



CREDENTIALING CRITERIA AND STANDARDS

NETWORK MANAGER INITIALS & DATE	TITLE	STANDARD
	Licensure and Compliance	The organization must have and provide copies of all current licenses required by state or federal laws.
	Organizational Structure	The organization must have and provide a copy of their internal structure.
	Insurance	The organization must have and provide evidence of adequate insurance as required by the Provider Network Manual. A2C must be named as additional insured.
	Policies and Procedures	The organization must have and maintain written policies and procedures. These should describe all aspects of the operations and address all operational requirements by state or federal laws.
	Backup Services Plan	The organization must have and maintain Backup Service Plans for addressing vehicle malfunctions or communication outages.
	Complaint Tracking, Reporting and Resolution	The organization must have and maintain a system to track, report and document resolution of complaints.
	Incident Reporting	The organization must have and maintain a method of reporting incidents inclusive of accident reporting.
	Employee Substance Screening	The organization must have and maintain current copies of employee substance screening as required by law for all personnel providing patient services.



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	Driver's DMV and Criminal Background Checks	The organization must have and provide copy of Driver DMV and Criminal Background checks for all personnel providing patient services with routine rechecks at least annually.
	Debarment	The Provider must not be on any applicable state or federal debarment list
	Driver Training	The organization must have and maintain a driver training program that addresses utilization of safety restraints, non-smoking, safe driving, defensive driving and patient assistance.
	Dispatcher Training	The organization must have a dispatcher training program and written procedures must exist.
	Vehicle Maintenance	The organization must have a documented vehicle cleaning and preventive maintenance program.
	Service Requests	The organization must have the ability to document and maintain forms on all service requests.
	Response Time Reports	The organization must have the ability to track and report on actual response times.
	Billing and Collections	The organization must have written policies and procedures for submitting billings and demonstrate the ability to collect for services.

After review and inspection of all applicable documents and records, I attest that _____ has met the above credentialing/requirements. Attached are copies of the required documents.

AMR Network Manager

Date