

## 1. Who must participate in the credentialing program?

Any transportation provider that completes rides funded by Health First Colorado Medicaid must comply with Transdev's credentialing requirements.

## 2. Why are there new credentialing requirements?

Credentialing for all transportation providers across Colorado ensures that every Medicaid beneficiary receives transportation services from safe, reliable, and qualified providers.

## 3. I already work with Transdev in Colorado. Do I need to complete this process?

Yes, all transportation providers serving Medicaid beneficiaries in Colorado must complete this process.

## 4. How long do I have to complete the process?

Health First Colorado sets the timelines for establishing compliance with Transdev. These timelines are communicated through bulletins they publish periodically. Transportation providers will be onboarded in phases beginning with transportation providers operating outside of the metropolitan areas. The deadline for these organizations to establish compliance is March 15, 2024.

## 5. How do I start the credentialing process?

Transportation providers start the process by completing a Credentialing Request Form found here: <https://wkf.ms/48YlAb>

## 6. What are the steps to establishing compliance with Transdev?

- Complete a Credentialing Request Form and License Agreement
- Complete training
- Submit credentials
- Complete vehicle inspections
- Receive compliance certificate from Transdev

## 7. How do I get trained?

Please check the Transdev Health Solutions website at:

<https://transdevhealthsolutions.com/colorado/transportation-providers/>

## 8. How do I submit credentials?

After you successfully complete the Credentialing Request Form and License Agreement, we will create your ProCredEx account. ProCredEx is the credentialing tool you will use to organize your credentialing information and send it to Transdev for review and approval. The training will walk you through all the steps you need to know to successfully organize and share your credentials with Transdev through ProCredEx.

## 9. When will I know my ProCredEx account is ready?

When your ProCredEx account is ready, you will receive an email with login information.

## 10. What is ProCredEx?

ProCredEx is a credentialing and compliance platform that enables transportation providers, brokers, payors, and regulators to connect in a secure and trusted network. It enables users to manage credentials, check for compliance, share credentials with partner organizations, establish fraud-proof verifications, and manage expirable, due dates, and notifications.

## 11. How do I complete a vehicle inspection?

The Transdev team will complete vehicle inspections for your fleet. Inspections are completed on a first-come-first-served basis. No prior registration or paperwork is needed. Please check the Transdev Health Solutions website for upcoming dates, times, and locations for vehicle inspections.

<https://transdevhealthsolutions.com/colorado/transportation-providers/>

## **12. Do I need my vehicle inspections completed before I submit my credentials to Transdev for certification?**

No, the Transdev team will have your vehicle inspections already. Please submit your credentials for review by Transdev as soon as possible so they can be processed, and you can be awarded a certificate of compliance and provide transportation services to Medicaid beneficiaries in Colorado.

## **13. How do I know when I've successfully completed the credentialing process?**

Once you have loaded the required credentials onto ProCredEx and shared them with Transdev, the Transdev team will review your submission to ensure its complete. If there are any gaps, the Transdev team will notify you through the ProCredEx platform and you will have an opportunity to address the gaps and resubmit your credentials. Once you have submitted a compliant package of credentials, the Transdev team will accept the package and send you a certification of compliance through the ProCredEx platform.

## **14. Does Transdev have access to my credentials as soon as I upload them to ProCredEx?**

No, your ProCredEx account is private to your organization. You must grant Transdev access to your credentials using the SHARE functionality. To complete these steps:

- Add your credential into ProCredEx
- Create a collection Folder
- Add All the credentials to share with Transdev into the folder.
- In Collection Management, Audit your collection for compliance
- In Collection Management, Share your collection to Transdev

## Why am I no longer passing the Audit when I did a week ago?

Clarifications on additional credentials were added to the system rules. As a result, you will need to add the existing credentials. Here is a list of the updates as of 4/5/2024.

- Must have National and State Sex and Violent offender searches
- PUC Inspections are no longer needed
- ASE Inspections are needed for Vehicles 5 years and older. If your vehicle is less than 5 years old, you may skip this credential.
- Passenger Assistance now requires an Expiration Date as a data point
- Insurance Issue and Expiration date are required
- Broker Inspections field "Inspection Results" are now required

## REQUIRED CREDENTIALS FOR ONBOARDING

Subject	Credential	Submitted By
Person	Driver's License	Transportation Provider
Person	<a href="#">Criminal Background Check</a>	Transportation Provider
Person	<a href="#">FBI Fingerprint Check</a>	Transportation Provider
Person	<a href="#">National Sex Offender Check</a> <a href="#">State Sex Offender Check</a>	Transportation Provider
Person	Defensive Driving Training	Transportation Provider
Person	10 Panel Drug Screen	Transportation Provider
Person	First Aid & CPR Training Certification	Transportation Provider
Person	<a href="#">Motor Vehicle Report</a>	Transportation Provider
Person	<a href="#">OIG Exclusion Screening*</a>	Transportation Provider
Person	<a href="#">SAM Exclusion Screening*</a>	Transportation Provider
Person	Annual Compliance Training	Transportation Provider
Person	<a href="#">Passenger Assistance Training</a>	Transportation Provider
Vehicle	Insurance Card	Transportation Provider
Vehicle	<a href="#">Vehicle Registration</a>	Transportation Provider
Vehicle	Vehicle Inspection Checklist	Transdev
Vehicle	<a href="#">ASE Vehicle Inspection</a> (If vehicle is 5 years or older)	Transportation Provider
Organization	NEMT Provider Credentialing Certificate	Transdev to send to the TP upon credentials approval

\*OIG and SAM exclusions must be initially completed by the transportation provider on all drivers. Transdev will run monthly checks after submission and approval of TP and Drivers.

Links are provided for your reference.

If you have any questions or need support with the credentialing process, please contact us at:

Transdev Provider Line: [\(833\) 643-3010](tel:8336433010) Option #2

Transdev Provider Email: [us.ths.providers@transdev.com](mailto:us.ths.providers@transdev.com)