGEN RESTRAINT POLICY (IF EQUIPPED)

● OXYGEN RESTRAINT POLICY (IF EQUIPPED)		
EXTERNAL VEHICLE IDENTIFICATION		
○ EXTERNAL VEHICLE IDENTIFICATION POLICY		
○ PHOTOS WITH NUMBER IDENTIFIER		
○ PHOTOS DISPLAYING LOGO/BRANDING		
MINIMUM VEHICLE EQUIPMENT LIST – AMBULATORY (IF APPLICABLE)		
● MINIMUM VEHICLE EQUIPMENT LIST – AMBULATORY POLICY		
CHECKLIST INCLUDES THE FOLLOWING:		
○ SPILL KIT		
○ FIRST AID		
○ SPARE TIRE OR ROADSIDE SERVICE		
○ JACK OR ROADSIDE SERVICE		
○ JUMPER CABLES OR ROADSIDE SERVICE		
○ FIRE EXTINGUISHER		
○ FLASHLIGHT		
○ ICE SCRAPER (IF NEEDED)		
○ ROADSIDE FLARE/ REFLECTOR		
MINIMUM VEHICLE EQUIPMENT LIST – MOBILITY DEVICES (IF APPLICABLE)		
● MINIMUM VEHICLE EQUIPMENT LIST – MOBILITY DEVICES POLICY		

CHECKLIST INCLUDES THE FOLLOWING:		
o SPILL KIT		

o FIRST AID		
o SEAT BELT EXTENDER		
o SPARE TIRE OR ROADSIDE SERVICE		
o JACK OR ROADSIDE SERVICE		
o JUMPER CABLES OR ROADSIDE SERVICE		
o FIRE EXTINGUISHER		
o FLASHLIGHT		
o ICE SCRAPER (IF NEEDED)		
o ROADSIDE FLARE/ REFLECTOR		
o WHEELCHAIR (IF APPLICABLE TO STATE OR CONTRACTUAL REQUIREMENTS)		
o 4 POINT INDUSTRY APPROVED RESTRAINTS (ANY COMMERCIALLY AVAILABLE VEHICLE APPROPRIATE)		
o MOBILITY DEVICE SECUREMENT STRAPS		
MINIMUM VEHICLE EQUIPMENT LIST – STRETCHER (IF APPLICABLE)		
● MINIMUM VEHICLE EQUIPMENT LIST – STRETCHER POLICY		
CHECKLIST INCLUDES THE FOLLOWING:		

○ SPILL KIT		
○ FIRST AID		
○ SEAT BELT EXTENDER		
○ SPARE TIRE OR ROADSIDE SERVICE		
○ JACK OR ROADSIDE SERVICE		

○ JUMPER CABLES OR ROADSIDE SERVICE		
○ FIRE EXTINGUISHER		
○ FLASHLIGHT		
○ ICE SCRAPER (IF NEEDED)		
○ ROADSIDE FLARE/ REFLECTOR		
○ WHEELCHAIR (IF APPLICABLE TO STATE OR CONTRACTUAL REQUIREMENTS)		
○ STRETCHER		
○ 5 POINT INDUSTRY APPROVED RESTRAINTS (ANY COMMERCIALLY AVAILABLE VEHICLE APPROPRIATE)		
○ MOBILITY DEVICE AND/OR STRETCHER SECUREMENT STRAPS		
LIFT AND/OR RAMP OPERATION (IF EQUIPPED)		
● INSPECTION		
● PM POLICY		
● TRAINING AND OPERATIONS		

CLIMATE CONTROL (HEATING AND COOLING)		
● CLIMATE CONTROL (HEATING AND COOLING) CHECKLIST		

FLEET OPERATIONS

FLEET POLICY AND PROCEDURES		
● FLEET POLICY AND PROCEDURES		
● VEHICLE LICENSING		
● SPEED COMPLIANCE		

● REPORTING AND REMEDIATION FOR ACCIDENT WITH DAMAGE OR INJURY		
● MANDATORY DRUG TESTING AFTER ACCIDENT		
● REPORTING AND REMEDIATION FOR VEHICLE BREAKDOWN		
● SAFETY - DRIVER ON DUTY AND REST TIME		
● SAFETY - INCLEMENT WEATHER AND CANCEL OF TRIP DUE TO SAFETY		
● SAFETY - CELLULAR PHONE POLICY		
● SAFETY - TEXTING POLICY		
● SAFETY - DRIVER RECORDS REVIEWED ANNUALLY		
ROAD HAZARD CHECKLIST INCLUDES:		
● FLASHLIGHT		
● ROAD MARKING DEVICE		

● TOOLS, WRENCH, SCREWDRIVER, HAMMER		
● LEATHER, HEAVY-DUTY GLOVES		
● REFLECTIVE VESTS		
● EQUIPMENT DEALING WITH SNOW (AS APPROPRIATE)		
INVENTORY FLEET		
● INVENTORY OF FLEET LIST		
● BARIATRIC EQUIPMENT POLICY, TRAINING AND EQUIPMENT (IF APPLICABLE)		

COMMUNICATIONS

CALL CENTER / DISPATCH OPERATIONS POLICY AND PROCEDURES		
● CALL CENTER / DISPATCH OPERATIONS POLICY AND PROCEDURE MANUAL		
CALL / TRIP TRACKING PROCESS/DOCUMENTATION		
● TRIP TRACKING TECHNOLOGY		
TECHNOLOGY INCLUDES:		
○ TIME TRANSPORTATION REQUEST RECEIVED DATE/TIME		
○ TIME OF PICKUP		
○ PICKUP LOCATION		
○ DROP-OFF LOCATION		
○ PASSENGER TRACKING ID		
○ TIME OF DROP-OFF		
○ GPS (RECOMMENDED)		

COMMUNICATIONS EQUIPMENT		
● COMMUNICATION EQUIPMENT LIST		