



# Transportation Provider Manual

WellTrans, Inc.  
Transportation Management Group



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## Manual Purpose

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The purpose of this Non-Emergency Medical Transportation (“NEMT”) Provider Manual is to give Transportation Providers that contract with WellTrans an overview of the NEMT program in general, as well as some important guidelines and processes. The contents of this Manual apply to the Indiana NEMT program(s) brokered by WellTrans and may not apply to programs brokered by WellTrans in other states. In particular, this manual will:

- Provide a general description of the Indiana Medicaid transportation program;
- Discuss WellTrans' responsibilities and organization;
- Discuss driver, attendant, and vehicle requirements;
- Discuss transportation scheduling procedures;
- Discuss transportation scheduling requirements;
- Discuss transportation performance standards;
- Discuss transportation delivery procedures; and
- Discuss Transportation Providers' responsibilities.



## General Description of the Transportation Program

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NEMT is a Medicaid benefit available to eligible Participants, also referred to as Members, who have no other means of transportation to get to or from covered services. NEMT services are especially important to individuals who are frail, Participants with disabilities, and any Participants who need critical services such as dialysis, rehabilitation, or chemotherapy and have no other transportation available.



## Provider Onboarding Process Overview

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The Provider onboarding process typically proceeds as follows (although individual on-boarding may vary slightly depending upon the needs and type of Provider):

### 1. Introduction and General Outreach

On a daily basis, the WellTrans Provider Relations team is contacting Transportation Providers of all types (ambulatory, wheelchair, mass transit, taxi, etc.) via phone and email to explain the network program, and do a preliminary analysis of whether the Provider would be a good fit for the program. If a fit is identified, a copy of the contract and the Transportation Provider Manual is distributed so that the Provider can acquire a more in-depth understanding of the process and requirements.

Additionally, WellTrans holds Provider “Town Halls” at regularly scheduled intervals. These are informal sessions where Transportation Provider management staff can attend, get general program overviews, and ask questions. These sessions are not designed as training or detailed program meetings, but rather general introductory and Q&A sessions.

### 2. Contract Execution and On-boarding scheduling

Transportation Providers are given a few days to review the distributed documents, and then Provider Relations schedules a follow up call to review any questions and get an anticipated signing date if the Provider is moving forward.

Transportation Providers are then distributed a DocuSign version of the contract, which allows them to electronically execute and ensures no required fields are missed. Once the DocuSign executed version is received by the Provider Relations team, the Transportation Provider is created as an entity within TripSpark, our dispatch management software. A subsequent follow up call is scheduled to collect Provider Credentialing documents (insurance, operating permits, etc.). Once all Provider Credentialing documents are collected, in-person “Train the Trainer” training is scheduled for necessary Provider staff, as well as dates scheduled for vehicle inspections.

### 3. Vehicle Inspections and Train the Trainer

These two processes typically occur relatively simultaneously, depending upon the availability of the Transportation Provider. The “Train the Trainer” component focuses on providing TripSpark training on how to access the system (including receiving logins and direction on how to create logins for others), how to create drivers/vehicles, how to receive, accept, and modify schedules, how to complete trips in the system, and how to review reports to understand which claims have been accepted for payment, and which claims require additional detail.

Additionally, at this point the WellTrans Provider Relations team identifies with the Transportation Provider the manner in which each Transportation Provider’s seeks to provide trip completion data. If the Transportation Provider chooses to complete their trips within the TripSpark application, provided for free by WellTrans, they are given the full training component. This personalized training program is delivered via WebEx or in-person (as appropriate) to Provider staff to subsequently utilize the software and its processes, as well as address any general questions with Provider’s management staff. On-going training within the Provider’s organization (including any necessary driver training, as applicable) would then be the Provider’s responsibility.



If Transportation Providers are going to manage their trips in their own proprietary program, and provide WellTrans with an exported file on a WellTrans trip template, then they are trained on how to manage a schedule, and how to upload the completion file only, as well as address any general questions.

If a Transportation Provider is completely manual, then they are trained as to how to receive a schedule, how to complete a manual trip log, and where to submit manual trip logs.

The Vehicle Inspection process is conducted at a mutually agreeable location and time. Vehicles are inspected based upon the checklist included in this Provider Transportation Manual, as well as credentialing collateral information collected (driver's license, insurance card, etc.). Upon successful completion of an inspection, the vehicles are stickered for operation in the WellTrans network, the Transportation Provider management staff is notified of the completion of the inspection and directed to have each driver complete any required training for operation. Upon successful completion of required training, the vehicle can be considered "active" to be assigned trips.

#### **4. Post Go-Live Support**

Once Transportation Providers are actively operating within the Network, we have multiple ways of providing additional Provider support.

*a. Provider Support Specialists*

Every Transportation Provider is assigned a Provider Support Specialist that they can reach out to directly for issues, additional instruction, and guidance.

*b. Provider Support Line*

The Provider Support line is staffed 24 hours a day, 7 days a week for Providers to be able to contact to receive transportation support, including general questions and TripSpark operation issues. The Provider Support line number is **(866) 982-3983**.

*c. WellTrans Reference Guide and Training Videos*

The *WellTrans Billing Reference Guide* is distributed as part of the training process, which allows a quick lookup guide for commonly performed tasks.

Additionally, Transportation Providers have access to WellTrans/TripSpark videos, which provide walkthroughs of commonly performed tasks, and which can also be utilized by Transportation Providers for their Trainers to train other individuals within their organization.



## Anthem Transportation Network: Rights and Responsibilities

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Anthem is a Client of WellTrans. The following rights and responsibilities are informed to all members prior to undertaking transportation services in the Anthem Transportation Network. The information below is provided so that you may understand the expectations Anthem sets with its members.

### **Anthem members have the right to the following:**

- Get information they understand, including access to a translator, if necessary.
- Get to their appointments safely and on time. Drivers will do their best to pick members up and drop them off within the window provided. Drivers may ask to pick members up early to insure proper drop off times.
- Be treated fairly and without discrimination.
- **File a complaint.** This may involve complaints about pickup or wait times, safety, and the conduct of drivers and other riders. For general transportation complaints, members should call **Anthem Transportation Services at 1-844-772-6632 (TTY 1-866-288-3133)**. Complaints made directly to drivers are not able to be tracked by Anthem Transportation Services for resolution. Providers should direct members to contact Anthem Transportation Services with complaints about transportation.
- **Emergencies:** During a ride, if a member feels a driver is breaking the law in any way (drunk or reckless driving, improper sexual conduct, etc.), or their safety is in immediate danger, members are encouraged to call 911 as soon as possible. Once they reach their destination safely, members are asked to call Anthem Transportation Services to report what happened.

### **Complaints about riders**

Drivers may also file a complaint about riders. This may involve no-shows, pickup and wait times, and unsafe or abusive conduct of riders. Unsafe conduct is any act that creates potential for injury or other risk to any rider, driver, or the public. Abusive conduct is any disruptive or intrusive act toward any rider, driver, office staff, or the public.

### **Members are reminded to keep these things in mind when using transportation:**

- Member responsibilities
- Booking rides
  - Transportation services can be requested as early as 90 days in advance.
  - All rides must be set up at least two full business days in advance. There are exceptions for urgent needs; see below.
  - Multiple rides can be scheduled during one call.
- When members call Anthem Transportation, they must provide the following information:
  - Member name, Anthem member ID number, birthdate, and phone number, and pickup address
  - Date and time of member appointment



- Name of the facility office being visited, including its address (with Zip code) and phone number
- Name of the doctor that is being seen
- Any extra equipment that will accompany the member (e.g., walker, wheelchair, portable oxygen unit, etc.)
- The driver is only able to transport the member and one extra rider; therefore, if an additional person, or a service animal, will accompany the member on the trip so that person/animal can help get the member into or out of the Provider office, make this known at the time the trip is requested.

**Note:** If the member's child will be accompanying the member, the member must bring their own child safety seat.

- All personal items must fit on the member's lap or the space by their feet. Larger packages, such as groceries, are not permitted.
- If the member thinks they may need to stop at the pharmacy to pick up a prescription after their appointment that should be noted in their reservation.

Same-day transportation may be available for urgent needs. Urgent needs include the following:

- Dialysis
- Oncology Chemo/radiation
- Wound care
- Follow-up visit (within two days) from hospital discharge
- High-risk pregnancy
- Critical care or physician ordered care

### **Cancellations**

If plans change, the member is asked to call Anthem Transportation Services as soon as possible so the Transportation Provider can be informed.

### **Pickup times**

Members are informed to be ready at the earliest time within the window provided for their scheduled pickup time.

- Drivers will wait for 10 minutes for a pickup. After 10 minutes, the member is considered a "no-show" and their ride will be cancelled.
- The driver may be transporting other people, who may or may not be Anthem members. If the vehicle is loaded with other riders, the member should not have to travel more than 20 minutes longer than if they had traveled via public transit bus.
- If members use "will call" to schedule a ride after their visit, the driver will pick the member up within one hour after their call.
- The member should call the broker as soon as their appointment has ended to request a ride home.
- Traffic, severe weather, or other unexpected conditions may cause delays in pick-up and drop-off times.

### **Ride safety**

Members must obey all state and local laws, including wearing the provided safety belts. Posted signs and driver requests that involve safety concerns must also be obeyed. Eating and drinking during the ride is





strongly discouraged. Smoking and vaping are prohibited in all WellTrans network rides.

### **Respect**

Anthem and WellTrans expect members, and anyone who accompanies them, to treat the driver and other riders with respect during the trip.

Verbal or physical abuse, failure to cooperate with the driver's instructions or violating rules may prevent the member from getting rides in the future.



## WellTrans Responsibilities

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As an NEMT broker, WellTrans contracts directly with a Managed Care Entity (Client) to administer the NEMT benefit for eligible Participants. In this role, WellTrans confirms that Participants are eligible for transport, coordinates reservations, contracts with independent Transportation Providers, investigates complaints, performs quality assurance, and pays Transportation Providers according to their contracts for the full range of covered transportation services, including taxicabs and sedans, vans, mini-buses, wheelchair vans and fixed-route public transportation. It is important to understand that the actual transportation services are provided by independent Transportation Providers. *WellTrans is not a transportation provider and does not provide direct transportation services.*

WellTrans is responsible to its clients and the Participants for the performance of the following tasks:

- Recruit and maintain an adequate network of NEMT Providers
- Insure that all NEMT Providers in the network are properly credentialed, based upon program, contract and regulatory requirements (insurance, motor carrier permits, IHCP certification and other requirements as outlined in the Provider contract)
- Operate a toll-free call center for trip requests and customer service (for Participants and Transportation Providers)
- Verify Participant eligibility
- Assess Participant NEMT level of service eligibility in accordance with the applicable Client's policies
- Verify that the purpose of the trip is to receive a covered service (which may include confirming appointments and attendance with medical providers) or to an otherwise authorized location (for example, a WIC office)
- Assign and schedule trip reservations on a per-trip or recurring basis with the most appropriate and cost-effective NEMT Provider, consistent with the transportation needs of the Participant (e.g., curb-to-curb or door-to-door delivery, etc.)
- Require compliance with driver and vehicle standards
- Develop and implement a system that tracks complaints from Participants and from Transportation Providers, and documents complaint resolutions
- Develop and implement a service performance monitoring system and quality assurance plans
- Provide general administrative oversight
- Submit claims/encounter data files to the Client(s)



- Protect and enforce Participant confidentiality under HIPAA and other applicable confidentiality laws and regulations
- Participate in research and resolution of Participant grievances as requested by the Client(s)
- Maintain adequate staff and facilities to perform the above set of functions.

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

1. Customer Service Representatives (CSRs) receive reservation requests from the Participants (or representatives). Based on the specific terms of the Client's contract, reservations may be received through a variety of means, including by phone (toll-free number), through a secure website, by fax, or by email.
2. The CSR will review the trip request and verify the Participant's program eligibility for the date of the requested trip, which may include confirmation that the Participant has no other available means of transportation.
3. The CSR will verify that the trip is to a covered service or to an otherwise authorized location (for example, a WIC office).
4. The CSR (and the Client utilization review department, if necessary) will schedule the appropriate transportation service level (i.e., ambulatory sedan, wheelchair van, etc.) and inform the Participant of the transportation arrangements. The CSR may verify whether a request for transportation is "urgent" by confirming the appointment with the medical office or facility.
5. WellTrans will assign the trip to the most appropriate and least costly Transportation Provider available consistent with the needs of the Participant.
6. **Transportation Providers must re-confirm the pick-up with the Participant 24 hours ahead of the scheduled medical appointment to reduce the possibility of no-shows.**
7. WellTrans makes payment to the Transportation Provider promptly upon receipt of a properly completed and verified trip invoice, in accordance with the contract between WellTrans and the Transportation Provider.

These procedures will vary when public transportation, or other appropriate transportation services are used.





## Geographic Considerations

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WellTrans will schedule transportation to covered Services within the Client's defined service area. WellTrans may schedule transportation outside the Client's defined service area only in limited situations, and typically only with prior approval of the Client. This may include limited out-of-state transportation as prior authorized on a case-by-case basis.

For requested trips that do not meet typical operational rules may be submitted to Anthem for review and/or approval. It can be presumed that all trips dispatched to a Provider via the TripSpark portal, or via a manual process as appropriate, are approved by the Provider.

**Note:** Prior authorization requests from Anthem is only required for out-of-state transportation and do not include Providers located near the Indiana state line. Trips that fall under these circumstances will not be dispatched to any Provider until the prior authorization is received from Anthem.



## Indiana Operations

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The Indiana NEMT operations will be coordinated from WellTrans' business office and call center located in Indianapolis, IN. This office will accept Participant reservation calls during normal reservation hours. An after-hours call center will be staffed 24/7 and will be available outside the normal reservation hours to assist Participants with their transportation needs and provide support for technical and operational issues for Transportation Providers. The Indiana business office and call center is staffed with WellTrans personnel that can respond to Transportation Provider inquiries and offer immediate assistance with trip assignments, reports, performance reviews and help to resolve some billing issues. Tour our headquarters at: 7155 Shadeland Way, Suite 190, Indianapolis, IN 46256 for transportation provider support.

### Locations

#### Business Office / Call Center

7155 Shadeland Way, Suite 190  
Indianapolis, IN 46256

#### Parent Company Headquarters

9245 N. Meridian Street, Suite 210  
Indianapolis, IN 46260

### Toll Free Provider Numbers

WellTrans offers a dedicated phone and fax numbers for the exclusive use of Indiana Transportation Providers:

- **Toll Free Phone Number:** 866-982-3983
- **Fax Number for Provider Questions:** 317-875-4670
- **Claims Fax Number:** 317-819-0160
- **Anthem Transportation Services Member Call Center:** 844-772-6632



# Transportation Scheduling Procedures

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## Gatekeeping and Participant Worksheet

The gatekeeping function is designed to confirm that NEMT services are approved and provided according to the terms and limitations of the Client Contract(s), and as required under applicable laws and regulations. NEMT services are only available for eligible Participants who have no other means of transportation to covered medical services. Additionally, routine reservations for transportation services must be made 48 Hours (2 business days) or more in advance of the appointment. Requests for transportation services to urgent medical services are not subject to the advance notice requirement.

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

1. The CSR will confirm the Participant's eligibility by verifying eligibility using information provided by the Client.
2. The CSR will confirm that the Participant is being transported to a covered service or other authorized location.
3. The CSR will confirm that the Participant has no other viable means of transportation available.

The proprietary software systems and algorithms employed by WellTrans are designed to maintain the necessary data online to promote accurate and rapid eligibility determinations. The WellTrans database is continuously updated as new eligibility information becomes available.

The eligibility verification processes continue seven days per week and twenty-four hours per day. CSRs and other designated staff update addresses or other Participant information when received from Transportation Providers, case workers or treating medical providers/facilities.

## Participant Registration and Reservations

TripSpark, our dispatching NEMT management software easily captures all the information required by our Clients and by good business practice. Information about the Participant's transportation reservation is divided into two primary parts:

- The pick-up location and the trip destination, which is obtained from the Participant or representative making the reservation.
- The transportation specifics such as the level of service, time of pick-up, special needs of the Participant, etc.

TripSpark generates a pick-up time, or "be ready time," based on the total expected travel distance of the trip. Transportation Providers may not modify these times; however, a Transportation Provider may offer Participants alternative pick-up times to better coordinate vehicle routes and multi-load opportunities. Any



alternative pick-up time that Participant and Provider agree to must be communicated and approved by WellTrans in advance in order to accurately capture and report on-time performance.

Reservation information is tracked in TripSpark, the dispatching system, based on a confirmation number or "job number" that is given to the Participant as well as to the assigned Transportation Provider. Any reference to specific transportation reservations should include the scheduled date of service as well as the specific job number for that reservation.

## Levels of Service for Transportation

Our Clients set the rules for determination of appropriate levels of transportation service, and those rules and criteria are incorporated into WellTrans standard operating policies and procedures and training materials used by our CSRs. For example, when determining the appropriate vehicle to assign for a Participant that uses a wheelchair, our staff is trained to ask appropriate questions, including, but not limited to:

During each reservation call, CSR's will gather and input information to help the system determine the most cost-effective and appropriate level of service (LOS) including curb to curb, door to door, or hand to hand for the Member. Reservation Specialists shall ask the following questions and use the guidelines designated by CMS to assure Members receive the proper LOS.

- CSR's shall ask if the Member has a working, licensed vehicle in their household.
  - If "yes", the trip shall be denied in accordance with protocols.
  - If "no", or the Member states the vehicle is unreliable transportation, the RS will continue the scheduling process.

CSR's will ask questions to determine if the Member requires mobility equipment or has special needs that should be considered during their transport. All answers regarding mobility and special needs will be entered and used along with the Member's pre-loaded eligibility information to help the system auto-determine the most appropriate Level of Service.

If a Member does not agree with the determination or requires a higher level of service due to medical necessity, will require medical documentation from the Member's physician before approving the higher LOS.

- Does the Participant have his or her own wheelchair?
- Is the Participant able to transfer from their wheelchair to the vehicle without assistance (i.e., does not require a lift or ramp equipped vehicle)?
- Will Covered Service/treatment impact the Participant's ability to transfer?

The transportation level of service gatekeeping process is repeated at appropriate intervals to monitor





acute conditions that can change over time. For example, a Participant with a full leg cast may require wheelchair van service but can travel by a standard sedan after the cast is removed.

Common levels of service for NEMT programs can include transport of Participants who are ambulatory or wheelchair dependent. WellTrans contracts with a variety of Transportation Providers to meet the particular levels of service needed to meet the requirements of the Client Contract(s) and may include Paratransit companies, public bus and rail systems, taxicab companies, commercial transportation providers, charitable organizations, and Independent Drivers.

Transportation Providers must contact WellTrans if they believe that an inappropriate level of service has been ordered for a Participant. If a situation requires immediate attention, a Transportation Provider can call the dedicated Transportation Provider Line (866-982-3983) twenty-four hours a day for immediate assistance.

The following list identifies some special considerations concerning level of service for transportation:

- Wheelchair dependent Participants must provide their own wheelchair.
- The NEMT program does not cover emergency transportation of any sort and emergency calls will be re-directed to 911 emergency services.



## Urgent Care

WellTrans arranges transportation services when a Participant requests transportation for urgent care and has no other means of appropriate transportation. Urgent care trips typically fall into the following three categories:

- Discharges from medical facilities, including hospitals and nursing homes
- Appointments that are related to chronic conditions or for Participants who may be at high risk (dialysis, radiology, pregnancies, etc.)
- Appointments that cannot be scheduled to meet the advance notice reservation rule without potential negative impact on Participant's medical condition.

WellTrans may contact the medical provider to confirm the need for urgent care transportation prior to submitting to the Provider for pickup. For urgent trips, WellTrans will confirm via telephone prior to trip distribution to confirm vehicle availability prior to distributing an urgent trip.

The pick-up time for urgent care trips will be determined by the availability of transportation resources within the NEMT network. Standard on-time pick-up requirements must be met for a scheduled urgent trip once the reservation is accepted by the Transportation Provider.

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

The trip details contained on trip reservations sent to Transportation Providers are based in part on the data contained in the Participant eligibility files received from the Client, as well as from the information received from Participants (or their representatives) and/or medical providers/facilities during the reservation process. That information may not always be accurate or complete. The Transportation Provider plays an important role in identifying gaps and errors in this information. Transportation Providers should inform WellTrans via authorized contact methods (portal, email, provider line) if address, scheduled pick-up or appointment times, or any other information on the trip reservation is inaccurate or incomplete.

Any Transportation Provider who has reason to believe that a Participant should not be transported should contact WellTrans immediately. This includes any instance when the Transportation Provider knows or suspects that the Participant is not attending a Covered Service at the drop-off address. Other issues may include, but are not limited to:

- The Participant has access to transportation;
- The Participant is not being transported to a covered service; or
- The Participant is assigned to the wrong level of service (example: assigned to wheelchair but Participant is able to walk).



The notification to WellTrans should include the Participant's name and the trip job number and date, as well as a description of the reason the Transportation Providers suspects the trip assignment may not be appropriate.



## Complaint Process

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WellTrans is responsible for recording and responding to complaints associated with the delivery of NEMT services. Complaints include those received from Participants, medical providers/facilities, Transportation Providers, or any stakeholder that contacts WellTrans.

Complaints are recorded within TripSpark, the dispatching system, and are investigated by a designated team of quality assurance staff. Complaints are tracked based on their nature as well as the Transportation Provider involved. Excessive complaints concerning a specific Transportation Provider may result in fewer trips assigned to the Transportation Provider or may result in termination of the contract between WellTrans and the Transportation Provider.

Participants or medical providers may file complaints about late trips by contacting WellTrans through any WellTrans phone line – all WellTrans staff members are trained to recognize and record service complaints. For Participants contacting our member line with an immediate service need, a Transportation Coordinator will attempt to resolve the issue by contacting the assigned Transportation Provider while the Participant is still on the line. Complaints that do not involve immediate service needs will be assigned to a member of the designated quality assurance staff. Transportation Providers may also register general or specific complaints about WellTrans services or about a Participant by contacting WellTrans' transportation department, or any other WellTrans operations staff. Complaints concerning billing situations should be directed to the WellTrans Finance Department, 317-785-5500, option 5. Transportation Providers will receive a monthly report of complaints concerning their company and/or specific drivers that have been investigated and determined to be valid. Valid complaints will be reviewed with the Transportation Provider during routine meetings with WellTrans.



## Transportation Assignment and Notification

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There are three primary ways a Provider can receive their transportation trip assignments and any subsequent notifications. The preferred methodology is selected by the Provider at the time of their orientation, and training is conducted specific to that methodology.

If a Provider wishes to change methodologies as some future point, the Provider must contact WellTrans with the requested change, and a subsequent training session will be scheduled at a mutually agreeable time, and a subsequent start date for the new process established.

All information related to how to utilize TripSpark is contained within the TripSpark Software Manual, recorded videos provided by WellTrans via our website, and/or in-person training provided by WellTrans. Additionally, details relating to providing trip completion data and checking on the status of payments are covered in the WellTrans Provider Claims Submission and Billing Reference Guide

### **Option 1- Utilize the TripSpark platform provided by WellTrans**

As discussed in the Provider on-boarding section of this document, a Provider may elect to manage his trip activity completely within the TripSpark platform. This process is described in the provided TripSpark Software Manual, and is reviewed in-depth during the Provider's training sessions, but in summary consists of a private portal where a Provider may review offered runs, accept/decline offered runs, mark runs as complete, and review the status of payment on completed runs.

Additionally, at the Provider's sole discretion, Providers may also utilize our DriverMobile application for their fleet drivers to act as a dispatch tool. These are not required for participation in the WellTrans network, just options made available at Provider's discretion to provide additional support as needed.

### **Option 2- Utilize their own proprietary management systems, and download the trip schedule from TripSpark, and upload their trip completion data via the file upload function in the TripSpark portal.**

Transportation Providers with appropriate technology platforms may download their trip manifests at their convenience from the TripSpark portal to upload into their own private dispatch management systems. The TripSpark portal provides output reports that Providers can download into a .csv file format to upload into their own systems. All system upload functions are Provider responsibilities to develop and maintain. WellTrans can only provide the schedule download.

Likewise, when trips are completed, Providers may upload their trip completion data on the electronic template provided by WellTrans during training to submit their required trip completion information. Again, WellTrans is only responsible to provide support for the upload process, the process of generating the trip completion on the appropriate template is Provider responsibility.

All information related to how to utilize TripSpark is contained within the TripSpark Software Manual, recorded videos provided by WellTrans via our website, and/or in-person training provided by WellTrans. Additionally,



details relating to providing trip completion data and checking on the status of payments are covered in the WellTrans Provider Claims Submission and Billing Reference Guide.

### **Option 3- Manual Operations**

For Transportation Providers that are not so equipped, WellTrans will send a trip manifest by fax or email, as preferred. The trip manifest will show all reservations that have tentatively been assigned to the Transportation Provider. Transportation Providers must review the manifest and determine whether all reservations meet the service levels that they provide and are in the geographic area that they serve. Reservations outside of Transportation Provider's service area or which cannot be performed for any reason must be rerouted back to WellTrans on the appropriate Reroute form (also included in the Appendix to this document) within twenty-four (24) hours of receipt of the trip manifest. Transportation Providers may receive a revised manifest twenty-four (24) hours before the date of service. The revised manifest will include any additional reservations or changes to existing reservations that may have been assigned to a Transportation Provider. A WellTrans representative will confirm by phone call with the Transportation Provider any trips that are assigned to the Transportation Provider within twenty-four (24) hour of the trip pick-up time.

Trip manifests that are sent by fax or email will be sent to the fax number or email address that each Transportation Provider designates in its response to the Transportation Provider Questionnaire. Transportation Providers must submit any requested changes to the designated WellTrans email address on their company letterhead with a faxed or scanned copy of the reroute form attached. If the provider cannot perform a scan and email combination then an email must be sent notifying routing that a fax was sent with reroutes and the time the fax was sent.

All manual trip manifest processes and trip completion documents are included in the appendix to this document and will be reviewed in detail during Provider orientation training. Additionally, details relating to providing trip completion data and checking on the status of payments are covered in the WellTrans Provider Claims Submission and Billing Reference Guide

Transportation Providers will complete all trip reservations that have been assigned to them on their manifests that were not appropriately rerouted back to WellTrans, absent extenuating circumstances. Trips that are rerouted must include a reason. If a Transportation Provider continually receives excessive number of trip reservations from WellTrans, either in total or by vehicle type, they should contact their provider relations specialist assigned during orientation to confirm that our information for the Provider's vehicle capacity is current and correct. Transportation Providers that reroute reservations without a valid reason, or who do not reroute reservations in a timely fashion, will receive fewer trip reservations.

Return trip legs (also known as B-leg trips) are authorized during the initial reservation process. However, Participants often do not know when their medical appointment will end or know an exact return time. As a result, many trip reservations show the return leg pick-up time as "Will Call" on the trip manifest. Participants will be given the assigned Transportation Provider's phone number and are instructed to contact that Transportation Provider directly when they are ready for a return pick-up. The correct return



pick-up time must be recorded by the driver and submitted when Transportation Providers report the return pick-up time on billing forms. Alternatively, if directed by our Client Contract(s), WellTrans may receive the “Will Call” from the Participant and then notify the Transportation Provider by phone of the scheduled pick-up time. All Will Call trips are required to be completed by Provider within one hour of notification that the b-leg trip is needed.

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

1. **Participants must be contacted by the Transportation Provider no later than the night before the transport to confirm that they are still in need of transportation and thereby reduce the risk of a Participant no show.**
2. Arrange pick-up times to maximize the ability to appropriately multi-load while still getting the Participants to their destinations on time. **The Transportation Provider MUST notify WellTrans of any schedule time changes BEFORE performing the trip to allow accurate tracking of on-time performance.** Transportation Providers are not authorized to change pick-up times without first contacting WellTrans.
3. Report all cancellations, no shows, and refusals on your Cancellation Report Form or via the TripSpark application, as appropriate. **The Transportation Provider must submit the Cancellation Report Form to WellTrans by 12:00 am ET the same business day the trips were cancelled.** Cancellations may also be reported on-line via the secure web portal.

Only those trips assigned by WellTrans to the Transportation Provider with a valid a trip number are authorized for payment. WellTrans is not responsible for payment for any trip performed by a Provider that was not distributed through either the manual distribution or portal process and does not possess a valid trip or job number issued by WellTrans.

Reservations are assigned to a Transportation Provider based on numerous and continually changing factors. WellTrans is a purchaser of transportation services from competing Transportation Providers in the marketplace. As in any market situation, WellTrans is free to choose from whom it will buy, how much it will purchase, and what price it is willing to pay. The Transportation Agreement does not guarantee Transportation Providers any minimum number or type of trip assignments from WellTrans. While Participants have no direct right to choose a particular Transportation Provider, Participants and medical providers can and do influence WellTrans’ assignments by reporting both positive and negative service and quality issues.

Prior to the scheduled date of service, WellTrans staff will review all reservations and make any necessary changes to the Transportation Provider assignment. These changes are intended to confirm the following:

- The Transportation Providers utilized have been and remain approved to participate in the NEMT program.
- The Transportation Provider assigned can supply the indicated level of service.



- The Transportation Provider assigned is available in the pick-up area.
- The number of reservations assigned to a Transportation Provider does not exceed the Transportation Provider's capacity.
- The trips are assigned in the most cost-effective manner.

## Hours of Operation

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The Indiana based business office and call center is staffed to receive routine reservations M-F between the hours of 8:00 AM to 8:00 PM. In addition, we provide live customer service support outside of normal business hours 24 hours per day, 365 days a year to handle ride assistance and urgent reservation requests (including discharges) as well as resolve Provider issues.





## Transportation Performance Standards

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

Specific driver standards of customer service and conduct are incorporated into all Transportation Provider contracts. Each Transportation Provider is responsible for ensuring that their drivers meet these standards. See the Attachments to this Transportation Provider Manual for Driver, Vehicle and Service standards.



## Transportation Provider's Responsibilities

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### Administrative, Reservation Receipt and General Responsibilities

1. Transportation Provider shall receive trip reservations each day from WellTrans via the manual process described above or through the TripSpark portal, as selected during orientation. For urgent trip reservations, Transportation Provider shall accept telephone orders from WellTrans (with a supplemental confirmation by a separate fax or portal distribution).
2. Transportation Provider shall transport Participants and personal attendants according to the specifications of the reservations provided by WellTrans and the terms of the Transportation Agreement. Transportation Provider may refuse to transport a Participant who, upon consultation with WellTrans, is determined to be a threat to the health, safety or welfare of either Transportation Provider's employees or other Participants, or prevents or inhibits the vehicle from being operated in a safe manner.
3. When a "will call" return trip has been pre-authorized by WellTrans, the Transportation Provider shall accept telephone orders from Participants to give notification of the appropriate pick-up time. The Transportation Provider shall arrive within one (1) hour after the time WellTrans or Transportation Provider is notified that the Participant is ready to be picked up.
4. Transportation Provider shall inform WellTrans of their inability or unwillingness to accept or complete an assigned trip reservation at least one (1) business day prior to the date of service to allow WellTrans to make alternative arrangements. This provision applies only to those trip reservations that are assigned to Transportation Provider at least 36 hours prior to the reservation pick-up time.
5. Transportation Provider shall establish and maintain both a telephone line and fax line for the use by WellTrans to contact Transportation Provider. Fax lines shall be equipped with a fax machine. WellTrans must be able reach a supervisor at all times when Participants are in the Transportation Provider's vehicles. Drivers must be equipped with either a cell phone and/or a 2-way radio. Pagers are not acceptable.
6. Transportation Provider will ensure that all information obtained regarding Participants will be held in the strictest confidence and used **only** as required in the performance of Provider's obligations under such Agreements as more specifically defined by Transportation Agreement and the Business Associate Agreement.

### Other Riders

A personal attendant may ride with a Participant at no extra charge. The personal attendant is expected to assist the Participant as requested. Additional children may ride with an eligible Participant, on a space available basis, also at no charge. The parent or guardian must provide appropriate car seats for infants



and children. If the trip reservation assigned by WellTrans indicates the parent or guardian will provide the child car seat but upon arrival for transportation the parent or guardian does not provide safety seat(s), Provider will not transport the child until such time that the requisite safety seat is available. Provider must contact WellTrans in such situations and advise the parent or guardian to reschedule the trip reservation.

Personal attendants and children must be scheduled when the Participant makes the trip reservation and will be included on the trip assignment to allow the Transportation Provider to confirm adequate space in the vehicle.

If a Participant asks or agrees with a Transportation Provider to make changes to a pick-up time, this information must be submitted in advance to WellTrans on a Schedule Change Form (if manual operation) or through the TripSpark portal (if automated). Each Transportation Provider's on-time performance will be reported on a monthly basis to both the Transportation Provider and to our Client(s). Participant must agree in advance to any change to their pick-up time.

## General Vehicle Requirements

Prior to the beginning of service under the Transportation Agreement with WellTrans, the Transportation Provider must submit to WellTrans a Vehicle Update Form listing all vehicles that will be used transport Participants. That listing must include the Manufacturer, Model, Model Year, Vehicle Identification Number (VIN), color and License Plate Number for each vehicle. The Transportation Provider must submit a revised Vehicle Update Form (included in the appendix to this document) any time a vehicle is added or removed from the fleet.

## Vehicle Inspections

All vehicles utilized under the NEMT program must be registered with and inspected by WellTrans prior to performing services under the Agreement. Vehicle shall also be inspected on at least an annual basis to verify vehicles meet all program requirements. WellTrans vehicle inspectors will utilize a standard checklist. Vehicles that pass inspection will be issued a red inspection sticker, which must be placed on the outside of the passenger side, front window in the lower right corner.

Vehicles that do not pass inspection but do not have violations that are an immediate threat to the safety and comfort of Participants will be passed on a probationary or "provisional" status. A re-inspect date will be scheduled at that time, with allowable timeline for correction to be determined based upon the violation and agreement of the inspector (for example, a dirty car might be correction by close of business with photo confirmation of cleanliness. A cracked windshield might be a requirement to provide a replacement date within 24 hours), and it is the Transportation Provider's responsibility to arrange for the re-inspection of the vehicle. Failure to present the vehicle for re-inspection, or failure to pass the second inspection, will result in the vehicle being "redlined."

A redlined vehicle may not be used to transport Participants. Transports performed in a "red-lined" vehicle will not be paid, and such activity shall be cause for the immediate termination of the Transportation Provider's contract with WellTrans.



In addition to the initial and annual safety inspections, Provider must conduct and document a daily walk around of each vehicle for observable issues (e.g., low or flat tire, non-functioning headlights or tail-lights, etc.) prior to performing services each day. The daily walk around inspection sheets, which must be pre-approved by WellTrans and Client, must be maintained and made available to WellTrans and or the Client upon request.

WellTrans does conduct random unscheduled inspections called “spot inspections” on a periodic basis as Compliance/ Quality officers deem necessary. Spot Inspections are used to evaluate several key safety items and other required documentation using an abbreviated inspection form. These inspections are to ensure that Providers are utilizing all safety equipment as well as conducting operations in a safe and effective manner. These inspections only take a few moments as to not delay any Provider longer than necessary. Any deficiencies will be reported back to the Provider and Director of Network Operations as well as a scheduled reinspection date should the vehicle and driver be on a probationary status and not redlined.

## Driver and Attendant Qualifications

All drivers or attendants used to perform services under the Transportation Agreement with WellTrans must, at a minimum, meet the qualifications listed in Appendix Attachment #5. All driver and attendant records and qualifications shall be submitted to and approved by WellTrans initially (prior to the driver or attendant performing services under the NEMT program) and refreshed annually. WellTrans may perform interim inspections of driver and attendant records as required by WellTrans in its sole discretion. Any driver or attendant failing to meet all of the listed qualifications, at any time, must be prohibited from driving under the Transportation Agreement with WellTrans.

All records concerning driver and attendant qualifications should be submitted via email to WellTrans’ Compliance and Credentialing Department by contacting the designated WellTrans Provider Relations Specialist for the provider’s designated region at [providerrelations@welltransnemt.com](mailto:providerrelations@welltransnemt.com).

If, while authorized as a driver, an event or circumstance occurs that alters any of the circumstances evaluated as part of the driver credentialing process outlined in the contract (whether during the course of employment or outside the course of employment), Provider has **three (3) business days** to report the event or circumstance to WellTrans to determine if it impacts the drivers ability to remain credentialed within the network.

Failure to notify of a change of status within the required time period can result in penalties imposed upon the Provider, up to and including termination from the network.

## Driver Training

All drivers utilized by Transportation Providers to deliver transportation services under the terms of this contract must have successfully completed the training requirements as defined in the Transportation Agreement and Manual Attachment #5.

## Safety and Participant Maltreatment



Serious safety violations will result in immediate exclusion of the Driver or Attendant from performing services for WellTrans and may result in a referral to the applicable law enforcement service for criminal investigation. Such violations include, but are not limited to:

- Failure to conduct visual vehicle sweep resulting in a Participant left unattended in a vehicle.
- Failure to comply with child passenger transportation safety requirements as described in this the Agreement and/or this Manual.
- Failure to properly secure wheelchairs.

## Transportation Provider Staff Orientation

A series of orientation sessions are conducted for Transportation Provider staff. These sessions are offered at convenient centralized locations, or the Transportation Provider's base of operations, or through internet facilitated presentations, as appropriate. The Transportation Provider will designate which persons on its staff should attend. The purpose of these orientation sessions is to meet with the Transportation Provider's staff and to outline basic information about how the program will operate. The Transportation Provider orientation program includes the following:

- Overview of NEMT Program and division of responsibilities between WellTrans and Transportation Providers
- Vehicle requirements
- Driver qualifications
- Driver conduct
- The use of attendants
- Scheduling procedures during regular operating hours, including criteria for determining the most appropriate mode of transportation for the Participant
- "After hours" or urgent care scheduling procedures
- Criteria for trip assignment
- Dispatching and delivery of services
- Procedures for billing and getting paid
- Driver customer service standards and requirements during pick-up, transport, and drop-off



- Record keeping and documentation requirements for scheduling, dispatching, and billing, including completion of required logs
- Complaint procedures
- Denial and appeals procedures

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

## Transportation Provider Operational Standards

The following operational standards are mandatory under the Transportation Provider Agreement.

1. Transportation Provider shall use only those vehicles, drivers and attendants that are properly registered to the Transportation Provider and pre-approved by WellTrans for use in performing transportation services for Participants under the Transportation Agreement.
2. Transportation Provider shall require the proper use of seat belts and shoulder restraints by all occupants, including the driver.
3. Transportation Provider shall require the use of child safety seats as required under Federal, State and local law. Drivers and attendants that install a child restraint or buzzer must receive appropriate training from a certified child passenger safety technician.
4. Transportation Provider's drivers engaged in transportation under the Transportation Agreement with WellTrans shall be properly trained to provide safe, courteous, and reliable transportation at all times.
5. Transportation Provider shall provide supportive invoice documentation that shall be retained by Transportation Provider for ten (10) years beyond the duration of the Transportation Agreement with WellTrans, including any extensions.
6. Upon reasonable notice, Transportation Provider shall permit WellTrans (or designee) to examine and/or audit trip documentation for Participants and will assist WellTrans in examining all requested documentation.

## Insurance, Licensure & Certification

Proof of all insurance, licensure and certification records required by the Transportation Agreement must be regularly submitted via email to WellTrans' Compliance and Credentialing Department by contacting the



designated WellTrans Provider Relations Specialist for the provider's designated region at [providerrelations@welltransnemt.com](mailto:providerrelations@welltransnemt.com). Insurance requirements are outlined in your Provider contract in Section II, Subparagraph C.



## Provider Payments

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Instructions and guidelines relating to provider payments are outlined in the WellTrans Billing Reference Guide.

Under no circumstances will any trip submitted later than 90 days after a trip date be paid.





## Maintenance of Records

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

1. Vehicle records, including at a minimum the following documentation for each vehicle:
  - Manufacturer and model
  - Model year
  - Vehicle identification number (VIN)
  - Odometer reading at the time the vehicle enters service for WellTrans assigned Participants
  - Type of vehicle (minibus, wheelchair van, stretcher van)
  - Capacity (number of passengers)
  - License tag number
  - Insurance certifications
  - Special equipment (wheelchair lift, etc.)
  - All maintenance records
  - Date, odometer reading and description of inspection activity (e.g., verification that vehicle meets Agreement requirements, inspection of equipment including brakes, tire tread, turn signals, horn, seat belts, air conditioning/heating, etc.). Records must be maintained of the initial inspection and all subsequent inspections and daily walk-a-rounds.
  
2. Records for each driver and attendant, including at a minimum the following documentation.
  - Name, date of birth and social security number
  - Copy of valid driver's license, to be updated as the license expires and is renewed (Drivers Only)
  - Prior driving record for previous five years obtained from Indiana State Police and updated annually, or upon request of WellTrans (Drivers Only)



- Copy of national criminal background check to be repeated annually
- Documentation confirming each driver and attendant has passed an initial ten- panel drug screen and is in an appropriate drug and alcohol testing program which mirrors the United States Department of Transportation requirements
- Copy of certificates and documentation of current first aid and CPR training, defensive driving, and lift operation and wheelchair securement training for wheelchair van drivers
- Copies of any training or certifications for assisting passengers with disabilities such as Passenger Assistance Safety and Sensitivity (PASS)
- Documentation of any complaints received about the driver and any accidents or moving violations involving the driver

## Trip Log

Transportation Providers that are completing trips manually are responsible for ensuring that each driver completes a daily Trip Log for every Participant scheduled for transportation by WellTrans. WellTrans shall provide a blank trip log form (included in the Appendix). All documentation of time shall be in military time. The daily Trip Log must include the following information for each trip leg:

- Date of service
- WellTrans trip identification “job number” for each trip leg
- Transportation Provider name
- Transportation Provider ID number
- Vehicle number
- Vehicle driver name and signature
- Participant name and telephone number
- Name of attendant and signature (if applicable)
- Actual arrival time at the pick-up
- No-show indicator, if applicable
- Scheduled appointment time with medical provider (A-leg only)
- Actual arrival time at the drop-off



- Participant's signature (or signature of a Participant's representative)
- Total mileage
- Signature of driver

Every Participant transported by the Transportation Provider shall sign the Trip Log. If the Participant is not physically or mentally capable of signing the Trip Log, the driver should attempt to obtain the signature of a representative from the pick-up or drop-off address (Provider office or facility). The representative should sign their own name, not the Participant's name. **Under no circumstances should anyone other than the Participant sign the Participant's name.**

**Providers utilizing TripSpark for trip completion will follow the processes outlined in the TripSpark Software Manual and WellTrans Provider Claims Submission and Billing Reference Guide.**



## Accidents, Incidents, and Moving Violations

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The Transportation Provider must immediately notify WellTrans by phone of moving violations issued while the vehicle was in use to provide services to a Participant, or of any accident or incident resulting in driver or Participant injury or fatality. A written WellTrans *Transportation Provider Accident/Incident Report* shall be submitted to WellTrans within twenty-four (24) hours after any accident or incident, including moving violations, regardless of whether a Participant or driver was injured. Follow-up documentation, such as a police report, shall be submitted within three (3) business days, or as soon the documents are available.

A *Transportation Provider Accident/Incident Report (included in Appendix)* must be used to report **all** accidents or incidents, which occur while providing NEMT services.

The Transportation Provider shall cooperate with WellTrans during any ensuing investigation.

The Transportation Provider shall cooperate with WellTrans during any ensuing investigation. It is also the responsibility of the provider to have the driver and or attendant associated with the incident drug and alcohol tested immediately. Results of the drug screen are to be sent to WellTrans within 72 hours of the test. This testing must happen any time a member is in the vehicle at the time of an accident or injured while in the care of the provider.



## Transportation Provider Transportation Agreement

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

## List of Attachments

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1. NEMT Program Definitions
2. Pick-up and Delivery Standards
3. General Vehicle Requirements
4. Driver and Attendant Requirements
5. Operational Forms
  - a. Trip Log
  - b. Reroute Form
  - c. Cancellation Form
  - d. Driver Update Form
  - e. Vehicle Update Form
  - f. Vehicle Inspection Form
  - g. Accident and Incident Report



## 1. NEMT Program Definitions

For purposes of Transportation Provider Agreement and the Transportation Provider Manual, as well as all Exhibits and Attachments thereto, the following terms have the meanings as defined below:

- a) "Agreement" shall mean the Transportation Provider Agreement, including all exhibits, and incorporates by reference WellTrans Transportation Provider Manual for Indiana Operations. Provisions of the Transportation Provider Agreement shall prevail in the event of any conflict with any provision of the Transportation Provider Manual.
- b) "Attendant" shall mean an individual provided by the Transportation Provider as requested by WellTrans. WellTrans will arrange with the Transportation Provider for the provision of one (1) attendant during transport when, in the judgment of the WellTrans, in consideration of all known factors or as required by the licensed health care provider, it is necessary to have an adult helper on a trip to assure the safety of all Participant passengers. The attendant remains with the vehicle after the Participant(s) has left the vehicle at its destination.
- c) "Client" shall mean the party or entity with which WellTrans has a Client Contract. Although the singular form is used "Client" shall be understood as plural in the event that WellTrans is under agreement with more than one party or entity in the state in which Provider operates.
- d) "Client Contract" shall mean the agreement between WellTrans and any other party or entity pursuant to which WellTrans provides non-emergency transportation management services for covered Participants. Although the singular form is used Client Contract shall be understood as plural in the event that WellTrans is under agreement with more than one party or entity in the state in which Provider operates.
- e) "Criminal background check" shall mean a background check and a National and State Sex Offender Registry check, at a minimum, for all available time periods prior to the hire date and annually thereafter.
- f) "Curb-to-curb" shall mean transportation service whereby the Participant meets and boards the vehicle at the curb of the pick-up address and disembarks at the curb of the drop-off address.
- g) "Door-to-door" shall mean transportation service whereby the driver parks the vehicle and meets the Participant at the threshold of the primary entrance of the pick-up address; assists the Participant to and into the vehicle, and delivers the Participant to the threshold of the primary entrance of the drop-off address. Door- to-door service may apply to ambulatory or wheelchair Participants.
- h) "Group Trip" shall mean any trip that has the same pick-up address and time and same drop-off address and time as a trip for another Participant.
- i) "Job number" shall mean a unique confirmation number generated by WellTrans for each trip reservation for each date of service.



- j) "Multi-load" shall mean a situation in which more than one Participant is transported in a vehicle at the same time to the same or different drop-off addresses.
- k) "Participant" shall mean any individual covered under the terms of a Client Contract and on whose behalf WellTrans arranges transportation services.
- l) "Personal Attendant" shall mean an individual (but may include a service animal) whose presence is medically necessary and required in order to assist a Participant during transport and while at the place of treatment. The Personal Attendant leaves the vehicle and remains with the Participant. A Personal Attendant (that is not a service animal) must be of legal age.
- m) "Reroute" shall mean a trip reservation that is refused by Provider and that is sent back to WellTrans 24 hours or more before the scheduled pick-up time in order to be re-directed to a different Transportation Provider.
- n) "Shared Ride Trip" shall mean any trip that has the same pick-up address and time as a trip for another Participant and whose drop-off address and time are near enough that the two trips could reasonably share the same vehicle. "Shared Ride Trip" shall also mean any trip that has the same drop-off address and time as a trip for another Participant and whose pick-up address and time are near enough that the two trips could reasonably share the same vehicle.
- o) "Trip Leg" shall mean any passenger conveyance from any one point to any one other point. Each stop within an individual passenger's conveyance may have multiple trip legs. For example, "A" leg from the members residence to the doctor's office; "B" leg from doctor's office to the pharmacy; "C" leg from pharmacy to member's residence.
- p) "Will call" shall mean a pick-up time that is not available at the time of reservation and that will be set based upon the time of a telephone call from the Participant to the Provider (or WellTrans) when he or she is ready to be picked-up after a medical appointment.





## 2. Pick Up and Delivery Standards

Provider shall provide transportation services that comply with the following minimum service standards. WellTrans' or Client's staff, or their official agent, may ride on trips with the Participant to monitor service.

- a) On time performance of scheduled pick-ups from a Participant's residence shall be the standard practice. Any pick-up more than ten (10) minutes after the scheduled pick-up time from a residence is considered to be a late pick-up. In addition, early arrival of the vehicle is permissible so long as no Participant is required to board the vehicle before the scheduled pick-up time.
- b) The driver shall make his presence known to the Participant upon arrival at the pick-up address and must wait at least ten (10) minutes after the scheduled pick-up time before the Participant may be considered a "no show." If the Participant is not present for pick up, the driver shall notify Provider's dispatcher before leaving the pick-up location and document the attempted pick-up on the daily trip log. Provider must immediately report all no shows events to WellTrans either by phoning the provider transportation line or marking the trip as a "no-show" in TripSpark, as appropriate.
- c) Provider shall deliver the Participant to scheduled medical appointments fifteen (15) minutes prior to the scheduled appointment, but no earlier than one (1) hour before the appointment, or no earlier than the opening of the medical provider's office, as applicable. Provider shall pick-up Participants for the return trip after a covered service appointment no more than 30 minutes after the scheduled pick-up time. The prearranged times may not be changed by Provider or the driver without prior permission from WellTrans. Provider's timely delivery of Participants to scheduled medical appointments will be included as a measure of on-time performance.
- d) For "will call" return pick-up reservations from a medical appointment, the Provider shall arrive within one (1) hour after the time WellTrans or Provider is notified that the Participant is ready to be picked up, or by the close of the business day for the medical service provider, whichever is earlier.
- e) If a delay of fifteen (15) minutes or more occurs in the course of picking up scheduled riders, Provider must contact waiting Participants to inform them of the delay and the expected arrival time of the vehicle. Provider must advise scheduled riders of alternate pick-up arrangements when appropriate.
- f) If a delay occurs that will result in a Participant being late for a medical appointment, Provider must contact WellTrans who will notify the medical provider of the late arrival.
- g) For same day hospital discharge reservations, Provider shall pick-up Participants within three hours after accepting the trip reservation from WellTrans.
- h) No Participant in a multi-load vehicle shall remain in the vehicle more than 20 minutes longer than the average travel time public transit line.
- i) Habitual failure to meet on-time and other service standards shall be a material breach of this Agreement and may result in termination of this Agreement.



- j) An adult Personal Attendant at least eighteen (18) years of age or older shall be permitted to accompany a child under eighteen (18) years of age, and in some cases, an adult Personal Attendant may be required to accompany the child. Provider shall, at no additional charge, transport an adult Personal Attendant of a minor Participant if and as directed by WellTrans. A minor Participant shall be transported in the rear seat or compartment of the vehicle and shall not be permitted to travel as a front seat passenger.
- k) A transportation Personal Attendant may ride with a Participant, if necessary, to assist the Participant. The Personal Attendant shall assist the patient and the driver as requested.
- l) Provider must allow service animals in the vehicle, as needed; however, other non-service animals shall not be allowed on board the vehicle.
- m) Provider shall confirm the scheduled pick-up time with the Participant at least 24- hours prior to the scheduled pick-up.



### 3. General Vehicle Requirements

All vehicles utilized by Provider in the performance of services under this Agreement must meet the requirements listed below. Each vehicle is subject to initial and monthly inspections by WellTrans, as well as interim inspections as required by WellTrans in its sole discretion. All vehicles must be made available to Client or its agent(s) for inspection at any time. Inspections performed by WellTrans do not replace or excuse the Provider from obtaining vehicle safety inspections as required by state or local law. Documentation of inspections performed by other agencies may suffice as long as WellTrans and Client have access to the inspection records, and the inspection standards meet or exceed those of this Agreement. Any vehicle found non-compliant with applicable local or state inspection standards, including, but not limited to, licensing requirements, operating authorities, safety standards, state highway and/or transportation department requirements, ADA regulations, or other State or Federal laws or regulations shall be immediately removed from service and shall pass a re-inspection before it may be used to provide transportation services for Participants under this Agreement.

- Vehicles shall comply with the Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation as well as Federal Transit Administration (FTA) regulations, as applicable for the type of vehicle utilized by Provider.
- The number of occupants in the vehicle, including the driver, shall not exceed the vehicle manufacturer's approved seating capacity.
- All vehicles shall have adequately functioning heating and air-conditioning systems and at all times shall maintain a temperature that is comfortable to the Participant.
- All vehicles shall have functioning seat belts and restraints as required by applicable law. All vehicles shall have an easily visible interior sign that states: "ALL PASSENGERS SHALL USE SEAT BELTS". Seat belts must be stored off the floor when not in use.
- Provider shall have at least two seat belt extensions available in each vehicle.
- All vehicles shall be equipped with at least one seat belt cutter that is kept within easy reach of the driver for use in emergency situations.
- All vehicles shall have an accurate, operating speedometer and odometer.
- All vehicles shall have two exterior rearview mirrors, one on each side of the vehicle.
- All vehicles shall be equipped with an interior mirror for monitoring the passenger compartment.
- The exterior of all vehicles shall be clean and free of broken mirrors or windows, excessive grime, major dents, or paint damage that detracts from the overall appearance of the vehicles.
- The interior of all vehicles shall be clean and free of torn upholstery, torn or damaged floor or ceiling



covering, damaged or broken seats, protruding sharp edges, dirt or litter, oil, grease, hazardous debris, or unsecured items.

- All vehicles and equipment must be maintained and operated in accordance with the manufacturers' state and federal safety and mechanical operating and maintenance standards.
- All vehicles shall have Provider's business name and telephone number displayed on at least both exterior sides. In compliance with HIPAA regulations, nowhere on any vehicle, including in Provider's business name, shall be the words Medicaid or any other verbiage which indicates that Medicaid members are riding in the vehicle.
- The Provider name and vehicle license number and WellTrans' toll-free and local phone numbers shall be displayed in the interior of each vehicle. This information, together with complaint procedures provided by WellTrans, and any additional requirements of either plan participation or State authorizing agencies, shall be available in writing and stored in a clearly visible location in each vehicle for distribution to Participants upon request.
- Smoking shall be prohibited in all vehicles at all times. All vehicles shall have an easily visible interior sign that states: "NO SMOKING".
- All vehicles shall carry a vehicle information packet containing vehicle registration, proof of insurance card, and accident procedures and forms.
- All vehicles shall be equipped with an Occupational Safety and Health Administration (OSHA) approved first aid kit on board, as well as a "spill kit" containing liquid spill absorbent, latex gloves, hazardous waste disposal bags, scrub brush, disinfectant and deodorizer.
- All vehicles shall be equipped with a multipurpose dry chemical fire extinguisher for use on Class A, B and C fires. With the exception of sedans, the fire extinguisher should be mounted securely within reach of the driver and visible to passengers for use in emergencies when the driver is incapacitated. In sedans, the extinguisher may be mounted securely in a rear compartment if there is no space for mounting it in the interior of the vehicle.
- All vehicles shall be equipped with three (3) portable triangular reflectors mounted on stands. Use of flares is prohibited and may not be carried on board.
- All vehicles shall carry extra electrical fuses.
- All vehicles shall carry a functioning flashlight and an ice scraper.
- All vehicles shall either have a functional GPS system or carry a current map of the applicable geographic area with sufficient detail to locate Participant and medical provider addresses.
- Provider shall utilize only its own leased or owned vehicles and shall not sublet, subcontract, or



arrange for transportation under this Agreement from any third party.

- All vehicles must be equipped with a 2-way communications system linking each vehicle with the Provider's primary place of business. Cell phones and 2-way radios are acceptable, but pagers are not acceptable substitutes. A vehicle with an inoperative 2-way communication system shall be placed out of service until the system is repaired or replaced.
- All vehicles must properly utilize approved child safety seats when transporting children in accordance with Federal, State and local laws and regulations. Participants are responsible for providing child safety seats when applicable unless otherwise informed by WellTrans in advance as part of the scheduled reservation. If the Participant scheduled to provide his/her own child safety seat does not provide the required safety seat(s) the Provider shall not transport the child and shall advise the Participant to contact WellTrans to reschedule the appointment.
- Multi-passenger vehicles used to transport children must have child safety precautions such as child safety buzzers.
- All vehicles shall have a functioning interior light within the passenger compartment.
- All vehicles shall have adequate sidewall padding and the vehicle's floor must be covered with commercial anti-skid flooring or carpeting. Flooring or carpeting in vehicles equipped to transport wheelchair passengers shall not interfere with wheelchair movement between the lift and the wheelchair positions.
- All vehicles with a floor threshold of greater than twelve (12) inches shall be equipped with a retractable step, fixed sideboard (running board), or a step stool approved by WellTrans to aid Participant boarding. An approved step stool shall have four (4) legs and with anti-skid tips; under no circumstances shall a milk crate or similar substitute be permitted on any vehicle. Removable steps shall be properly secured while the vehicle is in motion.
- Vehicles involved in an accident must be repaired and documentation must be provided to WellTrans before the vehicle can be put back to service under the Agreement.

Wheelchair Vehicle Requirements. All vehicles used to transport wheelchair passengers ("Wheelchair Vehicle") must meet the General Vehicle Requirements set forth above as well as American's with Disabilities Act requirements for wheelchair passengers as applicable to the vehicle type (i.e., lift equipped, ramp equipped, etc.).



#### 4. Driver and Attendant Qualifications

All drivers and attendants used to perform services under this Agreement shall, at a minimum, meet the applicable qualifications listed below. Records and qualifications for each driver and attendant must be submitted to WellTrans for initial and annual inspection, as well as interim inspections as required by WellTrans in its sole discretion. Any driver or attendant failing, at any time, to meet all of the applicable qualifications, or any requirements imposed by state or local law, shall be prohibited by Provider from providing service under this Agreement. WellTrans and the Client reserve the right to disallow any driver or attendant from performing services under this Agreement.

- a) All drivers and attendants shall be at least 21 years old. Drivers must have a current valid driver's license to operate the transportation vehicle to which they are assigned and must have no limitation or restrictions that would interfere with safe driving. This includes, but not limited to, medical conditions, ignition interlock restriction, or prescribed medication that would interfere with the safe, lawful operation of a motor vehicle.
- b) Provider shall obtain the prior driving record of each driver for previous five (5) years obtained from Indiana State Police or the Department of Motor vehicles for the state of Indiana and updated annually. Drivers with any combination of two (2) moving violations or accidents where the driver was at fault during the last twelve (12) months are ineligible to provide services under this Agreement and must be removed from service. Drivers with a conviction for driving while intoxicated or under the influence of a controlled substance within the previous three (3) years are ineligible to provide services under this Agreement and must be removed from service. Drivers shall not have had their driver's license (commercial or other) suspended or revoked in the previous five (5) years.
- c) Provider shall comply with any applicable laws and regulation regarding criminal background checks for all drivers and attendants, including fingerprinting as conducted by any law enforcement entity. A person who has been convicted of a misdemeanor or felony for a drug or substance abuse related offense during the last five (5) years cannot drive or attend passengers; a person who has been convicted of any sexual offense or crime of violence cannot drive or attend passengers; a person who has been convicted of any felony during the last five (5) years cannot drive or attend passengers; a person who has been convicted of a crime listed in A.C.A. §21-15-101 et seq, cannot drive or attend passengers, and a person who has been named as an offender or perpetrator in a true, substantiated or founded report from the Child Maltreatment Central Registry or the Adult and Long-Term Care Facility Resident Maltreatment Central Registry, cannot drive or attend passengers.
- d) Provider shall verify that drivers or attendants are not listed on any Indiana or National sex offender registry.
- e) Provider must notify WellTrans in writing, within three business days, when it becomes aware of a driver's or attendant's criminal conviction (felony or misdemeanor) or pending felony charges or placement on a State or National Sex Offender Registry as a perpetrator. This is an ongoing requirement during the term of the Agreement.



- f) All drivers must meet current and applicable state and federal motor carrier safety regulations and guidelines.
- g) All drivers and attendants must be clean, well-groomed, and neat in appearance and drivers must have competent driving habits and have general knowledge of the geography and conditions of the required driving environment.
- h) Provider shall not utilize drivers or attendants who are known abusers of alcohol or known consumers of narcotics or drugs/medications that would endanger the safety of Participants. If Provider suspects a driver to be driving under the influence of alcohol, narcotics or drugs/medications that could endanger the safety of Participants, Provider shall immediately remove the driver from providing service under this Agreement until a satisfactory review is completed. Provider must include all drivers are included in an appropriate United States Department of Transportation (USDOT) drug and alcohol testing program; or a non-USDOT drug and alcohol testing program which mirrors the USDOT requirements.
- i) Provider shall ensure that all drivers and attendants have been trained in the operation of the vehicle and equipment to which they are assigned, in Defensive Driving, Passenger Service and Safety, Blood Borne Pathogens, American Health Association or American Red Cross or equivalent training in First Aid, Cardio Pulmonary Resuscitation (CPR), documentation of child passenger safety, and the use of fire extinguishers. Drivers must also be trained in passenger handling techniques, ADA access equipment such as wheelchair movement and securement, boarding/loading assistance, and patient confidentiality as applicable to the vehicles they operate. Provider shall submit to WellTrans documentary proof that drivers and attendants have completed all required training prior to them providing services under this Agreement, as well as proof of annual and ongoing safety training.
- j) Provider shall excuse or otherwise reassign drivers or attendants from providing transportation services if they have an illness that could pose a threat to the health and well-being of Participants.

#### **Driver and Attendant Service Requirements and Performance**

- a) Drivers and attendants must maintain a professional and well-groomed appearance at all times. Jewelry or other accessories that may interfere with the vehicles operator's duties will not be permitted.
- b) All drivers and attendants must carry government issued identification (drivers must carry a valid driver's license) and wear and have visible a nametag that is easily readable and includes their name and the name of the Provider.
- c) No driver or attendant shall use alcohol, narcotics, illegal drugs, or drugs that impair his or her ability to perform while on duty or abuse alcohol or drugs at any time. A driver or attendant can use prescribed medication as long as his/her duties can still be performed in a safe manner and Provider has written documentation from a physician or pharmacist that the medication will not impact the ability of the driver.



- d) No drivers or attendants shall allow firearms, alcoholic beverages in opened containers, unauthorized controlled substances, or highly combustible materials to be transported in the vehicle.
- e) No drivers or attendants shall solicit or accept controlled substances, alcohol, or medications from Participants.
- f) No drivers or attendants shall make sexually explicit comments, or solicit sexual favors, or engage in sexual activity while in the course of their job duties.
- g) No drivers or attendants shall solicit or accept money from Participants except for the collection of applicable co-payments as authorized by the Client.
- h) All drivers and/or attendants shall provide an appropriate level of assistance to a Participant when requested or when required by the Participant's physical condition.
- i) At no time shall drivers or attendants smoke, while in the vehicle or while involved in Participant assistance, entering, or exiting the vehicle, or while in the presence of any Participant. Participants shall not be allowed to smoke in the vehicle.
- j) No drivers or attendants shall wear any type of headphones while on duty, with the exception of hands-free headsets for mobile telephones. Mobile telephones may only be used in performance of services under this Agreement or to call 911 in an emergency, and driver shall not talk on mobile phones and/or text when the vehicle is in motion.
- k) All drivers shall park the vehicle so that the Participant does not have to cross streets to reach the entrance of the destination.
- l) No drivers or attendant shall leave a Participant unattended at any time.
- m) Drivers or attendants must identify themselves and announce their presence at the entrance of the building at the specified pick-up location if the passenger is not waiting at the curbside.
- n) Drivers or attendants must assist the Participants in the process of being seated, including the fastening of seat belts. Drivers shall confirm prior to moving the vehicle that wheelchairs and wheelchair passengers are properly secured and that all Participants and the Driver are properly belted in their seat belts.
- o) All drivers and/or attendants must assist Participants to exit the vehicle, and as necessary, to and from the main door of the place of destination. All drivers shall confirm that the delivered passenger is safely inside his or her destination prior to vehicle departure.
- p) Drivers and/or attendants must provide physical support or assistance and oral directions to Participants. Such assistance shall also apply to wheelchairs and mobility-limited persons as they enter or exit the vehicle using a wheelchair lift or ramp. Such assistance shall also include stowage of mobility aids such as canes, walkers, and folding wheelchairs. Drivers shall notify WellTrans if





Participant language or communication issues interfere with the efficient and quality delivery of transportation services.

- q) All drivers and/or attendants shall assure that any packages are safely stored before the driver moves the vehicle. Drivers and/or attendants are not responsible for Participant's personal items.
- r) If a Participant or other passenger's behavior or any other condition impedes the safe operation of the vehicle, the driver shall park the vehicle in a safe location out of traffic, notify the Provider, and request assistance.
- s) Drivers or attendants that receive two (2) or more complaints from Participants within a five (5) business day period must not be utilized until a WellTrans approved corrective action plan is implemented. All complaints shall be documented and if valid, become a part of the driver's or attendant's permanent record.
- t) All drivers shall maintain a daily trip log that includes the following information:
  - i) Provider name
  - ii) Provider ID number
  - iii) Vehicle number
  - iv) Driver's name
  - v) Driver's signature
  - vi) Trip ID number (job number)
  - vii) Names of Participants transported
  - viii) Participant signature for each drop off (or indication that Participant refused or was unable to sign)
  - ix) Mode of transportation (authorized and actually performed)
  - x) Miles driven per odometer
  - xi) No show indicator, if applicable
  - xii) Actual arrival time at pick-up point
  - xiii) Actual arrival time at drop-off point
  - xiv) Date of service
  - xv) Name of attendant (if any) and attendant's signature



xvi) Authorization stamp or signature of Provider

## 5. Appendix and Operational Forms

- Trip Log
- Reroute Form
- Cancellation Form
- Driver Update Form
- Vehicle Update Form
- Vehicle Inspection Form
- Accident and Incident Report



### Indiana Provider Daily Trip Log

Provider / Facility Name:

Week Ending:

Driver Name (as it appears on the Driver's License):

Vehicle Number (last 6 digits of VIN):

Date of Service	WellTrans Confirmation Number	Level of Service (A / W)	Member's Name	Pick-Up Time	Drop-Off Time	Total Trip Mileage Per Leg	Total Receipt Amount	Per Trip Billed Amount Per Leg	Member's Signature	Member Unable to Sign UTS?

"Leg" of a transport is the point of pick-up to the destination. **Example:** Picking a member up at residence and transporting them to the doctor's office would be considered the first leg of the trip. Picking the same member up at the doctor's office and transporting them back to their residence would be considered the second leg of the trip. Each leg of the transport must be documented on separate lines. A signature is required for each driver log submitted. Pick-up and drop-off times must be documented and in military time for compliance purposes.

I understand that WellTrans will verify the accuracy of the mileage being reported and I hereby certify that all trips on this log have been completed as per the WellTrans Manifest.

\_\_\_\_\_

Driver / Facility StaffPrint NamePosition

**WellTrans Claims Department, 7155 Shadeland Station Way, Suite 190, Indianapolis, IN 46256**





## Provider Cancellation Form

PROVIDER NAME: \_\_\_\_\_

Date of Service	Name of Member	Confirmation #	A Leg CXL	B Leg CXL	Cancel Code*

\* Use one of the Cancel Code codes below.

Cancel Reason	Cancel Code
Cancel at Door / Late Arrival	2
Rider Not Read	45
Rider in the Hospital	26
Wrong Level of Service Assigned	20
Weather / Disaster	6
Bad Address	10
Rider no longer goes to Medical Facility	22

Cancel Reason	Cancel Code
Rider No Show	1
Rider is Sick	4
Member's Appointment Canceled	6
Transportation Provider Late	7
Rider transported by another Provider	25
Wrong Date of Service	0
Rider Refused Transportation	27

### IMPORTANT

The *Provider Cancellation Report* must be received no later than 12 pm ET following the date of service.  
Fax your completed report to 317-875-4670.





# Indiana Vehicle Update Form

Provider Company Name: \_\_\_\_\_

Date: \_\_\_\_\_ Circle One: **ADD** **UPDATE** **DELETE**

Completed By: \_\_\_\_\_

VIN #	Make	Model	Year	Type of Vehicle	License Plate #	Tag Expiration	Odometer Reading	Tag Registration

Do not send in vehicle inspections as vehicle addition notification. Send in this sheet for updates and additions (include registration and inspection).

Mail or fax a copy of the updated form and documents to:

WellTrans Indiana Compliance Dept.  
7155 Shadeland Station Way, Suite 190  
Indianapolis, IN 46256

Fax: 317-875-4670







### IN Vehicle Inspection Form

Transportation Provider: \_\_\_\_\_ Provider Number: \_\_\_\_\_

Vehicle Make: \_\_\_\_\_ Year: \_\_\_\_\_ Capacity: \_\_\_\_\_

VIN #: \_\_\_\_\_ NEW ADD DELETE (Circle One)

Inspection Date: \_\_\_\_\_ Inspection Time: \_\_\_\_\_ Odometer Reading: \_\_\_\_\_

Check Items	Pass	In service for 10 more days ??? Inspect	Fail	Check Items	Pass	In service for 10 more days ??? Inspect	Fail
<b>Exterior Safety</b>				<b>Signs</b>			
Horn **				Exterior Signage			
2 Exterior Mirrors **				Exterior Signage for Stops @ RR Crossings			
Brakes **				Valid Inspection Sicker			
Brake Lights **				"No Smoking/Eating/Drinking"			
Headlights **				"All Passengers Wear Seat Belts"			
Turn Signals **				Placard Signs (Interior)			
Parking Brakes **				<b>Structural</b>			
Tires - 3/32 **				Wall Padded/Headliner			
<b>Communication</b>				Rubber/Carpet Floor			
2-Way Radio **				Internal Fish-Eye Mirror			
Cellular Phones **				Vehicle Body Integrity			
<b>Interior Safety Equipment</b>				Doors Operational **			
Seat Belts **				Step-Running Board			
2 Seat Belt Extensions				W/Chair Lift Vehicle   Hydraulic Drop Floor (Circle One)			
Seat Belt Cutter **				56" Head Room **			
Electrical Fuses				Hydraulic/Electric Lift			
Flashlight				Handrails **			
Ice Scraper				Shoulder Restraint **			
Spill Kit				Lap Belt **			
First Aid Kit				4 Floor Straps-Forward Facing **			
Fire Extinguisher Mounted **				Lift Lock In Up/Position **			
Fire Extinguisher Tagged				Engine Interlock **			
3 Emergency Reflectors				Lift Reflector Tape			
Reflective Safety Vest				Ramp/Lift 600 lbs. Capacity			
Interior Lights				Lift Platform 30W x 48L			
Upholstery				Lift Control Securement **			
Clean Interior				Metal Mesh Non-Skid Plate **			
Windows **				1" Anti-Roll-Off Barrier **			
Operational A/C **				56"H x 30"W Door Opening **			
Operational Heat **				Emergency Manual Lift **			
Operational Speedometer Odometer				<b>Stretcher Vehicle</b>			
<b>Information Package</b>				Gurney - 400 lbs. Capacity **			
Broker Contact Info				Gurney Lowering and Raise			
Registration				Gurney - 3 Belt Minimum			
Insurance ID Card				Manufacturer Gurney Mounts **			
Accident/Incident Forms				<b>Comments</b>			
GPS/Map - Service Area							

\*\* Vehicle may be Red-Lined.

VEHICLE STATUS (circle one):

Pass Pass w/Qualifications Fail/Redline

RE-INSPECT DATE: \_\_\_\_\_

(If status is "Pass w/Qualifications, re-inspect within 10 days)

FIELD MONITOR SIGNATURE: \_\_\_\_\_



### Member Accident / Incident Report

Member Name: _____	Trip #: _____
Member ID: _____	Level of Service: _____
Provide Name: _____	
Driver Name: _____	
Vehicle, VIN, Lic #: _____	

Date of Incident: _____	Time of Incident: _____
Location of Incident: _____	
Date and Time Reported to WellTrans: _____	

Nature of Incident (mark with an X)

Auto Accident:	<input type="checkbox"/>	Patient Injury:	<input type="checkbox"/>	Other:	<input type="checkbox"/>
Rider Injury:	<input type="checkbox"/>	Provider Complaint:	<input type="checkbox"/>		

Member Disposition (mark with an X)

Treat on Scene:	<input type="checkbox"/>	Taken to Hospital By TP:	<input type="checkbox"/>	Taken to Hospital by EMS:	<input type="checkbox"/>
Refused Treatment	<input type="checkbox"/>	Member Claims Uninjured:	<input type="checkbox"/>		

**Driver's Statement:**

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All accidents/incidents must be reported to WellTrans immediately following occurrence. Contact WellTrans at 204-808-4409

Member Accident / Incident Report 08/2020



