
CHAPTER 10: MEDICAL TRANSPORTATION

SECTION 10.4: NEMT - PROVIDER RESPONSIBILITIES**PAGE(S) 4**

PROVIDER RESPONSIBILITIES

The transportation broker shall ensure that transportation providers comply with the following provider responsibilities for all non-emergency medical transportation (NEMT) services within this section.

Travel and Wait Times

Transportation providers must perform services in a timely and professional manner. The transportation broker shall ensure that providers meet the following standards:

1. Beneficiaries must arrive at least 15 minutes, but no more than two hours, prior to their appointments;
2. If the transportation provider arrives prior to the healthcare provider's business hours, the transportation provider shall remain with the beneficiary until the business opens;
3. Upon completion of the appointment, beneficiaries shall be picked up within the healthcare provider's business hours and:
 - a. For prescheduled pick-ups, no more than two hours after the appointment has concluded; and
 - b. For beneficiaries using the will-call option for the return trip, no more than two hours after the will-call request.
4. Beneficiaries shall not be in the vehicle for more than one hour beyond the estimated travel time.

Vehicle Operation Requirements, Safety, and Professionalism

Drivers should project responsible, professional and courteous behavior. Drivers must **exercise the utmost safety** in caring for beneficiaries while transporting them and guard against becoming insensitive to their physical and emotional conditions.

CHAPTER 10: MEDICAL TRANSPORTATION

SECTION 10.4: NEMT - PROVIDER RESPONSIBILITIES**PAGE(S) 4**

Drivers must ensure the following:

1. Equipment and vehicle used are kept clean and serviceable at all times;
2. Laws of the state of Louisiana are observed while transporting passengers; and
3. Vehicle is safe and in good operating condition.

NOTE: A vehicle must not be driven unless the driver determines that the following parts and accessories are in good working order:

1. Vehicle brakes;
2. Parking brakes;
3. Steering mechanism;
4. Lighting devices and reflectors;
5. Tires;
6. Horn;
7. Windshield wipers; and
8. Mirrors.

Drivers must ensure the following:

1. Come to a complete stop at all railroad crossings;
2. Utilize the proper procedures required to move beneficiaries into and out of the vehicle equipped to transport non-ambulatory, wheelchair beneficiaries;
3. Ensure that all passengers are wearing seatbelts or are otherwise secured. If the passenger uses a wheelchair during transport, the driver must ensure the appropriate use of an occupant restraint system. Lap positioning belts and chest straps are not sufficient safety restraints for wheelchair passengers;

CHAPTER 10: MEDICAL TRANSPORTATION

SECTION 10.4: NEMT - PROVIDER RESPONSIBILITIES**PAGE(S) 4**

4. Ensure that no smoking or vaping occurs in the vehicle as in accordance with current Occupational, Safety and Health Administration (OSHA) regulations;
5. Always turn the engine off when fueling a motor vehicle, and never fuel the vehicle where there is smoke or an open flame; and
6. Ensure that vehicles are not towed or pushed with passengers on board.

Drivers must not:

1. Use or be under the influence of alcohol within four hours before going on duty or while operating, or having physical control of, a vehicle;
2. Be under the influence of an amphetamine or any formulation thereof, a narcotic drug or any derivative thereof, or other substance to a degree which renders the driver incapable of safely operating a vehicle;
3. Use or be under the influence of marijuana, including therapeutic or medical marijuana as permitted by state law, while operating, or having physical control of, a vehicle. The crossing of state lines with medical marijuana as well as the unlawful distribution, dispensation, possession, or use of marijuana in the workplace is otherwise prohibited;

Drivers shall ensure the proper installation and usage of the child passenger restraint systems in compliance with La. R.S. 32:295. Non-compliance with these laws may result in immediate suspension and/or removal of the driver and/or provider.

Emergency Action Procedure

If an emergency arises while transporting a beneficiary, the driver must immediately assess the situation and determine whether to:

1. Stop the vehicle and assist with the emergency;
2. Proceed immediately to the nearest medical facility; or
3. Call 911 for emergency medical assistance.

CHAPTER 10: MEDICAL TRANSPORTATION**SECTION 10.4: NEMT - PROVIDER RESPONSIBILITIES** **PAGE(S) 4**

If the beneficiary is taken to an emergency medical facility, the driver must immediately notify the Louisiana Department of Health (LDH), the transportation broker, and a member of the beneficiary's family. When driving to the emergency medical facility, the driver should remain calm and alert and drive as quickly as conditions permit for safe vehicle operation.

Incident Reporting Requirements

Drivers who are involved in an incident shall notify emergency services immediately and in accordance with La. R.S. 32:398.

The transportation provider must report the following to the transportation broker:

Reporting Requirements	Reporting Period
For all motor vehicle accidents: 1. Time, date, location, and summary of incident; 2. Provider name; 3. Driver and vehicle information; 4. Beneficiary name, Medicaid ID number, and contact information; 5. Name and contact information for all other passengers; 6. Injuries sustained; 7. Names and contact information of witnesses; 8. Any police issued citations or summons; and 9. Results of drug screen which was conducted within 12 hours of the incident.	Within 72 hours of the accident
Copy of the Louisiana Uniform Motor Vehicle Accident Report	Within 15 business days of the accident
Written report of all incidents when a Medicaid beneficiary dies or is injured while in the provider's care, regardless of the cause	Within 72 hours of the incident

The transportation broker shall provide a detailed accounting of each incident to LDH upon notification by the provider.