



Non-Emergency Medical Transportation Provider Handbook

*A Guidebook of Policies, Procedures, and Best Practices to Make You and Your Company
Successful in Louisiana NEMT*



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NEMT Provider Contact List with Tips for Better Contact Results

Please use these tips and your MediTrans Contact List to get the best results when reaching out to MediTrans' Departments with requests. Updated Contact List is at the end of this document.

Email Departments Instead of People

When emailing a department, it is best to always email the Department itself and not any one person in that department. It sometimes feels more comfortable to email the person you are most familiar with, but that can often lead to longer delays in response time. It can also cause that person to become overloaded with work. It is best to email the Department itself, which creates a ticket so that anyone in the department can respond.

Example: You may usually interact with Jane in the Dispatch Department, so you email her directly asking her to help you with some trips. As it turns out, Jane is out of the office unexpectedly and not monitoring her emails. Your email is now going unanswered until Jane returns. Or worse, if for some reason Jane never returns, your email will never get responded to and you will still be responsible for whatever needs to be addressed.

Solution: Email Dispatch@meditrans.com. It will reach all available Dispatchers and one will be assigned to respond to your email. This way, both MediTrans and you are accountable, and the problem gets resolved.

Include an Informative Subject Line

A good subject line can be the key to conveying information to the recipient of the email and can help speed up the process of addressing your concerns. They are also easier to search for and follow-up on later if needed. Conversely, a bad subject line can cause confusion, delays in response time, and are difficult to locate when the need arises.

Example: You need to email Billing about a trip and you either do not include a subject line at all or include something vague such as "Trip" or "Call Me." The point of the subject line is to give the reader a general idea of what information will be contained in the body of the email. Again, it is also one of the best ways to locate a specific mail, so it is important that the subject line be relevant to what content of the email.

Solution: Include quick and relevant details, such as the Trip ID and/or your general inquiry for the email. An example of a good email subject would be: "Date Change – Trip T000000" or "Driver Training Question."

Include as Much Information as Possible

One of the best ways to ensure that you get a quick and complete response to your email requests is to make sure you include as much information as possible, the first time. If you include as much information as possible in your first email, it is less likely that you will have to provide additional information later. Below are some items that should be included in every email or phone call and should be prepared before making contact.

- Trip ID (if available)
- Member Name and Date of Service
- Who you are addressing or who are you asking for help?
- What is the problem?
- When did you notice the problem?
- What steps have you already taken (if any) to resolve this?
- Have you already spoken with someone about this?
 - If so, who and when did you speak with them?



Please note that no appointment or diagnosis information should be sent via email. This includes the member's medical conditions, as well as treatment locations.

Example: You need to email Provider Relations about a trip that you already discussed with someone from Dispatch and are seeking resolution to. Instead of sending a vague email asking your Provider Relations Manager to call you, or instead of sending an email that contains little to no information about the trip, try and include as many items listed above as possible.

Solution: Your email should read something like this:

"Hi Provider Relations,

This is John with <insert Provider name>. I am trying to get more information on Trip T0000000 for Jane Smith on 2/15/2022. I accepted the trip, but the member did not show when I got to her house. I tried to cancel the trip, but it is still on my portal. I have already spoken with Jessica in Dispatch, and she made notes on the trip, but I have not heard back.

Please help me with this matter.

Thanks"

Allowing 48 Business Hours to Receive a Response from MediTrans

When reaching out to one MediTrans' Departments, we request that you please allow up to 48 business hours for a response. 48 business hours is the standard turnaround time for responses to emails and

does not include weekends. Of course, this does not always apply to Dispatch and situations regarding same day/next day trips, since they are time sensitive; however, it does apply to Credentialing, Billing, & Provider Relations. Sometimes, not waiting long enough before emailing another department can cause a delay in your response time. To ensure a prompt response, please submit all requests in a timely manner. While we rarely take 48 business hours to respond, at peak times, we may require the full amount of time.

Example: You have some trips that you feel need the mileage adjusted so you need to send an email to Billing to request a review. You need to send the email today and are hoping for a same-day response, but that may not be possible. Do not include any other departments until you have given the primary department 48 business hours to respond.

Solution: You email Billing today about some trips that you feel need the mileage adjusted. This is your first email to Billing about these particular trips. You have not heard back from Billing yet and it is nearing the end of the day. You think about emailing Provider Relations, but you change your mind because you have not given the Billing Department 48 hours to respond. You wait patiently and someone from Billing responds to your concerns the next afternoon.



If the primary department does not respond within 48 business hours, you should find that email in your sent box and forward it directly to Providers@meditrans.com and request additional help.

Responding to MediTrans within 48 Business Hours

In accordance with the requirements of the MediTrans Provider Contractual Agreement, transportation providers are expected to respond to all requests from MediTrans within 48 business hours. Response times are extremely vital when responding to credentialing inquiries, and complaints. These time sensitive cases have consequences that negatively impact your business, as well as MediTrans.



If a transportation provider fails to respond to a MediTrans request within the 48 hour requirement, Provider Relations will be notified to determine the conditions for liquidation.

Department Overviews and Contact List

Please note that email is the preferred method of contact, other than for the Dispatch Department. Please email Department Emails Only. Do Not email individuals with requests, as they will not be responded to. If you would like to speak with someone in Credentialing or Billing, please email and request a phone call. Please allow up to two (2) business days for a response.

Department	Description of Duties	Examples	Contact Info
Billing	All things claim related	<ul style="list-style-type: none"> • Payment status • Mileage Adjustment Inquiries • Paper or Electronic Claim Questions 	Billing@meditrans.com
Dispatch	All things related to current or future trips	<ul style="list-style-type: none"> • Unforeseen events that may cause delays in transportation (traffic, vehicle mechanical issues, etc.) • Problems contacting a Member • Clarification of trip information (days, times, escortsattendants, mobility, etc.) • Trip reroutes • Reporting holiday observances and any unexpected office closures 	Dispatch@meditrans.com or 1-844-349-4326 (option 1)
Credentialing	All things related to credentialing documents required to keep your company compliant with state and federal regulations	<ul style="list-style-type: none"> • Document expirations • Document or training sources (websites, approved agencies, etc.) • Adding or removing a driver (written approval required prior to use) • Adding or removing a vehicle (written approval required prior to use) • Updating business information, such as address, phone number, or email 	Docs@meditrans.com
Provider Help Desk	General questions about Billing, Credentialing, and day-to-day operations	<ul style="list-style-type: none"> • Understanding payments • How to find and fill out forms • Navigating your Provider Portal • Portal Issues/Error Messages 	1-844-349-4326 (option 3)
			Providers@meditrans.com

Provider Relations	All things related to your business operations, performance, or a point of escalation if you have tried contacting other departments via email and do not feel that your concerns were resolved	<ul style="list-style-type: none"> • Provider Scorecards • Performance improvement plans • Understanding of new or ongoing initiatives • Questions about updates to policies or procedures • Information on MediTrans' partnerships (MediRoutes, Samsara, etc.) • Reporting holiday observances and any unexpected office closures • Escalations (only if you have tried contacting other departments via email and do not feel that your concerns were resolved) 	
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Director of Operations	Only if you have tried contacting other departments, including Provider Relations, via email and do not feel that your concerns were resolved	<ul style="list-style-type: none"> • Only if you have tried contacting other departments, including Provider Relations, via email and do not feel that your concerns were resolved 	Director@meditrans.com
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For a full Claims Escalation Table, please visit [Louisiana Department of Health Informational Bulletin 21-02](#)

Required Attendance to MediTrans' Sessions

At some point during the course of the contract all transportation providers are required to attend scheduled, as well as impromptu, sessions with MediTrans staff members. These meetings may be in person or virtual depending on the cause. Training sessions and inspections are two examples outlined below.

Continuing Education (Internal and External)

In addition to the new hire training and provider orientation, continuing education is provided regularly and as needed.

This includes, but is not limited to, the following topics:

- Customer Service
- Policy and Procedures
- Software Training



If any training sessions are missed or failed, you will be required to schedule a remediation session until the competency benchmark is attained.

Inspections

Each vehicle is subject to an initial, annual and periodic interim inspections at-will and without prior notice by CTN at its sole discretion.



If it is determined that you failed to attend, and did not attempt to notify MediTrans prior to the meeting time, financial liquidations will be considered.

Accepting Trips: Description

Trip Type

There are 3 types of trips that will be available for Non-Emergency Medical Transportation:

1. **Demand**- A Member schedules non-emergency medical transportation for a single day with multiple legs.
Example: Mr. Smith schedules a single visit to his primary care physician (PCP) and needs transportation to and from the facility.
2. **Standing Order**- A Member or facility personnel schedules a trip to reoccur every week.
Example: Ms. Jones attends dialysis treatment 3 times per week and needs consistent transportation to each of her regularly scheduled appointments.
3. **Hospital Discharge** - Facility personnel schedules a trip home from the facility for a Member.
Example: Mr. James was treated at a facility overnight and is ready to be taken home. The facility personnel contacted MediTrans Dispatch Department to schedule a ride for Mr. James.

Trip Request Protocol:

1. Available trips are generated when a Member schedules a trip with a MediTrans Call Center Representative.

MediTrans Call Center Representative will obtain personal information from the Member including:

- Special Accommodations: ~~Escort~~ Attendant, Service animals
- Members Contact Number
- Member's Home Address
- Drop Off Location
- Trip Date
- Appointment Time
- Preferred Provider

2. Trip request emails are sent to all Providers in the requested service area, and are made available in the provider portal.



Please note: If the request is no longer available in the MediTrans Portal after receiving a trip alert, this means the trip request was accepted by another Transportation Provider.

Preferred Provider Request

- o All requests for a specific Provider must come from the Member themselves. Trip requests cannot come from the Transportation Provider.

Trip Assignment Protocol:

Trips are assigned to the Provider only after they have accepted the AVAILABLE trip request from MediTrans Portal.

- Trips may also be assigned if MediTrans Dispatch or Provider Relations has spoken directly to the transportation provider about accommodating a trip and received your verbal confirmation.
- Once a trip is accepted by you, it is your responsibility to perform the agreed transportation.

Best practices for confirming trips:

- We recommend calling the Member the day before the trip to confirm arrival times at the pick-up locations.
- We also recommend calling the Member when enroute to, and upon arriving at the pick-up location.

Expectations of service if the Member could not be contacted:

- If a member cannot be contacted, it is still your responsibility to arrive at the pick-up location.
- After arriving at the Member's location, if you cannot contact the Member, please immediately call MediTrans to let us know.
- After 5 minutes (no more than 10), if there is still no contact with the Member, MediTrans Dispatch will [reach out to the member to verify contact and pick up information or to](#) confirm the member no-show and notify the Provider to leave the pick-up location.^{[VG1][LB2]}



The Member No Show or Cancellation record must also be circled on the Trip Reimbursement Log or submitted electronically through MediRoutes, failure to do so will lead to possible financial liquidations.

Rerouting trips and requirements/consequences^{[VG3][LB4]}:

If for any reason you are unable to accommodate a trip which has been accepted, MediTrans Dispatch must be notified *immediately*.

- This includes inclement weather, traffic, drivers calling out sick, and vehicle breakdowns.
- No trip may be rerouted with less than 48 business hours' notice.
- If you wish to reroute a standing order, you must give a 10-day notice.
- The transportation broker and the transportation provider may neither schedule, nor make changes to, an enrollee's healthcare appointment. Under no circumstances may the transportation broker or transportation provider request that the enrollee change the date and/or time of a scheduled healthcare appointment. This prohibition extends to healthcare providers who have an ownership interest in the transportation company.

Critical Appointment Types:

Standing orders are considered critical appointment types such as dialysis or chemotherapy. Critical appointment types are expected to be performed, even during times of temporary office closure.

Example: If one of your regular dialysis members attends treatment on Labor Day, you are still expected to accommodate that appointment, even if your office is closed. You are also responsible for working with MediTrans on any adjusted critical appointment type schedules related to facility holiday closures.



Failure to follow MediTrans trip reroute policy may result in you forfeiting the entire standing order to another Provider who is able to accommodate the adjusted schedules, liquidation, and/or contract termination.

Back-Up Service

“Back-up Service” is defined as a situation in which emergency or back-up vehicles and/or personnel dispatched when a vehicle has become disabled, is otherwise unavailable to meet transportation service standards or when specifically requested by LDH. Under NO circumstances is the use of cabs, Lyft, Uber, other NEMT providers not scheduled by the broker allowed.



Please note: NEMT Providers in MediTrans’ network are equally responsible for arranging Back-up Service when a vehicle/driver is excessively late or is otherwise unavailable for service. The vehicle is excessively late if it is fifteen (15) minutes late in meeting its assigned schedule. A back-up vehicle for an excessively late vehicle or an otherwise unavailable vehicle must be in place within thirty (30) minutes after a vehicle has been deemed unavailable for service for whatever reason. [VG5][LB6]

Holidays and Closures

It is your responsibility to inform MediTrans of any intended closures related to holidays, weather events, unexpected or unforeseen circumstances, or general office closures.

MediTrans will reach out to the Provider network several weeks before any holiday and expects each Provider to notify MediTrans of any expected closure no less than ten (10) calendar days prior to the closing date.

MediTrans will work with you to reroute any trips with dates of service that coincide with the closing dates, with the exception of critical standing order types. Critical appointment types are appointments that are time sensitive, such as dialysis or chemotherapy.



You will still be expected to transport your regular, critical standing orders on holidays or work with MediTrans and the medical facility to accommodate an agreed upon reschedule date.

To notify MediTrans of a temporary office closure, you should email Dispatch@meditrans.com and CC Providers@meditrans.com. Dispatch will work with you to reroute any trips, and Provider Relations will make a record of the closure.

Driver Performance Expectations

Expectations:

1. Drivers must exercise the utmost safety in caring for enrollees while transporting them and guard against becoming insensitive to their physical and emotional conditions.
2. Drivers ~~must-ensure:~~^{[VG7][LB8]}
 - ~~The-Ensure the~~ equipment and vehicle used are kept clean and serviceable at all times.
 - ~~All-Ensure all~~ laws of the State of Louisiana are observed while transporting passengers.
 - ~~The-Ensure the~~ vehicle is safe and in good operating condition.
 - Not use or be under the influence of alcohol within four hours before going on duty or while operating, or having physical control of, a vehicle.
 - Not be under the influence of an amphetamine of any formulation thereof, a narcotic drug or any derivative thereof, or other substance to a degree which renders the driver incapable of safely operating a vehicle.
 - Not use or be under the influence of marijuana, including therapeutic or medical marijuana as permitted by state law, while operating, or having physical control of, a vehicle. The crossing of state lines with medical marijuana as well as the unlawful distribution, dispensation, possession, or use of marijuana in the workplace is otherwise prohibited.
 - Come to a complete stop at all railroad crossings.
 - Utilize the proper procedures required to move enrollees into and out of the vehicle equipped to transport non-ambulatory, wheelchair enrollees.
 - Ensure that all passengers are wearing seatbelts or are otherwise secured. If the passenger uses a wheelchair during transport, the driver must ensure the appropriate use of an occupant restraint system. Lap positioning belts and chest straps are not sufficient safety restraints for wheelchair passengers.
 - Ensure that no smoking or vaping occurs in the vehicle as in accordance with current Occupational, Safety and Health Administration (OSHA) regulations.
 - Always turn the engine off when fueling a motor vehicle, and never fuel the vehicle where there is smoke or an open flame.
 - Ensure that vehicles are not towed or pushed with passengers on board. Drivers shall ensure the proper installation and usage of the child passenger restraint systems in compliance with La. R.S. 32:295. Non-compliance with these laws may result in immediate suspension and/or removal of the driver and/or provider.

On-Time Performance Expectations

Expectations:

1. Arriving on time for scheduled pick-ups shall be the standard practice.
 - You are permitted to pick up the Member up to two (2) hours before the scheduled appointment time plus the standard travel time.
 - You are required to wait at least five (5) minutes (no more than ten (10) minutes) after the scheduled pick-up time, but *must contact MediTrans Dispatch about the no-show via email or phone before leaving.*



Healthy Blue Dual Advantage members have a one-hour pickup time for A and B Leg.^{[VG9][LB10]}
[The member's health plan is listed on your manifest.](#)

2. You will ensure that Members are transported to and from appointments on time.
 - For return pick-up from an appointment, the vehicle shall arrive within two (2) hours from the time you are notified by MediTrans. Members must be picked up within the healthcare provider's business hours.



Healthy Blue Dual Advantage members have a one-hour pickup time for A and B Leg.^{[VG11][LB12]}
[The member's health plan is listed on your manifest.](#)

- **Providers are not allowed to ask members to call personal cell phones for “will call” pick-ups.**^{[VG13][LB14]}
- **Providers shall furnish the “Where’s My Ride” number in an appropriate fashion to all Members on all trips.**

[The member must call MediTrans dispatch for Will call or any transportation issue.](#)

3. In multiple load situations, ensure that no Member remains in the vehicle more than forty-five (45) minutes longer than the average travel time for direct transport from the point of pick-up to the Member's destination.
4. You must drop off the member at their destination fifteen (15) minutes prior to their scheduled appointment with the facility. If you arrive prior to the healthcare provider's business hours, you shall remain with the member until the business opens.

Communication / Reporting Member Issues

Member Behavior Expectations:

- Seatbelts are required for transportation.
- Smoking, eating, drinking, loud music, cursing, shopping, etc. are not allowed.
- Bringing unapproved ~~escorts~~ attendants is not allowed.
 - Only 1 attendant~~escort~~ is allowed per member.
- Leaving personal items in transportation vehicles is not allowed.
- Being ready on time for pickup is required.

Reporting Violations:

Please email violations of member behavior requirements to:

Providers@meditrans.com

- Violations include not following any behavior expectations such as:
 - grocery shopping while on pharmacy runs, etc.



You may only take members to destinations noted on the trip manifest; deviation from the route is strictly prohibited and will not be reimbursed.

- eating, drinking, or attempting to smoke while on transportation vehicle
- being rude or disrespectful to a driver or other members

Reporting Member No Shows or Cancels at Door:

- You are required to report Member No Shows or Cancels at Door to MediTrans Dispatch Department before leaving the pickup location.



The Member No Show or Cancellation record must also be circled on the Trip Reimbursement Log or submitted electronically through MediRoutes.



Failure to report Member No Shows or Cancellations at the time and location of service can lead to financial liquidations.

Curb-to-Curb with Moderate Assistance

It is MediTrans' policy that in accordance with LDH regulations, a provided transportation service can include a curb-to-curb service.

Curb-to-Curb Service is a common designation for demand response transit services. It means that the transit vehicle picks up and discharges passengers at the curb or driveway in front of their home or destination.

In curb-to-curb service:

- The driver does not assist the passenger along walks or steps to the door of the home or other destination.
- The driver may exit the vehicle to assist passengers in or out of the vehicle by lending an arm or shoulder to help the passenger with stability, or by placing a stepstool for the passenger to step in or out of the vehicle.



At no point should a driver enter the member's home/facility to locate/assist a member or to pick up/move a member into/out of a wheelchair or any other mobility device.

Performance Expectations:

- Once at the destination, the Transportation Provider's driver will assist the passenger out of the vehicle.
 - The driver does not leave until the member safely enters the doorway of the destination.
 - In the case that a member requests, the driver must provide moderate assistance to those passengers who need assistance beyond the curb to use the service, unless such assistance would present a direct threat to the driver, other riders/individuals, or the paratransit vehicle.
 - Examples of moderate assistance:
 - The transportation driver provides a steadying hand, shoulder, or arm to assist the beneficiary to the car from their house if needed.
 - The transportation driver helps the member navigate their mobility device to the vehicle.



If a driver is requested to provide more than moderate assistance or asked to enter the home, MediTrans should be notified immediately.



Any failure to adhere to this policy described above is subject to progressive disciplinary actions, up to and including termination of the contract.

Door-to-Door with Moderate Assistance

It is MediTrans' policy that in accordance with LDH regulations, a service that can be provided is door-to-door service.

Door-to-Door Service constitutes the transportation ~~provider having the member in view of the driveway/pickup point and waiting for the driver to arrive.~~ ^{[VG15][LB16]} provider assisting the member to and from the main entrance of the pickup and/or drop off location.

Procedure Expectations:

The driver will:

- drive up and safely park at the pickup point (the driveway if possible)
- assist the passenger from the door onto the vehicle, if required by the member
- once at the drop-off point, assist the passenger out of the vehicle and to the door of the destination, if required by the member
- not leave until the beneficiary safely enters the doorway of the destination.



The same expectations for Door-to-Door applies if the member requires a wheelchair.



If a driver is requested to provide more than moderate assistance or asked to enter the home, MediTrans should be notified immediately.



At no point should a driver enter the beneficiary's home or the facility to locate or assist a beneficiary, or pickup/move a beneficiary into or out of a wheelchair or any other mobility device.



Any failure to adhere to this policy described above is subject to progressive disciplinary actions, up to and including termination of the contract.

Cherry Picking

Cherry Picking: The action or practice of choosing and taking only the most beneficial or profitable items, opportunities, etc., from what is available (*Oxford University Press. (n.d.). Cherry Picking. In Oxford English Dictionary. Retrieved September 8, 2022).*



MediTrans will monitor providers to ensure that they do not reject local trips in favor of long-distance trips. Providers who exhibit a pattern of rejecting local trips may be subject to trip reductions or other sanctions.

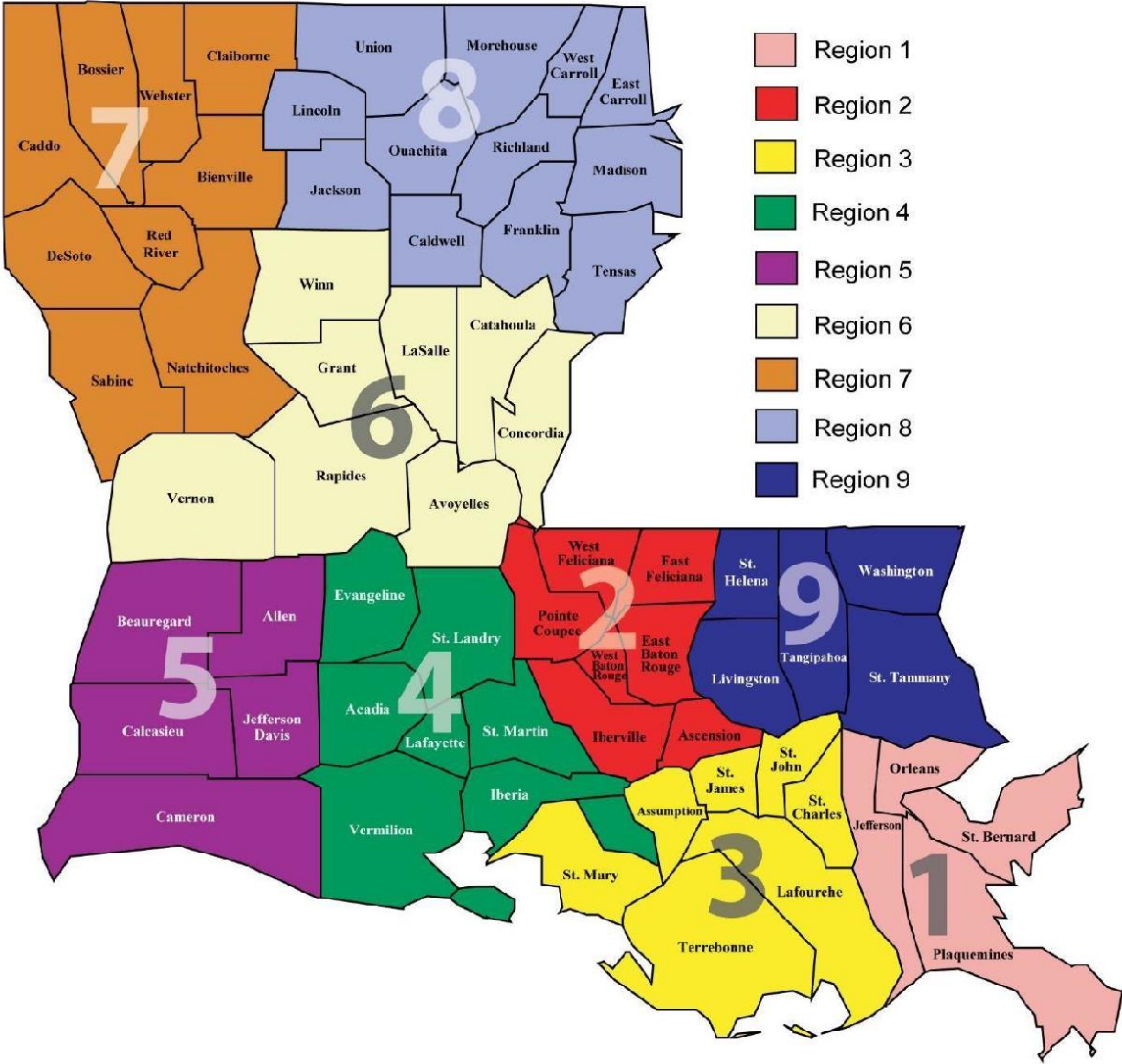
HR68:

When multiple providers meet the least costly standard, MediTrans will dispatch trips to providers whose primary service region for operation;² according to the [location of the provider's brick and mortar location listed on provider's](#)^{[VG17][LB18]} [Disclosure of Ownership Form, the Secretary of State website, and the NPPES NPI Registry website;](#)² is the same as the enrollee's domicile and who are able to comply with all travel and wait time standards. The MCO is prohibited from dispatching trips to out-of-region providers, unless the MCO retains documentation to support that there is no willing and available provider in the region where the enrollee is domiciled able to comply with time requirements or that the out-of-region provider is the least costly option.

Louisiana Regions Map

MediTrans services all 64 parishes across the entire state.

Below is the coverage map for Medicaid, divided by region:



Special Rates, Deadhead, and Performance

As discussed prior to starting the credentialing process, MediTrans does not pay special rates or deadhead.

Deadhead is strictly prohibited by CMS (Centers for Medicaid and Medicare Services) and will not be considered.

MediTrans practices a meritocracy system (defined in the glossary of this handbook) in which all Transportation Providers are paid the same rate for trips and those who perform the highest have access to more trips.



It is recommended that you familiarize yourself and your staff with the performance standards laid out in their Provider Agreement, as well as the [Louisiana Department of Health's Medical Transportation Provider Manual](#)



Requesting special rates or deadhead will not be considered and may result in a reduction in trips. If you have a special circumstance that you would like to consider, please contact your Provider Relations Manager via email at Providers@meditrans.com and explain your circumstances.

Fraud, Waste, and Abuse

Fraud, Waste, and Abuse (FWA) is any use of Federal, State, or Locally funded programs, with the intent of personal or financial gain, outside the scope intentional or negligent. It is everyone's responsibility to report Fraud, Waste, and Abuse.

Fraud is defined as wrongful or criminal deception intended to result in financial or personal gain. Fraud includes false representation of fact, making false statements, or by concealment of information.

Waste is defined as the thoughtless or careless expenditure, mismanagement, or abuse of resources to the detriment (or potential detriment) of the U.S. government. Waste also includes incurring unnecessary costs resulting from inefficient or ineffective practices, systems, or controls.

Abuse is defined as excessive or improper use of a thing, or to use something in a manner contrary to the natural or legal rules for its use. Abuse can occur in financial or non-financial settings.



If you suspect any Providers, Drivers, Members, attendantEscorts, or Facilities of fraud, waste, or abuse, it is your responsibility to report it to Fraud@meditrans.com. All reports are anonymous.

Dual Facing Dash Cameras

MediTrans recommends the installation of **dual facing dash cameras** for the protection of both our transportation providers and members.

Please refer to the following recommendations for installation in NEMT vehicles.

DUAL-FACING DASH CAMERA COMPARISON CHART

Company Name	Motive	Vestige	SureCam	Azuga	Zenduit	FleetOptix
GPS Tracking	X	X	X	X	X	X
Camera Resolution (HD)	X	X	X	X	X	X
Driver Scoring and Reporting	X		X	X	X	X
Automated Driver Coaching	X		X		X	X
Cloud Based A.I. Technology		X	X		X	X
Live Streaming	X	X	X	X	X	X
Telematics (Fleet Tracking)	X			X	X	X
Referral Program	X		X	X		X
Lower Insurance Premium	X	X	X	X	X	X
Driver App on Mobile Device	X		X	X	X	
Vehicle Diagnostics	X			X		
Additional Perks	<ul style="list-style-type: none"> Motive Debit Card 		<ul style="list-style-type: none"> Monthly subscription/ No upfront costs 	<ul style="list-style-type: none"> Rewards Program for Multiple Vehicles 		<ul style="list-style-type: none"> Live Customer Support

Website Information:

1. Motive: <https://gomotive.com/>
2. Vestige: <https://vestigeview.com/>
3. SureCam: <https://surecam.com/>
4. Azuga: <https://www.azuga.com/>
5. Zenduit: <https://zenduit.com/>
6. FleetOptix: <https://fleetoptix.com/>

Adding or Removing Drivers/Vehicles

Adding Drivers and/or Vehicles

If you have a new driver and/or vehicle, you must:

- Notify MediTrans Credentialing Department.
- Have written approval before using them to run trips.
- Send the following information to Our Records.
- Only contact Docs@meditrans.com for updates
- Wait for approval before performing any trips with newly added drivers or vehicles



You will not be reimbursed for trips performed by unapproved drivers or vehicles.

Information needed to activate a driver:

- Updated Driver List: including all current active drivers plus the new driver
- Valid Chauffeurs License (class D) or CDL (class A, B, or C)
- Social Security Card
- MVR** -with Louisiana State Seal from <https://dps.expresslane.org/officialdrivingrecord>
- Background Check** - from LDH's list of approved agencies, or FBI
- Drug Screen** (5 panel or higher)
- Valid CPR Certificate
- Valid Defensive Driving Certificate
- Valid PASS Certificate
- Wheelchair Securement training
 - If your company has any wheelchair vehicles, all drivers must be trained on wheelchair securement unless otherwise approved by MediTrans Provider Relations Team.
- HIPAA training course
 - You can find this training in your provider portal.

 [Child seat safety training](#)^[VG19]_[LB20]



Background checks, MVRs, & drug screens need to have been done within last 3 months to be accepted

Information needed to activate a vehicle:

- Updated Vehicle List- including all current active vehicles plus the new vehicle
- Vehicle Registration

must be registered in business name and have for-hire plates

- Vehicle Insurance Card
- *Upon receiving all items, your Credentialing Specialist will assist you in scheduling a vehicle inspection. After vehicle inspection is passed, your Credentialing Specialist will give you approval in writing to use the new vehicle.*

Removing a Driver and/or Vehicle

If any employee no longer works for your company (driver or admin) or a vehicle is no longer in use by your company, you must notify us immediately at Docs@meditrans.com

OurRecords

OurRecords Healthcare Compliance Network is an automated system that securely manages and stores providers' documents, credentials, and license information. As Transportation Providers, the use of the network will facilitate accessing, managing, updating, distributing, and sharing compliance documents with internal and external recipients.



5 Easy Steps to Submit Documents and Information for:
Company, Drivers and Vehicles

MediTRANS

P

Look for and find your OurRecords Invitation

- 1 Click on the blue link in the email to accept the invitation for your free OurRecords Account

John Doe,

We have recently implemented a supplier approval portal which will help us to collect and maintain all necessary documents and information required to do business with . To maintain compliance, we are requiring all new and existing suppliers submit their documents through this new process. This is a mandatory process for Meditrans. Providers should create their accounts within 1 week of receiving this email. This will be the only means of receiving documents we no longer accept documents through email.

[Click here to review and take action on this invitation](#)

Kyle Avery
115 Hansel St.
New Iberia, LA 70560
kavery@meditrans.com

Click here to accept the invitation



NOTE: Do not go to OurRecords website and create an account, this will not be connected to MediTrans! If you cannot find your invitation contact us.

24 of 24 - Clipboard
Item not Collected: Delete items
to increase available space

Create your organization in OurRecords

- 2 Click on the register button to create your organization in OurRecords

Invitation Details Login

This is an invitation to be an Organization Administrator on OurRecords for the following Company:

From Company: [Transportation Provider Test Account](#)

To Address: [John Doe \(ourrecordstest+medtptest@gmail.com\)](mailto:John Doe (ourrecordstest+medtptest@gmail.com))

Accept Invitation

[Register](#) a new OurRecords account for email address ourrecordstest+medtptest@gmail.com to accept the invitation.

Other Options

- [Forward](#) the invitation to a different person/email address.
- [Decline](#) the invitation.

Click here register your organization



NOTE: if you are not the correct person to create the account, click on the forward action to send it to someone else (do not forward the email directly)

Create your login credentials and password

- 3 Enter the password you wish to use for your OurRecords login

The screenshot shows the 'Register New Member' form. It includes a text input for an email address (ourrecordstest+medptest@gmail.com), two password fields labeled 'Choose Password' and 'Re-enter Password', and text inputs for 'First Name' (John) and 'Last Name' (Doe). A green 'Register and Accept' button is at the bottom. Below the form is a confirmation message: 'You successfully accepted this invitation' with a blue button 'Go to your OurRecords Dashboard'. Blue callout boxes point to the password fields with the text 'Create your password and re-enter the same in next field', the 'Register and Accept' button with 'Complete Registration', and the 'Go to your OurRecords Dashboard' button with 'Click Here to go to your Dashboard'.

Maintain Driver and Vehicle Documents under "Managed Resources" tab

- 4 Visit the managed resources to add or update vehicles or drivers

The screenshot shows the 'Managed Resources' dashboard. The left sidebar has a menu with 'Managed Resources' circled in blue. The main content area has tabs for 'Individuals' and 'Assets'. A blue callout box points to the 'Assets' tab with the text 'Add Vehicles Under Assets'. Another callout points to the '+ Add Individual' button with 'Add Drivers'. A third callout points to the 'View All' button with 'View All Resources on This Tab'. A fourth callout points to the 'View Profile' button for a user named 'John Do' with 'Driver Profiles and Documents'. The dashboard also shows a 'Select Compliance Group' dropdown, a 'Participants to Include' section with checkboxes for 'Self-Managed', 'Managed (Invited)', 'Managed (Not Invited)', and 'Only', and a table listing resources.

Submit all required documents

- 5 Click on "Click Here" for each required document and walk through the submission wizard

The screenshot shows the 'Compliance' section of the OurRecords interface. The left sidebar contains navigation options: Dashboard, Compliance (12), Credentials, Connections, Profiles, Executive Assistant, Managed Resources, SIFT, and Administrators. The main content area is titled 'My Organization' and 'Compliance' with a sub-tab 'Transportation Provider Test Account'. Below this, there are tabs for 'Reschedule', 'Compliance Group Requirements', 'Driver', and 'Vehicle'. A table lists 12 'Actions Required' items, each with a 'Not Started' status and a 'Click Here' button. A blue callout box labeled '1. Click Here' points to the first 'Click Here' button. Another blue callout box labeled 'Click Here' points to a button in the table. A third blue callout box labeled 'Until Completed' points to the bottom of the table.



NOTE: Also click on the Driver and vehicle tabs to submit documents for each

24 of 24 - Clipboard
Item not Collected: Delete items
to increase available space

Maintain Drivers, Vehicles and Document under "Managed Resources" tab

- 6 Click on "Click Here" for each required document and walk through the submission wizard

The screenshot shows the 'Managed Resources' section of the OurRecords interface. The left sidebar contains navigation options: Dashboard, Compliance (12), Credentials, Connections, Profiles, Executive Assistant, Managed Resources (highlighted), SIFT, and Administrators. The main content area is titled 'My Organization' and 'Managed Resources' with a sub-tab 'Transportation Provider Test Account'. Below this, there are tabs for 'Drivers' and 'Vehicles'. The 'Drivers' tab is active, showing a list of drivers. A blue callout box labeled 'Drivers' points to the 'Drivers' tab. Another blue callout box labeled 'Vehicles' points to the 'Vehicles' tab. A third blue callout box labeled 'Driver Profiles and Documents' points to a 'View Profile' button in the driver list. The driver list has columns for Name, Rating, and Email. One driver, 'John Do', is listed with a 'No Rating' and email 'driver1@gmail.com'. There are also filter boxes and checkboxes for 'Participants to Include'.

OurRecords Support:
Phone Number-877.300.2497
Email -
support@ourrecords.com

Accepting Trips in the Provider Portal

Upon logging in, you will first see your **My Notices** section.

- Here you will see all upcoming credentialing expirations.



It is very important that you pay attention to these notices so that none of your credentials expire and you do not lose access to trips or result in denied claims.

MediTRANS Search... LA Transportation Provider

Available Accepted Declined Claims Forms & Training My Profile

Use the checkboxes to select one or more notices, then acknowledge selected. Acknowledge Selected

My Notices

15 Notice(s) • Sorted by Expires In • Updated <30 seconds ago

<input type="checkbox"/>	Urgent	Entity	Reference	Type	Priority	Expiration Date	Expires In	Date Acknowledged	Acknowledged By	
1	<input type="checkbox"/>	Vehicle	12345678945612345	Jefferson Parish Permit Expiration	Medium	02/03/2022	13			
2	<input type="checkbox"/>	Vehicle	12345678945612345	State Inspection Expiration	Low	02/18/2022	28			
3	<input type="checkbox"/>	Driver	John Doe	Background Check Expiration	Low	03/20/2022	58			
4	<input type="checkbox"/>		Vehicle	12345678945612345	Jefferson Parish Permit Expiration	High	01/17/2022	-4		
5	<input type="checkbox"/>	Vehicle	12345678945612345	State Inspection Expiration	Medium	02/01/2022	11			
6	<input checked="" type="checkbox"/>		Driver	John Doe	Wheelchair Securement Expiration	High	01/18/2022	-3	1/19/2022, 06:49 PM	John Doe
7	<input checked="" type="checkbox"/>		Vehicle	12345678945612345	Jefferson Parish Permit Expiration	High	01/17/2022	-4	1/19/2022, 05:17 PM	John Doe

Once you have logged in to your Provider Portal, click on the **[Available]** tab at the top of the screen on the left-hand side.

MediTRANS Search... User16415823113593121640

Home Available Accepted Declined Claims Forms & Training My Profile

Use the checkboxes to select one or more trips, then accept or decline.

Decline Selected Trips Accept Selected Trips

Available Trips
6 available Trip(s) • Sorted by Trip • Updated <30 seconds ago

Trip	Date	Transportation Type	Member	Pattern	Standing Order
> <input type="checkbox"/> aP034x00000NZMqW	2022-01-08	Ambulatory	Johnny Appleseed 37 1 Escort	Round Trip	
> <input type="checkbox"/> aP034x00000NZMqa	2022-01-09	Ambulatory	Johnny Appleseed 37 No Escort	Round Trip	
> <input type="checkbox"/> aP034x00000NZLFY	2022-01-10	Ambulatory	Elmer Fudd 61 1 Escort	Round Trip	
> <input type="checkbox"/> aP034x00000NZMMM	2022-01-12	Ambulatory	Donald Duck 34 No Escort	Multi-Leg	
> <input type="checkbox"/> aP034x00000NZMMN	2022-01-12	Ambulatory	Elmer Fudd 61 No Escort	Round Trip	
> <input type="checkbox"/> aP034x00000NZMaA	2022-01-14	Wheelchair	George Jetson 23 No Escort	Round Trip	

To accept a trip, check the box next to the Trip ID and click the green **[Accept Selected Trips]** button.

Available Trips

1 of 6 Trip(s) selected | Sorted by Trip | Updated <30 seconds ago

Use the checkboxes to select one or more trips, then accept or decline.

Decline Selected Trips Accept Selected Trips

	Trip	Date	Transportation Type	Member	Pattern	Standing Order
>	<input type="checkbox"/> aP034x00000NZMqW	2022-01-08	Ambulatory	Johnny Appleseed 37 1 Escort	Round Trip	
>	<input checked="" type="checkbox"/> aP034x00000NZMqa	2022-01-09	Ambulatory	Johnny Appleseed 37 No Escort	Round Trip	
>	<input type="checkbox"/> aP034x00000NZLfY	2022-01-10	Ambulatory	Elmer Fudd 61 1 Escort	Round Trip	
>	<input type="checkbox"/> aP034x00000NZMMM	2022-01-12	Ambulatory	Donald Duck 34 No Escort	Multi-Leg	
>	<input type="checkbox"/> aP034x00000NZMMN	2022-01-12	Ambulatory	Elmer Fudd 61 No Escort	Round Trip	
>	<input type="checkbox"/> aP034x00000NZMaA	2022-01-14	Wheelchair	George Jetson 23 No Escort	Round Trip	

You will receive a notification that the trip was successfully accepted.



To decline or reject a trip, check the box next to the Trip ID and click the red **[Decline Selected Trips]** button.



Available Trips

1 of 5 Trip(s) selected • Sorted by Trip • Updated <30 seconds ago

Use the checkboxes to select one or more trips, then accept or decline.

Decline Selected Trips Accept Selected Trips

	Trip	Date	Transportation Type	Member	Pattern	Standing Order
>	<input type="checkbox"/> aP034x00000NZMqW	2022-01-08	Ambulatory	Johnny Appleseed 37 1 Escort	Round Trip	
>	<input type="checkbox"/> aP034x00000NZLfy	2022-01-10	Ambulatory	Elmer Fudd 61 1 Escort	Round Trip	
>	<input checked="" type="checkbox"/> aP034x00000NZMMM	2022-01-12	Ambulatory	Donald Duck 34 No Escort	Multi-Leg	
>	<input type="checkbox"/> aP034x00000NZMMN	2022-01-12	Ambulatory	Elmer Fudd 61 No Escort	Round Trip	
>	<input type="checkbox"/> aP034x00000NZMaA	2022-01-14	Wheelchair	George Jetson 23 No Escort	Round Trip	

 **Action was successful** 
All selected trip(s) were declined

You will receive a notification that the trip was successfully declined.

To view trips that you have already accepted, click the [\[Accepted\]](#) tab. This tab reveals various pre-set options related to trips that you have already accepted from the Portal. Each option will present different date ranges.

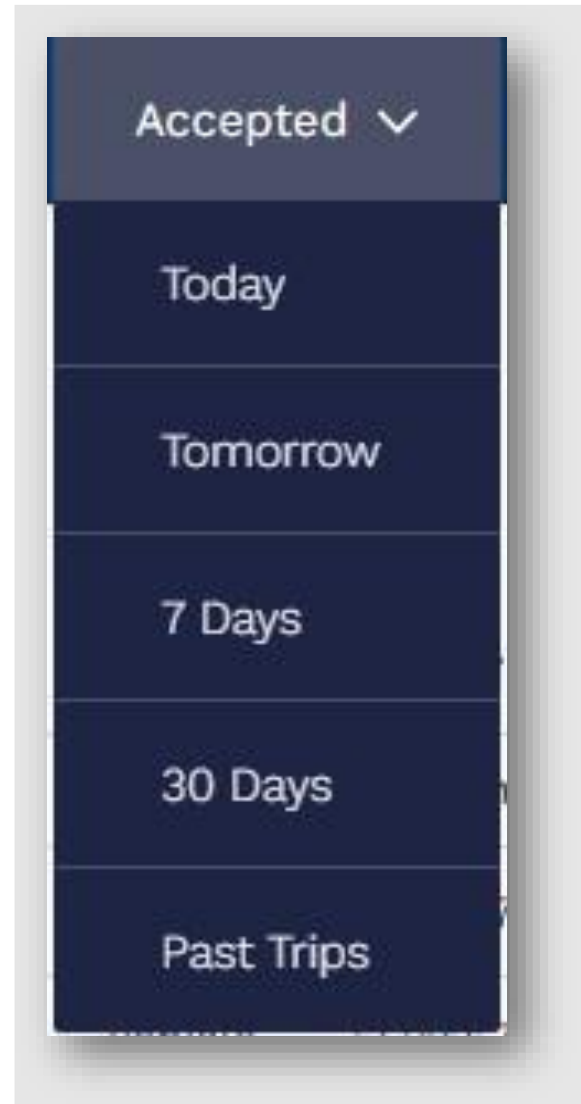
Today – Trips for the current date of service

Tomorrow – Trips for tomorrow's date of service

7 Days – Trips for the next 7 days, including the current date of service

30 Days – Trips for the next 30 days, including the current date of service

Past Trips – Searchable list of trips that you have already completed



Once you have chosen a date range and you want to export the trip list into a printable view, click the [\[Printable View\]](#) button on the top right of the screen.

MediTRANS Manifest Today

4 Items • Sorted by Trip Leg ID • Filtered by All trip legs - Trip Leg Status, Trip Date • Updated a few seconds ago

Search this list...

Trip Leg ID ↑	Trip Tr...	Payer	Tri...	App...	Member	Pick UP	Drop Off	Miles	
1	a034x00000NZNF1B	Wheelchair	Healthy BL...	1/8/20...	Will Call	Wile E Coyote 65 1 Escort	Monroe Surgical Hospital (Surgery) 2408 Broadmoor Boulevard, Monroe, LA	1840 McKeen Pl, Monroe, LA 71201	1.52
2	a034x00000NZOBYA	Ambulatory	Healthy BL...	1/8/20...	09:45 AM	Ronald McDonald ... No Escort	913 Felicite Street, New Orleans, LA 70130	Daughters of Charity Health Center (Prim... 3201 South Carrollton Avenue, New Orlea...	4.60
3	a034x00000NZOBYB	Ambulatory	Healthy BL...	1/8/20...	10:30 AM	Ronald McDonald ... No Escort	Daughters of Charity Health Center (Prim... 3201 South Carrollton Avenue, New Orlea...	Walgreens - North Broad - New Orleans (... 1826 North Broad Street, New Orleans, LA	4.85
4	a034x00000NZOBYC	Ambulatory	Healthy BL...	1/8/20...	11:15 AM	Ronald McDonald ... No Escort	Walgreens - North Broad - New Orleans (... 1826 North Broad Street, New Orleans, LA	913 Felicite Street, New Orleans, LA 70130	5.31

The printable view will pop up in a new window.

MediTRANS Provider Portal

MediTRANS Manifest Today
Displaying records 1 - 17

Number of records 17

Trip Leg ID	Standing Order	Trip Transportation Type	Payer	Trip Date	Appt Time	Member	Pick UP	Drop Off	Miles
-------------	----------------	--------------------------	-------	-----------	-----------	--------	---------	----------	-------

You can also see your canceled trips by scrolling to the bottom of the page on your manifest and print that also.

Canceled Manifest Today

4 Items • Sorted by Trip Leg ID • Filtered by All trip legs - Trip Leg Status, Trip Date • Updated a few seconds ago

Search this list...

Trip ... ↑	Stand... ↓	Trip T... ↓	Payer	Trip D... ↓	A... ↓	Mem... ↓	Pl... ↓	Dr... ↓	Miles ↓
------------	------------	-------------	-------	-------------	--------	----------	---------	---------	---------

For more detailed portal training, please visit:

[MediTRANS Provider Portal Training - Current](#)

I Cannot See Trips in My Provider Portal

There are multiple reasons why a Provider cannot see trips in their MediTrans Provider Portal. Please review examples below:

Reason 1: Expired compliance documents.

- Are you up to date with your compliance documents?

Reason 2: No available trips in your area for acceptance.

- Please continue to watch your portal for new available trips

Reason 3: Inactive Provider.

- Are you an active or inactive Provider?

Reason 1 and 3 can be determined by visiting MediTrans Provider portal and clicking on the My Profile tab.

- The [\[My Profile\]](#) tab provides you with information to determine if your business is active or if you have an inactive driver and/or vehicle.
- Providers are made aware via email that any compliance document expiring 5 days before the expiration date will prevent providers to view new trips under the [\[Available\]](#) tab in the MediTrans Provider portal.
 - Please update your compliance documents to your Our Records profile before the 5-day expiration date.



Allowing any documents to become expired will cause you to lose all accepted trips including standing orders.

Please contact docs@meditrans.com if you have additional questions regarding your compliance documents.

Additional Troubleshooting Tips

- Try refreshing the page.
- Log out, then log in again.
- Try using a different web browser.
- Check your internet connection.
- Clear your cache and cookies.
- Update your browser.
- Update your Java plugin.
- Turn off ad blocker.
- Increase the size of your browsing window

MediRoutes

What is MediRoutes?

The MediRoutes application is a cloud-based software used with mobile device technologies to offer optimal scheduling, booking, dispatch and billing services for Non-Emergency Transportation Providers. The schedule is created ensuring that each of your passengers get to their appointments on time and you, as the transportation provider, make the most revenue with the least cost possible. Once the schedule is created, you have the option of reminding your passengers that they have transportation scheduled with you by having the MediRoutes software send automated reminders to your passengers using voice, email and or text. This will help you reduce the number of “cancel at doors” and “no shows” you deal with every day.

Mobile Dispatching:

MediRoutes provides real-time dispatching and sends the driver’s manifest to driver’s phones with the GPS location of each vehicle and the driving time and distance to scheduled pickups and drop offs. Real-time updates to the drivers and the dispatchers show where the drivers are at all times. In addition, the GPS coordinates and time stamps of each pick up and drop off, with the passenger’s signature captured at the time of service, helps everyone stay on track. This feature helps to prevent fraud, waste, and abuse. This information can be vital in providing evidence of time and location as it relates to complaints.

MediRoutes Support/Training:

MediRoutes launched an Academy and there are step by step instructions for anyone needing a refresher or a specific question answered. Please contact MediRoutes Support (855) 393- 3009- Support Line Option 2 to get assistance on how to work through the Academy.

Online Option:

- Go to Mediroutes.com website, and sign in with normal user info.
- Go to the DOCS area, and you will then see MediRoutes Desktop Academy.
- Select view guide, then select begin training and then select new client.



You must download the desktop version of MediRoutes if you have not done so already in the past or present. If you do not have the desktop version of MediRoutes installed, you will not be able to do the work required while in MediRoutes Academy.



Failure to utilize the MediRoutes system to it’s full capacity are grounds for

liquidation.

MediRoutes Support:

Phone Number-(855) 393-3009- Support Line Option 2

Online Help Desk: <https://mediroutes.freshdesk.com/support/home>

Trip Reimbursement Log

It is MediTrans' policy that any trip that was not performed through MediRoutes must be submitted on a trip reimbursement log and mailed into the office. Under no circumstances will a transportation provider be able to email an original submission for a trip to any department of MediTrans.

Guidelines for Submitting Trip Reimbursement Logs Correctly:

The only claims that can be emailed to billing are the claims in the Provider Action Needed section of the MediTrans portal.

Examples of instances warranting a mailed claim:

- Any phone issues with MediRoutes that prevent the trip from being arrived and performed
- Drivers forget to use MediRoutes driver application
- A trip not coming to MediRoutes from the MediTrans portal



Each MediTrans Claim Form must have all items listed below to be considered "clean" and billable.

- Provider Name
 - Date of Service
 - Driver Name
 - Last 4 of VIN
 - Member Name
 - Leg ID
 - Pickup Time
 - Drop off Time
 - Member Signature^[VG21]
 - Driver Signature
 - *Cancel or No Show (if applicable)*
 - *Comments (if applicable)*
- Initials in place of the member's signature is not allowed. This must be the member's signature.
 - The provider cannot sign for the member.
 - If the member is unable to sign, this must be noted by the driver in the member signature space by the driver, and the provider must email the MediTrans billing department, billing@meditrans.com.^[LB22]^[VG23]^[LB24]
 - Missing any required item will result in denial of a claim and delay payment
 - Member cancelations or no shows must be reported in real-time to dispatch, and member must be notated on the TRL by writing a "C" or "NS" in the Cancel/No Show Column.
 - Completed Forms Requirements:

- **No Staples**
- **Single Sided Print Only**
- **One TRL Per Page**
- **No Pencil – Blue or Black Ink Required**
- **No Copies - Mail Originals Only (Make Copies for Yourself Before Mailing)**

- Certified Mail (Make Sure it Has Tracking)
- No Folding – Please Use Flat Envelopes



If any of these requirements are not met, the claim will be mailed back to the provider, and will need to be resubmitted at the transportation provider's expense.

- Once all items are correctly entered, the transportation provider must send completed forms, via Certified Mail to:

**MediTrans Billing
102 Asma Blvd, Suite 200
Lafayette, LA 70508**

- It is the transportation provider's responsibility to obtain a tracking number, that can be used to verify the status of their mail.
 - MediTrans is not liable for paper claims that have been lost/undelivered.
 - All questions concerning the whereabouts of mailed articles should be directed to the mail service carrier.
- All Clean Claims will be processed within 5 business days of being received in our mail room. This does not include weekends.
- It is recommended that paper logs are received by Thursday to be guaranteed for processing the following week. After processing, payment will be made no later than 14 days from the date of processing. All payments will fall on a Wednesday.



In instances where the mobile app is not available, we recommend that Transportation Providers store extra Trip Reimbursement Logs and Accident / Incident Forms in the vehicle glove compartment. Both forms are available in the portal under the Forms & Training Section.

Trip Reimbursement Log

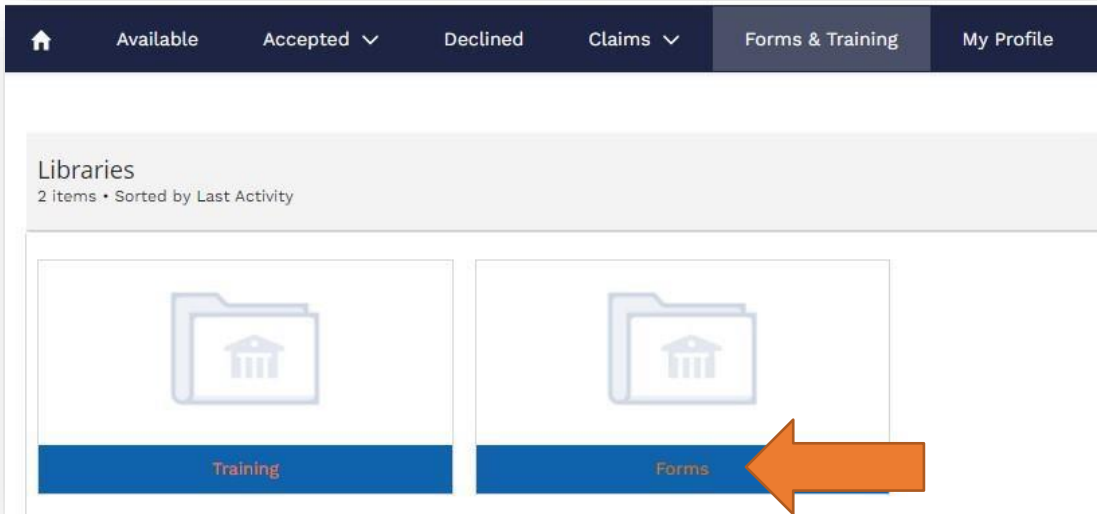
Provider Name:	Date of Service:
Driver Name:	VIN (last 4):

Member Name	Leg ID	Pickup Time	Drop Off Time	Cancel / No Show (C / NS)	Comments	Member Signature

This is to certify that the foregoing information is true, accurate, and complete. I understand that payment of this claim will be from Federal and State funds, and that any falsification, or concealment of a material fact, may be prosecuted under Federal and State laws.

Driver Signature: _____

❖ This form can be found under the **[Forms & Training]** tab in the folder named **[Forms]** of your MediTrans Portal



For more information, please visit

Accident/Incident Reporting

Accident vs. Incident

Accident

An **accident** means a collision or other contact between a part of one vehicle and another vehicle, stationary object, person, or other things outside of the vehicle.

It does not matter if damage is only to one vehicle or object, or if no damage is incurred at all. This is still considered an accident.

If a Member is on board, these must be reported to MediTrans immediately using the Accident/Incident Form, and the driver must undergo a drug screening within 12 hours of the accident. A police report of the accident is also required.

Ex. Hitting a light pole or a hubcap coming off and hitting another vehicle

Incident

Any event when unplanned or abnormal events occur on or near the vehicle is considered an **incident**. It does not matter if the member is hurt or not. All incidents involving a MediTrans member must be reported to MediTrans immediately using the Accident/Incident Form.

Ex. A member falls when getting in/out of the vehicle.



In instances where the mobile app is not available, we recommend that Transportation Providers store extra Trip Reimbursement Logs and Accident / Incident Forms in the vehicle glove compartment. Both forms are available in the portal under the Forms & Training Section.

Expected Accident Reporting Procedure

In the event of an accident or incident during the transport of any member (inside or outside of the vehicle), A Provider shall comply with the following requirements:

1. Immediately call 911 and have an ambulance dispatched to the scene. When the ambulance arrives, anyone refusing treatment must sign a no-treatment no-transport form.
2. Immediately call 911 in the event of any vehicular collision and have police or other law enforcement dispatched to the scene.
3. Immediately notify MediTrans of any accident or incident resulting in driver or passenger injury or fatality while delivering service.
4. Notify MediTrans without delay, but no later than the next business day, of any accidents or incidents while delivering services.
5. Obtain a police report for any accident occurring during the transport of any Member and submit said report to MediTrans by the next business day.
6. Driver shall complete an incident report form as soon as possible after an incident and include a detailed description of the events surrounding the accident/incident. Driver is required to undergo a drug screening within 12 hours after the accident and submit results to MediTrans Credentialing Department and Provider Relations Department within 24 hours. Provider shall submit incident reports to MediTrans no later than the next business day after the accident/incident.
7. Police report (Louisiana Uniform Motor Vehicle Accident Report) must be submitted within 15 days of the accident.



All accidents or incidents must be reported to MediTrans immediately, and all forms must be submitted within 24 hours of the event. Providers who fail to report accidents or incidents will be liquidated \$100 per day as outlined in the AGREEMENT.



Accident/Incident Form

This form must be completed for any accident or incident with a member on board no matter the severity.

If there is an injury, it must be reported as soon as possible to Medi Trans.

Send the completed form to accidents@meditrans.com within 24 hours.

Transportation Provider Information			
Company Name:	Owner/Main Contact Name:		
E-Mail:	Phone Number:		
Driver Information			
Driver Name:	Driver's License Number:		
Trip ID:			
Vehicle Information			
VIN Number:	License Plate Number:		
Member Information			
Member Name:	Member ID Number:		
Member Phone:			
Accident Information			
Date:	Time:		
Address of Accident/Incident:			
Were Emergency Service Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No	Were the police Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Select one that describes this occurrence:			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accident with Injury	Accident with no Injury	Incident with no Injury	Incident with Injury
Description of Accident/Incident:			
<p>I attest that the information provided in this document is true and correct. I understand that I must maintain documentation to support the information provided on the Accident/Incident Report Form and that Medi Trans reserves the right to request and validate documentation to support the reported accident/incident. I also acknowledge that all drivers must submit to a drug test immediately after any accident.</p>			
Submitter's Name (print): _____			
Submitter's Signature: _____		Date: _____	

Glossary of Terms

A list of commonly used terms in the NEMT industry

- ADA- the Americans with Disabilities Act of 1990, including regulations for agencies that provide services to people with disabilities
- MCO- any Health Plan that is contracted with Louisiana Department of Health and Hospitals
- A Leg- the portion of a scheduled trip from the initial pick-up point (such as, but not limited to, the member's residence) to the medical provider/ drop-off location (such as the doctor's office)
- Ambulatory- the level of transportation provided when a member's mobility and functional independence allows him to travel independently, with or without a mobility aid such as a cane
- ~~Attendant- a staff person of the transportation provider who is trained by CTN to assist in the trip to assure safety of all passengers and is subject to reimbursement by CTN. Attendants are trained in first aid, safety procedures and sensitivity training.~~^[VC25]_[LB26]
- B Leg- the return portion of a scheduled trip from the medical provider's pickup location (such as the doctor's office) to the drop-off location (such as the Member's residence)
- Back-up Service- emergency or back-up vehicles and/or personnel dispatched when a vehicle has become disabled, is otherwise unavailable to meet transportation service standards or when specifically requested by LDH
- Business Day- Monday through Friday, excluding New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day
- CTN- Medi Trans, LLC and/or Coordinated Transportation Network
- LDH- the Louisiana Department of Health
- DOT- the Louisiana Department of Transportation
- **Attendant Escort**- an individual whose presence is required to assist a member during transport and while at the place of treatment
- Member- an individual eligible for medical assistance in accordance with MCO's contract the LDH Medicaid program
- Non-emergency Medical Transportation or NEMT- medically necessary transportation, in accordance with federal regulations (42 C.F.R. §431.53) to any eligible Medicaid member and companion if required, who have no other means of transportation available to any Medicaid-reimbursable service for the purpose of receiving treatment, medical evaluation, obtaining prescription drugs or medical equipment
- No-Show- the failure of a Member to cancel an approved trip where the

transportation provider must have arrived to pick up the Member on time pursuant

- to pick-up and delivery standards, or the failure of a transportation provider to pick up a Member as scheduled
- **Provider-** (also known as “Transportation Provider” or “TP”) the independent nonemergency medical transportation provider who owns and operates vehicles engaged in the direct delivery of transportation
- **Subscription Trip-** (also known as “Standing Order” or “SO”) a re-occurring trip that is pre-scheduled by the Member’s medical provider through submission of a Standing Order request form to CTN, which assigns the re-occurring trips to a single provider to transport on a regular basis without necessitating a manifest to assign the trip. Non- dialysis Subscription Trips can cover a period of up to six (6) months, and dialysis Subscription Trips can cover a period of up to twelve (12) months
- **“Substantial Complaint”-** a complaint, as determined by CTN, that is evidence of or is supported by evidence of professional misconduct, breach of this agreement, regulatory or statutory violation, moral turpitude, or other act, conduct or behavior having an adverse effect on the health, safety, well-being, or condition of a member, or passenger associated with a member, while being transported
- **“Urgent Care”** -an unscheduled episodic situation in which there is no immediate threat to life or limb, but the Member must be seen on the day of the request and treatment cannot be delayed until the next day. Hospital discharges shall be considered as Urgent Care. New appointments with medical providers scheduled with insufficient time for routine three (3) day scheduling are considered Urgent Care.
- **“Web Portal”** -the app-based system that is used to manage the coordinated transportation network.
- **Wheelchair-** the level of transportation to be provided when a member requires a wheelchair and is unable to use public transportation; has a disabling physical condition requiring use of walker, cane, crutches, or brace and is unable to use a minibus, taxi or public transportation; an ambulatory member requires radiation, chemotherapy or dialysis treatment resulting in disabling physical condition after treatment causing need for physical assistance, and the member is unable to ambulate without personal assistance of the driver in entering/exiting the residence or facility, or the Member has a severe, debilitating weakness or is mentally disoriented as a result of illness or health care treatment and requires personal assistance.
- **MVR –Motor Vehicle Report;** these reports must have the Louisiana State Seal on them. The recommended site for acquiring these for your drivers is <https://dps.expresslane.org/officialdrivingrecord>
- **Wheelchair Vehicle-** any vehicle used to transport one or more members utilizing wheelchairs, which are equipped with a wheelchair lift or ramp and appropriate wheelchair locking devices to safely secure a wheelchair safely while the vehicle is in motion
- **COI-** Certificate of Insurance

- **Deadhead-** (also known as a “dry-run” or “blank trip”) there is no member on the vehicle and the provider is not being compensated for the mileage
- **Clean Claim-** a claim is filled out completely and correctly according to the requirements and can be paid out
- **Denied Claim-** a claim does not have the correct information or is not completed depending on the issue it may be corrected by the provider to become a clean claim to be paid
- **Meritocracy-** a system in which economic goods and/or political power are vested in individual people based on talent, effort, and achievement



Transportation Provider Handbook Review & Orientation

By signing below, I acknowledge that I have received and understand all policies and related materials covered in this handbook, and that adequate training was provided to me either virtually via webinar, or in-person as safety and schedules permit. I also understand that any changes or updates to MediTrans policies and procedures will be distributed to me in writing via email or electronic signature.

Company Name

Attendee Name (Printed)

Provider Authorized Signature

Date