2022

Access2Care Transportation Provider Manual-Texas
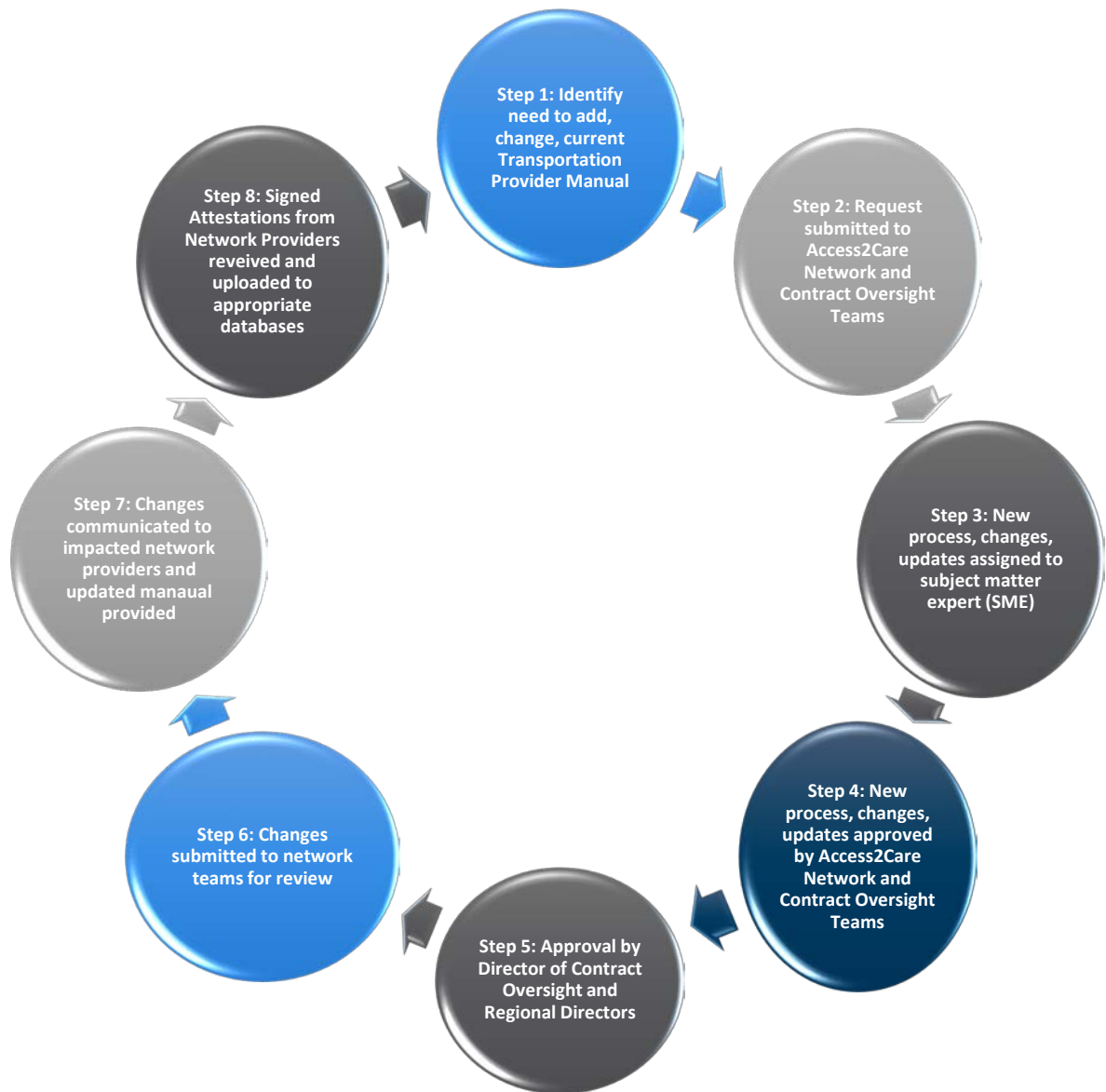
FINAL
FOSTER, BRANDON
STATE OF TEXAS

1 Transportation Provider Manual Update Process Lifecycle

The following flow chart details typical internal steps Access2Care takes when making changes to the Transportation Provider Manual. The Transportation Provider Manual will be reviewed and updated annually, unless urgent updates are needed.

Step 1: Identify need to add, change, current Transportation Provider Manual

Step 2: Request submitted to Access2Care Network and Contract Oversight Teams

Step 3: New process, changes, updates assigned to subject matter expert (SME)

Step 4: New process, changes, updates approved by Access2Care Network and Contract Oversight Teams

Step 5: Approval by Director of Contract Oversight and Regional Directors

Step 6: Changes submitted to network teams for review

Step 7: Changes communicated to impacted network providers and updated manaual provided

Step 8: Signed Attestations from Network Providers reveived and uploaded to appropriate databases

2   Welcome to Access2Care

Congratulations and welcome to the Access2Care, LLC. (Access2Care) network of quality transportation providers. Access2Care specializes in delivering timely, appropriate, and cost-effective non-emergency medical transportation (NEMT) services to health plans, government entities, and health care facilities through a robust network of high-quality transportation providers such as your company. Transportation providers prefer working with Access2Care due to our fair practices, supportive staff, and easy-to-use web-based tool called Access2Care.

We are excited about this opportunity; we have provided NEMT services since 1998 throughout the United States. Nationally, we provide transportation management services for nearly 8.5 million trip requests each year, serving over five million lives in 33 geographically and demographically diverse states and the District of Columbia. In joining the Access2Care network, you have become a part of a very big family of dedicated professionals, committed to safe, reliable, and high-quality service. To learn more about Access2Care, see the summary at the end of this section or visit us on the web at www.Access2Care.net.

We designed this user-friendly manual to provide you with the information necessary to successfully operate as an Access2Care transportation provider. The manual covers important subjects such as:

- Contracting, Credentialing and Re-Credentialing
- Performance Standards and Compliance
- Trip management using the Access2Care web tool
- Retrospective review procedures
- Preauthorization
- Claims processing

3   Access2Care's Approach to the Management of a Provider Network

Access2Care proactively pursues a positive business relationship with the transportation providers that serve our members (often referred to as members, beneficiaries, or recipients' depending on the client's nomenclature). Transportation providers enjoy working with Access2Care because of our attention to detail, our commitment to quality, the responsiveness of our staff, and our sophisticated Access2Care system.

The Access2Care system allows transportation providers to manage trips from a dedicated and secure website, thus increasing efficiency, expediting the payment process, and lowering administrative costs. From the moment a trip is assigned to the time the trip claim is paid, the Transportation Provider can manage and track all details of the trip online. In most cases, the need for paper claims or invoices is eliminated and makes the process nearly paperless for the Transportation Provider and Access2Care. We welcome your feedback on the tool. To provide feedback, just click on the Contact Us tab on our web page or contact your Network Specialist.

4   Designated Network Specialist

To ensure you receive the support needed for success, we designate a qualified, well-trained Network Specialist to each region we serve. The Network Specialist receives support from our Manager of Business Integration & National Transportation Networks. These individuals will readily work with you to ensure you understand our processes and expectations and to be a resource to answer any questions. Together we will ensure a high level of customer service and performance standards. You may contact us at 855-925-4878 with any questions.

Additionally, our Network Specialists will assist transportation providers in managing and tracking all details of trip volume from trip assignment to payment. As needed the Network Specialists, they will assist the Access2Care's

Claims Processing staff help provide insight, support, or answers to questions regarding the claims process. The claims process will be covered in more detail throughout this manual.

4.1   Trip Availability

Access2Care strives to maintain a trip acceptance rate of greater than 97% of the trip volume offered to our transportation providers. We assign trips based on the input you provide regarding fleet size and capacity (vehicle and drivers). We enter the information into the A2C system and access the information each time we assign a trip to ensure we do not over-book or under-utilize a provider. This is one of the ways we monitor the network size and adequacy.

4.2   Trip On-Time Responsiveness

We hold our transportation providers to performance standards as set by our clients or Access2Care internal standards. On-time performance is critical in NEMT for the medical provider as well as for transportation provider. We monitor on-time performance through the claim's reconciliation process, on-street observations, GPS reporting (for some contracts) and the complaints process.

4.3   Complaint Resolution

Our standard is to keep complaints to less than 0.5% of completed trips. Complaint's monitoring is an effective tool in assessing the quality of services of a transportation provider. We monitor, track, and trend complaints to identify systemic issues and work toward resolution. Our goal is to resolve complaints within five days.

5   Contracting and Credentialing Process

Transportation Providers are required to meet Access2Care's credentialing requirements prior to being approved to transport Access2Care members. Local or state regulations and/or client contract requirements take precedence when they differ from any required Access2Care credentialing requirement.   Access2Care may credit those parts of credentialing addressed as part of a local regulatory agency. All documents will be verified via web, phone, or hard-copy of the document and documented within the Transportation Provider file. Signed attestations may be accepted in lieu of actual documents where internal Provider processes and practices may vary depending on the Provider location, state, or type of service provided.

Access2Care established a credentialing approval process which consists of the Access2Care Credentialing Committee and the Credentialing Oversight Unit that processes all credentialing documents and tracks credentialing status as part of the Transportation Provider activation process. The Access2Care Credentialing Committee manages the credentialing process at all levels. The Credentialing Committee reviews and approves all steps of the credentialing process up to the execution of a Provider agreement and final authorization to assign trips to the Provider. Once a Transportation Provider becomes credentialed, the entity must maintain credentialed status to remain active and continue to receive trip assignments.

Access2Care Network Specialists are responsible for collecting, screening, and submitting credentialing information to the Credentialing Unit to be uploaded in the Credentialing Database.

Transportation Providers must submit current copies of required documents to Network Specialists and complete the initial and subsequent credentialing process. New Providers must complete the initial credentialing process within one hundred eighty (180) days from the date the Provider Application or Contract is signed, whichever is later. After one hundred eighty (180) days, the Provider must submit an attestation verifying the accuracy of the

previously submitted information and submit updated information, if applicable. For more details, please refer to Attachment A, Access2Care Policy 401-TX – Transportation Provider Credentialing.[1]

Transportation Providers must remove any driver or vehicle from Access2Care service if they are found to be out of compliance standards with any of the requirements listed in the Service Agreement, state, or federal regulations, and/or Policy 401-TX – Transportation Provider Credentialing.

6   Advanced Transportation Management Solution Data

For any trip assigned by Access2Care to a Transportation Provider using a transportation management solution and/or GPS device, Access2Care, or its contracted technology providers, shall have the unrestricted right to access, use, disclose, aggregate, and share trip data and Transportation Provider must provide trip data to Access2Care or designated contracted technology provider in an approved electronic format if available. This trip data includes but is not limited to member pick-up and drop off times, electronic member signature capture, driver and vehicle information, real time events (e.g., On My Way, Arrival at Pick-up, Pick-up, Arrival at Drop Off, Drop Off), electronic submission of trip claims and real-time visibility of vehicle locations while actively transporting members. It's critical Access2Care can access these data points to satisfy our client service standards, ensure member safety, and meet our contractual obligations.

7   Transportation Grievances (Complaints) – Investigation Process

As part of our quality assurance and continuous quality improvement, Access2Care collects, investigates, and works to resolve grievances from the various stakeholders of the program. We accept grievances from medical providers, transportation providers or their representatives.

Once Access2Care receives a grievance pertaining to an individual's trip, we flag the trip for investigation and notify the provider of the details surrounding the grievance. **Transportation Provider must respond to all complaints within two (2) business days.** Grievances against the Transportation Provider may include but are not limited to:

•   Transportation Provider did not show to pick up the individual
•   Untimely arrival for pickup (late or before the established pick-up window)
•   Cleanliness of a vehicle
•   Driver conduct (attitude, politeness, helpfulness)
•   Driving safety
•   Violations by the driver of contract requirements
•   Vehicle safety issues

The Access2Care system supports the grievances management process. We document all information received from the Transportation Provider and work with all parties involved toward a resolution. A grievance received about a trip will result on a hold being placed on the trip payment. Once the grievance is resolved, we will remove the investigation flag. Based on the outcome of the grievance investigation, the trip will be paid or denied in accordance with contract provisions.

We review grievance resolution reports daily and work with the involved parties to develop a mutually satisfactory solution. These may include retraining or placing the provider on an improvement plan or as a last resort, removal from the network. If you receive notification that a trip is under investigation, please respond to the grievance with

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[1] Access2Care policies and Transportation Provider Manual may be modified by Access2Care from time to time. The Transportation Provider will be notified of the revised documents within 30 days of final approval from Access2Care. Transportation Providers must comply with revised documents with 20 days of receipt.

the requested trip information via the provider portal, or to the fax number indicated on the request. Requests that contain Protected Health Information (PHI) can be submitted via Secure email[2]. Questions related to grievances or investigations should be directed to the Network Specialist.

In no event will Access2Care pay for a trip in which a member missed an appointment because the Transportation Provider was late and required the rescheduling of the appointment.

8   Performance Standards Compliance

Our clients hold us to specific performance standards, many of which relate to our transportation providers' performance. In addition, we established internal quality metrics that distinguish Access2Care as a company dedicated to providing quality service. We hold our transportation providers to specific performance criteria to meet our clients', as well as Access2Care expectations. We monitor compliance to these standards through a variety of means including claims auditing, on-street observations, complaint process, telephone communications, and onsite visits.

Access2Care monitors its transportation providers in a variety of ways including scheduled and random visits. Monitoring includes but is not limited to:

- **On-site visits** – Scheduled and Random - Network Specialists will schedule and make unannounced visit(s) on-site visits with transportation providers to review records, operations, drivers, and vehicles.
- **Virtual Inspections** - Scheduled and Random – Access2Care will schedule or conduct unannounced virtual visits with transportation providers to review records and vehicles.

We look at monitoring activities as an opportunity and tool to support our providers. Any deficiencies are addressed with the Transportation Provider and given the time and support to correct. If a deficiency is severe enough, it may require the temporary removal of a driver or vehicle from service until the deficiency is corrected.

9   Trip Assignments

9.1   Provider Portal

Access2Care requests that all transportation providers have internet access to enable the use of the A2C provider portal.   The portal assists in efficient trip assignment and claims processing speeding payments to the transportation provider. Although transportation providers are required to have alternative methods for contact the portal is the contact method utilized. We assign trips to transportation providers directly via the A2C system. Transportation providers will be assigned trips based on the following:

- Level of need of the member (appropriate vehicle type assignment)
- Service delivery area
- Provider fleet hourly capacity
- Lowest cost

When you review your trip assignments, remember:

- You must check your trip assignments daily and accept/reject trips within 24 hours of receipt of the assignment(s).

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[2] If the Transportation Provider chooses to email information to Access2Care, they must ensure it does not contain any Personal Health Information (PHI). If the email contains PHI, the email MUST be sent via secured e-mail or mail via the USPS.

- When you accept a trip, you have made a commitment to perform the transport. Accepting a trip serves as a confirmation.
- If you do not accept a trip within 24 hours the trip may be removed from your schedule and assigned to another provider.
- Access2Care assigns an authorization number to every trip. Trips performed without Access2Care prior authorization number will not receive payment.
- Verify accepted trips directly with the members up to 24 hours in advance of the appointment to confirm the trip. The trip information on the portal includes the member's contact number on file.
  - O Contact Access2Care Dispatch if the contact number on file is out of service or disconnected, so the trip can be noted
- At times, Access2Care may authorize the Transportation Provider to negotiate pickup and drop-off times to maximize multi-loading opportunities.
- At no time is a member allowed to travel in a vehicle for more than one (1) hour longer than the average time for direct transport.

9.2   Alternate Trip Assignments

If for some reason the Transportation Provider is unable to utilize the provider portal Access2Care will work with the Transportation Provider for an alternative method.

Faxed request

- Access2Care assign transports on a temporary basis via fax or telephone until Internet access is established. We will make longer term accommodations for providers who do not have Internet access in their areas.
- For transportation providers without Internet access due to their remote location or for those providers awaiting Internet installation, we have designed efficient processes for trip management and claims reconciliation. Instead of Internet access, this process requires a working facsimile (fax) machine.

10 Trip Management

You play a vital role in helping us verify and update member information. Sometimes, the trip information provided to us by the client via eligibility files, or by the member during the call intake process, may be inaccurate or incomplete. Once assigned a trip, if you discover appointment times, addresses or scheduling times have changed, please let us know by calling the customer service representatives with the details and/or corrected information.

11 Transportation Provider Operational Requirements

Transportation Providers must obtain and maintain a current status on any and all business licenses, permits, certificates, and registrations that are required by Federal, State or local laws, rules and regulations[3]. Transportation Providers must notify Access2Care in writing to notify, within ten Business Days, of a criminal conviction (felony or misdemeanor, including deferred adjudication), pending felony charge, or placement on the national or state sex offender registry of any driver or any transportation provider employee who works directly with Members or has access to Member records.

- If a transport happens before or after normal business hours, Access2Care must have a way of contacting the Transportation Provider /driver during those times when the office is not open.

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[3] 36 C.F.R. Part 1192, 49 C.F.R. Part 571, Texas Government Code §§ 531.02414, 533.00258, and 533.002581, Texas Transportation Code Ch. 547, and Texas Insurance Code Ch. 1952

- Transportation Provider agrees not to differentiate or discriminate in the treatment of any passenger on the basis of sex, marital status, age, race, color, national origin, ancestry, religion, disability, medical condition, veteran status, political affiliation, economic status, or sexual orientation.
- All records must be kept in secure files and be readily accessible to Access2Care staff within two (2) business days
- Transportation Provider agrees to work with Access2Care to respond to all grievances within two (2) business days
- Transportation Provider understands that not responding to complaints may result in Corrective Action
- Transportation Provider agrees to cooperate in all on-site visits of the Transportation Provider's place of business and inspection of business records and vehicles that are mutually agreed with reasonable advance notice.
- Transportation Provider may not solicit or accept any money from any members you transport for Access2Care.
- Transportation Provider agrees to follow Access2Care accident and incident processes or a process compliant with FTA Grant Award requirements.
- Transportation Provider must report all incidents, accidents and injuries occurring while the Transportation Provider is transporting any Access2Care member(s) immediately after the incident becomes known and the situation permits communication.
- Transportation Provider must have a form to document all information about the accident/incident. Transportation Providers must use the accident/Incident found in attachment E.
- Transportation Provider must request a copy of the police report and must forward the report to Access2Care as soon as possible if applicable.
- Transportation Provider must have a two-way communication device available for use by the driver and Transportation Provider for dispatch, trip updates, and emergency notifications.
- Transportation providers drivers must maintain sign in sheets or logs of all training provided to all drivers/attendants/escorts. These logs must be included in the staff files and available for review by Access2Care.
- Transportation Provider must submit a roster (attachment D Combined Roster) with all individuals working for my organization for federal and state exclusion checks completion. The initial roster will be provided prior to the start of services and updated as individuals are added or removed. The roster at minimum will include[4]:
  - Driver's Full Name (as it appears on their driver's license)
  - No nick names
  - Driver's License number
  - Driver's License Expiration Date
  - Driver's License State
  - Date of Birth
  - Date of Hire
- Transportation Provider must submit a roster (Attachment D Combined Roster) with all vehicles used for my organization. The initial roster will be provided prior to the start of services and updates as vehicles are added or removed. The roster at a minimum will include:
  - VIN Number
  - Tag/License
  - Registration Exp Date
  - Vehicle Level of Service Type (Sedan//Van, Wheelchair, Ambulance)

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[4] If an individual is flagged during an exclusion check, Access2Care may require more information, including but not limited to SSN, picture of driver's license in order to clear the individual from the list. Failure to provide this information will result in possible inactivation, and or termination.

- Model
- Year
- Color

12 Transportation Provider Driver's

Compliance with FTA Grant award requirements may be accepted in lieu of this section's individual items.

All drivers must understand NEMT services in general, including reporting forms, vehicle operation, requirements for reporting Fraud, Waste, & Abuse, and the geographic area in which drivers will provide service. For more information on Driver credentialing requirements, please refer to Attachment A, Access2Care Policy 401-TX – Transportation Provider Credentialing.

12.1 Driver Requirements

- Drivers must not have been convicted of any felony crimes and/or misdemeanors related to health care fraud, theft, embezzlement, breach of fiduciary responsibility, or other financial misconduct; elder abuse; member abuse in connection with the delivery of a health care item or service; unlawful manufacture, distribution, prescription, or dispensing of a controlled substance; and any felony or misdemeanor conviction for child abuse, elderly abuse, domestic violence, criminal sexual conduct, drugs or weapons.
- Drivers shall NOT use alcohol, narcotics, medical or recreational marijuana, illegal drugs or drugs that impair ability to perform while on duty and shall NOT abuse alcohol or drugs at any time. Drivers shall not drive while fatigued. The Transportation Provider shall not use drivers who are known abusers of alcohol or known consumers of narcotics or drugs/medications that would endanger the safety of members, whether those drugs are legally prescribed or not.
- Drivers are required to follow all traffic laws
- Drivers are to initiate emergency services, as applicable
  - O Drivers have the ultimate responsibility for decision making and should not hesitate to activate emergency services when any situation occurs.
- Drivers are required to have valid photo ID on their person while transporting any Access2Care member.
- Drivers must not smoke while in the vehicle or while in the presence of any Access2Care member.
- Drivers must not eat or drink while providing transportation.
- Drivers to ensure no Member smoking in vehicles.
- Drivers to ensure no Member eating, or drinking, in vehicles, unless medically necessary.
- Drivers to ensure no weapons are allowed in the vehicle
- Drivers must not wear any type of headphones at any time while on duty, with the exception of hands-free headsets for mobile telephones if this is the communication device.
- Drivers must not text or use the telephone while providing transportation, except for use of mobile device map app or GPS.
- If a non-curbside pick-up is being made, drivers must identify themselves as a transportation provider, show their identification and announce their presence at the entrance of the facility or residence.
- Drivers must assist Access2Care members getting into and out of the vehicle when necessary and confirm that all seat belts are fastened. No Access2Care member will be transported unless all members are buckled up.
- The number of persons in the vehicle, including the driver, must not exceed the vehicle manufacturer's approved seating capacity.
- Drivers must ensure Access2Care members in wheelchairs are properly secured, in accordance with ADA rules, prior to departure and always while in transit. Upon arrival at the destination, the vehicle should be

parked or stopped so that Access2Care members do not have to cross streets to reach the entrance of their destination.

- At the destination, drivers must present all members with a card stating the Transportation Provider's company name and phone number, as well as the phone number of Access2Care, for will call returns or if requested by the member, to include afterhours contact information.
- Drivers are expected to arrive on time for scheduled pick-ups
- Drivers are to confirm the member is safely inside the member's residence or destination if the drivers line of sight is not obstructed.
- Drivers should make themselves known to the member for pick-up, waiting at least Ten (10) minutes before departing
    - o Driver should contact their dispatch or Access2Care before departing without the member to document member no-show
    - o Total wait time for member pick-up time should not exceed ten (10) minutes
- Drivers that are running late are responsible for calling the Member to alert the Member of the delay and expected pick up time.
- Driver must notify Access2Care immediately of late arrivals, so contact can be made with healthcare provider to advise of late arrival and confirm the member can still be seen.
- Drivers must not leave members unattended in the vehicle unless it can be done safely.
- Drivers must not touch any member except as appropriate and necessary to assist the Access2Care members into or out of the vehicle, into a seat, to secure the seat belt, or to render first aid or assistance for which the driver has been trained.
- Drivers must exit the vehicle to open and close vehicle doors when members enter or exit the vehicle and aid the member entering or exiting the vehicle.
- Drivers/attendants/escorts are expected to follow company and broker guidelines for HIPAA compliance by keeping all Access2Care members' protected health information (PHI) confidential. It should not be visible to other members/members, and drivers must not discuss this information with anyone who is not involved with the member's treatment or connected health care services.
- Transportation providers drivers must maintain sign in sheets or logs of all training provided to all drivers/attendants/escorts. These logs must be included in the staff files and available for review by Access2Care.
- Transportation Providers must provide an appropriate level of assistance to Access2Care passengers when requested or as needed due to the person's condition. Such assistance shall also apply to the movement of wheelchairs and persons with limited mobility as they enter including the fastening of the seat belt when necessary due to the person's condition and exiting the vehicle with appropriate level of assistance, to include but not limited to, helping the member out of the vehicle, using the wheelchair lift and shall include the driver stowing any mobility aids and folding wheelchairs.

Transportation Providers must remove any driver from Access2Care service if they are found to be out of compliance standards with any of the requirements listed in the Service Agreement, state or federal regulations, and/or Policy 401-TX – Transportation Provider Credentialing[1]. Transportation Providers must notify Access2Care when drivers are added or removed from service.

12.2 Required Driver Training

- Access2Care requires and is willing to assist transportation providers with establishing an ongoing training program to recognize emergencies and understand the procedures for responding to a member's needs for emergency care should they arise during the ride.   HIPAA Compliance training is required and Transportation Providers and their drivers are to treat all Protected Health Information (PHI) as confidential. Access2Care has written HIPAA policies, Attachment B Access2Care Policy 224, HIPAA[1] Access2Care will be

regularly monitoring transportation providers' compliance and take any corrective action necessary to ensure compliance. All records need to be secured, safeguarded, and stored in accordance with applicable State Statutes and Administrative Rules.

For more information on Driver training requirements, please refer to Attachment A, Access2Care Policy 401-TX – Transportation Provider Credentialing[1].

13 Transportation Provider Vehicles

Transportation Provider shall comply with appropriate local, state, and federal transportation safety standards regarding passenger safety and comfort. For more information on Vehicle requirements, please refer to Attachment A, Access2Care Policy 401-TX – Transportation Provider Credentialing and Attachment D, Access2Care Policy 423a Vehicle Safety[1].

13.1 Vehicle Requirements

- As applicable, Vehicles will have an Access2Care member compliant reporting FAQ available for members wishing to file a complaint. The FAQ will be provided to the Transportation Provider by Access2Care, as necessary.
- All vehicles must be equipped with the safety equipment outlined in Attachment D, Access2Care Policy 423a Vehicle Safety[1].

Transportation Providers must remove any vehicle from Access2Care service if they are found to be out of compliance standards with any of the requirements listed in the Service Agreement, state or federal regulations, and/or Policy 401-TX – Transportation Provider Credentialing and Attachment D, Access2Care Policy 423a Vehicle Safety[1].

14 Vehicle Maintenance

Network transportation providers must have a comprehensive Preventive Maintenance (PM) program for all vehicles and equipment used for members. For more information on Vehicle maintenance refer to Attachment D, Access2Care Policy 423a Vehicle Safety[1]. Transportation Providers must notify Access2Care when vehicles are added or removed from service.

14.1 Insurance Requirements

Transportation Providers are required to have, at a minimum, Insurance requirement limits outlined in the Transportation Provider Subcontractor agreement. Transportation Provider should also comply with the following:

- Transportation providers are required to obtain and maintain insurance at limits no less than is required by the state and need to furnish proof of liability coverage and insurance to the Authority upon request.
- Insurance coverage for all vehicles must always be in force during the contract period in accordance with state and local regulations and contract requirements.
- In compliance with Access2Care and local requirements, all vehicles shall always have the minimum of combined single limit insurance coverage for vehicles stated on the Subcontractor Agreement during the agreement period.
- Transportation Provider must supply up-to-date copies of all insurance certificates to Access2Care before they expire. Transportation Provider understands that if current copies are not on file with Access2Care the provider will be suspended, and no trips will be assigned.
- Transportation Provider shall provide workers' compensation insurance coverage for all workers, unless they meet the requirement for an exemption.

15 Trip Log Requirements

All Transportation Providers must require each driver to maintain a daily trip log for each trip. The Daily trip log must capture at the minimum the items below.

- Trip number
- Date of service
- Driver's name as it appears on the State issued Driver's License
- Driver's signature
- Driver's driver license number and State
- Member's name
- Member's signature (Each trip log must have a member signature) and parent or NEMT Attendant, if one accompanies Member
  - o If a member refuses to sign the driver log for any reason, the driver may sign the log with "MEMBER REFUSED TO SIGN". This method is only acceptable if the member has been asked to sign the document and has verbally refused. Driver should notate the reason the member is refusing to sign the trip log. Transportation Provider must contact the Access2Care call center so a "claims note" can be added to the members record. Trip logs with this notation will be flagged for an audit so that Access2Care to provide education to the member.
  - o If member is medically unable to sign the driver log, the driver must attempt to get a signature from the medical facility staff, escort or attendant, or a family member. If a driver exhausts all options and is unable to obtain a signature from any acceptable source, the driver may sign the log with "PUTS" (Passenger Unable to Sign), member unable to sign. The driver will notate Passenger Unable To Sign, with reason for no signature in signature line and provide driver signature. This method of signature is only acceptable if the driver has attempted to gather other approved signatures. Trip logs with this in the signature line will automatically be flagged for an audit. Transportation Provider is required to send in all trip documentation with the invoice before any payment will be made for these trips. Transportation Provider must contact the Access2Care call center so a "claims note" can be added to the members record.
- Escort full name (if applicable)
- Escort signature (if applicable)
- Vehicle ID number (VIN)
- Each authorized member's scheduled and actual pick up time
- Each authorized member's scheduled and actual drop off time
- Member no-show indicator
- Actual service level (AMB, W/C, Stretcher) per trip provided

All the above information must be included on the trip manifest or the provider will not receive payment for the trip. Providers can use the sample form included in this manual or any other form if it meets the requirements above.

16 Performance Standards

Transportation providers are monitored throughout the programs. Access2Care monitors and documents Transportation Provider performance through on-street observations, the grievance investigation process, random on-site inspection, annual credentialing, etc.

16.1 On Time Performance Standards

- Members may be picked up within the contractually allowed pick up window prior to their appointment time: the standard pick up window is sixty (60) minutes. Additional time may be allowed for multi-loading, high traffic volume, or for long trips.

- On Time Pick-up: 95 percent of all trips in which the Member was picked up and dropped off were within 15 minutes but no more than one (1) hour prior to their scheduled appointment time.
    - Member will not be dropped off more than 15 minutes prior to or picked up more than 15 minutes after the health care provider's scheduled operating hours. Members must be informed of the timeframes required for pick-up and drop-off.
- On Time Drop-off: 95 percent of all trips in which the Member was picked up were within 1 hour of notification to initiate return trip.
- Hospital Discharge: 95 percent of all trips in which the Member is picked up were within 3 hours of the Member or advocate notifying the MCO or its Subcontractor to initiate the trip.

16.2 Provider No-Show Standard

- Provider must complete no less than 99.8% of all accepted trips. This standard does not apply to member no-shows.

16.3 Complaint Ratio Standard

- Provider will receive no more than two valid complaints, on average, per 1,000 one-way trips measured monthly.

16.4 Trip Acceptance

- At a minimum, Transportation Provider shall accept 98% of all trips offered through the A2C portal
- Transportation Provider must not reject an accepted transport back to Access2Care less than six (6) business hours prior to the appointment time.
- Transportation Providers not following transport rejection timeframes may be subject to disciplinary actions, up to and including Performance Improvement Plan or Termination of the Transportation Provider

16.5 Equipment Standard

- Transportation Providers will maintain their vehicles within the guidelines described in the Transportation Provider Manual or FTA Grant standards, if applicable.

16.6 Performance Monitoring

We are required to ensure that Access2Care and the transportation providers we use are compliant with all requirements of our members. As such, we developed performance improvement programs for instances when a Transportation Provider is not performing to our standards. It is our goal to work positively with providers. We value our network and will work closely to ensure that our transportation providers continue working with our Health Plan Clients. If a provider is found to be non-compliant with any requirements, they may enter one of the following:

16.6.1 Minor Deficiency

Any deficiency that will not immediately harm the member or drivers and/or any items that does not present a legal risk to Access2Care or the member. An example: Missed or late pickup times, failure to accept/reject trips within a required timeframe.

16.6.2 Major Deficiency

Any deficiency that could harm the member or driver. Items that would increase legal risk to Access2Care and/or the member, for example lack of appropriate insurance, not following accident notification procedures, suspected fraud, using uninsured/non-credentialed vehicles or drivers.

16.6.3 Warning

Would only be issued in the case of minor deficiencies. The network Specialist would contact the provider in writing explaining the deficiencies and the expected time frame for compliance. This is a formal process that will be in the provider's file. If at any time the provider continues to be noncompliant, the issues will be escalated to the next level.

16.7 Performance Improvement Programs[5]

16.7.1 Provider Improvement Plan (PIP)

Is used for minor issues. The network Specialist will meet with the provider to explain the deficiencies and work out a plan to help the provider become compliant. The PIP will be documented, have set milestones and time frames and become part of the transportation provider's file. The network Specialist will monitor the progress of the provider to ensure that improvements are being made. If the provider does not meet the required time frame, he or she may be moved to the next level, or the PIP may be extended.

16.7.2 Corrective Action Plan (CAP)

A CAP may be used for both minor and major deficiencies. The CAP process may include more drastic actions such as suspending a provider, driver or vehicles temporarily until the issue can be resolved. It can also mean reducing the number of trips the provider is able to receive. The Network Specialist will meet with the provider to explain the deficiencies and work out a plan to help the provider become compliant. The CAP will be documented, have set milestones and time frames, and become part of the provider's file. The network Specialist will monitor the progress of the provider to ensure that improvements are being made. If the provider does not meet the required time frame, the CAP may be extended, depending on the deficiency, or the provider may be terminated from the network.

If Transportation Providers, drivers or vehicles are found to be out of compliance with credentialing either through an SE, complaints or audits, a PIP or CAP will be issued.

16.7.3 Termination

In rare cases, the Transportation Provider may be completely removed from the network and possibly turned into the Office of Internal Affairs for further investigation. Termination is the most serious action and would be used when a provider has been proven of committing fraud, unwilling to work within the requirements of the contract and/or having prolonged, repetitive issues.

17 Attendants for Children & Special Needs Transports

Parents or guardians must provide an attendant to accompany children under the contractual determined minor required years of age who are eligible for NEMT services while traveling to and from medical OHP-covered medical appointments. The rule also applies to children and young adults with special physical or developmental needs regardless of age.
As applicable, an ambulance provider transports the member for non-emergent services, and is reimbursed at the ambulance transport rate, per contract or non-contracted rate policy. NEMT ambulance transports shall have an attendant when the uses an ambulance to provide wheelchair van or stretcher car rides.

An attendant is described in the contract and may be the member's mother, father, stepmother, stepfather, grandparent, or guardian. The attendant may also be any adult the parent or guardian authorizes. An attendant may also be the member's brother, sister, stepbrother, or stepsister if the attendant is at least 18 years of age, and the parent or guardian authorizes it.

The member's parent, guardian, or adult caregiver is required to provide and install safety seats. An NEMT driver may not transport a member if a parent or guardian fails to provide a safety seat that complies with state law.

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[5] Access2Care may use several methodologies to help transportation providers improve their performance. Those methodologies may be but not limited to Provider Improvement Plan, Corrective Action Plan, trip volume adjustments, and increased post trip audit percentages to correct performance concerns.

The Transportation Provider may not bill additional charges for a member's attendant or escort.

18 Access2Care Payment Process

18.1 Invoicing requirements

Providers are strongly encouraged to use the Provider Portal to electronically submit their completed trip claims for processing and payment. Providers are required to keep their completed drivers logs in the event that a specific trip is selected for audit verification.   The Audit Department conducts trip verification, prepayment audits and provides support to transportation providers in the processing and adjudication and payment of trip claims.

The requirements for a completed Driver's Log are detailed in the earlier Section N, Trip Log Requirements, and can also be seen in **Appendix VII** with a Sample Driver Log.

Remember that the minimum required information in a driver's log must be legible and must be submitted for verification if the trip is selected for audit (**See section 23 for trip audit standards**). Failure to do so will lead to the trip being denied for payment.

FOR APPLICABLE STATES ACCESS2CARE REQUIRES A SIGNATURE FOR EACH LEG OF A TRIP or an APPROVED REASON FOR NO SIGNATURE (See Appendix I: State Specific Deviations). If the member is unable to sign, a facility employee, family member, or attendant may sign on their behalf **(See section 17 for Trip Log Requirements)**.

Driver logs must also contain the driver's signature. See **Appendix VII** for a Sample Driver Log. All information must be included in the driver's log or payment will be denied during a trip audit process.

If all the information is included in driver logs, there should not be any delays in processing trip audits.

Our clients require payment within a specified number of days of receipt of a clean claim.
However, Access2Care typically authorizes payments to Transportation Provider on a weekly basis. A "clean claim" is defined as a trip that has been "cleared in the Provider Portal" by the Transportation Provider and includes all the information required to process the trip including any verifications/audits made by the Claims or Audit Department.

Every Transportation Provider is strongly encouraged to clear their trips off the A2C portal every day.

18.2 Invoicing process

Access2Care will not process payment for any trip that does not have the required driver log documentation. Complete driver logs must be kept on file and are subject to random audits.

Access2Care recognizes the importance of cash flow and prompt payments. In response, we designed our online trip management resource to allow transportation providers to easily accept and send electronic transactions. See **Appendix II** of this manual for a guide on using the online system.

18.2.1 Invoicing with Internet Access

Once a Transportation Provider has cleared a trip on the Transportation Provider Portal, we will process the trip for payment. Only cleared trips deemed as "clean claims" will be paid. We prefer to make payments through Electronic Funds Transfers (EFT); however, we can send payments via USPS. A detailed description of this process is outlined in the Electronic Trip Management Instruction Manual included as **Appendix II**.

18.2.2 Invoicing without Internet Access

Access2Care will send a weekly reconciliation form to the transportation provider. The Transportation Provider must complete the form for the previous week's trips. See **Appendix VI** for an example of the Non-Web Trip Reconciliation form**.**

The Transportation Provider is required to complete the reconciliation form with the pickup and drop-off times, trip status, and an indication showing if the member's signature was obtained. Fax or scan completed reconciliation forms to the Claims Department using the contact information below. If the provider chooses to e-mail information to Access2Care, you must ensure that it does not contain any PHI. If the items contain PHI, you MUST either send via secured e-mail or mail via the USPS.

We will process all *clean claims* (definition on the previous page) within contractual and regulatory requirements. If all required information or documentation is not submitted, we will notify you of the required documentation. This will slow the reconciliation/payment process. Therefore, to avoid any unnecessary delays, always double-check the form.

18.2.3 Payment

Access2Care will send out a Remittance Report with each check. Checks and EFT information is also viewable on the Transportation Provider portal.

19 Contracted Rates

Pricing is based upon the contracted rates in the subcontractor Agreement. Access2Care only reimburse' s for compensable, authorized services. Access2Care only reimburse' s for compensable, authorized services. Access2Care will not provide incentive pay to Transportation Providers and Drivers based on utilization of health care services including the use of Non-Emergency Transportation (NET).

19.1 Trip Mileage

Trip mileage is predetermined by Access2Care using most the current Melissa data. Mileage is set based upon the shortest distance calculation for each trip. Access2Care does not pay for "no shows," dry runs, or deadhead miles (mileage to pick up a member that is outside the transportation provider's normal service area) unless contractually specified.

20 Trip Audit

Access2Care must ensure services occur for payments rendered. To ensure we meet the contractual obligations and expectations of our members, we have developed audit and verification processes of trips presented for payment. If Access2Care cannot validate or verify the medical services related to the transportation claim following the audit, we may recoup the amount of the payment.

Access2Care performs random prepayment audits on 5% pre-trip and 5% post by each transportation provider[6]. You may see trips flagged for pre-payment audit in your Transportation Provider portal.
Please submit the required information, using the Prepayment Audit Cover Sheet included as *Appendix VIII* of this manual. All audited documentation must be received by Access2Care within 20 calendar days of the cleared trip date. Failure to submit within 20 days will result in payment denial of the trip. Please send all driver logs to the dedicated Access2Care Claims Department fax at (866) 214-0528 or scan and e-mail[2] to A2CAUDITS@AMR.Net. We will process the audited trip information within ten business days of receipt. **Please note that the above contact information is only to contact the Audit Department and send the required information.**

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[6] Audit percentages are subject to change either, increase or decrease and will be changed at the sole discretion of Access2Care. Changes to the audit percentages will be communicated to the transportation provider via email.

Audit Department Contact Information

Audit Follow Up	Toll free line: 1 (866)-874-0222, Option 3
(USE Only for trips in audit)	A2CAUDITS@AMR.net

When a trip is suspended for audit or follow-up payment, Access2Care will withhold payment following review of the driver log or trip detail sheet, inclusive of the member's signature. Payment will not be made on any trips suspended for audit or follow-up. Typically, the reason for a suspended payment is inconsistent information related to the trip mileage or distance. These types of errors can result in an inaccurate payment.

This statistical review of random trips is one of many approaches Access2Care takes to mitigate fraud and abuse in our continual commitment to program integrity.

20.1 Transportation Provider Audit Requirements

20.1.1 Drivers Log Requirements

20.1.1.1 Access2Care Trip Number,

20.1.2 Date of service,

20.1.3 Driver's first and last name,

20.1.3.1 Driver name must match Driver License name entry and may not include nicknames

20.1.3.1.1 Abbreviated names, i.e. Chris instead of Christopher, are acceptable

20.1.4 Driver's License Number and State

20.1.4.1 NOT REQUIRED IF ACCESS2CARE DRIVERS LOG TEMPLATE

20.1.5 Driver's signature,

20.1.6 Member/Recipient's first and last name,

20.1.7 Member/Recipient's signature,

20.1.7.1 Driver may sign log "Member Refused/Unable to Sign" or similar

20.1.8 Escort first and last name (if applicable),

20.1.8.1 NOT REQUIRED IF ACCESS2CARE DRIVERS LOG TEMPLATE

20.1.9 Escort signature (if applicable),

20.1.9.1 NOT REQUIRED IF ACCESS2CARE DRIVERS LOG TEMPLATE

20.1.10   Vehicle ID number,

20.1.11   Each authorized recipient's scheduled and actual pick-up time,

20.1.11.1 SCHEDULED TIME NOT REQUIRED IF ACCESS2CARE DRIVERS LOG TEMPLATE

20.1.12   Each authorized recipient's scheduled and actual drop-off time,

20.1.12.1 SCHEDULED TIME NOT REQUIRED IF ACCESS2CARE DRIVERS LOG TEMPLATE

20.1.13   No Show information – member or provider (if applicable),

20.1.14   Pharmacy stop information,

20.1.14.1 NOT REQUIRED IF ACCESS2CARE DRIVERS LOG TEMPLATE

20.1.15   Actual service level per trip provided,

20.1.15.1 Trip status,

20.1.15.2 NOT REQUIRED IF ACCESS2CARE DRIVERS LOG TEMPLATE

20.1.15.3 Mileage for each leg of trip.

20.1.15.4 NOT REQUIRED IF ACCESS2CARE DRIVERS LOG TEMPLATE

21 Trip Payment Disputes

A transportation provider that does not agree with the amount paid for a transport should contact their assigned Network Specialist. Transportation providers have 120 days from the date of payment determination to submit a payment dispute request.

- Requests can be sent via telephone, fax, or email. Fax and email requests cannot contain protected health information (PHI).

Transportation Provider must provide the Access2Care trip number, member name, and amount in dispute at the time of the initial contact. Access2Care Network Specialist will research trip data before an adjustment is

approved and processed. If an adjustment is approved, the Access2Care Network Specialist will contact the Claims Department requesting the adjustment. The claim record will be notated with the amount and reason for the adjustment. The transportation provider will be notified via phone, e-mail or mail with the determination which will include the reason, and applicable amount. A separate payment is made for all approved adjustments. Access2Care shall complete the payment reopening determination within 60 days from the date of receipt of the transportation provider's request.

22 Payment Denials

If a transport is going to be denied for any reason, you will receive notification on your Transportation Provider portal. Denials may be based upon failure to adhere to requirements outlined in the subcontractor Agreement and or the Transportation Provider Manual. Other reasons for denial may include but are not limited to:

22.1 Timeliness

Transportation providers must clear all trips within 45 days of the date of service or per contractual requirements. Any trip not cleared within the allotted time will be canceled and no payment will be made to the provider, except potentially through the appeals process.

22.2 No documentation to support service

When a Transportation Provider fails to respond to an investigation or follow-up or audit in the allotted time, the trip in question will be denied as no-documentation to support transportation, and no payment will be made to the provider.

22.3 Member canceled services

Trip will be denied if the member cancels prior to the pickup time and Transportation Provider was notified.

22.4 Member No-Show Denials

We will deny the trip if the Transportation Provider clears a trip as completed and the member was a no-show. This practice may trigger an increase in audited trips for the provider.

22.5 Transportation Provider No-Show Denials

We will deny the trip when the member states the driver never arrived and the Transportation Provider cleared trip as completed without providing proof of documentation of transport as part of the trip audit process.

23 Claims Appeals Process

All transportation providers have the right to submit an appeal for any trip that has been denied.
The appeal must be submitted in writing via email[2] or fax and contain the following information:

- The reason for the appeal.
- Documentation to support the service provided (i.e. driver log with member signature and times of transport).
- All requests must be received within 30 days from the date of denial.
- Appeals are considered based upon information provided.
- The documentation will be reviewed, and the provider will be notified of the payment decision.
- Payment or denial will be made within the contractual or regulatory requirements.

Claims Department Contact Information	
Payment Follow Up **(USE Only when Trips have been CLEARED)**	Toll free line: 1 (866)-874-0222 Option 3 A2CAUDITS@AMR.net
USPS **Claims Submission Address**	Access2Care, LLC 6363 S. Fiddlers Green Circle, 14th Floor Greenwood Village, CO 80111

24 Fraud, Waste and Abuse

In a 2009 Memorandum titled *Fraud and Abuse Safeguards for State Medicaid Nonemergency Medical Transportation Services*, the Deputy Inspector General for Evaluation and Inspections, Stuart Wright stated, "The Office of Inspector General (OIG) and other entities have identified significant vulnerabilities to fraud and abuse in State NEMT programs." The Memorandum goes on to say, "If a State detects evidence of potential provider fraud, it must refer such a case to the State Medicaid Fraud Control Units (MFCU) or other appropriate law enforcement agency, such as a local district attorney. The MFCU is responsible for reviewing the referrals it receives from the state Medicaid agency and other sources to determine whether the issues involved merit criminal and/or civil investigation."

Access2Care upholds integrity as an essential business attribute. As the above text denotes, fraud and abuse in the NEMT program will not be tolerated by the OIG, a State's Medicaid Fraud Control Unit, and Access2Care. The transports you provide may be reimbursed by federal and state funds. Because of this, it is important for Access2Care to inform its employees and subcontractors about Federal and State False Claims Acts and the company's procedures for reporting fraud, waste and abuse.

The False Claims Act ("FCA") prohibits anyone from submitting a false or fraudulent claim to secure payment from the federal government. The FCA helps the federal government combat fraud and recovers losses resulting from fraud in federal programs, purchases, or contracts. A person or entity may violate the FCA by knowingly:

- Submitting a false claim for payment
- Making or using a false record or statement to obtain payment for a false claim
- Conspiring to make a false claim or get one paid
- Making or using a false record to avoid payments owed to the U.S. Government (the "Government")

Access2Care policy states that any employee who suspects or has knowledge that fraudulent activity may be or has occurred should notify his/her supervisor immediately. Transportation providers must have a similar process in place for reporting such activities.

Access2Care policy also prohibits any retaliation or retribution against any person who, in good faith, reports suspected violations of these laws.

The Program Fraud Civil Remedies Act of 1986 grants federal agencies the right to investigate and assess penalties for the submission of false claims. Any person may be liable if they know or have reason to know that a claim:

- Is false, fictitious or fraudulent
- Includes or is supported by any written statement that asserts a material fact which is false, fictitious, or fraudulent
- Includes or is supported by any written statement that omits a material fact
- Is false, fictitious, or fraudulent because of such omission

- Is for payment for the provision of property or services which the person has not provided as claimed

Any suspected false claims may be investigated by the Department of Justice. If further action is deemed necessary, the Department of Justice may issue a complaint regarding the false claim and further legal action may be required.

Access2Care has numerous policies and procedures in place to monitor and detect fraud, waste and abuse. These include but are not limited to:

- Code of Business Conduct and Ethics
- Compliance policies
- Prior Authorization process
- Trip verification
- Random audits
- Credentialing and re-credentialing of transportation providers
- Increased transportation audit percentages

Transportation providers must cooperate fully with any investigation regarding fraud, waste and abuse initiated by Access2Care or at the request of any government agency. Access2Care will send a email with compiled transportation audit should there be an increase in audit percentages.

25 Appendices

25.1 Appendix I: Access2Care Transportation Provider Portal

GETTING TO YOUR PERSONAL WEB PAGE:
- Go to https://a2ctp.emsc.net/login the Access2Care home page.
- Type in your Username and Password assigned to you during credentialing.
- Press the Enter key or click on Log In.
- The first time you log in, you will be prompted to change your password.
- Password must be at least 8 characters long, contain a capital letter, a number, and a special character.

MANAGING NEW TRIPS
- This will open the NEW TRIPS screen. Here, you can view trips that are offered exclusively to you.
- The underlined blue trip number with the "T" behind it is the member's first trip, going TO the destination; and the "R" is the RETURN leg of the same trip. If the member has additional stops, these numbers will have a "1", "2", etc. behind the trip number.

Sample View of New Trip Assignments Screen

• To view the Trip Details, click on the blue trip number. The detail will open in a separate screen and will display all the detail for each trip. You can also print this detail; however, until the trip has been accepted (see below) the trip detail is not "proof" of an accepted trip.

Sample View of Trip Detail Screen

- You can only open the Trip Detail for one trip at a time.
- Click the Accept <Acpt> or Reject <Rjct> button for each trip to accept or reject the trip being offered.
- You cannot accept only one leg of a round trip. If you take the original trip, the return leg and any additional stops will automatically be assigned to you.

- You may accept or reject ALL the trips being offered by scrolling down to the bottom of the list and clicking on Accept All or Reject All.
- If you need to, you can also clear your selections by clicking on <Reset>.
- Once you have selected all the trips you're accepting or rejecting, click <Next>.
- This brings you to the Confirm Trips screen.

Sample View of Confirm Trips Screen

- Carefully verify accepted and/or rejected trips and then click Finish. If you need to make a change, click the Back button to start over. Once you click Finish, your trips are considered accepted and you will be taken back to the NEW TRIPS screen.
- It's important that you accept or reject trips as quickly as possible so we have time to reassign any trips you are rejecting.

NOTE: You **_MUST_** complete this final step in order to accept trips. **Until you press Finish, your trips have not been accepted**.

ACCEPTED TRIPS

- You can click on the ACCEPTED TRIPS button to view and manage your accepted trips.
  o NOTE: Once you have ACCEPTED a trip and "Finished" the process, you **CANNOT** reject trips from your website. You must call Access2Care to return or "give" the trip back. Call the phone number that appears at the top of the trip detail to speak with a CSR.

ACCEPTED TRIPS

Click on the trip number to view more details for each trip.

Display Trips for: [   ] [📅] [View] [View All]

Trip Number	Date	Time	P/U City	Dest Name	Dest City	+ Rdrs	Mlg	Price	Vehicle Type	Spec Req	Resource	Notes
100179T	12/17/2009	12:00 PM				0	3	17.71	VAN		[▼]	
100179R	12/17/2009	Will Call				0	3	17.71	VAN		[▼]	
100181T	12/23/2009	3:00 PM				0	32	70.53	VAN		[▼]	
100181R	12/23/2009	Will Call				0	32	70.53	VAN		[▼]	
100061T	1/5/2010	9:15 AM				0	1050	1841.65	VAN		[▼]	
100061R	1/5/2010	Will Call				0	1050	1841.65	VAN		[▼]	
100687T	1/7/2010	9:15 AM				0	1050	1841.65	VAN		[▼]	
100687R	1/7/2010	Will Call				0	1050	1841.65	VAN		[▼]	

[Export Trips] [Save]

Sample View of Accepted Trips Screen

- The Sample View of Accepted Trips screen shot shows all the trips you have accepted, in date order. (Note, at the bottom of this screen you can also see and acknowledge your Canceled Trips.)
- You can use the "Display Trips for" section to view a single date at a time and then click the "View All" to return to all accepted trips.
- IMPORTANT NOTE: ALWAYS VERIFY your trips with the members at least 24 hours prior to the appointment time to confirm that no changes have been made and to inform the member when you will arrive to pick them up. Do not contact the member after 9 p.m. local time.
- Changes to a trip will be highlighted and can include times and/or destinations. If the trip change is less than 48 hours from the appointment time, we will call and notify you. If the change occurs greater than 48 hours from the appointment, we will not call you and the change will be highlighted on your website.
- Changes to trips must be viewed and acknowledged by you. Click on the trip number to view the changes and then click on the "Acknowledge" button. You must acknowledge all changes to trips or you will NOT be allowed to clear the trip.
- You also have the ability to export these trips into Microsoft Excel for easy sorting. You will export ALL Accepted Trips unless a date range is identified in the Display Trips field.

If for any reason you cannot perform a trip that you previously accepted, you **must** call Access2Care to reject the trip. Call the phone number that appears at the bottom middle of trip detail screen of the trip detail to speak with a CSR.

MANAGING CANCELED TRIPS

- At the bottom of **both** your NEW TRIPS and ACCEPTED TRIPS screens you will see any previously accepted trips that have been canceled.
- It is important to check for canceled trips regularly and acknowledge them (see the illustration below.)
- If a trip is canceled within 24 hours of the appointment time, we will call to notify you of the change. If it is canceled more than 24 hours before, you will be notified only via the website.
- NOTE: If you run a trip that has been canceled, you cannot clear it as a Member No-Show, so checking for cancellations will help you prevent wasted resources.

CANCELED TRIPS

The following trips have been canceled by the member or by Access2Care. Select ⊞ to "Acknowledge".

⊞	Trip Number	Date	Time	P/U City	Dest Name	Dest City	+ Rdrs	Mlg	Price	Vehicle Type	Spec Req	Notes
☐	100069T	12/11/2009	8:00 AM	███████████			0	7	83.52	VAN	♿	
☐	100069R	12/11/2009	Will Call	███████████			0	7	83.52	VAN	♿	
☐	100068T	12/12/2009	9:15 AM	███████████			0	7	37.51	VAN	℞♿	
☐	1000681	12/15/2009	12:00 AM	███████████			0	1	37.51	VAN	℞♿	
☐	100068R	12/12/2009	Will Call	███████████			0	7	0.00	VAN	℞♿	
☐	100664T	12/23/2009	9:00 AM	███████████			0	38	37.51	VAN		
☐	100664R	12/23/2009	Will Call	███████████			0	38	37.51	VAN		

[Select All] [Reset] [Submit]

Legend:

℞ Pharm Stop	♿ Wheelchair	👶 Pregnant	🩼 Crutches	🦯 Cane	🦯 Walker	✋ Spec Assist	❄ Car Seat Req	❶ High Risk

Sample View of Canceled Trips Screen

CLEARING TRIPS: (You <u>MUST</u> Clear Trip In Order To Receive Payment)

- A key component to managing your trips is clearing them off the website once the trip is completed. This is a critical step and will allow us to pay you for the trip. Clearing trips daily is recommended and will speed the time it takes for you to get reimbursed.
- There are several options to select in order to successfully clear a trip: ○ First, click the checkbox on the left side of the screen in the "Clear" column to select a trip.
  - ○ Enter the pickup <p/up> time and the destination <dest> time.
  - ○ Notify Time is a REQUIRED field for return trips and additional stops when applicable.
- Choose Trip Outcome to select one of the following:
  - ○ Member No-Show: Select if the member was not at the pick-up location when you arrived. You must enter the pick-up time. (Note: if the trip was canceled and you failed to confirm on your Canceled Trips screen, you **cannot** clear as a Member No-Show.) ○ Member Canceled: If member refused to go upon your arrival.
  - ○ Member did not Confirm Return: Use if member did not call you for the return leg.
  - ○ Vendor No-Show: Use if you failed to show up for any reason or were late enough to cause the member to miss his or her appointment.
- Resource is a drop-down box that displays driver and vehicle assigned to this leg of the trip if required by Access2Care.
- Pharmacy Stop: (Pharmacy stops MUST be pre-authorized by Access2Care).
- Signature: You must have the member's signature on every driver log or other trip record. The record must also include the trip number, date of service, drop off location and the trip times. All driver logs are subject to audit and MUST be submitted to Access2Care.
- Escort Signature will be required only when there was an additional member associated with this trip as required by Access2Care.

CLEAR TRIPS

To clear trips, select the trip to clear by clicking the checkbox next to the appropriate trip. Select the pickup and destination times from the pulldown menus.

Please select the approximate pickup and destination times. Driver logs should contain the accurate pickup and destination times.

The following trips are pending clearing:

Filter trips | Clear Filter | Start Date [_____] End Date [_____] Trip Number [_____] Member Name [_____] [Filter]

Clear	BU	Trip Number	Date	Appt Time	Member Name	Notify Time	Pick. Time	Dest. Time	Trip Outcome	Resource	Pharm Stop	Signature	Attendant Signature	Pharm verifi
☐	T	299409T	11/04/10	09:00								☐		
☐	T	299409R	11/04/10	Will Call								☐		
☐	T	299410T	11/04/10	09:15								☐		
☐	T	299410R	11/04/10	Will Call								☐		
☐	T	299411T	11/04/10	10:00								☐		
☐	T	299411R	11/04/10	Will Call								☐		
☐	T	299412T	11/04/10	10:00								☐		
☐	T	299412R	11/04/10	Will Call								☐		

Sample Clear Trips Screen

IMPORTANT! As you finish entering the information for the trips on a page, click Clear Selected Trips before you move on to another page. This will finish the process for those trips. We strongly encourage you do this before you move on to clear another page of trips. If you are called away, or distracted before you finish, you "time out" or have to go to a different screen. This will cause you to lose any data you have entered, and you will have to re-enter the information to clear the trips.

Tracking your Accounts Receivable (A/R):

- As previously stated, you do not have to submit an invoice for payment. Once a trip has been cleared on your website, it will be processed for payment, audit or investigation.

- You must have a completed driver log with a member signature for all completed trips. All driver logs are subject to audit.

- We may request additional documentation if a trip is investigated for any reason. Reasons for investigation may include a complaint that has been received about a trip, or if the trip has been selected for a random audit.

A/R PENDING

- Once cleared, all trips will appear on this screen. All trips are sorted by trip date. The trip can be tracked here so you can see when the trip was cleared, the status of the trip, scheduled payment date, and payment amount.

A/R PENDING

Click on the trip number to view the details of that trip.

Trip Number	Trip Date	Member Name	Clearing Date	Status	Amount
109060T	04/14/2010	██████████	4/20/2010	READY TO PAY	$0.00
109060R	04/14/2010	██████████	4/20/2010	READY TO PAY	$0.00
109061T	04/14/2010	██████████	4/20/2010	READY TO PAY	$0.00
109061R	04/14/2010	██████████	4/20/2010	READY TO PAY	$0.00
109062T	04/14/2010	██████████	4/20/2010		$0.00
109062R	04/14/2010	██████████	4/20/2010		$0.00
109059T	04/14/2010	██████████	4/20/2010	READY TO PAY	$0.00
108923T	04/20/2010	██████████	4/20/2010	READY TO PAY	$0.00
108923R	04/20/2010	██████████	4/20/2010	READY TO PAY	$0.00

Sample View of A/R Pending Screen

A/R READY
- Once we have cleared the trip, payment is issued. You can view payment details from this screen.

A/R READY

Click on the check date to view the trips for that date.

Check Date	# Of Trips	Amount
12/15/09	4	$48.00

Sample View of A/R Ready Screen

- Click on the "Check Date" to open a list of trips paid on this check. Once opened, it is exportable to Excel.

Trips for 12/15/2009

Click on the trip number to view the details of that trip.

Trip Number	Trip Date	Member Name	Amount
100074T	12/10/09	████████	$12.00
100074R	12/10/09	████████	$12.00
100075T	12/11/09	████████	$12.00
100075R	12/11/09	████████	$12.00
		Total:	$48.00

[Print] [Export] [Back]

Sample View of Trip Assignment Screen

COMPLAINTS

- When you have new complaints, a message will be displayed in blue on your web page.
  - o **All complaints must be responded to within two (2) business days or you may NOT be paid for the trip.**
  - o **If a complaint is filed after the trip has been paid, Access2Care has the right to recoup the original trip cost from a future payment if you do not respond within the required timeframe. Once the complaint is resolved, we will remove the investigation flag. Based on the outcome of the complaint investigation, the payment or denial will be scheduled within the contractual or regulatory requirements.**
- To open a complaint, click on the Incident Number. This will open the complaint and allow you to respond to the complaint and attach any requested documentation.
- If you do not have the ability to scan and attach, you can still fax in the required documents but please state so in your reply.

Sample View of Complaint Alert

Sample View of Complaint Detail Screen

USER ADMIN - Managing Users

• From anywhere in your website, you can click on the tab that lets you manage who may access your Web Portal. Adding and removing access for Transportation Provider employees is the responsibility of the Transportation Provider and must be reviewed regularly to ensure accuracy.

Sample View of User Administration

• Click on "Add New" to add additional users and fill in required fields.

USER ADMINISTRATION

User Details

User Name:	Auto assigned	Is Admin:	☐
First Name:		Is Active:	☑
Last Name:		Reset Password:	☑
Email Address:		New Password:	

Save   Cancel

Sample View of User Administration Screen to add new Users

RESOURCES

• This is where you can add your list of vehicles and drivers that meet the eligibility requirements.

RESOURCES

Click on the Resource name to view or edit.

No resources to display.

View All   New Driver   New Vehicle

Sample View of Resources Screen

RESOURCES

Click on the Resource name to view or edit.

No resources to display.

Driver Details

Driver Name:		Driver License #:	__ ___ - __ - ____
Expiration Date:		DMV Report Date:	
Active:	☑		

Save   Cancel

Sample View of Driver Resources Screen

RESOURCES

Click on the Resource name to view or edit.

No resources to display.

Driver Details

Vehicle ID: [   ]   Vehicle Type: [Ambulance, basic   ▼]

Inspection Date: [   ] 📅

Active: ☑

[Save] [Cancel]

Sample View of Vehicle Resources Screen

Miscellaneous Information: Refreshing your screen

- If your website has been open for more than 7 minutes with no activity, it is a good idea to "Refresh" or "Reload" your screen. This will import any recently added New Trips, Cancellations, trip updates, A/R updates or other new information. There are two ways to do this:
    o Click on the Refresh (or Reload) button on your Internet browser's tool bar at the top of your screen. This will update all the information in your site; you will not have to log back in and you will stay right where you were working when you "Refreshed".
    o Log out (or close the site) and log back in. This will update all information, but you will have to re-enter your ID and password and will be taken back to New Trips, no matter where you were when you logged out.
- As the website is updated and new services are added, you may notice changes. We will do our best to keep you informed of any additions to the site through the On the Road publication.

Contact Us:
We are at your service. Click on the contact Access2Care tab on the website for information on how to get in touch with us.

If you have questions about the website or our services, forgotten or need to change your password, please contact your Network Specialist with Access2Care.

We have designed the online system for easy use. If you have any questions, concerns, or suggestions, our team is ready to assist you. We welcome your feedback and are here to help you succeed.

25.2 Appendix II: Secured Transports

Secured transport means NEMT services for the involuntary transport of members who are in danger of harming themselves or others. Secured transports may be used when the secured transporter has met the requirements of the secured transport protocol and the secured transporter is able to transport the member who is in crisis or at immediate risk of harming themselves or others due to mental or emotional problems or substance abuse.

Standards for the approval for a secure Transport Provider to a Person in Custody or On Diversion to an Approval Holding or Nonhospital Facility:

- o **Approved Secure Transport provider.** A secure transport provider may transport the person only to a hospital or nonhospital facility.
- o Secure transport providers must comply with the requirements of Client Rights and Mechanical Restraint.
    - o **Client Rights:** A secure transport provider shall maintain written policies and procedures with regard to client rights. The policies and procedures must assure that a client has the right to be treated with consideration, respect, and full recognition of human dignity and individuality. These rights are in addition to any other rights provided for in law.

- o **Mechanical Restraint:** A mechanical restraint may be used by secure transport providers in emergency situations to prevent a person from inflicting immediate and serious harm to self or others, or property. A mechanical restraint shall only be used for health and safety reasons. Mechanical restraint that results in injury to the person requires immediate written notification to the Division.
- o The vehicles of the secure transport provider must:
  - Have a secured rear seat in an area separated from the driver
  - Have a safety shield that prohibits physical contact with the driver
  - Have plexiglass or secured window guards covering any windows in the secured area. The windows must be washable and non-breakable in a secured area.
  - Be absent of inside locks or door handles in the secured area.
  - Have wrist and ankle restraints (preferably soft non-metal) for use when necessary to control violent or overt behavior.
  - Be absent of any foreign item(s) or instrument(s) in the secured area that may be used by the client to inflict harm to self, attendant or person accompanying client;
  - Have an operating cellular phone or other communication device for use in transit.
  - Have adequate ventilation/heating appropriate to the secured seating.

One additional attendant may accompany the member at no additional charge when medically appropriate, such as to administer medications during the trip or to satisfy legal requirements including, but not limited to, when a parent, legal guardian, or escort is required during transport.

25.3 Appendix III: Ground and Air Ambulance Transport

Ambulance or ambulance vehicle means any privately or publicly owned motor vehicle, aircraft, or watercraft that is regularly provided or offered to be provided for the emergency transportation of persons who are ill or injured or who have disabilities.

For NEMT services, the brokerage shall authorize the transport for non-emergent ambulance trips. Brokerages do not arrange emergency transportation. When a member's medical condition is an emergency, emergency ambulance transportation must be used.

As applicable, applications for licenses need to be on forms prescribed by the Authority and need:

- The name and address of the person or governmental unit owning the ambulance service or vehicle.
- If other than the applicant's true name, the name under which the applicant is doing business.
- In the case of an ambulance vehicle, a description of the ambulance, including the make, model, year of manufacture, registration number and the insignia name, monogram or other distinguishing characteristics to be used to designate the applicant's ambulance vehicles.
- The location and description of the principal place of business of the ambulance service, and the locations and descriptions of the place or places from which its ambulance is intended to operate.

As applicable, the following apply to air-ambulance NEMT services:

- The brokerage shall approve air-ambulance NEMT only when another mode of transportation would further jeopardize or compromise the client's medical condition due to the length of time required to transport the client by ground-ambulance, current road conditions preclude the use of ground transportation, or ground-ambulance is not available

The brokerage may grant air-ambulance transportation if it determines the transportation is cost effective. The brokerage shall document how air-ambulance is more cost effective than ground transportation.

25.4 Appendix IV: Non-Web Trip Reconciliation Form

Attachment C- Sample Non-web Reconciliation Form

ACCESS2CARE　　　　　From 01/01/2011 To 06/23/2011

Company Name	Trip ID	Trip Date	Scheduled Pick Up Time	Pick Up Time	AM PM	Drop off Time	AM PM	Mileage	TripPrice	Mode A-ambulatory W-wheelchair S-stretcher	NumAddtPassengers	No-Show Yes/No	Signature Yes/No
Anywhere Transport	123	4/1/2011	1:30 PM						$523.34	S			
Anywhere Transport	456	4/2/2011	12:30 PM						$23.45	A			
Anywhere Transport	789	4/3/2011	8:00 AM						$54.00	W			
Anywhere Transport	100	4/4/2011	9:30 AM						$15.23	A			
Anywhere Transport	101	4/5/2011	10:00 AM						$10.00	A			
Anywhere Transport	106	4/6/2011	3:15 PM						$10.00	A			
Anywhere Transport	1054	4/7/2011	4:00 PM						$10.00	A			

25.5 Appendix V: Sample Driver Log

Driver Log

Company Name_____

Date of Service _____ **Driver Name** _____ **VIN #**_____ **Driver's License #**_____

Trip #	Member Name	Service Type	Actual P/U Time	Drop off Time	Signature	No Show

I understand that Access2Care will verify the above information and I certify the information is true, correct, and accurate.

Driver Signature:_____

* In compliance with HIPAA this form should not contain any PHI (Personal Health Information). If PHI is added to this form it must be handled appropriately and within HIPAA guidelines.

25.6 Appendix VI: Pre-Payment Audit Documents

Audit Cover Sheet

TO: Access2Care Audit Department   FROM:

_____

FAX: 866-214-0528   PAGES:

PHONE: DATE:

E-MAIL: A2CAUDITS@AMR.NET

Access2Care Audit Cover Sheet

Please include the following information with all audit documentation.

1. A driver log (s) with all of the required information present

2. _Manifests or driver logs with multiple transports-_ You must indicate which trips are in audit status.

3. Driver's license number of the driver who transported member for the audited trip

4. VIN number of vehicle used to transport the member for the audited trip

IMPORTANT NOTE: If you do not include the above information the requirements for the audit will not be satisfied. Please remember you must include this Audit Cover Sheet.

If the trip required information is not received within (20) calendar days from the date the trip is cleared, the trip will be denied for payment based on one or more of the denial reasons listed in the Transportation Provider Manual.

Please send all driver logs to the dedicated Access2Care Audits Dept. via. Fax at 866-214-0528 or email A2CAudits@amr.net If you would like to itemize your audits for easy identification and processing please use the second page that is attached.

TOTAL AUDITS	TOTAL PAGES

Access2Care Audit Cover Sheet

Itemized Audit Information {Optional)

Audit Cover Sheet

Trip Number	Member Name

Appeals Form

Access2Care

Company Name:

Contact name:

Phone number:

Fax Number:

Denied Trip Number:

Date of Service:

Client Name:

Reason for Appeal:

Denied Trip Number:

Date of Service:

Client Name:

Reason for Appeal:

:

Denied Trip Number   :

Date of Service:

Client Name:

Reason for Appeal:

**Please attach all supporting documentation to the Appeals Form.

26 Attachments

26.1 Attachment A: Access2Care Policy 401-TX, Transportation Provider Credentialing

26.2 Attachment B: Access2Care Policy 224, HIPAA

26.3 Attachment C: Access2Care Policy 423a, Vehicle Safety

26.4 Attachment D: Combined Roster-Driver and Vehicle

26.5 Attachment E: TX Incident and Reporting Form