



ILLINOIS MANAGED CARE ORGANIZATION

Non-Emergency Medical Transportation

PROVIDER MANUAL

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Note

Transdev North America, Inc. acquired the stock of First Transit, Inc. and the closing took place on March 6, 2023. First Transit, Inc. will continue to operate as its own, stand-alone legal entity as a wholly-owned subsidiary of Transdev North America, Inc. There is no change in the legal status of either company. As such, while the Transdev brand will be more visible going forward, no contractual assignments are required for any existing Transdev contracts.

This document has been updated to reflect the Transdev name and brand. Physical and web addresses, as well as contact names and details have also been updated where necessary.

Rest assured, Transdev's rebranding efforts will have no impact on and in no way effect how First Transit currently operates, the legal status First Transit, Inc., or the contractual relationships between First Transit, Inc. and our clients with whom they contract.

Introduction

Welcome! Transdev has partnered with you to ensure Riders are transported to their needed medical appointments safely and on time. Participant's medical needs are at the heart of all our Non-Emergency Medical Transportation (NEMT) services. NEMT services are unlike any other service in the transportation industry. You aren't just taking riders from point A to point B. As a provider in our NEMT Network, you play an integral role in Participant's healthcare.

Remember that every trip represents a needed and often critical medical appointment.

Non-Emergency does not mean these appointments are not important. Many riders use this service to access urgent and life sustaining medical care. While most medical appointments are scheduled from 6 am to 6 pm, there are transportation needs 24 hours a day, 7 days a week, 365 days a year.

This NEMT Provider Manual is integrated as part of your Service Agreement and includes operational guidance.¹

Local Support

Contact Center

Transdev operates a Contact Center in Glen Ellyn, IL. The Contact Center operates 8 am to 6 pm Monday – Friday and 9 am to 1 pm on weekends. After hours coverage is available for urgent trips and hospital discharges.

Local Provider Relations Team

The local Provider Relations Team is here to assist you and is comprised of:

- **Transportation Manager:** The Transportation Manager will conduct New Provider Orientation, monitor performance and distribute reports, and can answer questions regarding trip distribution, contract requirements, service etc.
- **Field Monitors:** Field Monitors will perform site and vehicle inspections and can assist you with real-time transportation issues that occur in the field.
- **Recruiter:** Do you know of someone who wants to be a Provider? Contact our Recruiters and let them know. They can assist potential Providers with the process.

Billing and Payments

Billing and Payments are handled through a separate AP/AR team. The team can assist you with questions regarding transportation orders, check run dates or amounts, billing disputes etc. The AP/AR team will also send your explanation of payments (EOP).

¹ Transdev updates this Manual periodically and will notify you in writing when a new version is published. You can also check for updates to the manual at www.TransdevHealthSolutions.com.

Definitions

Rider or Client – Individual who is eligible for NEMT services arranged for by Transdev.

Employee Attendant - An employee attendant is defined as a person, other than the driver, who is an employee of a medicar, service car, or taxicab company.

Non-employee Attendant - A family member or other individual who may accompany the participant when there is a medical need for an attendant.

NEMT Provider Network - A network group of Transportation Providers that have entered into a contract or agreement with Transdev to provide transportation services to Clients/Riders.

Recipient Identification Number – A unique nine (9) digit number assigned to each individual who receives medical benefits from the State.

Standard Rides – NEMT services that accompany a medical appointment that has been scheduled outside of an urgent episodic situation.

Urgent Rides – NEMT services that occur for an unscheduled episodic situation in which there is no immediate threat to life or limb but the Client/Rider must be seen on the day of the request and treatment cannot be delayed until the next day. (Example, a pregnant rider experiences contractions and her doctors makes a same day appointment for her to be seen.)

Subscription or Standing Order - The scheduling of at least three (3) NEMT services a week for two (2) weeks to a single location to receive a covered service. (Example: Dialysis requests.)

Will Call Pickup - A pick-up time for a return trip that is not available at the time of reservation and that will be set based upon the time of a telephone call from the Client/Rider to Transdev Rider to the Contractor when he or she is ready to be picked-up after a medical appointment. Transdev will then relay that information to the assigned NEMT Provider. NEMT Provider will have a maximum of one (1) hour to pick up the Client/Rider.

Curb-to-curb - Transportation service whereby the Client/ Riders meets and boards the vehicle at the curb of the pick-up address and disembarks at the curb of the drop- off address.

Door-to-door - Transportation service whereby the driver parks the vehicle and meets the Client/Rider at the threshold of the primary entrance of the pick-up address; assists the Client/ Rider to and into the vehicle, and delivers the Client/Rider to the threshold of the primary entrance of the drop-off address.

Service Complaint/Grievance – A phone call, letter, or personal contact from a Client/Rider, Participant, Rider, family member, Rider representative, or any other interested individual expressing a concern related to the health, safety, or well-being of an Client/Rider. This may include the quality of care or services provided, and aspects of interpersonal relationships such as the rudeness of a provider or employee, or failure to respect a Client/Rider’s rights regardless of whether remedial action is requested. This does not include trip denial appeals.

Billing Complaint – A phone call, letter or personal contact from a NEMT Provider expressing a concern related to the billing or payment for an NEMT service arranged by Transdev.

Grievance – An expression of dissatisfaction about any matter other than an Adverse Benefit Determination. Grievances may include the quality of care or services provided, and aspects of interpersonal relationships such as the rudeness of a provider or employee, or failure to respect an Rider’s rights regardless of whether remedial action is requested. Grievance includes and Rider’s right to dispute an extension of time proposed by Contractor to make an authorization decision.

Critical Incident – Any incident that involves an Client/Rider’s health, safety, and welfare. Examples of critical incidents are physical, sexual, or mental abuse of an Client/Rider, neglect, sexual harassment, injury, fraudulent activities etc.

Booking ID – A unique number that is generated for every trip. Each leg of a trip will have a booking ID.

Date of Service – The date of a member’s appointment. This is the date that the trip takes place.

Reroute or Turnback – An assigned trip that has been returned to us from a NEMT Provider to be reassigned to another NEMT Provider.

Zones or Service Area – The geographic area in which a NEMT Provider operates. Zones are the specific boundaries of those areas. NEMT Providers may operate in multiple zones.

Cultural Competence - The tailoring of services and supports to the unique social, cultural, and linguistic needs of the Client/Rider.

Corrective Action Plan – A Corrective Action Plan (CAP) is a detailed strategy developed to address performance deficiencies. The plan will identify the deficiency, outline the specific steps to be taken by the Provider to achieve measurable improvement, and list the expected outcome(s).

Quality Assurance (QA) - A formal set of activities to review, monitor, and improve the quality of services by a NEMT Provider. This includes quality assessment, ongoing quality improvement, and corrective actions to remedy any deficiencies identified in the quality of services provided directly to Client/Rider, as well as administrative and support services.

Active – is the designation of a NEMT Provider, driver or vehicle that has successfully registered and passed Transdev’s safety, quality and compliance review and is up-to-date on all certifications, trainings and other qualifications. Providers, driver and vehicle must be active in order to be eligible for payment for any services.

Inactive – Is the designation of a NEMT Provider, driver or vehicle that has not successfully registered and passed Transdev’s safety, quality and compliance review and/or is not documented to be up-to-date on all certifications, trainings and other qualifications. Services performed during periods of inactivity will not be reimbursed.

Provider Network

Not just anyone can be part of Transdev’s NEMT Provider Network. Much of Transdev’s NEMT services are paid for by public healthcare funds, such as Medicaid, and are subject to extensive and intricate contractual and regulatory requirements. To ensure those requirements are met, Transdev administers an in-depth and ongoing review process of all providers to evaluate whether they are an appropriate fit.

Transdev operates under a philosophy that encourages and fosters individual rights and equal opportunity to all. We believe that our business endeavors are strengthened by our commitment to diversity in the workplace. Recruitment, selection, compensation, and continued association shall be based on a provider’s ability to perform valid job requirements. We do not consider providers solely on race, gender, age or sexual orientation, or if the provider serves high risk populations or specializes in costly conditions.

Transdev looks for providers with proven experience, a dedication to quality service, and a top-notch fleet and driver pool.

IMPACT Enrollment

A word about IMPACT enrollment: The state of Illinois requires that NEMT providers be enrolled and accepted as providers in the state’s Medical Assistance Program. The State’s online credentialing portal is called IMPACT. IMPACT enrollment may look at some similar items as Transdev’s safety, quality and compliance review process.

However, they are not the same thing. IMPACT enrollment will only make a NEMT Provider eligible for Fee for Service (FFS) trips reimbursed by the State.

Transdev's NEMT Network is not assigned FFS trips. Our NEMT Network provides service to Managed Care Organizations within Illinois. These organizations have higher quality assurance requirements and contractual obligations. Even NEMT providers that are already enrolled in IMPACT are required to go through Transdev's review process. The information a NEMT Provider submitted to IMPACT may not be sufficient in and of itself to pass Transdev's review. However, these higher standards come with benefits.

In the FFS world, NEMT Providers must scout their own trips with individual riders. NEMT Network Providers are assigned trips from Transdev. This is a significant advantage for NEMT Providers. Additionally, Transdev offers financial incentives to quality providers with excellent performance. Quality incentives are not offered in the FFS arena.

NEMT Providers may complete IMPACT Enrollment and Transdev's review at the same time. Before you receive NEMT trips from Transdev, you must be enrolled in IMPACT and pass by Transdev's entire review.²

You can find more information regarding IMPACT at <https://www.illinois.gov/hfs/impact/pages/default.aspx>.

Quality Assurance: The Entrance Exam

Contracting with Transdev is a multi-phase process. The first part of this process is called Quality Assurance. Every NEMT Providers must undergo the Quality Assurance (QA) process and is also subject to regular safety, quality and compliance check-ups throughout the year.

During the QA process, NEMT Providers submit a variety of in-depth information and documents about their company, drivers, staff and vehicles. This may seem like a lot of work, but it serves a vital purpose – ensuring only qualified, licensed and properly trained providers are part of the NEMT Network.

Here is a brief description of the Quality Assurance process.

Phase I – Operational Overview

Providers submit an initial application here. (Links can also be found at transdevhealthsolutions.com.) The initial application helps us get an idea of whether a NEMT Provider provides the type of services we need. Providers give us the following information:

- **Company Profile** – This profile includes basic information about your business such as your legal business name, EIN, address, contact, NPI number, etc.
- **Owners and Managers** – Because NEMT is a part of healthcare, there are additional restrictions and screenings for Owners and Managers. You will be asked to disclose information regarding anyone with ownership or control.
- **Certifications** – Here you will attest to questions regarding insurance, Medicaid participation, exclusions, etc.
- **Operations** – It is imperative that we have a complete picture of every NEMT Provider's operations and the scope of your services. Here you will enter information about your hours and days of operations and after-hours contacts.

² Transdev does have a very small number of trips that do not require IMPACT enrollment; however, we strongly encourage all of our providers to enroll in IMPACT in order to maximize the number of trips for which they are eligible.

- **Service** – The members we serve are diverse and have different needs; this section will provide us with information on how your staff can assist members with barriers. We'll ask for your ability to assist members with physical and behavioral disabilities, special equipment you may have, and the languages your drivers speak. We'll also ask for:
 - Illinois Medical Provider Information Sheet - The MPI Sheet is provided to you once you've completed enrollment in the State's IMPACT program. If you do not have one, you'll need to contact the IMPACT program. If you have not yet received your Provider Information Sheet, upload your acceptance email from IMPACT.
 - The number and types of vehicles
 - Service Area – geographical boundaries for the areas you will service.
 - Dispatch – Your dispatch process
 - Trip Notice – How much notice you require to accept a trip from Transdev

Once you've completed these sections, you'll attest that the information you provided us is true, current, and correct.

Once you submit a complete application to Transdev, the documentation will be reviewed, and Transdev will make a determination on whether you may be a potential NEMT Partner. Within a week you will hear from our Network Review Team.

If you pass the initial review, our local transportation team will contact you to talk more about your operations, service expectations and reimbursement rates. This is an opportunity for us both to learn more about each other and how we can partner together successfully.

Phase II – Full Verification Review

If you are selected to continue through Transdev's Quality Assurance Program you move to the next and final review. Successful completion of the review means that we can begin to assign you trips!

- The full review has three main sections: Compliance Forms and Documents, Staff Information, and Fleet Information. You will be asked to answer questions and submit supporting documentation online. We strongly encourage you to submit documentation quickly, as it does take some time to review and verify your information.
- Within two (2) weeks of submitting all of your documentation, you should hear from our Review Team. They may have follow-up question or request corrections. Our Review Team is separate and apart from your operational contacts. This team can be reached at us.thproviders@transdev.com. This team deals exclusively with qualifications. Please do not contact them with any operational questions or concerns.
- We understand that gathering information takes time. However, NEMT Providers that do not submit timely information or respond to questions or clarifications will be withdrawn for lack of participation. When you have more time to devote to the process, you are welcome to reapply!

Phase III – Onboarding

You'll be notified the final results of your full review. Our Local Transportation team will reach out and schedule an orientation session for all successful NEMT Providers.

During this orientation, we will:

- Review the provider manual and service agreement to include requirements and expectations
- Discuss performance and reporting requirements
- Review policies and procedures
- Inspect your vehicles or schedule a future date to do so
- Discuss Billing and Payments

Once all details are reviewed and processed, the local team will contact you for a start date.

Compliance: Doing things right. Every time.

As a NEMT Provider, you play an important role in ensuring that vulnerable populations have access to health care. You also help make sure public healthcare funds are being used appropriately. NEMT Providers have a heightened responsibility for information privacy, documentation of services and the prevention and detection of Fraud, Waste and Abuse.

NEMT Providers meet those obligations in part through compliance. That includes compliance with the Service Agreement, this Manual and applicable laws, rules and regulations. The following are some of the important areas of compliance.

Code of Business Conduct and Compliance Program

Transdev's Code of Business Conduct is derived from and adheres to our core values and basic standards of conduct. As a business partner with Transdev, you are required to adhere to these values and standards as well.

The Code also includes guidance on Conflicts of Interest, Gifts & Hospitality, Anti-Fraud policies, and Anti-Bribery policies. The Code is supplemented and supported by Transdev's Healthcare Compliance Plan, which specifically addresses some of the special considerations that come into play in NEMT services.

You should read the entire Code and Compliance Plan carefully and ensure your staff does the same. Transdev offers free training modules on both policies at www.transdevhealthsolutions.com/countycaare.

Confidentially and Information Privacy

As part of the Service Agreement, you promised to abide by the privacy and security regulations protecting Rider' Protected Health Information (PHI), like the Health Insurance Portability and Accountability Action (HIPAA). Nearly all the information you receive from Transdev about Riders may be considered PHI. This includes Participant's name and contact information, pick up and drop off location, Medicaid numbers, and information about Participant's health care providers. Make sure you are familiar with the wide scope of HIPAA's protection; this includes but is not limited to the following:

- All uses of the information must be directly connected with the services provided (no snooping, no marketing, no selling information!)

- Your entire staff must undergo annual HIPAA training. (This includes owners, managers, supervisors, dispatchers, drivers, billing clerks and other office staff); and
- You must institute safeguards and controls to protect electronic PHI. This includes prohibiting sharing of passwords, using encrypted email and keeping documents locked up.

Failure to safeguard Participant's information can result in termination as well as civil fines, penalties and/or criminal prosecution.

Non-Excluded Staff

Past bad acts can land individuals on an exclusion list, which is essentially a NO-FLY list for healthcare services. If you have a staff member listed on an exclusion list, you **cannot be paid** for your services. Initial and monthly exclusion list checks are required for your entire staff. This includes owners, managers, supervisors, billing, office staff, drivers and attendants. You can check these lists for free. They include:

- The U.S. Department of Health and Human Services, Officer of Inspector General (OIG)'s List of Excluded Individuals and Entities (LEIE) currently available on the website <https://exclusions.oig.hhs.gov>
- The non-procurement portion of the General Service Administration's "List of Parties Excluded from Federal procurement or Non-Procurement Programs" currently found at <https://www.sam.gov>
- The Illinois Department of Healthcare and Family Services Public Aid (HFS) Office of Inspector General (OIG) List of Terminated/Suspended Providers and Barred Individuals. <https://illinois.gov/hfs/oig/Pages/SanctionsList.aspx>
- The "Specially Designated Nationals and Blocked Persons" maintained by the Office of Foreign Assets Control of the United States Department of the Treasury and currently found at <https://www.treasury.gov/resource-center/sanctions/SDN-List/Pages/default.aspx>

If a staff member is ever found on one of these lists, contact Transdev immediately and ensure that they are no longer providing any kind of service to Transdev. **Be sure to document your monthly checks, as they are subject to auditing.**

Insurance Requirements

NEMT Providers are required to maintain specific insurance to cover its services and staff. Generally, NEMT Providers must maintain (and have documented proof) of the following insurance:

- **General Liability** – All Providers must have a minimum of \$1,000,000 combined single limit coverage per occurrence. General Liability must include coverage for sexual abuse and molestation.
- **Auto Insurance** – All Providers must have/maintain a minimum of \$1,000,000 for bodily injury and property damage to two or more persons for any one accident for all owned, hired, or non-owned vehicles. If Scheduled Auto is provided, all vehicles on roster must be listed.
- **Worker's Compensation** – At least the State minimum.
- **Insurance** must name Transdev as additional insured and certificate holder for both Auto and General Liability.
 - Additionally, your insurance company must be licensed to do business in Illinois and the Certificate of Insurance must contain a fifteen (15) day notice of cancelation/expiration/restriction/non-renewal endorsement.
 - Providers may also be asked to add specific MCOs as Additional Insureds.

- Notice of insurance changes, cancelation and/or expiration should be sent via email to us.thproviders@transdev.com or via mail to Transdev, ATTN: NEMT Credentialing, 720 E. Butterfield Rd., Suite 300, Lombard, IL 60148.
- Provider’s insurance company must be licensed to do business in Illinois and have a AM Best Rating of B+ of higher. Providers with less than ten (10) vehicles may be eligible for an exemption allowing them to use insurance companies with a B rating.
- NEMT Provider must provide Transdev with a current copy of the applicable Certificate of Insurance annually, upon request, and as necessary for a current copy to be continually on file.

Drivers & Vehicles - Safety First!

Staff Qualifications

It is important that you keep an accurate and up-to-date Staff Roster on file with Transdev. These Staff Rosters are first submitted as part of the application process. NEMT Providers may update their roster as often as needed using Transdev’s Excel form. Contact the Review Team at us.thproviders@transdev.com. to make updates to your staff roster. Do not use a new driver, dispatch personnel or employee attendant until you have written confirmation from Transdev of a successful on-boarding review. Trips performed by anyone other than an Active Driver will not be reimbursed.

Drivers & Employee Attendant Requirements

Before allowing a Driver to drive unsupervised, you must be sure they have the adequate skills and capabilities to safely operate each type of vehicle or vehicle combination. The drivers you select are entrusted with Client/Rider’s care and safety.

Drivers and Employee Attendants have direct contact with Clients/Riders and therefore have prerequisites to ensure they are prepared to perform their NEMT functions. Review the requirements for Drivers and Employee Attendants listed in the table below.

Requirement	Transdev Verified	Notes
Name, DOB, SSN	Must match state issued ID	All Drivers must be at least 21 years of age. Transdev requires disclosure of all support staff as well.
Drivers (Driver's license) & Employee Attendants (State ID)	Expired documents not accepted	All drivers must have a valid IL driver’s License.
Exclusion Check verification	Provider must disclose date of last exclusion check for every staff member	NEMT Provider must document monthly exclusion checks. Such documentation may be audited at any time. Failure to have such document will result in CAP, inactive status, payment recovery or FWA referral.

Requirement	Transdev Verified	Notes
MVR Check - Drivers only	Copy must be submitted	Drivers must have at least two (2) years of driving experience. MVR must be submitted for every driver annually. If a driver has held an out-of-state license during the past 5 years, that state’s record must also be reviewed.
Drug Screening - Driver & employee attendants	Copy of certified results must be submitted	Negative drug screen must be submitted for every driver or employee attendant. Tests must screen for Marijuana, Cocaine, Opiate, Phencyclidine, and Amphetamines. Must rescreen every 3 years
Criminal Background Check - Driver & Employee Attendants	Copy must be submitted	Transdev requires proof of acceptable national background check and publishes disqualifying standards ³ . National background check must include search result. Must rescreen every 3 years.
National Sex Offender Registry	Copy must be submitted	Transdev requires proof of registry check and publishes disqualifying standards. Must include search results and can be included in a national background check. Must rescreen every 3 years.
Medicar Safety Training - All Drivers	Copy must be submitted	If a driver does not have a current certificate on file, they may not bill for services. Training facility and trainer must be from an IMPACT approved source.
Annual Training: <ul style="list-style-type: none"> ▪ Ethics ▪ General Compliance FWA ▪ HIPAA ▪ Cultural Competency ▪ Abuse/Neglect/Exploitation ▪ Critical Incident 	Date of training and Annual Company Attestation	NEMT Provider must be able to produce training documentation at any time. At a minimum, documentation should include the date, course name and name of trainee. Such documentation may be audited at any time. Failure to have such document will result in CAP, inactive status, payment recovery or FWA referral.
Driver Code of Conduct	Signed by Drivers and Attendants Annually	Copy must be submitted annually.

Additionally, Provider must notify Transdev in writing within one (1) business day of receiving notice (either by MVR pull, the Driver or otherwise) that a driver has a license suspension, cancellation, or revocation. That driver must immediately be removed from trips assigned by Transdev.

³ See Appendix A for Background Disqualifiers

Staff Education & Training

Keep your staff informed and trained! Owner, drivers, dispatch personnel and other supporting staff need to understand the special considerations involved in NEMT services and Transdev's operational requirements.

Your entire staff (not just your drivers!) must undergo the following training when they join your team and then again every year:

- Code of Business Conduct and Compliance Training (Ethics)
- HIPAA Privacy and Security Training
- Fraud Waste and Abuse Training
- Cultural Competency Training
- Health, Safety and Welfare Education and Compliance Training
- Reporting Abuse, Neglect and Exploitation/Critical Incident Training
- Driver Code of Conduct⁴

Cultural Competency

Transdev requires that NEMT Providers comply with the Cultural Competence Plan and complete initial and annual cultural competence training. Transdev will require annual attestation as oversight to ensure compliance with contractual and statutory requirements, including, but not limited to, the Illinois Human Rights Act, the U. S. Civil Rights Act, and Section 504 of the federal Rehabilitation Act.

NEMT Provider must develop comprehensive and competent policies and procedures that address Cultural Competence. Transdev reserves the right to request this documentation at any time and Providers must provide the documentation within five (5) days of such a request.

Health, Safety and Welfare Education and Compliance Training

As part of the required compliance training, Transdev requires all Transportation Providers to complete training related to identifying, preventing and reporting Abuse, Neglect, exploitation and critical incidents. Additionally, Transportation Providers shall provide this training to all approved drivers prior to transporting under this contract.

Documentation of all training is required and subject to auditing. Free training modules and/or links to free training materials are available to Network Providers at www.transdevhealthsolutions.com/countycare.

In addition to the above training you should have written staff training guidelines touching on forms, vehicle operation, requirements for fraud, abuse reporting and the geographic area in which you will provide service. Make sure your entire staff understands critical incident and emergency procedures.

All Drivers should receive training in the following areas:

- Safety and operational policies and procedures as set forth in the NEMT Service Agreement and this Manual.
- Briefing about Transdev's NEMT program, its reporting forms, and the geographical area in which they will be providing service.

⁴ See Appendix B

- Operational vehicle and equipment inspections.
- Familiarization with vehicle equipment.
- Basic operations and maneuvering.
- Boarding and alighting passengers.
- Operation of wheelchair lift and other special equipment and driving conditions.
- Defensive driving
- Passenger assistance and securement.
- Awareness and handling of emergency and security threats.

Vehicle Standards

As part of the quality assurance process, NEMT Providers must submit an accurate and up-to-date Vehicle Roster to Transdev.⁵ NEMT Providers may update their roster as often as needed by contacting us.thproviders@transdev.com. If a vehicle isn't on your roster and hasn't been approved by Transdev, you may not use it for trips assigned from Transdev. Trips performed by vehicle other than an Active Vehicle will not be reimbursed.

Vehicles shall comply with the appropriate federal, state and local transportation safety standards regarding passenger safety and comfort, and applicable licensing and certifications.

If any time a Vehicle should fail a safety inspection or lose its certification, you must immediately notify Transdev's Transportation Manager in writing and discontinue use of vehicle for trips assigned by Transdev. Safety inspections and certifications must be kept up-to-date and provided to Transdev upon request.

The following is required for all vehicles used to service trips assigned by Transdev:

- Vehicles must be covered by Provider's insurance
- Vehicles must have a current Illinois Registration
- Vehicles must have current Illinois License Plates, as required by Illinois law including but not limited to 92 IL Admin Code 1010.43 and Illinois Vehicle Code (625 ILCS 5/1- 142.1). Acceptable plates would include: Ambulance (AM), Livery (LY), Medical Carrier (MC), Taxi (TX) or Public Transportation (PT).
 - Ambulances must be licensed by the Illinois Secretary of State and inspected annually by the Illinois Department of Public Health (Vehicle Registration Type Ambulance).
 - Medicars must be licensed by the Illinois Secretary of State.
 - Taxicabs must be licensed by the Illinois Secretary of State and, where applicable, by local regulatory agencies.
 - Service cars licensed by the Illinois Secretary of State as livery or public transportation.

Vehicle Maintenance

Your vehicles require ongoing preventative and remedial maintenance. You should have maintenance policies to keep vehicles running well, find issues before they become major problems, and fix issues so vehicles can

⁵ Rosters must be completed using Transdev's form and updates will be made through us.thproviders@transdev.com.

get back on the road safely. As part of the on-boarding process you were required to attest that you have written vehicle maintenance guidelines that meet or exceed the manufacturers' standards, as well as any applicable federal and state guidelines.

At a minimum, your maintenance guidelines should include:

- Preventive maintenance policy and procedures. This should at least meet the schedule recommended by the vehicle’s manufacturer.
- A regular and systematic inspection, maintenance and lubrication of vehicles, their parts and accessories.
- A documented schedule for comprehensive inspections (over and beyond Pre-Trips) including the date or mileage when inspections are due the driver.
- Records on inspection, maintenance and repairs for each vehicle must be kept for at least ten (10) years. Make sure these records:
 - Clearly identify the vehicle (make, model, and license number);
 - Include date, mileage and description of inspection/services; and
 - Name and contact information of individual/entity performing any inspection/services

Vehicle Requirements

Every Vehicle needs to function properly, every day. Drivers should perform daily Pre-Trip Inspections to ensure that the vehicle is in safe condition and good working order. These Pre-Trip Inspections must be documented, reviewed and retained. Drivers must report any defects or deficiencies that could affect safe operations or cause mechanical malfunctions. NEMT Provider must address the issue and document any needed corrective action.

Appearance may not be everything, but it is important. Vehicles should be kept clean and well-maintained. They must be cleaned regularly and cosmetic defects are to be repaired promptly. Your vehicles should be free of dirt, grime, grease, oil, trash, torn upholstery, broken mirrors or windows, major dents, material paint damage, torn or damaged floor or ceiling coverings, unsecured items, damaged or broken seats, protruding metal or other objects or materials which would soil items placed in the vehicle or provide discomfort to the member.

Vehicle Requirements & Condition		
Mirrors - side and rearview	Horn	Windshield Wipers
A/C and Heat	Speedometer	Odometer
Tires with appropriate tread, lugs and inflation	Lights - head & taillights, brake, turn signal, hazards	Seat belts for each passenger and driver
Seat belt extenders	Clean interior – no trash or empty containers. Seats must have padding and	Smoking shall not be permitted at any time in the vehicle
Vehicle Forms & Signage		
Vehicle Registration	Vehicle Insurance	Accident Reporting Form
State Registration Sticker on plate	State insurance confirmation decal	Medical Assistance Waiver

No Smoking Signage	Name and phone number of NEMT Provider must be prominently displayed within interior and on both side panels/windows in full view	
Display proof of any required vehicle safety inspections pursuant to applicable federal, state or local laws or regulations. Proof that each vehicle has successfully completed such inspection shall be provided to Contractor.		
Driver must have visible, easily readable proper identification while on duty. This must include their name, the name of their company, and the company's phone number.		
Wheelchair Vehicle Requirements		
Wheelchair lift	Lift platform - 30"x48"	Platform barriers - 1 ½"
Lift handrails	Lift platform loading barrier	Lift Door
Four (4) point tie down	Reflective tape on lift	Convex Mirror
Door weather stripping		
Safety Equipment		
First Aid kit	Fire extinguisher	Roadside reflective or warning devices
Disposable gloves	Seat belt cutter	Functioning flashlight
Biohazard Spill kit	Ice scraper (when appropriate)	Chains or other traction devices (when appropriate)
All equipment necessary to transport Rider using wheelchairs or stretchers if the Provider uses the vehicle for these modes of transport.		

Safety Considerations

You are responsible for the comfort and safety of the Clients/Riders you transport. Provider shall ensure that its drivers and attendants abide by state or federal statutes and regulations:

Additional safety considerations include:

- Firearms, alcoholic beverages in opened containers, unauthorized controlled substances, or highly combustible materials may not be transported in the vehicle.
- While transporting Clients/Riders, Driver may not use any type of cell phone, cell phone accessories (including voice, image, and text messaging) and other distracting electronic devices while driving Rider. The "cell phone" includes, but is not limited to: cell and mobile phones, mobile or other electronic devices for personal communication, handheld or hands-free electronics devices, ear buds, Bluetooth, voice recognition, etc. This is not to be confused with provided press-to-talk devices used in place of two-way radios. Drivers should wait until the vehicle is parked before using any type of cell phone. Additionally, Driver shall at all times comply with applicable laws regarding the use of cell phones by the driver of a moving vehicle as well as applicable Transdev policy.
- Drivers must never use alcohol, narcotics, illegal drugs, prescription drugs and/or over the counter medication, that impair their ability to perform their duties.

As part of the on-boarding review, Transdev may conduct a functional inspection on NEMT vehicles to be

used.⁶ Thereafter, vehicles are subject to annual and periodic functional inspections.⁷ NEMT providers may be required to provide written documentation of each vehicle's preventive maintenance, regular maintenance, inspections, lubrication and repairs.

Functional inspections performed by Transdev do not replace or excuse the NEMT Provider from obtaining vehicle safety inspections as required by state or local law and/or ensuring vehicle safety.

Dispatch

Transdev will dispatch trips to contracted Providers based on several factors:

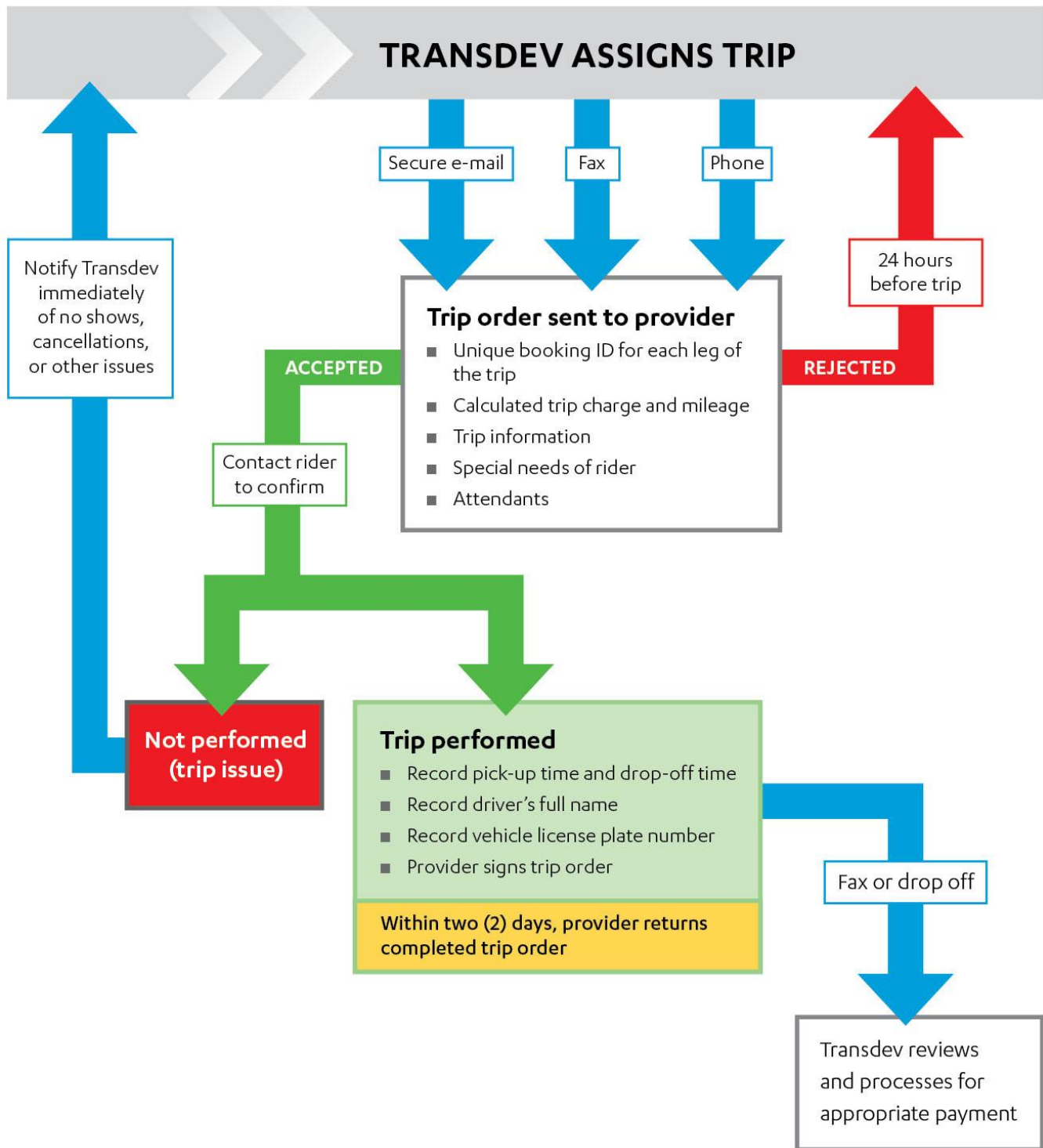
- **Service areas and times** – NEMT Providers should receive trips within the service areas (zones) and service hours they disclosed to Transdev. NEMT Provider may be requested to take trips outside these zones but will be receive a phone call from Transdev to confirm acceptance. NEMT Providers can request changes to zones/times by submitting a Service Area Change in writing to both the local transportation team and us.thproviders@transdev.com.
- **Provider Capacity** – NEMT Provider's fleet size will be considered in assignments. Transdev will consider the number of active vehicles. Although no number of trips are ever guaranteed.
- **Category of Service** – NEMT Providers should only receive trips with their approved category of service. NEMT Providers should immediately notify Transdev if they receive any trip for a category of service for which they are not currently authorized.
- **Performance** – NEMT Provider's performance will be considered when assigning trips. Failing to meet the service expectations can result in denial of payment, rate reduction and reduced trip assignment. Conversely, service excellence will be taken into account as well and can result in increased trips!
- **Cost** - NEMT Provider's cost will be considered when assigning trips. Preference will be given to lower cost quality providers.
- **Enrollment Status** – NEMT Providers must immediately notify Transdev regarding any change in their IMPACT enrollment or authorization status. Failure to do so may result in recoupment of payments and/or denial of claims. Providers must also maintain an ACTIVE status with Transdev's Quality Review Process in order to be eligible for trip assignments and payment. Active status means keeping in compliance with all documentation requirements at all times.

⁶ Ambulances may receive a waiver based on documentation of appropriate IL Department of Public Health Vehicle Licensing and Inspection

⁷ Appendix C - Inspection Form

Trip Life Cycle

Transdev screens and approves all trips, then assigns them to NEMT Providers like you. Let's take a look at the normal trip process.



Confirm and Coordinate

A crucial element to NEMT success is communication. Everything will run smoother when there is clear communication between the NEMT Provider, the rider and Transdev. Clients/Riders and NEMT Providers should contact Transdev regarding any changes or modifications to the scheduled trip. Changes to times and locations must be approved by Transdev. We'll relay that information to you and/or Clients/Riders.

The Trip Order is the official record of the authorized trip. It includes scheduled pick-up times as well as the Client/Rider's appointment time. If you would like to request a minor adjustment to the pickup times (15 minutes or less) you must notify Transdev. Remember, your on-time performance is measured against the times on the Trip Order. If you don't call Transdev to request an adjustment, you may be penalized for not meeting your service requirements.

Clients/Riders must be delivered in time to their medical appointment. Drop offs more than 15 minutes past the appointment time will result in corrective action and may result in a denial of payment.

The Trip Order is the official record of the authorized trip.

If changes are required, they must be preapproved by Transdev.

If your rider tells you they want to cancel a trip, contact Transdev! You want to make sure the trip is marked cancelled at client's direction and not marked as your failure. The contact number for NEMT Providers is (630) 403-3215 Option #1.

Performance

Performance matters! Every Rider is important, and every appointment matters. Transporting riders safely and on time is expected of all NEMT Providers. Poor performance may result in a reduction of trips, denial of payment, rate reduction, corrective action plan or suspension from the Provider Network.

Driver Courtesy

Driver Courtesy is important. How your drivers interact with members directly affects your business. If your drivers are discourteous, rude, unhelpful etc., it will increase the amount of grievances you receive and could possibly affect your trip volume and even your rates. Drivers should receive passenger sensitivity and customer service training.

Drivers are required to:

- Be courteous and respectful at all times.
- Reasonably assist the Rider from their original location to the vehicle and deliver them to the destination location. However, drivers are not intended to act as personal attendants.
- Transport the Rider's reasonable belongings and deliver those belongings with the Rider

Drivers are strictly prohibited from:

- Abandoning an Rider in a vehicle
- Transferring an Rider from one vehicle to another vehicle except in the case of mechanical breakdown, accident or similar emergency. Transdev must be notified immediately.

- Failing to assist members that require help in and out of the vehicle
- Transporting Riders to any location other than that expressly pre-authorized by Transdev.
- Asking members for money or asking for personal favors
- Contacting members regarding anything other than their transportation
- Discriminating against members for their sexual orientation, race, religion, political beliefs, mental or physical disabilities etc.

Monitoring Key Performance Indicators (KPI)

Every NEMT Provider in Transdev's network is accountable for performance and compliance standards which are outlined in the service agreement and provider manual they receive during onboarding. Client/Riders are all traveling to necessary medical appointments, which makes late or missed trips completely unacceptable.

To ensure quality standards are met, NEMT Providers are expected to meet Key Performance Indicators (KPIs), including:

- **On-time Performance (OTP)** – The percentage of trips that were completed on time. This is measured on the a-leg drop to ensure we are capturing the percentage of Client/Riders that arrived at their medical appointment on time. An acceptable OTP score is 90% or better. On time performance standards are:
 - **On Time Pickup** – Arrive to transport Client/Rider for medical appointment within thirty (30) minutes of pick up time established by Transdev on the Trip Order.
 - **On Time Drop off** – Drop off Client/Rider at medical appointment no earlier than one (1) hour prior to their schedule appointment time
 - **Drop off** – Deposit Client/Rider at medical appointment no later than fifteen (15) minutes after their scheduled appointment time
 - **Will Call** – Pick up Client/Rider within one (1) hour of being notified by Transdev that Client/Rider is ready for pick-up. Remember, Client/Rider should be contacting Transdev first;
 - **Hospital Discharges** – Pick up Client/Rider within one (1) hour of acceptance of trip.
- **Valid Complaint Percentage** – Percentage of substantiated complaints against a NEMT Provider. Among other things, complaints could include issues with performance, attitude, timeliness and/or vehicle condition/cleanliness. NEMT Providers should strive for zero complaints. If complaints are over 2% corrective action will be taken.
- **Reroute Percentage** – The percentage of trips assigned by Transdev but refused by the NEMT Provider. NEMT Providers should not be commonly and/or repeatedly rerouting trips. If this occurs, you will be contacted by Transdev to ensure we have correct information about your service areas, times and availability. NEMT Providers must be given advance and sufficient notice of refusals. Frequent or late refusals may result in corrective action.
- **Rider No Show** – Unfortunately, rider no-shows do happen. However, drivers must wait at the location for the full ten (10) minutes after the scheduled pick-up time before a trip would be considered a rider no-show. Rider no-shows should be reported to Transdev immediately. NEMT Providers may not bill for Rider No Shows. Transdev will work with the rider and their Care Coordinator to address habitual no-show or at-the- door cancellations.
- **NEMT Provider No Shows** – Even a single NEMT Provider No Show is unacceptable. Riders rely on you to show up on time in order to get to their necessary medical appointments. Every NEMT Provider No Show will result in a Substantiated Complaint and negatively impact the NEMT Provider's quality rating. Dropping off a rider off more than 15 minutes after their scheduled appointment time will be

considered a NEMT Provider No-Show.

- Customer Satisfaction** – Satisfaction survey scores of [placeholder]. On occasion, a rider action will delay a trip. If that should happen, document the event on the Trip Order and contact Transdev. Transdev will review and determine whether the delay was caused by a rider and therefore considered excused.

To recap:

Appointment Type	Do This:	Don't Do This:
All Appointments	Arrive for pick up within 30 minutes of the scheduled time	Don't pick up member more than 30 minutes ahead of their scheduled pickup time
	Drop off within 15 minutes of appointment time (standard practice)	Don't drop off rider more than 1 hour before appointment time
	Instruct the Rider to contact Transdev if they need to make a trip change (address, time, date etc.)	Don't let a rider make any changes to a trip unless Transdev has been contacted and you have a new trip order reflecting the change
Early Morning Appointments	Check to make sure the facility is open and consider the rider's safety	Don't ever leave a rider at a location that isn't open. Wait until a member can get into the facility safely.
Will Call Trips	Arrive within 60 minutes of being notified that a rider is ready	Don't assume you have a return trip. Check your Trip Orders. Every leg of a trip is assigned by Transdev and has a unique booking ID.
Return Trips	Remind the Rider to call Transdev when they are ready for Pick Up	Instruct the Rider to call the Driver when they are ready for their return
Same Day Discharge	Arrive no more than 1 hour after you accepted a hospital discharge	
Same Day Discharge Multiple Passengers	Take their belongings as well and deliver them to the entrance of their home	
	Schedule trips efficiently so that the travel time is not extended by more than 45 minutes.	Do not double charge for mileage.

Provider Score Card

Providers will receive a score card each month. The score card provides a snapshot of how each Provider is performing month over month. Transdev will review the score cards each month to identify Providers who are not performing to the standard.

Once Transdev has identified a performance issue with a provider we will meet with provider to discuss performance concerns and work collaboratively with them to develop an action plan.

If performance doesn't improve then further action will be taken.

Provider Score Card – January 2023					
XYZ Transportation					
On-Time Performance			Valid Complaints		
Type	Total	% of GR	Type	Total	% of GR
Provider No Show	59	0.9%	Provider No Show	59	0.9%
Late	118	1.7%	Late – Dialysis	17	0.3%
Total Late Trips	177		Late – Higher Care	0	0.0%
% Late Trips	2.6%		Late	118	1.7%
OTP%	97.4%		Driver	1	0.0%
Compliance Score 96%			Vehicle	0	0.0%
Level of Service			Speeding/Safety	0	0.0%
Type	Total	% of GR	Other	6	0.1%
Ambi	6658	98.3%	Provider Complaints	201	
Medicar	112	1.7%	Total Complaints	1800	
Stretcher	0	0.0%	Provider %	3.0%	
Trip Volume			% of Total	11.2%	
Type	Total	% of GR	Cancellations		
Provider Gross	6,770	15.5%	Type	Total	% of GR
Provider Net	6,270	14.3%	Provider Cancellations	500	29.4%
Total Gross	43,737		Less than 24 hr	13	0.2%
Total Net	42,037		Cancellation %	7.4%	
			Total Cancellations	1,700	

Special Circumstances

Most trips run smoothly, but not every trip is identical. There may be special circumstances or events that take a trip a little outside the normal process. Below are some possible scenarios and guidance on how to handle them.

What if?	What happened?	What to do?
You are assigned the trip with less than 24-hour notice?	Urgent and same day trips are part of NEMT services. You still have the opportunity to reject the trip but will have to do quickly; usually within one (1) hour.	Contact Transdev ASAP if you need to reject a trip.
I wasn't given a Trip Order before the trip.	This may happen on very rare occasions for last minute or urgent trips after hours. Call Transdev immediately and request a Trip Order be faxed to you.	If you contact Transdev but cannot receive the Trip Order prior to taking the trip, document the booking ID, vehicle license, driver, times of service. Complete the Trip Order once it's received and return it to Transdev.
A member isn't ready when I arrive for pick up?	Remember that some of our riders have medical conditions that slow their movement. Give the rider some time to get ready and out the door.	Always contact Transdev before moving on. We will contact the rider. Drivers must wait at least ten (10) minutes after the scheduled pick-up time. If rider still isn't ready, contact your dispatch before leaving and document the leg as a Rider No Show.
I accepted a trip, but Transdev later called to cancel it.	When riders cancel trips, Transdev tries to give you as much advanced notice as possible.	Do not bill for the services. If you didn't actually transport the rider, you cannot be paid.

Weather and Cancellations

We all understand that weather in Illinois is dynamic and subject to significant cold and snow. Cancellations due to inclement weather are extremely rare. Take steps to ensure you can safely perform trips all year long. In the event of extreme inclement weather, Transdev will communicate with Transportation Provider regarding cancellations.

Reporting Requirements

The following are some of the regular reports that you need to submit to Transdev.

Report or Incident	Due Date	Submit to
Trip Orders	Within two (2) business days of the date of service	Fax to (630) 873-1440
Member & Provider No Shows	Daily Report if any occurred	Call Provider Line at (630) 403-3215

Report or Incident	Due Date	Submit to
Accidents	Within two (2) hours of motor vehicle accident	Report by phone to Transportation Manager at (630) 873-3311 or Grievance Coordinator at (630) 873-1379
Incident Reports	Within four (4) hours of motor vehicle accident	In writing to Transportation Manager using Incident Reporting Form and including copy of Refusal of Medical Treatment Form.
Police Report	Within 24 hours of receipt	Submit police report to Transportation Manager
Critical Incident	Immediately	Report by phone to Transportation Manager at (630) 873-3311 or Grievance Coordinator at (630) 873-1379
Critical Incident Report	Within four (4) hours	In writing to the Transportation Manager using Incident Reporting Form
Driver Citation	Within 24 hours	In writing to the Transportation Manager
Rider Issue	Within 24 hours	In writing to the Transportation Manager
New Driver/Staff	Immediately	In writing to us.thproviders@transdev.com using Staff Roster Form
New Vehicle	Immediately	In writing to us.thproviders@transdev.com using Vehicle Roster Form
Suspected Fraud, Waste or Abuse	Immediately	In writing to Madeleine Malo, GM Madeleine.Malo@transdev.com or Julie Hein, Director of Healthcare Compliance at Julie.Hein@Transdev.com

Corrective Action Plans

Failure to comply with Key Performance Indicators, document requests, reporting or notice requirements, compliance items, or the other standards set forth in this Manual or the Service Agreement may result in Provider being asked to develop a Corrective Action Plan (CAP). If an issue arises necessitating a CAP, you will be notified and required to prepare a plan to address and prevent recurrence of the identified issue. Failure to cooperate or successfully complete the CAP process may result in:

- Suspension of trips
- Payment offset
- Suspension of payment
- Termination

Billing & Payments

It is critical that you are careful and precise in your billing. NEMT services are subject to numerous regulations prohibiting certain billing practices. Failure to do so may result in denial of payment, suspension of payment and even civil or criminal prosecution.

Remember, a large portion of NEMT services are paid for by public funds, which means you may be subject to prosecution under the Federal False Claims Act and other applicable healthcare laws if you aren't billing correctly.

Inaccurate and incorrect billing can result in a misuse of public healthcare funds. That's a serious offense with significant penalties.

Here are just a few important points on billing:

- You may not bill until after a service was provided.
- You may not bill for "no—shows."
- You may not charge for waiting time, meals, lodging, parking or tolls.
- You may not charge if Participant's medical appointment was canceled because of your failure to arrive or depart on time.
- You may not charge for services provided by Drivers who are unregistered, unlicensed, untrained or unqualified. Only trips provided by Active Drivers are eligible for payment.
- You may not charge for services provided in a Vehicle that is unregistered, unlicensed, unaffiliated or otherwise unsuitable for the trip. Only trips provided by Active Vehicles are eligible for payment.
- You may not charge for services provided while you employ an excluded individual.

Providers will receive a Transportation Order (TO)⁸ that contains all of the pertinent info to complete a trip:

- Member's name, contact number and RIN
- Date of service
- Pickup and drop-off address
- Pickup, appointment, and return times
- Category of Service
- Mileage

Transportation Orders will be submitted to NEMT Providers via email or fax each day. Once a trip is completed, Providers are responsible for filling in the following Trip Confirmation info:

- Actual pickup and return pickup times
- Actual drop-off and return drop-off times
- License plate number for all legs
- Driver's name for all legs

The Owner or Authorized Persons must verify that every Transportation Order is accurate and fully completed and then sign and date each order. If a mistake is made on a Transportation Order, put a single line through

⁸ See Appendix D for a sample Transportation Order.

the error and write a correction. Do not use whiteout on Transportation Orders.

Completed Transportation Orders must be submitted back to Transdev; via fax, mail, or delivery, no later than 48 hours after the date of service. Failure to do so may cause a serious delay in payment. If a complete and accurate Transportation Order is not returned within thirty (30) days of the date of service, the claim will be denied.

Special mileage considerations include:

- You may not charge for unloaded miles.
- Mileage is limited to the most direct (shortest) route between the origination address and the destination address, regardless of what route you end up taking. This mileage is calculated by Transdev.
- You may not double count mileage when you have multiple passengers.⁹
 - You may only charge mileage for the first passenger.
 - You may not charge additional mileage for another passenger until the vehicle is empty. For example:

Person	Pick-up Location	Drop-Off Location	Claim Submittal
1	A	C	Charge base rate and direct mileage from A to C (the additional mileage to pick-up persons 2 and 3 should not be included in the mileage submitted on the claim)
2	B	C	Charge base rate
3	B	D	Charge base rate
4	D	E	Charge base rate and direct mileage from D to E
<p>Note: When Person 3 is dropped off the vehicle is empty. Therefore, the provider may charge mileage for Person 4. Allowable ancillaries, if provided, may be charged for each person.</p>			

Under no circumstances may NEMT Providers seek any type of compensation, remuneration or reimbursement, or have any recourse against any Riders/Client or MCO other than Transdev for their transportation services associated with Transdev.

Notices

In addition to regular reports, some situations require immediate attention and notice to Transdev.

What	When	Where
No Show	Immediately by phone	630.403.3215

⁹ See the Illinois Handbook for Transportation Services (T-200) for more detailed information on multi passenger mileage. You can find the handbook at <https://hfs.illinois.gov/content/dam/soi/en/web/hfs/sitecollectiondocuments/t200.pdf>

What	When	Where
Travel Delays (More than 30 minutes or resulting in potential to miss appointment time)	Immediately by phone	Rider and Transdev 630.403.3215
Accident	Immediately by phone	630-873-1340 or 630-873-1379
Staff Exclusion	Immediately	us.thproviders@transdev.com
Change in Insurance coverage. Including change of dollar amounts, vehicles, expiration, cancellation and/or failure to renew.	At least 15 days PRIOR to any change taking effect.	us.thproviders@transdev.com and Transportation Manager
Member being transported in the wrong category of service	Member being transported in the wrong category of service immediately	630.403.3215
Suspected Fraud, Waste or Abuse	Immediately	General Manager Transdev Compliance Officer us.thproviders@transdev.com 877-225-5334
Media or other inquiries	Immediate	General Manager Media Relations Line (301) 674-3733

Audits and Document Requests

We cannot overemphasize the importance of documenting and retaining information about your services, staff, vehicles, training, qualifications and compliance. At any time, you may be asked by Transdev or other authorities to provide evidence of your compliance, support proper billing or provide insight into a potential service issue. You are required to fully cooperate with any documentation request, as well as any scheduled or random in-person site or vehicle inspection. Often the time in which you need to respond is very short. Keeping your records clear and organized from the beginning will make gathering support quick and easy.

Some of these requests may include, but are not limited to:

- Compliance Attestation
- Incident Investigation

- Policy Submissions
- Trip Order, Manifest or other service records
- Updated Certifications or Licenses
- Recent exclusion screenings, background checks or MVR pulls
- Preventative Maintenance Records or
- Training Records

Records must be retained for at least ten (10) years.

Failure to fully cooperate and timely respond to any such requests could result in the suspension of payments or trips, recoupment of payments, a Corrective Action Plan, termination or referral for investigation by proper authorities. You are required to fully cooperate with Transdev, the State of Illinois and any of its agencies, the Federal Government and any of its agencies during any investigation of suspected program fraud and/or abuse or non-compliance.

Media and Other Inquires

On rare occasion NEMT Providers may be contacted by the media or other parties and asked question about services, events or even Rider. NEMT Providers and their staff are prohibited from providing information to the media regarding a Participant without first consulting with and receiving written approval from Transdev. Remember, even the Rider's name should be kept confidential. If you receive an inquiry, contact Transdev's General Manager immediately.

Regardless of the questions you may be asked, respond, "I am not authorized to make a statement. However, you can reach Transdev's company spokesperson by calling Transdev's medica contact at (301) 674-3733." Ensure that your drivers and staff understand this policy as well.

Miscellaneous Items

- Riders can bring the following items (for free), provided they can be carried by the passenger and/or driver and can be stowed safely on the vehicle:
 - Wheelchairs
 - Secured oxygen
 - Personal assistive devices
 - Intravenous devices
 - Service Animals
- A parent of a minor Rider may accompany the child regardless of the parent's age.
- Riders must book their transportation requests through Transdev and resolve any issues or make any changes directly with us.
- You may only transport the Riders to and from the addresses listed on the Trip Order.
- Transdev will not cover unauthorized trips to the store, pharmacy, or any other non-medical location. Transdev will cover trips to the pharmacy after a scheduled appointment providing the prescription is ready for pickup.

Appendix

Appendix A – Background Disqualifiers

Any of the following felony convictions:¹⁰

- Offense related to physical harm or attempted physical harm to a person
- Offense related to physical harm or attempted physical harm to a person
- Offense or attempted offense related to or involving use of firearm
- Offense or attempted offense involving drugs
- Offense related to reckless driving, OVI/DUI or reckless homicide while operating a motor vehicle
- Offense or attempted offense involving or against a child
- Offense or attempted offense against an elderly person, person with a disability, or Long Term Care Facility Resident

During the past seven (7) years: Any conviction for an offense or attempted offense involving fraud, identity theft, financial exploitation, computer tampering, deceptive practices, forgery or theft.

Drivers only: Either of the following:

- Two or more offenses involving driving under the influence
- One offense in the past 15 years involving driving under the influence

Any of the following in the past 5 years:

- Any suspension or revocation of driver's license that is driving related, in any jurisdiction
- Any conviction for any traffic crime (including, but not limited to reckless driving, attempting to elude a police officer, leaving the scene of an accident
- Greater than ten traffic infractions
- Greater than five serious traffic infractions
- Greater than five motor vehicle accidents
- Any combination of serious traffic infractions and accidents (i.e. two accidents and three moving violations

Any of the following in the last 12 months:

- More than two serious traffic infractions of ANY kind
- More than four traffic infractions of ANY kind
- More than three motor vehicle accidents

¹⁰ Conviction for purposes of this manual include a guilty verdict by judge or jury, as well as a guilty or no contest plea by an individual, regardless of sentence or final disposition.

Appendix B - Driver and Attendant Code of Conduct

As a driver or attendant for _____, I understand that I am providing riders access to necessary medical care, and that I have a heightened responsibility to ensure the privacy, security and safety of my riders. I also understand that these trips are paid for by public healthcare funds and fraud, waste or abuse may subject me to criminal and/or civil liability. By signing below, I agree to the following:

I will ...	I will <u>NOT</u> ...
Identify myself by name and company at the beginning of every trip.	Solicit or accept controlled substances, alcohol, or medications from Participants.
Keep my identification clearly visible while on duty.	Solicit or accept money (including tips or gifts) from Participants.
Provide Participants with dignified boarding assistance to the seating portion of the vehicle.	Use any alcohol, narcotics, illegal or prescription drugs, whatsoever, or any over-the-counter medication that impairs my ability to my job.
Keep the Participants' safety at the heart of all I do.	Enter the home or residence of a Participant while on duty.
Be cognizant of and sensitive to Participants' needs, cultural diversity, and communication requirements.	Make sexually explicit comments, solicit sexual favors, or engage in sexual activity while performing my job duties.
Be courteous, patient, and helpful to all Participants.	Wear any type of headphones while on duty.
Be neat and clean in appearance while on duty.	Transport more passengers and the vehicle's capacity.
Notify my employer/provider if a Participant has been assigned to the wrong level of service.	Operate the vehicle with passenger doors in the open position.
Notify my employer/provider (or Transdev) if a Participant appears to be going to a non-medical service.	Operate the vehicle with inoperable passenger doors or other identified safety issue.
Park so that Participants do not have to cross streets to reach my vehicle or the destination.	Refuel while a Participant is on board.
Appropriately use the wheelchair securement devices and store mobility devices, when needed.	Transport a Participant to any location other than what is provided on the Trip Order/Dispatch.
Immediately notify my employer/provider if I receive a notice of license suspension, cancellation, or revocation.	Transfer a Participant from one vehicle to another during transport, except in the case of mechanical breakdown, accident, or other emergency.
Immediately notify my employer/provider of any traffic violation/citation, even if not on duty at the time.	Abandon a Participant in the vehicle.

I will ...

Abide by the HIPPA regulations, protect the privacy and security of Participants' information, and report any potential security incidents to my employer/provider and/or Transdev immediately.

I will NOT ...

Place or accept calls or texts at any time during transport, unless safely parked.

Provider Name (Company)

Driver/Attendant Name (PRINT)

Date

Driver/Attendant Signature

Appendix C – Vehicle Inspection Checklist

VEHICLE INSPECTION CHECKLIST

DATE: / / TIME INSPECTION PERFORMED BY: _____

PROVIDER NAME _____ PROVIDER TELEPHONE NO. _____

First Inspection
 BI-Annual
 Random
 Re-inspection
 Complaint Inspection

Sedan
 Van (8 Pax)
 Van (8+ Pax)
 W/C Van

Plate Number _____ VIN _____

Vehicle # _____ Make _____ Model _____

Year _____ Mileage _____

SAFETY ITEMS - MANDATORY				WHEELCHAIR			
M1	P	F	Mirrors (side, rearview)	W1	P	F	Wheelchair Lift Normal/Manual Operation
M2	P	F	Windshield (free of obstruction) / Wipers	W2	P	F	Lift Platform (30" x 48")
M3	P	F	Tires (treads, lugs, inflation)	W3	P	F	Platform Barriers (1 1/2")
M4	P	F	Lights (head, brake, turn signal, hazards)	W4	P	F	Lift Hand Rails(s)
M5	P	F	Seat Belts for Each Passenger/2 Extensions	W5	P	F	Lift Platform Loading Barrier
M6	P	F	A/C & Heating	W6	P	F	Lift Door Height (<22' = 56" / >22' = 68")
M7	P	F	Operational Radio/Phone/Hands-free	W7	P	F	4 Point Tie Down
M8	P	F	Horn	W8	P	F	Reflective Tape on Lift
M9	P	F	Vehicle Registration Exp Date: _____	W9	P	F	Convex Mirror
M10	P	F	Insurance Card Exp Date: _____	W10	P	F	Door Weather stripping
M11	P	F	State Sticker on Plate Exp Date: _____	W11	P	F	Other _____

GENERAL – CONDITION OF VEHICLE AND MATERIALS

G1	P	F	Exterior	G7	P	F	Signs: No Smoking or Eating / Wear Seatbelts
G2	P	F	General Cleanliness	G8	P	F	Emergency Triangles/Flares
G3	P	F	Floor Space	G9	P	F	First Aid Kit/Spill Kit
G4	P	F	Walls and Windows	G10	P	F	Provider Name and Phone number (card/slip)
G5	P	F	Upholstery	G11	P	F	Maps/Incident/Accident/Complaint Forms
G6	P	F	Overhead and Interior Lighting	G12	P	F	Other _____

PICTURES: EXTERIOR INTERIOR IF NO PICTURES TAKEN CITE REASON: _____

INSPECTION RESULTS: PASS PROVISIONAL - RE-INSPECT DATE: _____ FAIL (OUT OF SERVICE)

(Vehicle will be pulled off the road for any failed safety items. Vehicle will remain off the road until it is re-inspected by First Transit and passed.)

CORRECTIVE ACTION / NOTES:

If vehicle is being inspected due to a complaint, enter complaint number: _____

SIGNATURE PROVIDER REPRESENTATIVE _____ Date: _____

SIGNATURE FIRST TRANSIT INSPECTOR _____ Date: _____

Appendix D – Sample Trip Order

Trip Number: 01234567 Trip Date: 1/1/2016 Provider: ABC Transportation Phone: (630) 555-5555 Fax: (630) 555-0000 Provider ID: 000000000000	MCO Transportation Order	Patient RIN: 123456789 Member Name: Mickey Mouse Member Phone: (630) 555-1212 Special Pickup Information: Member walks with a cane and requires assistance												
Category of Service: 052 Medicar or 054 Service Car or 051 Ambulance														
Appointment Time: 10:00														
<table border="0" style="width: 100%;"> <tr> <td style="width: 33%;">Booking ID: 12345678</td> <td style="width: 33%;">Pickup Time: 9:15</td> <td style="width: 33%;">Attendant: \$1.00</td> </tr> <tr> <td>Pickup Address: Residence 1010 Anywhere St. Chicago IL 60632</td> <td>Drop Off Address: Disney Hospital 1111 Main St. Chicago IL 60632</td> <td>Mileage: 8.32</td> </tr> <tr> <td></td> <td>Mileage Rate: \$1.00</td> <td>Cost of Mileage: \$8.32</td> </tr> <tr> <td></td> <td></td> <td>Fare: \$10.32 (base +mileage+attendant)</td> </tr> </table>			Booking ID: 12345678	Pickup Time: 9:15	Attendant: \$1.00	Pickup Address: Residence 1010 Anywhere St. Chicago IL 60632	Drop Off Address: Disney Hospital 1111 Main St. Chicago IL 60632	Mileage: 8.32		Mileage Rate: \$1.00	Cost of Mileage: \$8.32			Fare: \$10.32 (base +mileage+attendant)
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		Fare: \$10.32 (base +mileage+attendant)												
<table border="0" style="width: 100%;"> <tr> <td style="width: 33%;">Booking ID: 23456789</td> <td style="width: 33%;">Return Time: 11:30</td> <td style="width: 33%;">Attendant: \$1.00</td> </tr> <tr> <td>Pickup Address: Disney Hospital 1111 Main St. Chicago IL 60632</td> <td>Drop Off Address: Residence 1010 Anywhere St. Chicago IL 60632</td> <td>Mileage: 8.32</td> </tr> <tr> <td></td> <td>Mileage Rate: \$1.00</td> <td>Cost of Mileage: \$8.32</td> </tr> <tr> <td></td> <td></td> <td>Fare: \$10.32 (base +mileage+attendant)</td> </tr> </table>			Booking ID: 23456789	Return Time: 11:30	Attendant: \$1.00	Pickup Address: Disney Hospital 1111 Main St. Chicago IL 60632	Drop Off Address: Residence 1010 Anywhere St. Chicago IL 60632	Mileage: 8.32		Mileage Rate: \$1.00	Cost of Mileage: \$8.32			Fare: \$10.32 (base +mileage+attendant)
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Pickup Address: Disney Hospital 1111 Main St. Chicago IL 60632	Drop Off Address: Residence 1010 Anywhere St. Chicago IL 60632	Mileage: 8.32												
	Mileage Rate: \$1.00	Cost of Mileage: \$8.32												
		Fare: \$10.32 (base +mileage+attendant)												
Total Fare: \$20.64														
Trip Confirmation														
Pickup Time	<u>9:19 (actual pickup time)</u>	Return Pickup Time	<u>11:40 (actual return pickup time)</u>											
Drop Off Time	<u>9:55 (actual drop off time)</u>	Return Dropoff Time	<u>12:15 (actual return drop off time)</u>											
Vehicle License Plate Number	<u>12345PT (full plate)</u>	Return License Plate Number	<u>54321PT (full plate)</u>											
Driver's Name	<u>Daffy Duck (full name as it appears on DL)</u>	Return Driver's Name	<u>Daisy Duck (full name as it appears on DL)</u>											
Member's Signature _____														
<p>Provider Agrees and Acknowledges the following:</p> <p>Transportation must be completed on time and pursuant to the Service Contract with First Transit in order for services to be eligible for payment. Payment may be denied if services are not provided in accordance with these standards. Driver listed has performed the services listed. Such driver is currently listed on Provider's staff roster, submitted to First Transit, and is currently eligible to provide services. Driver's nondisclosure and/or in-eligible status at the time of service may result in denial of payment. Provider has reported any issue with completing the transportation to First Transit Dispatch. Failure to report such issues may result in denial of payment. Provider has not, and will not, attempt to secure payment for this service directly from the member or their health plan. Provider may be requested to provide daily trip logs, inspection sheets or other documentation to support the compliant and complete performance of this service. Failure to timely submit such documentation may result in denial of payment, suspension of payment and/or termination of services. The calculated fare provided by First Transit is the full amount to be charged for this trip. Provider is prohibited from submitted any additional charges, which shall be denied. Provider must submit complete and compliant trip orders within 48 hours of transportation, which shall be faxed to 630-873-11440. Providers failure to submit compliant and compliance trip orders within that time may result in reduced payment, delay in payment and/or denial of payment. By submitted this Trip Order, Provider is attesting to the truth and veracity of all information contained herein. Such information shall be used, directly or indirectly, for the purposes of obtaining payments from Federal and/or State governments, including public healthcare programs, and the claim for this service is protected by federal and/or state false claims regulations.</p>														
<u>Provider must sign in order for TO to be approved</u> Authorized Signature of Transportation Provider		<u>1/1/16</u> Date												

Appendix E - Important Contact Information

NEMT Provider Trip Line	(630) 403-3215 Option #1	Call to request trip assistance, ask questions regarding transportation orders and dispatch
Provider Text – Ride Assistance	(630) 332-3255	Text to request trip assistance, ask questions regarding transportation orders and dispatch
Billing and Payment Questions	(630) 403-3215 Option #2	Receive answers to billing questions and help with how to process your billing. Requests for reconsideration or claims appeals will not be taken over the phone. See the Billing and Payment section before more information about this process.
Fax Number	(630) 873-1440	Fax Transportation Orders
Media Relations	(301) 674-3733	
Bill Martin, Transportation Manager	William.Martin@transdev.com Phone: (630) 403-3311 Cell: (630) 776-4197	Performance monitoring, orientation, provider relations
Ray Mendoza, Field Monitor	Raymond.MendozaJr@transdev.com Cell: (224) 227-5370	Schedule vehicle and site inspections. MVA investigations, field assistance.
Eric Mobley, Field Monitor	Eric.Mobley@transdev.com Cell: (224) 281-8547	
QA & Compliance Mailbox	us.thproviders@transdev.com	Submit requested compliance and quality assurance documents and questions.
Suspected Fraud, Waste or Abuse	Madeleine Malo, General Manager, Madeleine.Malo@transdev.com Julie Hein Compliance Officer, Julie.Hein@transdev.com	