



ILLINOIS MANAGED CARE ORGANIZATION

**Non-Emergency** Medical Transportation

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# PROVIDER MANUAL

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# 1.0 Introduction

Welcome Transportation Providers!

Transdev Health Solutions has partnered with you to ensure Members are transported to their medical appointments. Members are at the heart of all our Non-Emergency Medical Transportation (NEMT) services, and it is vital that they receive safe, on time, and courteous service. NEMT services are unlike any other service in the transportation industry. You aren't just transporting riders from point A to point B; as a provider in our NEMT network, you play an integral role in the Member's healthcare.

Remember that non-emergency does *not* mean these appointments are not important. Every trip represents a needed medical appointment, and many riders use this service to access urgent and life sustaining medical care.

This NEMT Provider Manual<sup>1</sup>, for the Illinois NEMT program, is integrated as part of your Service Agreement with Transdev Health Solutions, herein referred to as *Transdev* or *Transdev Health Solutions* and provides important operational guidance to Transportation Providers, herein referred to as *Provider* (see [Glossary](#)). Non-Emergency Medical Transportation (NEMT) is a transportation benefit available to Cook County Health's CountyCare Medicaid Members, herein referred to as a Member (see [Glossary](#)), who do not have another means of transportation to and from appointments for covered health care services.

Providers perform non-emergency transportation under the direction of Transdev Health Solutions for the NEMT program. This manual should be used to guide Providers through the process of providing excellent, on time, and safe service to all parties involved.

All policies and procedures contained in this manual supersede any prior manuals outlining policies and procedures. Transdev employees and NEMT providers are to follow the policies and procedures in this manual. A copy of this manual shall be readily available to all Providers and Provider Associates in a common place for frequent and easy reference. All Providers must comply with ADA and FTA regulations where applicable.

## Important 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.

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<sup>1</sup> 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](http://www.TransdevHealthSolutions.com).

## 1.2 Purpose

The purpose of this Manual is to provide an overview of the NEMT program, important guidelines, and procedures. Specifically, this manual will provide:

- > A general description of the Medicaid transportation program
- > Transdev’s responsibilities and expectations
- > Subcontracted provider, vehicle, and driver requirements
- > Transportation scheduling procedures
- > Transportation performance standards
- > Reporting and record keeping requirements
- > Communication guidelines

Given the risks involved with daily operations, Transdev Health Solutions seeks to carry out a uniform and comprehensive set of safety policies and procedures to help each provider with safety, standards, and compliance. Additionally, you must also review and adhere to the Illinois Department of Health and Family Services (HFS) [Transportation Provider Handbook](#).

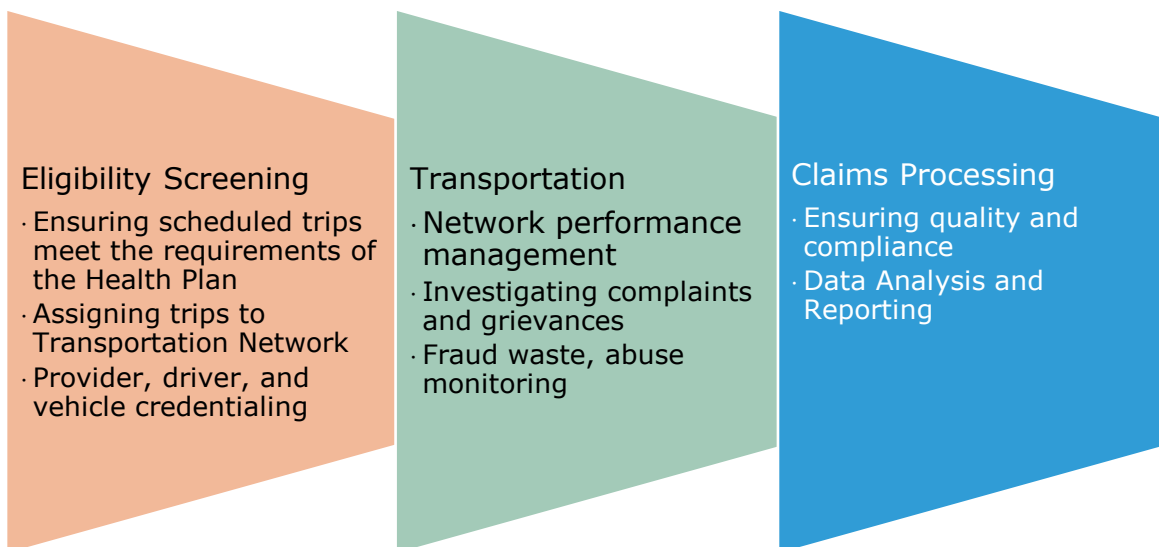
## 1.3 Provider Accountability

This manual includes information needed to partner with Transdev to provide quality transportation services for Members. Providers will be held accountable to abide by all applicable laws, rules, regulations and the requirements of Transdev Health Solutions’ Client, Cook County Health, while performing transportation services. These requirements include confidentiality and non-disclosure of Member’s protected health information (PHI) such as:

- > Demographics (i.e., ethnicity, home address, phone number, etc.)
- > Medical records
- > Any health information as pursuant to HIPAA, as amended, and rules and regulations issued thereunder.

## 1.4 Transdev Health Solutions’ Responsibilities

As a NEMT broker, Transdev has the responsibility to ensure that eligible Members are provided quality, safe and dependable NEMT services. We coordinate all aspects of the NEMT program within the contracted geographic areas including:





## 1.5 Geographic Considerations

Transdev schedules transportation for Members to their covered medical appointments within designated service areas (geographic areas defined with specific borders). Trips may consist of one-way, round, or multi-leg trips from the Member's point of origin to any medical appointment.

When any of these appointments involve a physical address outside of the designated service area a prior authorization must be obtained from CountyCare. Out-of-state NEMT services are typically only authorized for trips where no other medical providers are located within the designated service area, medical necessity has been documented and prior authorization is provided by CountyCare.

## 1.6 Confidentiality

It is critical that Providers keep Member's information confidential. Federal guidelines and laws, such as the [U.S. Privacy Act of 1974](#) and [Health Insurance Portability and Accountability Act of 1996 \(HIPAA\)](#) require that anyone handling Protected Health Information (PHI) ensures the information is safeguarded and kept confidential.

Furthermore, there are laws and regulations regarding data protection that the Provider and their Provider Associates need to be aware of. This Provider Manual lists many of those laws and regulations in the [Glossary](#) with links to them in the previous paragraph.

In order to reduce risk, Providers shall only collect the information necessary to provide transportation, such as:

- > Member Name
- > Pick-up and drop-off addresses (if different than on Manifest)
- > Destination name, such as doctor office, medical clinic, hospital name, etc.
- > Appointment time(s)
- > Mobility aides for transport purposes, such as wheelchair, walker, cane, etc.

Additionally, it is the responsibility of the Provider to understand and remain fully compliant with HIPAA requirements. Providers are prohibited from:

- > Leaving paperwork regarding the Member in a vehicle or anywhere else for other people to see
- > Leaving any Member information displayed on any device, such as a computer, mobile device, smartphone, tablet etc.
- > Displaying other Member's information on trip manifest signature sheets
- > Taking pictures of Member information, such as on paperwork or forms, for the purposes of texting, emailing, or other purposes
- > Verbally discussing Member information with anyone other than people directly involved with helping the Member during transit
- > Communicating Member information over any medium that other people can either hear or read from, such as open radio, facsimile (fax) machine, emails, etc.
- > Discussing Member information in open conversation with others

The foregoing is not intended to be an exhaustive list; Providers must follow *all* HIPAA regulations and guidelines. Additional information and training for Providers regarding HIPAA and its laws and guidelines are available from Transdev, please contact your Transdev liaison to learn more.

## 1.7 Legal Compliance

Providers are required to comply with all applicable laws, rules, and regulations, including local,

State, Federal, and [Centers for Medicare & Medicaid Services \(CMS\)](#). This includes but is not limited to, the following:

- > Applicable Federal, State, and local transportation safety standards, rules, laws, etc.
- > Applicable industry and accreditation standards relating to the maintenance of vehicles and equipment, passenger and wheelchair accessibility, availability, functioning of seat belts, etc.
- > License-for-hire standards established by the State Department of Transportation (DOT) as well as any city or county in which the Provider operates
- > CMS and MQD guidelines as they relate to transportation services for Medicaid and Medicare Members
- > Completing and maintaining all required trainings including first aid, wheelchair securement, customer sensitivity and inclusion, HIPAA, and Code of Conduct
- > Periodical and/or annual re-credentialing of vehicles and drivers

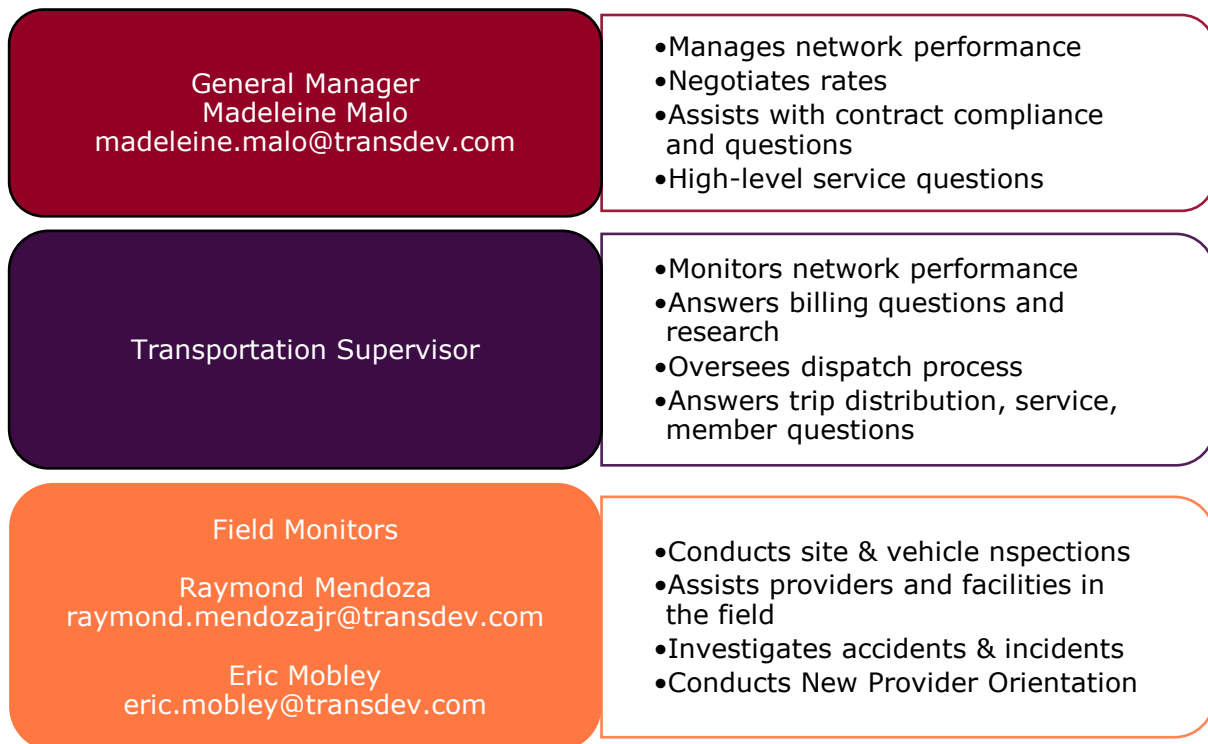
More on legal compliance is covered throughout this Provider Manual. As a Provider, you are responsible to familiarize yourself and your staff with all the points of legal compliance described in this Manual.

## 2.0 Local Support

Transdev operates a Contact Center in Glen Ellyn, IL. The Contact Center operates 7am to 7pm Monday – Friday and 9am to 1pm on weekends. After hours coverage is available for urgent trips and hospital discharges. The local team is here to provide you with assistance on:

- > Trip assistance
- > Accidents/Incidents
- > Grievances and disputes
- > Vehicle Inspections
- > Billing and payments

The team is comprised of the following:



Additional staff include:

- > Dispatch – Assigns your trips and can assist you with trip questions.
- > 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 - 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).



## 3.0 Becoming a Transportation Provider

Not just anyone can be part of Transdev Health Solutions Transportation 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.

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

Chapter 2 outlines the steps necessary to become a Provider working under contract for Transdev Health Solutions. Transdev will facilitate the Provider enrollment process in accordance with what is required under the NEMT program. Our operations team shall oversee all Provider enrollment and credentialing procedures.

Becoming a Transportation Provider starts with the process of *enrollment*. This is the initial process of collecting all necessary forms and documentation related to the Provider. This includes, but is not limited to, company/owner name, address, phone number(s), W-9 form, proof of insurance, copy of a sample invoice, etc. Along with the enrollment process, the process of *credentialing* must be performed, which includes but is not limited to items such as reviewing vehicle information, insurance, safety records, etc.

After the initial process of enrollment and credentialing is successfully completed, each Provider must complete an annual re-credentialing process to maintain active status in the Provider network. Re-credentialing will also include a Provider evaluation of compliance including, but not limited to, a review of Member complaints, compliance with performance standards, vehicle maintenance and safety inspections, etc.

The requirements for both enrollment and credentialing are detailed below.

### 3.1 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 program is called IMPACT. IMPACT enrollment is similar to Transdev's safety, quality, and compliance review process however, they are not the same thing.

IMPACT enrollment only authorizes a NEMT Provider for Fee for Service (FFS) trips reimbursed by the State; to provide service to IL Managed Care Organizations (MCOs), credentialing beyond IMPACT is required. MCOs have additional quality assurance requirements and contractual obligations. NEMT providers that are already enrolled in IMPACT are required to go through Transdev's review process.

NEMT Providers must complete IMPACT Enrollment prior to starting Transdev's review process. Before you receive NEMT trips from Transdev, you **must** be enrolled in IMPACT *and* pass by

Transdev's entire review. Additionally, providers must maintain their IMPACT enrollment to continue to receive trips; loss of enrollment will result in *immediate* termination of trip distribution.

Information regarding IMPACT can be found at <https://www.illinois.gov/hfs/impact/pages/default.aspx>.

## 3.2 Safety, Quality Assurance, and Compliance

Transdev uses a multi-phased approach for the contracting and credentialing process. The first part of this process is called Quality Assurance (QA). Every NEMT Providers must undergo the Safety, Quality Assurance, and Compliance (SQC) process and is also subject to regular safety, quality and compliance checks 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. It's an extensive process 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 SQC process:

### Phase I – Operations Overview

Providers submit an initial application [here](#). The initial application helps us determine if a provider meets our established criteria to move forward in the process and consists of providing the following:

- > **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 healthcare service, 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.
- > Hours and days of operations and after-hours contacts.
  - Geographical boundaries for the areas you will service
  - Dispatch process and contact info
  - How much notice you require to accept a trip
- > **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.
- > **IMPACT Medical Provider Information Sheet** - The MPI Sheet is provided to you once you've successfully completed enrollment in IMPACT. If you do not have one, you'll need to contact the IMPACT program. The number of vehicles and types

Once you've completed these sections and submitted your documentation, you are required to attest that the information you provided us is true, current, and correct.

Upon review, if Transdev determines you may be a potential NEMT Partner, our NRT review team and 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 our Quality Assurance Program, you move to the next and final review. The full review has three main sections:

- > Compliance Forms and Documents
- > Staff Information
- > 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 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 is located at our national headquarters and can be reached via email. 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

Once you've successfully completed the full review process the local transportation team will reach out and schedule a New Provider Orientation session. During this orientation, we will:

- > Review the provider manual and service agreement
- > Review your driver and staff training
- > Review your policy and procedures
- > Discuss performance and reporting requirements
- > Review Transdev policies and procedures
- > Inspect your site and vehicles or schedule a future appointment
- > Review billing and payment
- > Provide provider portal training

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

## 4.0 Insurance, Driver, & Vehicle Requirements

Transdev will review certain documentation upon onboarding and at least annually thereafter however some documentation may be viewed earlier. Additionally, the Provider should be prepared for random or scheduled audits and documentation requests therefore it is imperative that you keep accurate and current records. You will receive monthly expiration reports that contain your expiring/expired credentials (insurance, training, drivers, vehicles etc.); it is important that you thoroughly review these reports and take action. Providers with expiring/expired credentials may be removed from service.

Transdev's Network Review Team will process and review Transportation Provider credentials. All credentials must be sent to [us.thproviders@transdev.com](mailto:us.thproviders@transdev.com) prior to expiration. It is important that you get your documentation in early and not wait close to the expiration date as it could take 7-10 business days for documents to be processed and updated.

### 4.1 Insurance Requirements

NEMT Providers are required to maintain specific insurance to cover its services and staff. Generally, NEMT Provider 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 a minimum of \$500,000 for bodily injury and property damage for one person for any one accident (single limit coverage per occurrence) and \$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.

Additionally:

- > Insurance must name Transdev and the MCO as additional insured and certificate holder.
- > Insurance company must be licensed to do business in Illinois.
- > Insurance company must have a financial strength and size rating no lower than "A-" and "(VII)", respectively, as listed in A.M. Best's Key Rating Guide (current edition or interim report).
- > Key Rating Guide (current edition or interim report).
- > Certificate of Insurance must contain a fifteen (15) day notice of cancellation, expiration, restriction, non-renewal endorsement.

Notice of insurance changes, cancellation and/or expiration should be sent to Transdev. 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. Providers will be removed from service upon expiration of insurance.

### 4.2 Driver & Employee Attendant Standards & Requirements

Drivers and Employee Attendants have direct contact with Clients/Riders and therefore have prerequisites to ensure they are prepared to perform their NEMT functions. 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 the care and safety of everyone onboard the vehicle. As such:

- > Driver and vehicles will be removed from service upon expiration.
- > You are prohibited from using a new driver 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.

The requirements for Drivers and Employee Attendants are as follows:

| Requirements   |   | Transdev Verified  |
|--|---|--|
| Name, DOB, SSN   | All Drivers must be at least 21 years of age. FT requires disclosure of all support staff as well.  | Must match state issued ID   |
| Drivers - Driver's license<br>Employee Attendants - State ID | All drivers must have a valid IL driver's License.  | Expired documents not accepted   |
| Exclusion Check Verification                                 | 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.                              | Provider must disclose date of last exclusion check for every staff member |
| MVR Check - Drivers only                                     | 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. | Copy must be submitted   |
| Drug Screening - Driver & employee attendants                | 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                                     | Copy of certified results must be submitted                                |
| Criminal Background Check - Driver & Employee Attendants     | FT requires proof of acceptable national background check and publishes disqualifying standards. National background check must include search result. Must rescreen every 3 years.   | Copy must be submitted   |
| National Sex Offender Registry                               | FT requires proof of registry check and publishes disqualifying standards. Must include search results and can be included in a national background check. Must rescreen annually.  | Copy must be submitted   |

| Requirements  |   | Transdev Verified                               |
|---|---|---|
| Medicar Safety Training - All Drivers   | 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 <u>IMPACT</u> approved source. | Copy must be submitted                          |
| Annual Training: <ul style="list-style-type: none"> <li>▪ Ethics</li> <li>▪ General Compliance</li> <li>▪ FWA</li> <li>▪ HIPAA</li> <li>▪ Cultural Competency</li> <li>▪ Abuse/Neglect/Exploitation</li> <li>▪ Critical Incident</li> </ul> | 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.            | Date of training and Annual Company Attestation |
| Driver Code of Conduct  | Copy must be submitted annually   | Signed by Drivers and Attendants Annually       |

Additionally, Provider must notify Transdev in writing within one (1) business day of receiving notice that a driver has a license suspension, cancellation, or revocation and the driver must immediately be removed from trips assigned by Transdev. Trips completed by drivers with an expired, suspended, or revoked license or other expired requirements will **not** be reimbursed.

All documentation may be audited at any time. Failure to have adequate documentation may result in a corrective action plan (CAP), suspension or termination of contract, payment recovery, or a Fraud, Waste, and Abuse referral.

### 4.3 Vehicle Standards & Requirements

As part of the quality assurance process, NEMT Providers must submit accurate and up-to-date requirements to Transdev. All vehicles must be approved by Transdev before entering service; trips performed with an unapproved or inactive 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 a vehicle fails a safety inspection or lose a certification, you must immediately notify Transdev and discontinue use of the vehicle for trips assigned by Transdev. Safety inspections and certifications must be kept up-to-date and provided to Transdev upon request.

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 to Transdev and remove vehicle from service. Deficiencies must be documented and remediated and a Transdev inspection completed before returning the vehicle to service.



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 Inspections

As part of the on-boarding review, Transdev will conduct a functional [inspection](#) of your vehicles. Thereafter, vehicles are subject to bi-annual and periodic functional inspections. Providers may be required to provide written documentation of each vehicle’s preventive maintenance, regular maintenance, inspections, and repairs.

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

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

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

**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                                      | Working seat belts for each passenger and driver          |
| Seat belt extenders                              | Clean interior – no trash or empty containers. Seats must have padding and free from damage. | Smoking shall not be permitted at any time in the vehicle |

Be equipped with a two-way communication device which permits reliable communication with Transportation Network’s dispatch. Other equipment may need to be present and functioning depending on the type of vehicle

**Vehicle Forms & Signage**

|                                     |   |   |
|-------------------------------------|---|---|
| Vehicle Registration                | Vehicle Insurance   | Accident Reporting Form                   |
| State Registration Sticker on plate | State insurance confirmation decal  | <a href="#">Medical Evaluation Waiver</a> |
| 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 and 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       | Chains or other traction devices (when needed) |

All equipment necessary to transport Participants using wheelchairs or stretchers if the Provider uses the vehicle for these modes of transport.

## Vehicle Maintenance

All vehicles must be maintained in accordance with all vehicle manufacturer recommendations, standards set forth by the ADA and FTA, any all local, state, and federal regulations. Vehicles not maintained to these standards shall be removed from service.

Your vehicles require ongoing preventative and remedial maintenance. Provider must have maintenance policies to keep vehicles running well, identify issues before they become major problems, and fix issues so vehicles can remain on the road safely. As part of the on-boarding process you are 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. At a minimum, they must 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
- > Name and contact information of individual/entity performing any inspection/services

## 5.0 Safety Standards & Requirements

Transdev follows, encourages, and lives by a strong commitment to safety. Any Provider and their Provider Associates must share that same commitment to work with Transdev.

All Federal, State, and local rules, laws and regulations shall be followed when operating any equipment and engaged in the direct or indirect process of transporting Member. This includes any rules, laws, guidelines, and regulations set forth by the Client and NEMT program.

Violations of the safety rules outlined within this section can result in suspension or the termination from the network.

### 5.1 Driver & Vehicle Safety

Drivers are responsible for ensuring 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. Safety requirements include but are not limited to:

- > Weapons (firearms, knives, taser etc.), alcoholic beverages, unauthorized controlled substances, or highly combustible materials may not be transported in the vehicle
- > Drivers must never use alcohol, narcotics, illegal drugs, prescription drugs and/or over the counter medication, that impair their ability to perform their duties
- > Drivers are not use a mobile phone except to communicate to a dispatcher and the phone must be paired (connected) with a "hands-free" headset or earpiece
- > Drivers are not to text or use other distracting electronic devices while driving
- > Participants
- > Obey all applicable Federal, State, and local laws, rules and regulations pertaining to use of cell phones and operating a vehicle on any road
- > Use common courtesy with other drivers sharing the road
- > Have knowledge of the geographical Service Area they are driving in
- > Be current with driver licenses, first aid, medical certificates, etc.
- > No consumption of any substance that would result in physical or mental impairment while performing work for the NEMT program, even if it is prescribed by a physician
- > Inspect vehicle for safety and maintenance issues every day before being used on any trip for the NEMT program
- > Require all occupants of vehicle to wear a safety belt
- > Keep a safe distance behind the vehicle in front of them
- > Reduce the speed during inclement weather conditions
- > Always adhere to posted or suggested speed limits
- > Use all safety features available in the vehicle when appropriately needed, such as lights, turning signals (i.e., blinkers or hand signals), mirrors, etc.
- > Always exercise caution when during passenger on/offboarding and transport
- > Use all available safeguards and safety equipment
- > Demonstrate behaviors that proactively prevent accidents and injuries
- > Look both/all ways before crossing any type of intersection
- > Be mindful of pedestrians
- > Pay attention to all road signs

Providers and their drivers are required to be knowledgeable with and be able to operate all safety and emergency equipment on the vehicle that they are operating.

Providers shall immediately report any unsafe conditions, driver violations, or incidents to Transdev. This includes any violations of Federal, State, or local laws. Providers shall not tolerate or allow any unsafe act, operation, practice, or behavior by any of their Provider Associates.

## Vehicle Capacity

It is the Provider's responsibility, along with their drivers and employees, to factor in vehicle capacity when accepting and scheduling rides.

To perform trips efficiently, Transdev assigns trips to Providers based on a vehicle's capacity and geographic location related to other trips that are being performed. Therefore, it is important that all seats are utilized according to the vehicle's design and safety specifications.

Ultimately, Transdev requires that Providers transport Members in a safe and comfortable manner. If a vehicle's seating capacity conflicts with this requirement, it is the Provider's responsibility to immediately contact Transdev to report the issue.

## 5.2 Passenger Assistance

Drivers are required to provide assistance to Members during on/offboarding and transport. Members who have disabilities may require a higher level of assistance. It is important that all drivers and driver attendants are trained on aiding Members who require assistance. Drivers are required to provide the following types of assistance:

- > Getting in and out of the vehicle
- > Navigating stairs, obstacles, curbs etc.
- > Finding their destination at the medical facility
- > Higher-level aid including but not limited to, door to vehicle assistance, assistance with mobility equipment (wheelchair, rollator, crutches, cane etc.)

Drivers must make sure that mobility equipment is stored or attached to the vehicle sufficiently and safely before moving the vehicle and performing the trip. If a Member needs this equipment and it cannot be properly or safely transported on the current vehicle, then contact Provider's dispatch to obtain a vehicle that can accommodate the Member's equipment.

## 5.3 Passenger Safety

Providers and their Provider Associates are not expected to be physicians or emergency medical technicians (EMTs). This means that, if a Member is injured or suffering from some type of obvious health issue, it is best to let a medical professional help them. In such situations, Providers and Provider Associates are strongly encouraged to call 911 for help. Providers and their Provider Associates are **not** expected to:

- > Apply any first aid to the Member, unless it is an absolute emergency, such as a catastrophe (i.e., fire, earthquake, etc.), vehicle accident, etc. The exception to this is if the Provider or Provider Associate is first aid certified.
- > Pick up the Member if they have fallen and are unable to get up on their own or with minimal assistance.
- > Help a Member if they have returned from a medical appointment or procedure and are bleeding or excreting other bodily fluids. If such an incident occurs, drivers are expected to do the following:
  - o If the Member has just been picked up from a medical facility or office, return the Member and ask staff at the facility for assistance. However, depending on the

Member's injury, if the driver knows there is a hospital, urgent care, or fire station closer by, then take the Member there.

Drivers should:

- > Make sure the vehicle is securely parked in a safe place and is not moving before attending to any Member or passenger.
- > Assess the situation and contact dispatch to report the issue.
- > Call 911 for medical or emergency assistance if necessary. If 911 is called, driver is to wait with vehicle and not move it until professional medical help arrives.
- > Report all incidents to Transdev as soon as reasonably possible but no later than 24 hrs. after the incident
- > Work with Provider's dispatch to reroute remaining trips when any incident renders the vehicle incapacitated or inhabitable.

Provider/driver must complete and submit a Transdev incident/accident form as soon as possible but no later than twenty-four (24) hours of occurrence.

## Passenger Safety Rules

Providers should expect Member to follow a code of conduct while being transported. When the Member does not follow designated rules and guidelines, the Provider is encouraged to contact Transdev directly to report the situation or submit a formal grievance against a Member.

Members are required to:

- > Follow all Federal, State and local laws while being transported.
- > Not distract the driver while the vehicle is moving
- > Not smoke, eat or drink on any vehicle except in cases where it is medically necessary, or Member requires fluid or sustenance during transport. Driver shall contact their dispatcher while on a trip if further clarification is needed.
- > Refrain from any discriminatory or offensive words that may make a Provider or other passengers feel uncomfortable or insulted.
- > Not engage the driver in conversation to the point of driver distraction.
- > Be responsible for their own safety by looking around and being aware of their surroundings before exiting the vehicle.
- > Not leave carry-on baggage in the aisle if in a multi-passenger vehicle (i.e., bus).

All Members and their companions are expected to wear safety belts (i.e., seatbelts) while in the vehicle. If a Member refuses to not wear a safety belt, they shall be politely asked to exit the vehicle and their trip will be terminated. No Provider vehicle shall move forward with any trip until all Member and/or passengers are effectively wearing a safety belt.

All vehicles must have at least two (2) seatbelt extensions available. If any Member or passenger states that they are not able to fit into a standard safety belt, provide them with the seatbelt extension and assist the Member or passenger with installation.

## 5.4 Car Seat Requirements

All children must be transported according to all Federal, State, and local laws regarding specified car seat and/or booster seat. Any child that does not have the correct car seat and/or booster seat shall not be transported.

Members are required to provide their own car seat and/or booster seat.



Laws regarding the exact specifications and correct usage of car seats vary by region. To learn what is required in the Service Area of the NEMT program, use the website link below from the Governors Highway Safety Association (GHSA) <https://www.ghsa.org/state-laws/issues/child%20passenger%20safety>. If this website does not work, use Google.com to find "GHSA Child Passenger Safety".

It is the Provider's responsibility to ensure all children are transported safely and according to all applicable laws and regulations.

## 5.5 Driver Courtesy

Customer service and courtesy should be a priority for all Drivers. How your drivers interact with members directly affects your business. If your drivers are discourteous, rude, unhelpful etc., it will increase the 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 Enrollee 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 Enrollee's reasonable belongings and deliver those belongings with the Enrollee

Drivers are strictly prohibited from:

- > Abandoning an Enrollee in a vehicle
- > Transferring an Enrollee from one vehicle to another vehicle except in the case of mechanical breakdown, accident, or emergency.
- > Failing to aid members that require assistance
- > Transporting Enrollees 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.

## 6.0 Compliance

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 higher responsibility for information privacy, documentation of services and the prevention and detection of Fraud, Waste and Abuse.*

Compliance: Doing things right. Every time.

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

### 6.1 Code of Business Conduct

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.

It is strongly encouraged that you and your staff read the *entire* Code and Compliance Plan carefully. Additionally, Transdev offers free training modules on both policies.

### 6.2 Confidentiality and Information Privacy

As part of the Service Agreement, you promised to abide by the privacy and security regulations protecting Participants' Protected Health Information (PHI), like the Health Insurance Portability and Accountability Action (HIPAA). Nearly all the information you receive from Transdev about Participants is 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, exclusion, penalties and/or criminal prosecution.

## 6.3 Exclusions

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.** Providers who cannot produce proof of monthly exclusion checks may be placed on a Corrective Action Plan, have trips denied or reduced, or be suspended or terminated from the network.

## 7.0 Education, Training, & Communication

Transdev Health Solutions strives to develop and maintain strong relationships with our Providers and understands the importance of an educated and well-trained Transportation Provider Network. We understand it is equally important to keep Providers current on information that may affect them, their staff, and operations. We have several options for training and communicating important information and updates to Providers. All new educational and updated materials are supplied to Providers prior to onboarding and will be posted on our provider website for future reference.

### 7.1 Transdev Provider Training

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 complete the following training upon onboarding and annually thereafter:

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

#### 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 Providers 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 general compliance training required, Transdev required that each Affiliated Transportation Network and the Affiliated Transportation Providers receive information related to identifying, preventing, and reporting Abuse, Neglect, exploitation, and critical incidents. 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 links to free training materials are available to Providers online.

## 7.2 Education

Transdev will provide training on, but is not limited to, the following items:

- > Trip Management System (NovusMed)
- > Provider Portal
- > Claims submission process
- > Self-service portal (for facility transportation providers only)
- > Facilities Portal (for facility providers only)

Transdev will provide additional as-needed training depending on the Provider's individual needs including, but not limited to, the following:

- > Provider improvement plan
- > Service standards
- > Responsibilities and requirements
- > Performance evaluations

## 7.3 Provider Training Programs

Transdev Health Solutions requires Providers to develop an *acceptable* training program and code of conduct for their drivers and staff. This program is in addition to the training provided by Transdev. Providers are to comply with the provisions and training policies set forth by the Americans with Disabilities Act.

The Provider must provide proof of training of all staff prior to onboarding and annually thereafter. Upon request, Transdev will assist Providers with locating and obtaining acceptable resources to meet training requirements.

Transdev will evaluate each Provider's training program via field monitoring, on-site visits, interviews with drivers and Members, as well as feedback received from satisfaction surveys. Topics evaluated will include, but are not limited to, the following:

- > Driver knowledge of safety, policy, and procedures
- > Drivers and vehicle readiness
- > Driver training in accordance with Transdev and Medicaid guidelines

An *acceptable* training program must include, but not be limited to, the following:

- > Driver Code of Conduct
- > Defensive driving
- > Basic safety procedures
- > Use of assistive devices
- > Wheelchair securement and lift operation
- > Seat belt & child restraints
- > Passenger assistance
- > Cultural and disability competency
- > ADA requirements
- > HIPAA privacy
- > Accidents/Incidents Training
- > Customer service
- > First Aid/Infection Control

In addition to the above, you should have written staff training guidelines and forms regarding vehicle operation, requirements, FWA reporting, 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 the CountyCare program, its reporting forms, and the geographical area in which they will be providing service.
- > Boarding and providing passenger assistance.
- > Operation of wheelchair lift and other special equipment and driving conditions.
- > Passenger assistance and securement.
- > Awareness and handling of emergency and security threats

## 7.4 Provider Communication

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

Transdev's preferred method of communication to Providers is the Provider Portal if you prefer to opt-out of using the Provider Portal, we will make note in your profile and work with you to determine the best method (phone, email, mail) of communicating information to the Provider.

Using any of the mentioned methods, information including but not limited to the following will be sent to Providers:

- > Educational materials from the NEMT program
- > In-service training or communications
- > Provider Manual changes
- > Changes to the NEMT program (i.e., expansion into new geographic areas, new regulations, etc.)
- > Safety messages
- > Transdev contact updates
- > Quality assurance (QA) initiatives and information
- > Answers to frequently asked questions (FAQs)



## 8.0 Responsibilities

This section outlines the responsibilities and service standards that each Provider is required to follow. The responsibilities and service standards described in this section will be monitored by Transdev via a Performance Evaluation. Transdev reserves the right to audit and examine *anything* reflecting the Provider's ability to follow the responsibilities and service standards stated in this Provider Manual.

If Provider fails to comply with the service standards stated herein, corrective actions can occur. Corrective actions will be implemented in a fair and equitable manner. You disagree with a corrective action you may appeal by following the grievance and appeal process detailed below.

Failure to comply with any responsibility or service standard can also result in the reduction of trip assignments, delay of payment for work or any claim, as well as penalties in the form of liquidated damages (LDs) applied for each missed service standard.

### 8.1 Provider Responsibilities

The following is a list requirements Providers must comply with. Provider must:

- > Receive trip reservations via Transdev's Trip Management System and perform them in accordance with all laws, rules, regulations, and contractual requirements.
- > Accept trips within 48 hours of notification of assignment
- > Pick-up and perform trips within the designated pickup window as outlined in the Service Standards section
- > Complete all trips that have been assigned and accepted
  - o Trip assignments are based on the auto-trip assignment policy and logic of the Trip Management system. If a Provider has an issue with trip assignments, they should contact Transdev to ensure they are correctly set up in the Trip Management system
- > Perform "will-call" trips within one (1) hour of a request
- > Transport Members in vehicles using SQC approved drivers
- > Transport Members and their escort in accordance with the terms of the provider's Service Agreement with Transdev and this Provider Manual
- > Regarding additional passengers:
  - o Member may bring up to two (2) escorts
  - o Any Member under the age of 18 must be accompanied by an escort
  - o When appropriate care for a minor child cannot be obtained, the minor child may accompany the Member.
- > Establish and maintain a designated telephone line for use by Transdev staff which must be always available during normal business and after hours
- > Provide and use a two-way communication system linking all vehicles used in delivering the services under this contract with the transportation provider's major place of business. Pagers are not an acceptable substitute
- > Ensure that all Member information will be held confidentially
- > Report any suspected Fraud, Waste, and Abuse situations
- > Work effectively alongside people with different cultural attitudes and behaviors, including people that have limited English-speaking abilities
- > Update any necessary information in the Trip Management system once a trip is performed and completed
  - o Information includes start/end times, start/end odometer readings (or total mileage), arrive and depart times, Member signatures, etc., or anything else stipulated in the Provider Service Agreement.

- > Remain current with any on-going driver training, vehicle safety and maintenance requirements
- > Provide safe and reliable service at all times

## 8.2 Transdev Responsibilities

As an NEMT broker, Transdev has the responsibility to ensure eligible Member have access to medical appointments by providing quality, safe and dependable transportation within the geographical service area determined by the NEMT program. The following is a complete list of each responsibility & requirement expected from Transdev:

- > Receive and book trip reservations from Member during all normal business hours, except for recognized holidays. Once a trip reservation is booked, the Trip Management system will schedule it and assign it to a Provider.
- > Schedule trips and assign trips to Providers based on established criteria and organize trips into routes that are optimized by the destination and time of each trip pick-up and drop-off so that work is performed in a most efficient manner.
- > Authorize the proper transportation level of service depending on the Member's needs, such as mileage reimbursement, public transit, paratransit, ambulatory, wheelchair, stretcher, etc.
- > Ensure trips are only scheduled by eligible Members for covered services.
- > Transdev reserves the right to assign trips to the most appropriate and cost-effective Provider available, consistent with the needs of the Member.
- > Investigate grievances and implement solutions.
- > Pays eligible and active Providers for services rendered in a timely manner.
- > Monitor and report all suspected Fraud, Waste, and Abuse to client for investigation.

## 9.0 Performance Monitoring

Transdev Health Solutions has a comprehensive performance monitoring program that adds value to all key stakeholders. Providers can track their performance and compliance in comparison with service standards. Transdev will monitor the performance of the network to identify performance gaps and provide coaching and additional training to providers. Transdev will use our trip management system’s reporting tool as well as the Transportation Provider Scorecard to evaluate the Provider’s compliance with service standards.

### 9.1 Key Performance Indicators (KPIs)

Providers are accountable for performance and compliance standards which are outlined in the service agreement and provider manual. Members are all traveling to necessary medical appointments, which makes late or missed trips completely unacceptable. Transdev continuously monitors performance to ensure quality standards are met. Providers are expected to meet Key Performance Indicators (KPIs), including:

On-time Performance (OTP) is 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.

Even a single Provider no show (PNS) is unacceptable. Riders rely on you to show up on time to get to their necessary medical appointments. Every substantiated PNS will result in a grievance and will negatively impact the Provider’s quality rating. Performance standards are:

| Metric              | Requirement   | % Trips Completed |
|---------------------|---|-------------------|
| A-Leg Pickup        | Arrive to transport Member for medical appointment within ten (10) minutes of pickup time established by Transdev | 95%               |
| A-Leg Drop-off      | Drop off Member at medical appointment no earlier than one (1) hour prior to their scheduled appointment time     | 95%               |
| A-Leg Drop-off      | Drop off Member at medical appointment no later than the scheduled appointment time                               | 95%               |
| B-Leg Pickup        | Arrive to pickup Member from medical appointment no later than 15 minutes prior to scheduled time                 | 90%               |
| Will Call Trips*    | Pick up Member within one (1) hour of being notified by Transdev that Member is ready for pickup                  | 95%               |
| Hospital Discharges | Pick up Member within one (1) hour of acceptance of trip  | 95%               |
| Complaints          | No more than 2% of substantiated complaints each month  | <2%               |
| Missed Trips*       | No more than 1% of assigned trips can be missed each month  | <1%               |
| Late Reroutes       | Trips returned to Transdev with less than 24 hrs. notice  | <1%               |

\*Members are instructed to call Transdev, not the Provider for will call notifications.

\*Missed trips are defined as provider no show or provider lates that result in a missed appointment.

Additionally, the Provider's adherence to the following will be monitored:

- > **Reroute Percentage** – Reroutes are trips assigned by Transdev but refused by the Provider. Providers should not be rerouting a high percentage of trips. If this occurs, you will be contacted by Transdev to ensure we have the correct information regarding your service area and availability.
- > **Rider No Shows** – Drivers must wait at the location for 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 door cancellations.
- > **Arrival notification** - When arriving at pick up location, it is the driver's responsibility to make their presence known to the member. This can be done by calling the contact number or by going to door.
- > **Timeliness** - Driver shall pick up Riders for transportation to the facility in sufficient time so that they arrive no earlier than one (1) hour prior to their scheduled appointment time and no later than their appointment time.
- > **Provider No Shows** - Providers must contact the Transdev dispatch center if they cannot accommodate a trip.
- > **Member No Shows** - A trip is considered a no show when the Member does not present for pickup 10 minutes after the scheduled pick-up time. Driver must make his/her presence known to the member and notify Transdev's dispatch center before departing from the pick-up location. Transdev's dispatch center will authorize the member no show *only* after these steps are completed.
- > **Complaints** - Complaints will be investigated by Transdev to determine their validity. If additional information is needed from the Provider, it must be submitted to Transdev within three (3) business days.
- > **Excessive Time in Vehicle** - Member shall not be on-board for an excessive period. In normal conditions, Member must not be traveling in the vehicle for more than one (1) hour longer than the travel time stated by Google Maps between the pick-up and drop-off point for a single trip.

## 9.2 Provider Score Card

One of the tools Transdev uses to monitor performance is a Provider Score Card. The score consists of the following Key Performance Indicators (KPI):

- > On-Time Performance
- > Late trips by minutes late
- > Trip data such as total trips, cancellations, and level of service
- > Grievances by type
- > Reroutes by type
- > Performance ranking

The score card is provided monthly and will be reviewed by Transdev for performance gaps. If gaps are identified, the local leadership team will meet with the Provider to discuss and develop an action plan to remediate to include coaching and additional training.

## 9.3 Field Observation

Transdev deploys a team in the field to provide daily oversight and monitoring of the Transportation Provider Network. We use our Field Monitors to provide an additional layer of security for members and education for providers. Our monitors complete random inspections to ensure the drivers and

vehicles are registered and in good condition, rules and regulations are followed, and members are transported safely. Additionally, Field Monitors act as a liaison between Providers and the local office and provide guidance and support to new providers.

## 9.4 Grievances & Complaints

Transdev is responsible for collecting supporting documentation and investigating any grievance or complaint in connection to the delivery of services within the NEMT program. This includes grievances or complaints from Members, delegates, providers, medical providers (i.e., a medical office or facility) or any other person or entity such as:

- > Member complaints regarding a Provider no show or late arrival
- > Member complaints regarding quality of service
- > Member complaints regarding a vehicle or safety issue related to a Provider

Members are to make complaints directly to Transdev or the Health Plan, however if a complaint is made to the Provider, then the Provider must report it to Transdev within 24 hrs. of receipt. Additionally, Member complaint procedures shall be available in written form in each vehicle for distribution to Member on request.

Providers may also submit complaints or grievances such as:

- > Provider complaints regarding Member or Member's escort behavior
- > Provider complaints regarding Transdev staff, policies, or procedures
- > Provider complaints regarding billing and payments

Providers must file a grievance or complaint within 30 calendar days of the event. It is recommended that any grievance/complaints are filed as soon as possible so that details of the event are most accurate. Grievances and complaints can be filed by:

- > Calling the Transdev Provider Line (630) 403-3215
- > Emailing [us.thsgrievances@transdev.com](mailto:us.thsgrievances@transdev.com)

Provider complaints/grievances will be resolved within 14 days of receipt.

Transdev will record all grievance/complaint information regarding service and standards and will submit to Provider for review. Provider must review documentation and provide a response no later than 72 hrs. from receipt (24 hrs. for a critical grievance or complaint). Information required includes but is not limited to:

- > Name of driver who completed the trip
- > Vehicle VIN and plate number
- > GPS data (when applicable)
- > Driver and driver attendant statements
- > Accident/Incident form, [medical evaluation waiver](#), police report (when applicable)
- > Certificate of insurance
- > Inspection and maintenance reports
- > Drug/Alcohol screen
- > Driver's current MVR

Providers with an excessive number or type of grievance/complaint or a particularly critical or egregious grievance/complaint may experience a reduction of trips or be required to complete retraining. Additionally, Providers can be placed on a Corrective Action Plan, suspended, or terminated from the network. Transdev reserves the right to remove a driver, vehicle, or Provider from service pending the investigation of a grievance or complaint. If a driver or vehicle is removed from service, Providers are not to use them until they receive written notification from

Transdev that they are approved to return.

Providers may request certain performance information from Transdev at any time.

## 9.5 Corrective Action Plans

Transdev's goal is to help Providers exceed service standards through coaching and training. If coaching and training are found to be unsuccessful, our Network Management team will administer a *Corrective Action Plan* (CAP) which will:

- > Outline performance gaps
- > Define actions to be taken by both parties
- > Provide a timeline for completion

Our Network Management Team will routinely meet with the Provider to review progress. The CAP will remain active until the successful completion of action items and Provider is consistently meeting all service standards.

Additionally, Transdev may take the following actions to ensure Providers placed on a CAP meet service standards:

- > Reduction of trips
- > Re-credentialing
- > Driver or Provider suspension

Providers who do not comply and meet the requirements of the action plan may be terminated from the Provider network.

## 9.6 Liquidated Damages

Providers who fail to meet service standards and comply with contractual requirements may be assessed liquidated damages (LD). A Provider may appeal a liquidated damage penalty by following the instructions outlined in this document. A list of all LDs can be found in the Transdev's Service Agreement.

## 10.0 Inclement Weather

Transdev's focus is safety when determining whether to perform services during times of inclement weather and to ensure proper notification to the Member if transportation is not possible due to an inclement weather event. During an inclement weather event, every effort should be made by Providers to complete all trips unless doing so would be unsafe. When inclement weather occurs, services will most likely be impacted and Transdev will make every effort to keep Providers updated.

### 10.1 Service During Inclement Weather

Life sustaining and high-level of care trips (dialysis, chemo, radiation, wound care, surgery etc.) are urgent and must be given priority during inclement weather whenever safety allows. If Providers are unable to transport assigned trips, immediate notification to Transdev is required.

Transdev will reach out to dialysis centers and other facilities to inquire if they will remain open, operate under a "delayed hours" schedule, close due to inclement weather. Once we receive this information Transdev will reach out to Providers to notify them of any changes.

Primary care physicians and other medical facilities often close their offices for non-urgent appointments and procedures during inclement weather. In these situations, Members have been instructed to call Transdev customer service center to cancel their trip request. Providers will receive notifications of all trip cancellations through the Trip Management System, NovusMed. If Providers do not receive cancellations, it is recommended that the Provider contact the Member to see if they are still attending their appointment to avoid no shows and cancellations at the door.

If the medical facility is still open and seeing Members, Providers are asked to accommodate the trips to the best of their ability. If a Provider is unable to accommodate trips due to inclement weather, they must call Transdev so their assigned trips can be reassigned to another Provider.

Please note, Members should never be left stranded. Providers must return Members they transported to their appointment back to their original pickup location by the Provider. If you are unable to return a Member to their original pickup location, you must notify Transdev immediately.



## 11.0 Accidents & Incidents

When an accident or incident occurs, the Provider is required to notify Transdev as soon as possible but no later than 24 hrs. for critical incidents and 72hrs. for non-critical incidents. A report with supporting documentation is required to be submitted to Transdev for all accidents and incidents.

### 11.1 Critical Accidents/Incidents

Critical incidents refer to any accident/incident that results in harm to the Member or other occupant such as:

- > Death of a Member or other passenger
- > MVA or other accident resulting in injury
- > Physical abuse, exploitation, and neglect
- > Sexual harassment
- > Suicidal ideation and self-neglect/harm
- > Theft or damage of property

Steps to follow:

- > When an incident occurs while traveling, Driver must stop vehicle and park in a safe location and complete a wellness check on all occupants:
  - o Driver must ask all occupants if they need medical attention
  - o A [medical evaluation waiver](#) form must be signed by any passenger declining medical attention
- > If vehicle is stranded in a high-traffic or unsafe area, driver should help Member and passengers off the vehicle and move them so that they can stand/sit in a safe place to prevent further risk of injury while another vehicle is in route to transport them.
- > Driver calls 911 (if applicable) and waits until they arrive on scene.
- > Driver contacts Provider dispatch to report situation and reroute remaining trips if necessary.
- > Dispatch calls Transdev to report the incident; if dispatch is not available, driver will need to call Transdev.
- > Driver must fill out an accident report as soon after incident as possible so that details are not forgotten.
  - o Driver must fill out all information in the accident report, including where the Member was transported.
- > Completed accident report along with supporting documentation (police report, medical evaluation waiver forms, driver statement etc.) is submitted to Transdev via email or fax within twenty-four (24) hours.

Additionally, all Driver traffic citations must be reported to Transdev no later than 48 hrs. from receipt.

### 11.2 Non-Critical Accidents/Incidents

Non-critical incidents refer to any accident/incident that results in harm to the Member or other occupant such as:

- > Mechanical failures with no safety issues
- > Minor incidents with no injury
- > Minor member behavior incidents

**Steps to follow:**

- > When an incident occurs while traveling, Driver must stop vehicle and park in a safe location and complete a wellness check on all occupants:
- > If vehicle is stranded in a high-traffic or unsafe area, driver should help Member and passengers off the vehicle and move them so that they can stand/sit in a safe place to prevent further risk of injury while another vehicle is in route to transport them.
- > Driver contacts Provider dispatch to report situation
- > Dispatch calls Transdev to report the incident; if dispatch is not available, driver will need to call Transdev.
- > Driver must fill out an accident report as soon after incident as possible so that details are not forgotten.
- > Completed accident report along with supporting documentation is submitted to Transdev via email or fax within seventy-two (74) hours.

# 12.0 Provider Portal

Transdev’s trip management system is NovusMed and Providers access and manage assigned trips through the NovusMed Provider Portal. Providers are required to have the necessary equipment and services to access Provider Portal. Requirements include an internet-enabled device (computer or tablet) that uses either Google Chrome or Microsoft Edge as an internet browser.

Providers will use the Portal for the following:

- > Receive trip assignments
- > Accept or reroute trips
- > Receive communications from Transdev
- > Submit trip completion data
- > Reporting and statistical features
- > Review trip and payment status

Transdev will provide Portal access and training prior to trip assignment. Please contact your local contact for password resets or if you encounter issues with Provider Portal.

## 12.1 Trip Assignment

To receive trips, Providers must be active and in good standing. Per your Service Agreement, Transdev is not required to assign a specific number of trips. Additionally, you have the right to return assigned trips if you are unable to accept them. The following are some factors Transdev considers when assigning trips:

- > Cost
- > Level of service
- > Service area and operation days/hours
- > Performance

## 12.2 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 can reject the trip but will have to do quickly; usually within one (1) hour. | Contact Transdev ASAP if you need to reject a trip. |

| What If?  | What happened?  | What to do?  |
|---|---|--|
| <p>A member isn't ready when I arrive for pick up?</p>            | <p>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.</p> | <p>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</p> |
| <p>I accepted a trip, but Transdev later called to cancel it.</p> | <p>When riders cancel trips, Transdev tries to give you as much advanced notice as possible.</p>  | <p><b>Do not bill for the services.</b><br/>If you didn't transport the rider, you cannot be paid.</p>   |

## 13.0 Billing & Payment

Claims must be submitted via the Provider Portal to receive payment. To submit a claim and receive payment, the following trip completion data must be submitted:

- > Driver name
- > Vehicle plate number
- > *Actual* pickup time
- > *Actual* drop-off time
- > Shared ride designation (single trip, first trip in shared ride, subsequent trip in shared ride)

Trip data submitted by Providers is subject to review and audit by both Transdev and any government agency that is funding the NEMT program. Therefore, it is critical that data for each trip is carefully checked and verified before it is submitted. Additionally, Providers may be asked to submit proof of transport to Transdev for review before each trip is processed and batched for payment.

NEMT services are subject to numerous regulations prohibiting certain billing practices. Failure to submit accurate billing may result in denial or suspension of payment, recoupment, and even civil or criminal prosecution.

All claims must be submitted within a period of 180 days of date of service (DOS), or the claim will be denied, unless the submission is delayed for reasons created by Transdev or NEMT program administration.

Trips performed and reconciled as a clean claim will be paid according to the published check run schedule.

### 13.1 Billing Restrictions

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 submit false or inaccurate claims.

Providers are strictly **prohibited** from:

- > Billing before service is provided
- > Billing for Member no shows
- > Billing for trips where Provider failed to arrive on time for Participant's medical appointment resulting in a missed appointment
- > Billing for wait time, meals, lodging, parking, or tolls.
- > Billing for trips completed by Drivers who have not been approved for service by Transdev
- > Billing for trips completed by Drivers who are excluded, unregistered, unlicensed, untrained, or unqualified. Only trips provided by Active Drivers are eligible for payment.
- > Billing for trips with vehicles that have not been approved for service by Transdev
- > Billing for trips completed with a Vehicle that is unregistered, unlicensed, unaffiliated, or otherwise unsuitable for the trip.

Participating in the above prohibited activities may result in denial or suspension of payment,

Inaccurate and incorrect billing can result in a misuse of public healthcare funds which is a serious offense with significant penalties.

recoupment, and even civil or criminal prosecution.

## 13.2 Mileage

Special mileage considerations include:

- > You may not charge for unloaded (deadhead) 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.
- > You may only charge mileage for the first passenger.

## 13.3 Shared Rides

Per Illinois Health & Family Services, a shared ride is defined as anytime more than one passenger is transported in the same vehicle for any portion of a trip<sup>2</sup>. In the case of a shared ride, the Transportation Provider may only charge mileage for the first passenger.

The base rate and attendants, if provided, may be charged for each passenger. 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  |

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.

Procedure:

- > A separate claim must be filed for each passenger.
- > Base rate and attendants, if provided, may be charged for each passenger.
- > Mileage may only be charged for the first passenger picked up. The mileage charge is limited to the most direct (shortest) route between the origination address and the destination address for the first passenger, no matter how far the first passenger travels.

Transdev bases shared ride designation on the completion data you submit for your claims. It is imperative the claims are submitted timely, and that completion data submitted is truthful and accurate.

Under no circumstances may NEMT Providers seek any type of compensation, remuneration or

<sup>2 2</sup> See the Illinois HFS [Transportation Provider Handbook](#) for more detailed information on multi passenger mileage.

reimbursement, or have any recourse against anyone other than Transdev for their transportation services associated with Transdev.

## 13.4 Notification of Payment Delay

Transdev makes every attempt to pay providers in a timely manner however, there may be situations where payment is delayed. If payment hasn't been issued on a submitted clean claim by the published check run date, Transdev's Claims Department will send notification to Providers as soon as possible.

Delay of payment can also occur due to Transdev needing additional supporting documentation because the documentation provided was not valid. A specific set of instructions for submittal will be supplied at the time of request. After documentation is provided, authorization for payment is initiated or the final request for documentation is initiated.



# 14.0 Fraud, Waste, & Abuse

Transdev is fully dedicated to reducing Fraud, Waste, and Abuse (FWA). We take all accusations and suspicions of fraud, waste, and abuse seriously, and conduct thorough investigations of each occurrence. Substantiated fraud, waste, or abuse violations may result in suspension, payment suspension and recovery, or termination from the network. Additionally, Transdev may make a referral for investigation to the proper authorities.

Our automated systems and trip reconciliation process helps us proactively identify suspected cases of fraud. One of the main ways we reduce fraud, waste, and abuse of NEMT services is through comprehensive, informative training. Transdev will conduct Provider training on policies to prevent fraud, waste, and abuse. Our training focuses on preventing fraud, waste, and abuse.

**Fraud** is knowingly and willfully executing, or attempting to execute, a scheme or artifice to defraud any health care benefit program or to obtain, by means of false or fraudulent pretenses, representations, or promises, any of the money or property owned by, or under the custody or control of, any health care benefit program.

**Waste** includes practices that, directly or indirectly, result in unnecessary costs to federally funded programs, such as overusing services. Waste is generally not considered to be caused by criminally negligent actions but rather by the misuse of resources.

**Fraud, Waste, & Abuse**

**Abuse** includes actions that may, directly or indirectly, result in unnecessary costs to federally funded programs. Abuse involves paying for items or services when there is no legal entitlement to that payment.

The Health Care Fraud Statute makes it a criminal offense to knowingly and willfully execute a scheme to defraud a health care benefit program. Health care fraud is punishable by imprisonment up to 10 years. It is also subject to criminal fines up to \$250,000.

You can find more about Fraud, Waste, and abuse at The Centers for Medicare & Medicaid Services and the [Office of the Inspector General \(OIG\)](#).

## 14.1 Common Types of FWA

### Medical Identity Theft

Medical identity theft involves the misuse of a person’s medical identity to wrongfully obtain health care goods, services, or funds.

- > It is important that you safeguard Member’s Protected Health Information (PHI).
- > Do not leave PHI out or give access beyond what is necessary to provide service.

### Billing for Services not Rendered

To be covered by Medicaid, the billed service or supply must be provided. Providers should only bill for authorized and completed trips:

- > Member or provider no shows should not be billed
- > Trips not authorized by Transdev should not be completed or billed. If a Member calls you directly, please refer them to Transdev.

### Upcoding

Generally understood as billing for services at a higher level than the service provided.

- > Provider can only bill for the mileage, level of service, and type of trip that has been assigned.
- > Coding disputes should be reported to Transdev for review.

### Kickbacks

Kickbacks can be defined as offering, soliciting, paying, or receiving remuneration (in kind or in cash) to induce, or in return for referral of trips or the generation of business involving any item or service for which payment may be made under Federal health care programs.

- > Provider is prohibited from offering money or favors to solicit trips from Transdev staff.
- > Provider is prohibited from offering money to favors to influence Members
- > Provider is prohibited from seeing any type of compensation, payment or reimbursement from a Member or their representative, client or any party other than Transdev for services provided in connection with the transportation provider Agreement.

## 14.2 Reporting Fraud, Waste, & Abuse

Providers are encouraged to report any suspected fraud, waste, and abuse. No individual who reports violations or suspected fraud and abuse will be retaliated against for doing so.

Reports can be filed anonymously if provider feels uncomfortable providing their name/company name. Otherwise, the name of the person reporting the incident and their call back number will be kept in strict confidence by investigators. Reports can be filed in one of the below methods:

- > **Call:** Transdev Compliance 866-850-3033
- > **Email:** [www.transdevna.com/ethics](http://www.transdevna.com/ethics)
- > **Web:** [transdevhealthsolutions.com/cookcounty/](http://transdevhealthsolutions.com/cookcounty/)

# 15.0 Reporting Requirements

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

| Report or Incident                | Due Date  | Submit to   |
|-----------------------------------|---|---|
| Member & Provider No Shows        | Daily Report  | Call Provider Line at (630) 403-3215  |
| Critical Incident                 | Immediately   | Report by phone to General Manager at (630) 873-7368 or Grievance Coordinator at (630) 873-1379   |
| Accidents                         | Within two (2) hours of motor vehicle accident or member injury | Report by phone to General Manager at (630) 873-7368 or Grievance Coordinator at (630) 873-1379   |
| Incident                          | Within four (4) hours of an incident                            | In writing to Transportation Manager using Incident Reporting Form and including copy of Refusal of Medical Treatment Form.                 |
| Critical/Accident/Incident Report | No later than 24 hrs. after accident/incident                   | Submit to <a href="mailto:us.thsgrievances@transdev.com">us.thsgrievances@transdev.com</a>  |
| Police Report                     | Within 24 hours of receipt                                      | Submit to <a href="mailto:us.thsgrievances@transdev.com">us.thsgrievances@transdev.com</a>  |
| Driver Citation                   | Within 24 hours of receipt                                      | In writing to the Transportation Manager  |
| Rider Issue                       | Within 48 hrs.  | In writing to the Transportation Manager  |
| Complaint or Grievance            | No later than 30 days after occurrence                          | Calling the Transdev Provider Line (630) 403-3215 or email <a href="mailto:us.thsgrievances@transdev.com">us.thsgrievances@transdev.com</a> |

## 16.0 Documentation Retention

Since NEMT is being paid for out of Federal, State, and other agency funds, keeping all paperwork, documentation, receipts, invoices, and any information pertaining to the transport of Member for the NEMT program, will need to be retained and securely stored for possible later retrieval.

Transdev will ensure that all Providers maintain primary documents in accordance with the Medicaid Record Keeping Policy. All Providers shall retain documents with the requirements and timeframes described below.

Providers are required to maintain records for ten (10) years from date of service. If at any point the Provider is unable to supply proper documents requested by Transdev, the Provider shall not receive payment for service. For any driver or vehicle documentation not available on request, those vehicles and drivers cannot perform trips for the NEMT program.

### 16.1 Audits & 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

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.

## 17.0 Media & Other Inquiries

On rare occasion NEMT Providers may be contacted by the media or other parties and asked question about services, events or even Participants. NEMT Providers and their staff are prohibited from providing information to the media regarding Participants and service 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 asked, you should only respond, "I am not authorized to make a statement. However, you can reach Transdev's company spokesperson by calling Transdev's Media Hotline at (513) 362-4600."

Please ensure that all drivers and staff understand and adhere to this policy as well.

## Additional Info

- > 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
  - Medical devices
  - Service Animals
- > Riders under the age of 18 must be accompanied by an adult; 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 provided by Transdev. Transdev will not cover unauthorized trips. Transdev will cover trips to the pharmacy after a scheduled appointment providing the prescription is ready for pickup.

# Appendix

## Definitions

### ADA

Stands for Americans with Disabilities Act. This acronym refers to the civil rights law known officially as the *Americans with Disabilities Act of 1990*.

### Attendant

Family member or other individual who may accompany the participant when there is a medical need. The use of an attendant in the transport of a patient by a medicar, service car, or a taxi is a covered service when medically indicated. The use of an attendant for transport is subject to prior authorization.

### Booking Number, Trip Number, Confirmation Number, Booking ID, Trip ID

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

### Complaint, Grievance

An expression of dissatisfaction related to the NEMT benefit. 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 Member's rights regardless of whether remedial action is requested. This does not include trip denial appeals.

### 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).

### Critical Incident

Any incident that involves a Member's health, safety, and welfare. Examples of critical incidents are physical, sexual, or mental abuse of a Member, neglect, sexual harassment, injury, fraudulent activities etc.

### Cultural Competence

The tailoring of services and supports to the unique social, cultural, and linguistic needs of the Member.

### Curb-to-curb

Transportation service whereby the Member meets and boards the vehicle at the curb of the pick-up address and disembarks at the curb of the drop-off address.

### Date of Service

The date of a member's appointment; this is the date that the trip takes place.

### 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 Member to and into the vehicle and delivers the Client/Rider to the threshold of the primary entrance of the drop-off address.

### 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.

### Escort

A family member or other individual who may accompany a participant who does not have a medical need for an attendant.

### HIPAA

Stands for Health Insurance Portability and Accountability Act. The Health Insurance Portability and Accountability Act of 1996, also known as "The Privacy Rule", was created primarily to modernize the flow of healthcare information, stipulate how "personally identifiable information" is maintained by the healthcare industry, as well as how the information is protected from fraud and theft.

### Member, Recipient, Enrollee, Rider

Individual who is eligible for NEMT services arranged for by Transdev.

### Member No Show

Occurs when a Member doesn't present at pick-up. No-shows should only occur when there have been attempts to contact the Member and there was no response from the Member *and the* Provider calls Transdev before leaving the pickup point.

### National Security and Personal Data Protection Act of 2019

Safeguards data of Americans from foreign governments that pose risks to national security by imposing data security requirements and strengthening review of foreign investments, and for other purposes. This act dictates a practice of minimal collection of data for any person. For NEMT purposes, Providers, Provider Associates, and Transdev staff shall only collect data from Member that is only needed for their transportation needs.

### PHI

Stands for Protected Health Information. PHI is related to HIPAA and covers laws that anyone must abide by when receiving and handling medical information regarding any individual. PHI is further defined in a Provider's Business Associates Agreement (BAA) as defined in section 2.1.1.4 Business Associates Agreement.

### Provider No Show

Occurs when the driver does not arrive to transport a Member on any leg of their trip.

### Provider Portal

A part of the Trip Management System, Novus allowing Providers to access various features of the system such as up-coming trip assignments, manual trip log input, billing, etc. All Providers are required to have access to the Provider Portal in order see their up-coming scheduled trips, update their current business information and be able to submit Clean Claims (completed trips) for payment.

### Provider Service Agreement

The binding work agreement between Provider and Transdev.

### 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.

#### Recipient Identification Number (RIN)

A unique number assigned to everyone who receives medical benefits from the State more commonly known as a Medicaid number.

#### Reroute

An assigned trip that has been returned by the Provider to be reassigned. All reroutes must occur at least 24 hrs. prior to the date of service.

#### Standard Ride

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

#### Subscription or Standing Order

The scheduling of at least three (3) NEMT services a week to a single location on the same days and times to receive a covered service. (Example: Dialysis requests.)

#### Urgent Ride

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.

#### 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 Member to Transdev Enrollee 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 Member.

#### Zones, 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.

## Background Disqualifiers

| Any of the following felony convictions <sup>3</sup>   |  |  |
|--|--|--|
| Offense related to physical harm or attempted physical harm to a person  | Offense or attempted offense involving drugs   | Offense or attempted offense related to or involving use of firearm; |
| Offense or attempted offense against an elderly person, person with a disability, or Long Term Care Facility Resident  | Offense related to reckless driving, OVI/DUI or reckless homicide while operating a motor vehicle  | Offense or attempted offense involving or against a child;           |
| Convictions 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 <b>any</b> traffic crime (including, but not limited to reckless driving, attempting to elude a police officer or 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 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  |  |  |

<sup>3</sup> 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

# Driver & Attendant Code of Conduct

Download this form from <https://transdevhealthsolutions.com/cookcounty/training/>.

## Code of Conduct DRIVERS AND ATTENDANTS

As a driver or attendant for \_\_\_\_\_, I understand that I am providing Participants access to necessary medical care, and that I have a heightened responsibility to ensure the privacy, security, and safety of the Participants who ride with me. I also understand that these trips are paid for by public healthcare funds, and that 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 NOT ...   |
|---|--|
| 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.  |
| 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. | 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

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# Vehicle Inspection Checklist

## VEHICLE INSPECTION CHECKLIST

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DATE: / /      TIME      INSPECTION PERFORMED BY: \_\_\_\_\_

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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 \_\_\_\_\_

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| 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: \_\_\_\_\_

## Contact Information

|                                |  |   |
|--------------------------------|--|---|
| Provider Line – Service        | (630) 403-3215 Option #1   | Call to request trip assistance, ask questions regarding transportation orders and dispatch   |
| Provider Line – Billing        | (630) 403-3215 Option #2   | Receive answers to billing questions and help with how to process your billing.<br>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   |   |
| Media Relations                | (301) 674-3733   |   |
| Credentialing Mailbox          | us.thproviders@transdev.com  | Submit requested compliance and quality assurance documents and questions.  |
| Site & Vehicle Inspections     | Raymond.MendozaJr@transdev.com<br>Cell: (224) 227-5370<br><br>Eric.Mobley@transdev.com<br>Cell: (224) 281-8547 | Schedule vehicle and site inspections. MVA investigations, field assistance.  |
| Suspected Fraud Waste or Abuse | Madeleine Malo, General Manager<br>madeleine.malo@transdev.com   | Report:<br>Suspected compliance violations<br>Fraud, waste, and abuse   |

## Important Links

Provider Portal User Guide

<https://acrobat.adobe.com/link/review?uri=urn:aaid:scds:US:914c1b7d-e242-3433-ad2e-9a40f4bb00d6>

Provider Website

<https://transdevhealthsolutions.com/cookcounty/>

IMPACT

<https://hfs.illinois.gov/impact.html>

Illinois Transportation Provider Handbook

<https://hfs.illinois.gov/content/dam/soi/en/web/hfs/sitecollectiondocuments/08252021transportationhandbookreissuefinal.pdf>

# Medical Evaluation Waiver

## Illinois Medical Evaluation Waiver

This form is only to be signed if you **do not require immediate medical attention** in relation to the vehicle accident the occurred while you were being transported.

I, \_\_\_\_\_, acknowledge that during my transport the provider was involved in an accident. Provider has offered to take me to the nearest hospital emergency department for evaluation. However, at this time, I feel I **do not require immediate medical attention** and by signing this form I am stating that I can safely complete the remainder of my trip. I understand that if my condition changes in relation to this accident I will seek medical attention and notify my healthcare plan and First Transit that medical attention was required.

\_\_\_\_\_  
Rider's Printed Name                      Rider's Signature                      Date

\_\_\_\_\_  
Provider's Name                      Driver's Printed Name                      Driver's Signature

**Provider must contact Transdev within four (4) hours of any accident the involves either bodily injury to individuals or property damage to a vehicle while transporting a Participant.**

Provider must provide Transdev with a copy of this signed form, along with a completed Incident Report, within twenty-four (24) hours of such accident.

*Transdev Internal Use Only*

Date Received by Transdev \_\_\_\_\_

Reviewed by \_\_\_\_\_