Colorado Credentialing   FAQs

1. **Who is required to participate in the credentialing program?**

   Current transportation providers that complete 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 and will also be published on Transdev's website at https://transdevhealthsolutions.com/colorado/transportation-providers. However, it is imperative that you complete the credentialing process as soon as possible.

5. **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.

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

   - Transportation Providers start the process by completing a Credentialing Request Form found here: https://wkf.ms/48YllAb.

   - Complete a Credentialing Request Form and License Agreement.

   - Complete all required training.

   - Submit all required credentials for provider, drivers, and vehicles.

   - Schedule and complete vehicle inspections.

   Once the above steps are completed and your credentials have been reviewed and approved by Transdev, you will receive a credentialing certificate.

7. **How do I submit credentials to Transdev?**

   - Successfully complete the Credentialing Request Form and License Agreement

   - Complete the training (https://transdevhealthsolutions.com/colorado/transportation-providers) to learn how to successfully organize and share your credentials with Transdev via the ProCredEx portal.

   - Once completed, Transdev will create your ProCredEx account. When your ProCredEx account is ready, you will receive an email with login information.

8. **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 share your credentials with Transdev you must complete the following 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.

9. **How do I make changes to my submitted credentials or submit my annual documents after the initial submission?**

   Complete the Revalidation or Annual Renewal Colorado NEMT Provider Credentialing Request Form found here: https://wkf.ms/4cmsexJ.

   If you are currently in the process of credentialing or have already completed credentialing, re-credentialing applies to you if you meet one or more criteria below.

   - You have a login to the ProCredEx credentialing platform.
   - You are within a year of submitting the EULA during step 1 of onboarding.
   - You have reached the expiration date of your current Credentialing Certificate.

10. **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

11. **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.

12. 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.

13. Have the credentialing requirements changed?

Credential requirements were updated on 4/5/24 to include the following:

- Provider must submit National and State Sex and Violent offender searches for every driver.
- PUC Inspections are no longer required.
- ASE Inspections are required for vehicles 5 years and older; if your vehicle is less than 5 years old, the inspection is not required.
- All Passenger Assistance certificates require an expiration date.
- All Certificates of Insurance must include an issue and expiration date.
- Inspection Results are required on all inspection forms.
- Providers that have wheelchair vehicles are required to submit wheelchair securement training certificates for **all** drivers.

REQUIRED CREDENTIALS

Subject	Credential	Submitted By	Requirements
Driver	Driver's License	Transportation Provider	Active Colorado (or surrounding states)
Driver	Criminal Background Check	Transportation Provider	No older than 30 days
Driver	FBI Fingerprint Check	Transportation Provider	No older than 30 days
Driver	National Sex Offender Check	Transportation Provider	No older than 30 days
Driver	10 Panel Drug Screen	Transportation Provider	No older than 30 days
Driver	Motor Vehicle Report	Transportation Provider	No older than 30 days
Driver	First Aid & CPR Training Certification	Transportation Provider	
Driver	Defensive Driving Training	Transportation Provider	
Driver	OIG Exclusion Screening*	Transportation Provider	Submit for new drivers
Driver	SAM Exclusion Screening*	Transportation Provider	Submit for new drivers
Driver	Annual Compliance Training*	In-Network Transportation Provider	
Driver	Passenger Assistance Training	Transportation Provider	
Driver	Wheelchair Securement Training (for Providers with WC vehicles)	Transportation Provider	
Subject	**Credential**	**Submitted By**	**Requirements**
Provider	NEMT Provider Credentialing Certificate	Transdev	
Provider	Certificate of Insurance (General & Auto)	Transportation Provider	
Subject	**Credential**	**Submitted By**	**Requirements**
Vehicle	Insurance Card	Transportation Provider	
Vehicle	Vehicle Registration	Transportation Provider	
Vehicle	Vehicle Inspection Checklist	Transdev	
Vehicle	ASE Vehicle Inspection	Transportation Provider	• Ambulatory vehicles 5 years or older • WC vehicles regardless of age

*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.

* Annual Compliance Training is only required for transportation providers within Transdev Health Solutions network.

If you have any questions or need support with the credentialing process, please contact us at:
    Transdev Provider Line: (833) 643-3010 Option #2
    Transdev Provider Email: us.ths.providers@transdev.com