



NON-EMERGENCY MEDICAL

TRANSPORTATION PROGRAM

TRANSPORTATION PROVIDER MANUAL

Texas Operations

December 09, 2015

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MANUAL PURPOSE

The purpose of this LogistiCare Non-Emergency Medical Transportation (“NEMT”) Provider Manual is to give Transportation Providers an overview of the NEMT program as well as some important guidelines and processes. In particular, this Manual will:

- Provide a general description of the Medicaid and Title XXI transportation program
- Discuss the Broker's responsibilities and organization
- Discuss driver, attendant, and vehicle requirements
- Discuss transportation scheduling procedures
- Discuss transportation performance standards
- Discuss transportation delivery procedures
- Discuss Transportation Providers' responsibilities

GENERAL DESCRIPTION OF THE TRANSPORTATION PROGRAM

NEMT is a Medicaid benefit available to Clients that have no other means of transportation available. NEMT services are important to nursing facility residents, the frail and elderly, Clients with disabilities, and any Clients who need critical services such as dialysis, rehabilitation, physical therapy, or chemotherapy and have no other transportation available.

Medicare Advantage plans may also offer a limited NEMT benefit as a value added benefit or option to attract membership. Any reference to Medicaid NEMT services or benefits in this Manual shall also apply to Medicare Advantage NEMT services or benefits, unless noted otherwise.

LogistiCare Responsibilities

LogistiCare will confirm that Clients that are eligible for NEMT services receive transportation service that is safe, reliable and on time. As the NEMT broker, LogistiCare coordinates reservations, transportation provider contracting, complaint management and quality assurance, and claims payment for the full range of transportation services, including taxicabs, vans, mini-buses, wheelchair vans, stretcher vans, ambulances, fixed-route public transportation, and travel related expenses... The actual transportation services are provided by independent transportation providers – LogistiCare is not a transportation provider and performs no direct transportation services.

LogistiCare is responsible to the Clients and our Contractors for the performance of the following tasks:

1. Recruit and maintain an adequate NEMT provider Network;
2. Operate a toll-free call center for trip requests;

3. Verify Client eligibility;
4. Assess Client NEMT service eligibility in accordance with the Contractor's policy;
5. Verify that the purpose of the trip is to receive a service covered by Medicaid (which may include confirming appointments with medical providers) provider by the closest, comparable Medicaid-enrolled medical provider;
6. Assign and schedule trips on a per-trip or recurring basis with the most appropriate cost-effective NEMT provider, consistent with the transportation needs of the Client (e.g., curb-to-curb or door to-door delivery, etc.) and the Contractor's policy requirements (e.g., travel distance standards) ;
7. Assure compliance with driver and vehicle requirements;
8. Develop and implement a system that tracks contacts, complaints, and complaint resolutions;
9. Develop and implement a monitoring system and quality assurance plans;
10. Provide administrative oversight;
11. Submit claims/encounter files to the Client(s)
12. Protect Client confidentiality under HIPAA;
13. Maintain adequate staff and facilities; and,
14. Participate in Client appeals as requested by the Client(s).

The basic steps LogistiCare follows to arrange transportation, authorize services and reimburse Transportation Providers for services are described below.

1. Customer Service Representatives (CSR's) receive reservation telephone call from the Client (or representative) requesting non-emergency transportation services.
2. The CSR will review the trip request and verify the Client's program eligibility for the requested date of service.
3. The CSR will assess the Client's eligibility for transportation services in accordance with the Contractor's current transportation policy, including that the Client has no other transportation available
4. The CSR will verify that the trip is to a covered service provided by a Medicaid-enrolled medical provider.
5. The CSR (and the utilization review department, if necessary) will authorize the transportation service level and inform the Client of the transportation arrangements. If necessary, the CSR will verify the transportation need by confirming the appointment with the medical facility.
6. LogistiCare will assign the trip to the most appropriate and least costly Transportation Provider available consistent with the needs of the Client and the Contractor's policy
7. Transportation Providers must re-confirm the pick-up with the Client 24 hours ahead of the scheduled medical appointment to reduce the possibility of no-shows.
8. LogistiCare makes payment to the Transportation Provider promptly upon receipt of a properly completed and verified trip invoice.

These procedures will vary when public transportation, mileage reimbursement or other appropriate transportation services are used and will be explained in more detail in different sections of this manual.

Geographic Considerations

LogistiCare will schedule transportation to the closest, Medicaid-enrolled provider of a Medicaid Service within the area customarily used for healthcare services by the community in which the Client resides. LogistiCare may schedule transportation outside the area only if appropriate medical resources are not available within the area and a health care provider has referred the Client to covered services provided by Medicaid-enrolled medical providers outside of the area. This includes limited out-of-state transportation services authorized on a case by case basis.

Texas Operations

The Texas NEMT operations will be coordinated from LogistiCare’s primary Business Office and Call Center in Austin, TX and supported by two Regional Offices in the Dallas and San Antonio metro areas. The Austin office will accept Client reservation calls during normal reservation hours, but is also staffed 24/7 with personnel that can assist Clients with their transportation needs and provide support for technical and operational issues for Transportation Providers outside the normal operating hours. The Austin Office is staffed with LogistiCare personnel that can respond to Transportation Provider inquiries and offer immediate assistance with trip assignments, reports, performance reviews and help to resolve some billing

Location:

12234 N. Interstate 35,
Plaza 35 - Building B, Suite 175,
Austin, Texas 78753

Toll Free Numbers

LogistiCare offers a dedicated phone lines for Transportation Providers:

Provider phone:	SDA1	877-564-9836
Provider phone:	MTO 7 & 11	855-693-2902
Provider phone:	MTO 8	855-933-6997
Provider fax:	All Areas	877-564-9840

TRANSPORTATION SCHEDULING PROCEDURES

Gatekeeping and Client Worksheet

The gatekeeping function ensures that NEMT services are authorized and provided according to the terms and limitations of LogistiCare’s obligations under its Client contracts and as required under the

state Medicaid and Title XXI Program regulations. NEMT services are intended only for eligible Clients who have no other means of transportation to covered medical services. Additionally, reservations for transportation services can be made only between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday and must be made two (2) business days or more in advance of the appointment, except in the case of urgent care.

A CSR will determine the Client's eligibility for NEMT services in a three-step process.

1. The CSR will confirm the Client's eligibility by accessing a list of eligible Clients provided by the Contractor.
2. The CSR will confirm that the Client is being transported to a Medicaid covered service provided by a Medicaid-enrolled medical provider.
3. The CSR will confirm that the Client has no other viable means of transportation available.

The database of eligible Clients is updated as new eligibility information becomes available, and LogistiCare staff continually updates Client address or status change information received from Transportation Providers, social workers or medical facilities.

What can the Transportation Providers do to help the system work smoothly?

The trip details contained on trip reservations sent to transportation providers is derived in part from Client eligibility files received from the Contractor, as well as from the information received from Clients (or their representatives) during phone reservation, or from medical providers on written standing order forms. That information may not always be accurate or complete. The Transportation Provider plays an important role in identifying gaps and errors in this information. Transportation Providers should inform LogistiCare in writing if address information or scheduled pick-up or appointment times are inaccurate.

Any Transportation Provider who has reason to believe that a Client should not be transported should contact LogistiCare immediately. This notification should include Client's name, job number and date, as well as the reason the transport is inappropriate. Such reasons may include that Client has access to transportation, there is a closer medical provider available, Client is not being transported to a covered service, or Client is assigned to the wrong level of service (assigned to wheelchair or stretcher but Client is able to walk).

Client Registration and Reservations

Our LogistiCAD NEMT management software has been customized to easily capture all of the information required by our Clients and by good business practice.

Information about the Client's transportation reservation is divided into two primary parts.

The pick-up location and the trip destination, which is obtained from the Client or caller

The transportation specifics such as the level of service, time of pick-up, special needs of the Client

The LogistiCAD software generates a pick-up time, or “be ready time”, based on the mileage of the trip. The assigned Transportation Provider may not modify these times, however, a Transportation Provider may offer Clients alternative pick-up times to better coordinate vehicle routes and multi-load opportunities. Any alternative pick-up time that Client and Provider agree to must be communicated and authorized by LogistiCare in advance.

Reservation information is tracked in the LogistiCAD system based on a confirmation number or “job number” that is given to the Client as well as to the assigned Transportation Provider. Any reference to specific transportation reservations should include the scheduled date of service as well as the specific job number.

Levels of Service for Transportation

Our Clients establish the basic criteria for determination of levels of transportation, and those criteria are incorporated into the standard operating policies and procedures and training materials used by LogistiCare and our CSR’s. Our staff is trained to ask appropriate questions, including, but not limited to:

- Does the Client have his or her own wheelchair
- Is the Client transferable (i.e., does not require a lift or ramp equipped vehicle)
- Will treatment impact the Client’s ability to walk

The transportation level of service gatekeeping process is repeated at appropriate intervals to monitor acute conditions that can change over time.

The NEMT program allows for the transport of Clients who are ambulatory, wheelchair dependent. LogistiCare will contract with a variety of Transportation Providers to meet the needs of the Clients, including Paratransit companies, ambulance companies, public bus and rail systems, taxicab companies or charitable organizations.

Transportation Providers must contact LogistiCare if they believe that an inappropriate level of service has been ordered for a Client. If a situation requires immediate attention, a Transportation Provider can call the dedicated Transportation Provider Line twenty-four hours a day for immediate assistance.

The following list identifies some special considerations concerning level of transportation.

Wheelchair dependent Clients must provide their own wheelchair. Wheelchair dependent Clients that do not provide their own wheelchair will not be up-graded to stretcher transportation. Clients who are stretcher dependent must provide LogistiCare with medical documentation that such service is the necessary level of transportation.

The NEMT program does not cover emergency transportation of any sort and emergency calls will be transferred to 911 emergency services.

Urgent Care

LogistiCare shall arrange urgent care transportation when a Client qualifies for it and has no other means of appropriate transportation. Urgent care means an unscheduled episodic situation, in which there is no immediate threat to life or limb, but the Client must be seen on the day of the request and treatment cannot be delayed until the next day. Hospital discharges are considered as urgent care. LogistiCare will verify with the direct provider of the medical service that the need for urgent care exists. Valid requests for urgent care transport shall be honored within three (3) hours of the time the request is made.

Urgent care is not transportation that is initiated by dialing 911. It is not transport that requires an immediate response to take a Client to the emergency room for evaluation of a new or suddenly worsening condition that threatens life or limb (e.g., any sudden life threatening medical situation, significant trauma, comas, shock, uncontrolled bleeding, respiratory distress, poisoning, drug overdose or any situation where immediate medical relief or treatment is necessary.) It is also not transport that someone forgot to schedule two business days in advance.

Attendants

LogistiCare will authorize one attendant to accompany the Client or group of Clients who are visually impaired, hearing impaired, mentally challenged, under 14 years of age or who otherwise require medically necessary assistance. However, it should be noted that a Client aged 14 or younger must be attended by the parent or guardian. Transportation Providers may not charge additional fees for attendants.

Attendants for Children

Effective January 1, 2013, Texas Administrative Code (TAC) Title 1, Part 15, §354.1133 was adopted the rules which make clear that a parent, guardian or another adult approved by the parent must be with a child age 14 or younger while the child is getting a Medicaid service. This includes rides set up through the Medical Transportation Program.

What does this mean for providers?

Parents and guardians must

Inform the MTO who will go with your child. They can choose any adult to go with their child as long as that adult isn't paid by the person or clinic providing the Medicaid service.

If one of these adults is to go with the child to Medicaid visits, Parent must fill out a "Medical Transportation Authorization Form"

The adult chosen must be present when the child is picked up and dropped off. That person must show a photo ID to the driver.

Drivers Must

Confirm the name of the adult with the child matches the name on their manifest.

If the guardian name in TP comments does not match, the provider must contact Logisticare for further instructions.

Complaint Process

LogistiCare is responsible for recording and responding to complaints associated with the delivery of NEMT services. Complaints include those received from Clients, medical providers or facilities, Transportation Providers, government representatives, Client representatives, State Ombudsman, or any other individual or entity that contacts LogistiCare.

Complaints are recorded within the LogistiCAD system and are investigated by the Quality Assurance Department. Complaints are tracked based on their nature as well as any identified Transportation Provider involved. Excessive complaints concerning a specific Provider may result in a decrease in work assigned to the Provider, or a removal of the Provider from the NEMT network.

Clients or medical providers may file complaints about late trips by contacting LogistiCare through any phone line – all LogistiCare staff is trained to recognize and record service complaints. For Clients that contact our Ride Assistance (“Where’s my Ride”) department, an assistant transportation coordinator will attempt to resolve matters by contacting the assigned Transportation Provider while the Client is still on the line. Complaints that do not involve immediate service needs will be assigned to a Quality Assurance Coordinator (QAC). Transportation Providers may also register general or specific complaints about LogistiCare services or about a Client by contacting LogistiCare’s transportation department, or any other LogistiCare operations staff. Complaints concerning billing situations should be directed to the LogistiCare Billing Department. Transportation Providers will receive a monthly report of complaints that have been validated concerning their company and/or specific drivers and reviewed during routine meetings with their assigned regional manager.

Transportation Assignment and Notification

It is LogistiCare’s responsibility to send an initial trip reservation manifest to each Transportation Provider at least 48 hours prior to the date of service. The manifest will show all reservations that have tentatively been assigned to each company. Transportation companies must review the manifest and determine that all reservations meet the service levels that they provide and are in the geographic area that they serve. Reservations outside of Provider’s service area must be sent back to LogistiCare on the appropriate Reroute form twenty-four (24) hours or more before the scheduled pick-up time, or before 3:30 p.m. the day before the trip, whichever is earliest. Twenty-four (24) hours before the date of service, Transportation Providers may receive a revised manifest. The revised manifest will include any changes or additional reservations that may have been assigned to a Transportation Provider. Any trips that are

assigned to the Transportation Provider within twenty-four (24) hour of the trip pick-up time will also be verbally confirmed with the Transportation Provider.

Transportation Providers with appropriate systems and if pre-approved by LogistiCare may download their manifests at their convenience from a secured internet website. Alternatively, manifests will be faxed to the number that each Transportation Provider submits to LogistiCare on the Transportation Provider Questionnaire. Transportation Providers must submit changes to the fax number to LogistiCare in writing on their company letterhead.

Transportation Providers will complete all transports that have been assigned to them on their manifests and not appropriately rerouted back to LogistiCare, absent extenuating circumstances. Trips that are rerouted must include a reason. If a Transportation Provider continually receives excessive reservations from LogistiCare, they should contact our transportation manager to confirm that our information for the Provider's vehicle capacity is current and correct. Transportation Providers that reroute reservations without a valid reason, or who do not reroute reservations in a timely fashion, will find their assigned reservations decreased.

Return trips for individuals are authorized during the reservation process. However, individuals often do not know when their medical appointment will end, or know an exact return time. As a result, many trip reservations show the return leg as a "Will Call" on the trip manifest. Clients should call LogistiCare when ready to be picked up for the return trip to home or residence or, alternately, the driver may give the Client a phone number to call when ready for a return pick-up. The correct return pick-up time must be recorded by the driver and submitted when Transportation Providers report the return pick-up time on billing forms.

Transportation Providers must review trip manifests prior to the scheduled date of service. We recommend that the following procedures, at a minimum, be followed.

1. Arrange pick-up times to maximize the ability to appropriately multi-load while still getting the Clients to their destinations on time. Reminder: The Transportation Provider must notify LogistiCare of any schedule time changes BEFORE performing the trip. Transportation Providers are not authorized to change pick-up times without first contacting LogistiCare.
2. Report all cancellations, no shows and refusals on your Cancellation Report Form. The Transportation Provider must submit the Cancellation Report Form to LogistiCare by 12:00 each day for the previous day's cancelled transports. Cancellations may also be reported on-line via the internet.

Only those trips on the manifest for which LogistiCare has assigned a job number are authorized for reimbursement. Payment will not be made for trips not on the manifest or not otherwise authorized, with a job number, by a LogistiCare representative.

Transportation Assignment Procedures

Reservations are assigned to a Transportation Provider based on numerous and continually changing factors. This assignment is generally made at the time of the initial call but may change prior to the actual trip date.

LogistiCare is a purchaser of transportation services from numerous Transportation Providers in the market place. As in any market situation, LogistiCare is free to choose from whom it will buy transportation services, how much it will purchase, and what price it is willing to pay. The Transportation Agreement does not guarantee Transportation Providers any minimum number of trip assignments from LogistiCare. While Clients have no direct right to choose a particular Transportation Provider, Clients and medical providers can influence LogistiCare's assignments by reporting service and quality issues.

Prior to the scheduled date of service, the LogistiCare staff review all reservations and makes any necessary changes to the Transportation Provider assignment. These changes are intended to insure the following:

- The Transportation Provider assigned can supply the indicated level of service
- The Transportation Provider assigned is available in the pick-up area
- The number of reservations assigned to a Transportation Provider does not exceed the Transportation Provider's capacity
- The trips are assigned in the most cost effective manner
- The Transportation Providers utilized have been cleared to participate in the NEMT program

Hours of Operation

Reservation and Service

The call center is staffed to receive reservations Monday through Friday between the hours of 08:00 to 17:00. Our office is staffed 24/7 to handle ride assistance and urgent issues (including discharges) at any hour of the day or night, 365 days a year.

TRANSPORTATION PERFORMANCE STANDARDS

Quantifiable performance standards are an essential element of the NEMT program. Performance goals are used to measure the quality of delivered service and to target corrective activities to achieve overall quality goals.

Specific driver standards of customer service and conduct are incorporated into all Transportation Provider contracts. Additional proactive steps are taken, as outlined below, to maintain compliance with the spirit and intent of the performance standards.

1. Confirm that the information taken at the time of call intake is accurate and complete so that no delays are attributable to bad addresses. Inform Clients of the pick-up times that allow on-time arrivals for appointments. Aggressively pursue continued no-show or late cancellations by Clients as these practices reduce the entire system's on-time performance.
2. Assign trips to promote the most efficient use of multiple-loaded vehicles and maximize vehicle utilization.
3. Train drivers in the proper use of communications equipment (to include cell phone or 2-way radios). Drivers should be able to utilize equipment to notify their dispatch, LogistiCare, the Client and/or facility of delays, provide trip status information, and access emergency assistance if needed.
4. Inform Clients and medical providers/facilities of any service delay of 15 minutes or more to lessen the impact on Clients and treatment facilities, and aggressively use back-up transportation resources to cover breakdowns.
5. Supervise performance with a Field Monitor who identifies and documents problems and forwards them to the Regional Manager. LogistiCare rewards quality service and performance by correlating trip volumes to performance ratings.
6. LogistiCare contracts with multiple Transportation Providers throughout its regions, to allow for sufficient back-up capacity.

TRANSPORTATION PROVIDERS' RESPONSIBILITIES

Administrative, Reservation Receipt and General Responsibilities

1. Transportation Provider shall receive trip reservations via fax or internet from LogistiCare each day. For urgent medical appointments, Transportation Provider shall accept telephone orders, (supplemented by a separate fax if requested) from LogistiCare.
2. Transportation Provider shall transport Clients and escorts in accordance with the specifications of the reservations provided by LogistiCare and the terms of the Transportation Agreement. Transportation Provider may refuse to transport a Client who, upon consultation with LogistiCare, is determined to be a threat to the health, safety or welfare of either Transportation Provider's employees or other Clients, or prevents or inhibits the vehicle from being operated in a safe manner. If in the reasonable judgment of Provider or Driver the situation so requires, the appropriate law enforcement agency should be contacted.

3. When a "will call" return trip has been pre-authorized by LogistiCare, the Transportation Provider shall accept telephone orders from Clients to give notification of the appropriate pick-up time, within 60 minutes of the call.
4. Transportation Provider shall inform LogistiCare of their inability or unwillingness to accept or complete an assignment at least 24 business hours prior to the date of service to allow LogistiCare to make alternative arrangements. This provision applies only to those trip reservations that are assigned to Transportation Provider at least 36 hours prior to the reservation pick-up time.
5. Transportation Provider shall establish and maintain both a telephone line and fax line for the use by LogistiCare to contact Transportation Provider. Fax lines shall be equipped with a fax machine. LogistiCare must be able reach a supervisor at all times during which Clients are in the Transportation Provider's vehicles. Drivers will be equipped with two-way communication. (cell phone and/or 2-way radios)
6. Transportation Provider will ensure that all information obtained regarding Clients in connection with the Transportation Agreement and the Business Associate Agreement for the Protection of Confidential Health Information in Compliance with HIPAA, will be held in the strictest confidence and used **only** as required in the performance of Transportation Provider's obligations under such Agreements.

Other Riders

A Client aged 14 or younger must be attended by the parent or guardian. Client's parent or guardian may sign a consent form to allow a Client age 15 to 17 to ride without an Attendant, or the treatment to which the minor is being transported is such that the law extends confidentiality to the minor for this treatment pursuant to TAC Rule 380.207(B) and the transportation without an Attendant is so authorized by LGTC. An Attendant or personal assistant may ride with a Client at no extra charge. The attendant or personal assistant is expected to assist the Client and the driver as requested. Up to two children may ride with an eligible Client, on a space available basis, also at no charge. The parent or guardian must provide appropriate car seats for infants and children. Attendants, personal assistants and children must be scheduled when the Client makes the trip reservation to confirm adequate space on the vehicle.

If a Client asks or agrees with a Transportation Provider to make changes to a pick-up time, this information must be submitted in advance to LogistiCare on a Schedule Change Form. Each Transportation Provider's timely pick-up compliance performance will be reported on a monthly basis to both the Transportation Provider and to our State Client(s). Client must agree in advance to any change in their pick-up time.

General Vehicle Requirements

Prior to the beginning of service under the Transportation Agreement with LogistiCare, the Transportation Provider will submit to LogistiCare a Vehicle Update Form listing all vehicles that will be used in the delivery of NEMT services. That listing will include Manufacturer, Model, Model Year, Vehicle Identification Number (VIN), color and License Plate Number. Periodic updates of the Vehicle Update Form will be required of the Transportation Provider for the full length of the Agreement. Additionally, any vehicles that a Transportation Provider decommissions must be reported to LogistiCare.

Vehicle Inspections

All vehicles utilized under the NEMT program must be registered with and inspected by LogistiCare prior to performing services. LogistiCare's vehicle inspectors will utilize a standard checklist. Vehicles that pass inspection will be issued an inspection sticker, which must be placed on the outside of the passenger side, rear window in the lower right corner.

Vehicles that do not pass inspection but do not have violations that are an immediate threat to the safety and comfort of Clients will be passed on a probationary or "provisional" status. A re-inspect date will be scheduled at the time of failure. It is the Transportation Provider's responsibility to follow up on the re-inspection of the vehicle. Failure to pass the second inspection will result in the vehicle being "redlined."

A redlined vehicle may not be used for transportation. Transports that occur in a "red-lined" vehicle will not be reimbursed and may result in termination of the Transportation Provider's service Agreement with LogistiCare.

Driver and Attendant Qualifications

All drivers and/or attendants used in performance of services under the Transportation Agreement with LogistiCare must, at a minimum, meet the qualifications required under Texas law, including those listed in Attachment #5. All driver and attendant records and qualifications are subject to initial and annual production to LogistiCare. LogistiCare may perform interim inspections of driver and attendant records as required by LogistiCare in its sole discretion. Any driver or attendant failing to meet all of the listed qualifications, at any time, shall be prohibited by the Provider from driving or serving as an attendant under the Transportation Agreement with LogistiCare.

All records concerning driver and attendant qualifications should be submitted to the LogistiCare Compliance and Credentialing Department.

Driver Training

All drivers utilized by Transportation Providers to deliver transportation services under the terms of this contract must have successfully completed the following training requirements:

- General orientation

- Customer service, courtesy, and sensitivity awareness

Driver conduct

Vehicle orientation, pre-trip inspections

National Safety Council DDC-4 defensive driving course (or approved equivalent)

Passenger assistance techniques course (or approved equivalent)

Proper handling and securement of mobility aids

Record keeping requirements

Emergency procedures, First Aid (CPR may be required, see Attachment #5 for details)

- Use of a "spill kit" and the removal of biohazards

Passenger Confidentiality-HIPAA

Courses and refresher modules will be provided as necessary to maximize quality service delivery. LogistiCare will also offer refresher classes to cover changes in policy, seasonal inclement weather procedures and other applicable topics as necessary. All training materials, including the Provider Manual, will be updated periodically to reflect changes in policy and revised or new procedures.

Driver Discipline

Drivers who fail to properly secure wheelchair bound Clients will be immediately suspended from operating under this contract.

First Offense: Driver will be required to attend re-training. Driver will be reinstated upon successful completion of the class.

Second Offense: Driver will be permanently suspended from operating under NEMT program.

Transportation Provider Staff Orientation

A series of orientation/training sessions are conducted for Transportation Provider staff. These sessions are offered at convenient centralized locations, or the Transportation Provider's base of operations, as appropriate. The purpose of these sessions is to meet face-to-face with the new Transportation Provider's staff and to outline basic information about how the program will operate. The Transportation Provider orientation program includes the following:

Overview of NEMT Program and division of responsibilities between LogistiCare and

Transportation Providers

Vehicle requirements

Driver qualifications

Driver conduct

The use of attendants

Scheduling procedures during regular operating hours, including criteria for determining the most appropriate mode of transportation for the Client

"After hours" scheduling procedures

Urgent care procedures

Criteria for trip assignment

Dispatching and delivery of services

Procedures for obtaining reimbursement for authorized trips

Driver customer service standards and requirements during pick-up, transport and delivery

Record keeping and documentation requirements for scheduling, dispatching and transporting, including completion of required logs

Complaint procedures

Denial and appeals procedures

The orientation session encompasses the requirements of the Transportation Agreement, including those pertaining to vehicles and drivers, and how various events are to be handled and reported. Emphasis is placed on customer service, stressing that drivers are to treat every Client with care and dignity and with a high regard for safety. In addition, the issues of record keeping, reporting, billing and payment are addressed. LogistiCare will conduct regular provider meetings to address these topics.

Transportation Provider Performance Standards

Transportation Provider shall comply with the following performance standards.

1. Transportation Provider shall use only those vehicles that are properly registered to the Transportation Provider and approved for use in performing transportation services for Clients.
2. Transportation Provider shall require the proper use of seat belts and shoulder restraints by all occupants, including the driver.
3. Transportation Provider shall require the use of child safety seats as required under state and local law.
4. Transportation Provider's drivers engaged in transportation under the Transportation Agreement with LogistiCare shall be properly trained to provide safe, courteous, and reliable transportation at all times.
5. Transportation Provider shall provide supportive invoice documentation that shall be retained by Transportation Provider for ten (10) years beyond the duration of the Transportation Agreement with LogistiCare, including any extensions.
6. Upon reasonable notice, Transportation Provider shall permit LogistiCare (or designee) to examine and/or audit trip documentation for Clients and will assist LogistiCare in examining all requested documentation.

7. Transportation Provider shall require drivers and attendants performing services under the Transportation Agreement with LogistiCare to attend driver-training seminars as required by LogistiCare.

Insurance, Licensure & Certification

A copy of all insurance, licensure and certification and operating authority records required by the Transportation Agreement must be regularly submitted to LogistiCare's Compliance and Credentialing Department.

Reimbursement of Transportation Providers

Invoicing

On each business day, Transportation Provider shall transmit by fax or via secured internet website (if approved and authorized by LogistiCare), a Cancellation Form listing all trips scheduled for performance the previous business day which were not completed. This report must be submitted by 12:00 PM (noon) the following day. Cancellations should not be reported on billing logs.

Once each week, Transportation Provider shall submit to LogistiCare all completed trip logs for the previous week signed by the appropriate Clients, sorted by date of service. Included with each batch of trip logs, Transportation Provider shall submit an invoice sheet showing a summary of charges for trip logs submitted.

LogistiCare will verify all trips submitted for payment against computer records of trips assigned and performed. Trips for which all information is not supplied on the trip log will be denied payment.

There will be no payments made for the transportation of escorts or personal assistants.

As a condition of payment, trips must be performed by vehicles and drivers that are pre-approved by LogistiCare to perform services.

Many Medicaid Clients have other insurance coverage. State and federal regulations dictate that Medicaid is always the payer of last resort. Transportation Providers are required to bill the Client's primary insurer before submitting a claim for Medicaid NEMT services to LogistiCare. LogistiCare will pay such claims only after **ALL** other possible insurers have denied payment and if the service meets the payment terms of the Transportation Agreement. Transportation Providers must attach the original denial notice to the LogistiCare billing invoice, as applicable.

Payment Terms

Transportation Provider shall submit supporting documentation in the event of a dispute with respect to amounts payable for services. After LogistiCare reviews the documentation to verify charges, and should

a discrepancy continue to exist, LogistiCare will pay the uncontested portion and work with Transportation Provider to reconcile any differences. Transportation Provider shall continue to perform its obligation under the Transportation Agreement while working with LogistiCare to reconcile any outstanding contested amounts. In the event of a continued, unresolved dispute, either party may utilize the dispute resolution provisions of the Transportation Agreement.

LogistiCare will pay invoices by check or electronic transfer twice each month. A payment schedule with payment dates will be provided to you as part of the orientation process.

As a condition of Payment, Provider must submit an Invoice Form and properly completed trip logs to LGTC within 90 days of date of service. All invoices not submitted within 90 days of service will be subject to a ten percent (10%) reduction in the amount that would otherwise be due under the invoice. Invoices submitted more than 180 days after date of service will be disallowed in their entirety.

Claims that are denied and returned to Provider because of missing information may be resubmitted with all missing information within 90 days of the date of service, or 60 days of the date of the denial letter, whichever is later. Claims not resubmitted with all required information within the aforesaid periods will be denied in their entirety. Provider shall continue to perform its obligations hereunder regardless of any outstanding contested amounts. Transportation Providers that make good faith efforts, as determined by LogistiCare in its sole discretion, to submit proper invoices within the required time frame may be allowed extensions to the invoice submission time frame without penalty.

In the event that LogistiCare's Client is unable or unwilling to pay LogistiCare contractual amounts validly due under the Client Contract, LogistiCare may delay payments to Transportation Provider until such time the Client pays the outstanding amounts.

Maintenance of Records

Transportation Providers must establish, maintain and provide to LogistiCare within three days of request, or as otherwise required under the Transportation Agreement, the following records and related information.

1. Vehicle records, including at a minimum the following documentation for each vehicle:
 - Vehicle registration, including manufacturer and model, model year and vehicle identification number
 - Odometer reading at the time the vehicle enters service under this agreement
 - Type of vehicle (minibus, wheelchair van, stretcher van)
 - Capacity (number of passengers)
 - License tag number
 - Insurance certifications
 - Special equipment (lift, etc.)

- a. Driver records for each driver, including at a minimum the following documentation.
- Name, date of birth and social security number
 - Copy of driver's license, to be updated as the license expires and is renewed
 - Prior driving record for previous five years obtained from the Texas State Patrol, to be updated annually, or upon request of LogistiCare
 - Copy of national criminal background check
 - Copy of 10 panel drug screen, repeated annually (or a 5 panel screen and annual random pool if Transportation Provider is subject to DOT drug testing requirements)
 - Basic first aid (CPR may also be required – see Attachment #5 for details)
 - Assisting passengers with disabilities training such as Passenger Assistance Safety and Sensitivity (PASS), as well as all records of all other required training (See Attachment 5 of the manual)
 - Documentation of any complaints received about the driver and any accidents or moving violations involving the driver

Trip Log

Transportation Providers are responsible for ensuring that each driver completes a daily Trip Log for every Client that was scheduled for transportation by LogistiCare. LogistiCare shall provide a blank trip log form. All documentation of time shall be in military time. The Trip Log must include the following information:

- Date of service
- LogistiCare trip identification “job number” for each trip leg
- Transportation Provider name
- Transportation Provider ID number
- Vehicle number
- Vehicle driver name and signature
- Client name
- Name of attendant and signature (if applicable)
- Actual arrival time at the pick-up place No-show indicator, if applicable
- Actual arrival time at the drop-off place
- Client's signature (if physically or mentally able)
- Total mileage
- Signature of driver

Every Client transported by the Transportation Provider shall sign the trip log. If the Client is not physically or mentally capable of signing the trip log, the driver should attempt to obtain a signature from the pick-up or drop-off address (facility). The representative should sign their own name, not the Client's name. If no facility representative is able or willing to sign the trip log, the driver must place "Client is unable to sign" and his initials in the Client signature line and give specific information supporting why Client signature is unavailable in the driver's comments line. Under no circumstances should anyone other than the Client sign the Client's name.

Accidents, Incidents, and Moving Violations

The Transportation Provider must promptly notify LogistiCare of any accident or incident resulting in driver or passenger injury or fatality. Generally speaking, an accident is defined as an event that causes an actual or possible injury (or fatality), and an incident is an event (while not an accident) that involves possibly rude, abusive, or criminal conduct. A LogistiCare *Transportation Provider Accident/Incident Report* shall be submitted to the assigned regional office within the following period after the accident or incident:

- Accident with injury - Notification within 24 hours
- Incident with injury - Notification within 24 hours
- Accident without injury - Notification within 48 hours
- Incident without injury - Notification within 48 hours

Follow up documentation, such as police report shall be submitted within three (3) business days, or as soon as the documents are available from the police.

A sample Transportation Provider Accident and Incident Report must be used to report **all** accidents or incidents, which occur while delivering NEMT services. A copy of the report is included as an attachment to this Provider Manual.

The Transportation Provider will cooperate with LogistiCare during any ensuing investigation.

Transportation Provider Transportation Agreements

LogistiCare will not establish or maintain service agreements with Transportation Providers that have been determined to have committed Medicaid fraud or been terminated from the Medicaid program. LogistiCare will terminate a service agreement with a Transportation Provider if a pattern of substandard performance is identified and the Transportation Provider fails to take satisfactory corrective action within a reasonable time period. LogistiCare Clients reserves the right to direct LogistiCare to terminate any service agreement with a Transportation Provider.

List of Attachments

- 1. NEMT Program Definitions**
- 2. List of Important Phone Numbers**
- 3. Pick-up and Delivery Standards**
- 4. Vehicle Requirements**
- 5. Driver and Attendant Requirements**
- 6. Sample Manifest**
- 7. Trip Log**
- 8. Billing Invoice Form**
- 9. Mileage Adjustment Form**
- 10. Reroute Form**
- 11. Cancellation Form**
- 12. Vehicle Update Form**
- 13. Vehicle Inspection Form**
- 14. Accident and Incident Report**
- 15. Deficit Reduction Act of 2005 - Fraud, Waste and Abuse Policy**
- 16. Medicare Advantage Program Requirements**
- 17. Training Requirements**