	TRANSPORTATION PROVIDER CREDENTIALING POLICY	
	Policy 401	Job Classes: Commercial Network Transportation
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	Responsible Party: Credentialing Department	

1. Purpose:

Define Access2Care’s and client-specific guidelines during the initial credentialing process. Define continuous credentialing maintenance of Transportation Providers and outline required credentialing documents.

2. Policy:


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

3. Process

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

4. Credentialing Requirements:


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

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

Company Credentialing


- If applicable, a completed Transportation Providers Application
- Subcontractor Agreement
- Provider Contact Sheet
- W-9 Form
- ACH Form
 - Copy of a Voided Check
- Completed CMS Disclosure of Ownership Form (must be signed and dated)
 - The states of Kansas, Iowa, New York, Tennessee, Washington and West Virginia require state issued forms
 - All Owners listed in the DOO must submit a legible copy of their Driver's License
- Copy of Business License (if applicable)
- Copy of Local transportation license (if applicable)
- Company Substance Abuse Testing Policy (must include Initial, Random, Post Accident and reasonable Suspicion Testing; must be signed and dated)
- ACORD Insurance Certificate with Access2Care as additional insured meeting the following liability limits:
 - Insurance limits as outlined in the addendum page included in the last page of this policy, as amended
 - Minimum State requirements where no client specific insurance requirements are required
 - If Self-Insured, a Self-Insurance letter on company letterhead referencing the authorizing statute.

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- Copies of Vehicle Registrations
- Daily Vehicle Inspection Attestation
- Non-Driver Employee Roster
- If an FTA Formulary Grant recipient (ex. 5307, 5311, 5311(c)(2)(B)) Recipients of other FTA grants may be considered if funding is awarded for operating expenses, evidence must be provided demonstrating the specific grant awarded and effective dates. Recipient shall be excluded from applicable elements of Access2Care credentialing requirements.
- Company must not be an excluded SAM/OIG entity, prior to activation in SalesForce. Credentialing Oversight Unit staff will run the initial SAM/OIG checks and upload a copy of the results page in the Transportation Provider file utilizing Streamline Verify or similar database vendor application.
- If applicable, Transportation Providers safety and operational policies and procedures
- Handling emergencies and security threats; Security and threat awareness (Attestation)
- If applicable, Vehicle equipment familiarization including vehicle inspections (Attestation)
- All Transportation Providers employees with direct contact with members must be able to communicate in English (Added to the Job Duties Attestation) (Effective July 1, 2015) – One-time requirement

Driver Credentialing:

Transportation Providers must submit current copies of required driver documents to Network Specialists. Driver credentialing can take up to but not limited to 180 days to complete based on Transportation Provider contracting and credentialing process. Post 180 day, the Transportation Provider must submit attestation that drivers in the current credentialing process did not have break in employment. If the driver did have a break in employment, Transportation Provider must submit all new driver documentation. New Providers must complete the initial credentialing process within one hundred eighty (180) days from the date the Provider Application or Contract is signed, whichever is later. After one hundred eighty (180) days, the Transportation Providers must submit an attestation verifying the accuracy of the previously

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submitted information and submit updated information, if applicable. Transportation Providers must submit copies of the following documents for their drivers:

Primary Driver Credentialing Requirements

All primary credentialing requirements are due before the driver is allowed to complete services for Access2Care. Several credentialing requirements have expiration dates that will need renewal as applicable.

- All drivers must be at least 18 years old
- Copy of current, valid Driver's License
- Copy of a recent, no more than 90 days old, MVR check (initially and annually thereafter)
 - Drivers must have no more than two (2) chargeable accidents or two (2) moving violations in the last three (3) years.
 - Drivers must not have a driver's license suspension or revocation for moving traffic violations within the previous five (5) years.
- Proof of Pre-Employment drug test (If applicable as required by local regulation or at the request of Access2Care, proof of a DOT as required in CFR Title 49 chapter 40 and 655). Employees hired prior to the Transportation Provider becoming an Access2Care Transportation Provider must have a pre-employment drug test as part of the initial driver credentialing process and before the employee can work under the Access2Care contract.
 - Pre-Employment date is the date the driver was hired by the transportation provider or the credentialed date. Transportation Providers instituting a drug testing policy to become a credentialed Transportation Provider with Access2Care will need to complete drug testing on all drivers.
 - If a driver had a pre-employment drug test greater than 180 days and there has not been a break in employment with Transportation Provider, Access2Care we will accept the pre-employment drug test. The Transportation Provider will complete an Attestation verifying that there has not been a



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break in employment for the identified driver. Copies of completed drug testing results will be provided to Access2Care.

- Copy of National Background Check, no more than 90-days old prior to submitting the driver credentialing files to be processed for services with Access2Care, (initial and annually thereafter)
 - Transportation Providers are required to go through government-mandated background checks, where records are retained and checked for an extended period of time, may submit an attestation when complying with the statutorily mandated background check;
 - Drivers must not have been convicted of any felony crime and/or misdemeanor in the last seven (7) years related to;
 - Fraud, theft, embezzlement, breach of fiduciary responsibility, or other financial misconduct; elder abuse; patient abuse in connection with the delivery of a health care item or service; unlawful manufacture, distribution, prescription, or dispensing of a controlled substance; and any felony or misdemeanor conviction for child abuse, elderly abuse, domestic violence, criminal sexual conduct, drugs or weapons.
 - Occuscreen is Access2Care’s preferred vendor for national background checks, MVR’s and Drug Screens (Effective April 3, 2019)
 - National background checks from other vendors will be reviewed and approved by the Credentialing Oversight Unit Manager (Effective April 3, 2019)
- Initial National/State Sex Offender Check, no more than 90-days old completed by Access2Care – Completed Annually thereafter by Access2Care
- Employee SAM/OIG Check, no more than 90-days old-Initial and Monthly Completed by Access2Care
 - SAM/OIG checks to be completed using Streamline Verify or similar database. Database to include review of all published state Medicaid exclusions list (Effective April 3, 2019)
- Driver Attestation attesting that the person is physically and mentally able to drive – One-time requirement (Effective July 1, 2015)

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- Proof of CPR Training – 2-year renewal
- Wheelchair securement tie-down and lift operation training completed by Transportation Provider (if applicable) or Proof of Passenger Assistance Training – 3-year renewal
- HIPAA Training Attestation – annual renewal
- Proof of Passenger Assistance Training – 3-year renewal


Transportation Providers that have verified internal training programs by Access2Care may substitute those trainings for items above for primary training. Transportation Provider will need to provide individual Certificates of Completion with test score (as applicable), training rosters, and the curriculum of the internal training programs

Secondary Driver Training/Documents

All secondary credentialing requirements are due within in 90 days of initial credentialing date, unless otherwise noted.

- Proof of General Compliance and Fraud, Waste and Abuse Training or Training Attestation (Initial and annual updates) – annual renewal
 - Proof of initial training is due within 30 days of the initial credentialing date
- Code of Conduct Attestation – annual renewal
 - Proof of initial training is due within 30 days of the initial credentialing date
- Proof of First Aid Training (Drivers that hold a current EMT or Paramedic license, or a licensure that requires similar training, will be accepted in lieu of requirements) – 2-year renewal
- Proof of Defensive Driving Training – one-time requirement
- Non-Tobacco/Cell Phone Texting Restriction Attestation – one-time requirement

Transportation Providers that have verified internal training programs by Access2Care may substitute those trainings for items above for secondary training. Transportation Provider will need to provide individual Certificates of Completion with test score (as applicable), training rosters, and the curriculum of the internal training programs

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Vehicle Information:

- Current vehicle registration
- All vehicles used to complete Access2Care trips will be physically inspected during the onsite visit by the Access2Care Network Specialist for the initial credentialing and thereafter based on an Access2Care client or regional Access2Care Network Team visit schedule.
 - In lieu of the Annual Inspection performed by the Network Specialist, virtual inspections are an approved methodology with the use of technology, subject to credentialing oversight unit and Access2Care Client approval.
 - Alternative inspection processes may be used when necessary and approved by the Regional Manager of Transportation Networks, including but not limited to Access2Care completed inspection checklist or Federal, State, County, Transportation Providers inspections.
- Wheelchair vehicles must meet current ADA standards
- For vehicle safety standards, refer to Access2Care Policy 423a, Vehicle Safety

5. Credentialing Committee:

The National Credentialing Oversight Unit Manager is responsible for the Credentialing Oversight Unit and aspects of the credentialing process including initial credentialing and re-credentialing of Transportation Providers, reporting and record-tracking. The Credentialing Oversight Unit staff processes credentialing documents, track document currency and prepares Network responses to Plan Audits.

The Regional Director is responsible for their market network and directs the work of the Regional Network Manager, or equivalent. The Regional Director has the final authority on contract and rate negotiations, Transportation Providers selection, retention and termination and reports to the Vice President of Operations.

The credentialing process is as follows:



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1. Transportation Providers submit credentialing documents to their respective Network Specialist.
2. Network Specialists must screen and submit documents to the Credentialing Unit.
3. The Credentialing Oversight Unit creates a Transportation Provider file in Salesforce and uploads the information submitted by the Network Specialists.
4. The Credentialing Oversight Unit staff communicates directly with Network Specialists through the process of collecting and review of documents.
5. The Credentialing manager guides the Credentialing Oversight Unit staff through the review of submitted documents and makes any necessary adjustments for final acceptance of submitted documents.
6. Once the Transportation Provider meets primary credentialing requirements, Credentialing Oversight Unit staff will send an email to the Network personnel advising that the Provider is "Good-To-Go" in front of the Credentialing Committee for final review.
7. The credentialing Committee will meet, discuss and ask any questions about the Provider.
8. The Credentialing Committee will decide to accept or reject the application. The decision will be documented in the Credentialing Committee Review and Recommendation Form and the form is uploaded in the Providers file.
9. If rejected, the reason for the rejection will be documented in the Credentialing Committee Review and Recommendation Form. The Transportation Providers will be informed of the decision and given an opportunity to correct or amend the application.
10. If approved, the Network Specialists will be given the authorization to initiate contract negotiations.
11. Network Specialists negotiate the contract and rates with the Transportation Providers and submit a proposed contract signed by the Transportation Providers to the Network Manager.
12. The Network Manager reviews and submits the proposed contract to the Regional Director for approval.
13. When approved, the contract is forwarded to the Network Manager, Network Specialists, and the Credentialing Oversight Unit to be uploaded into the Contract Database.
14. Once the contract is uploaded into the Contract Database and the primary driver credential requirements have been met, Credentialing Oversight Unit staff uploads

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- a copy of the executed contract into the Transportation Providers' Salesforce file, All AP payment documents are submitted to claims department.
15. Upon receipt of confirmation that provider has been set-up for payment, Credentialing Oversight Unit activates the Provider file in Salesforce and notifies the Network Specialist, Network Manager and the Regional Network Director.
 16. Network Specialists conduct a training session with the Transportation Providers to train Transportation Providers staff how to use the Access2Care scheduling and credentialing tools. Provider signs an attestation of this training
 - The Network Specialists will perform provider in-service visits. At this time, the Transportation Providers will be granted access to the Access2Care training site and the Network Specialist will conduct a review of the provider's driver training program.
 17. Once the Transportation Provider has been trained on the Access2Care scheduling and credentialing tools and Network personnel give Credentialing Oversight Unit confirmation of this, the provider is activated in TPM.
 18. Transportation Providers files are reviewed on a weekly daily basis to identify any documents due to expire within the following 31 days and to allow Network Specialists enough time to request replacement documents from Transportation Providers to maintain credentialed status.
 19. Our internal process ensures providers, drivers and vehicles are re-credentialed on a weekly basis through monitoring of internal reporting contained within Policy 421. The reports monitor expiring information as well as are utilized by the department to re-credential and review files.
 20. Transportation Providers become credentialed daily as provider files are processed. The Credentialing Committee meet, and process Transportation Providers as needed-on an Ad Hoc basis.

Where applicable, Federal, State, and Local requirements may supersede the Access2Care policy

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Alabama Credentialing Deviations

State General Liability Insurance Requirements

Kind of Equipment	Limit for bodily injuries to or death of one person	Limit for bodily injuries to or death of all persons injured or killed in any one accident (subject to max shown in Column 1)	Limit for loss or damage in any one accident to property of others (excluding cargo)
Passenger Equipment seating 5 or less	\$25,000.00	\$50,000.00	\$10,000.00
Passenger Equipment seating 5 - 20 passengers	\$50,000.00	\$200,000.00	\$30,000.00
Passenger Equipment seating more than 20 passengers	\$100,000.00	\$500,000.00	\$50,000.00

PSC license is required for state wide operations. If the transportation company operates in local areas only, the local cities require authority (business license)

California Credentialing Deviations


It does not substitute any Access2Care credentialing requirements.

District of Columbia

WMATC (Washington Metropolitan Area Transit Commission) is the governing body for DC transportation and have published Rules of Practice and Procedure. While exemptions exist, to become licensed within the District a transportation company must obtain a permit of operations. A current permit must be submitted to Access2Care to verify the satisfaction of;

Vehicle Roster

Vehicle Registrations

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Vehicle Inspections
 Vehicle Safety Equipment, including but not limited to Fire Extinguisher and First Aid Kit
 Substance Abuse Testing Policy
 Business License
 Driver MVR
 Driver Substance Abuse Testing
 Driver State and National Background Check
 Driver Sex Registry
 Driver Health & Wellness
 Wheelchair Securement and Passenger Assistance Training

Delaware Credentialing Deviations


CPCN LICENSE - Exempt Public vehicles, and Ambulances. It does not substitute any Access2Care credentialing requirements.

Florida Credentialing Deviations

The Managed Care Plan shall ensure compliance with the minimum liability insurance requirement of \$200,000 per person and \$300,000 per incident for all transportation services purchased or provided for the transportation disadvantaged through the Managed Care Plan. (See s. 768.28(5), F.S.) The Managed Care Plan shall indemnify and hold harmless the local, state, and federal governments and their entities and the Agency from any liabilities arising out of or due to an accident or negligence on the part of the Managed Care Plan and/or all transportation providers under contract to the Managed Care Plan.

Transportation providers performing Medicaid trips and attesting to completion of medical examinations, will be subject to random inspection to ensure the documents are dated prior to the date of hire and were completed by a MD, DO or PA.

Florida drivers performing Medicaid transports convicted of felony crime and/or misdemeanors related to the list of convictions stated within are not limited to the seven (7) year look back period.

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Florida Driver's License verification checks to take place upon initial credentialing process through

<https://services.flhsmv.gov/DLCheck/?AspxAutoDetectCookieSupport=1> *

Subcontractor Representations and warranties attestation that information received via the transportation provider is true and correct. *

*Process is applicable to new providers only as of May 2018. Existing providers will be grandfathered in with this new process. The only time an existing provider will have to complete this attestation is if the provider is inactivated for credentialing reasons. At that point they will go through our re-credentialing process and they will have to comply with the implementation of attestation.

Georgia Credentialing Deviations

Unless you decide to self-insure your vehicle, you must purchase and maintain liability insurance that includes:

\$25,000 per person for bodily injury


\$50,000 per accident for bodily injury to two or more people

\$25,000 per accident for property damage

New Hampshire Credentialing Deviations

(i) commercial general liability insurance with a limit of not less than \$1,000,000 per occurrence; (ii) umbrella liability insurance with a limit of not less than \$5,000,000 in the aggregate; (iii) automobile liability insurance with a limit of not less than \$1,000,000 combined single limit; (iv) workers' compensation insurance with limits sufficient to meet statutory requirements and (v) professional liability insurance with a limit of not less than \$1,000,000 in the aggregate and other insurance as is reasonably acceptable to MCO to insure Vendor and its officers and employees acting within the scope of their duties, against any claims for property damage, personal injury or death occasioned directly or indirectly by Vendor or by its officers or employees, in connection with the performance of Vendor's responsibilities under this Agreement.

Maryland Credentialing Deviations

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Maryland requires a Motor Carrier license. It does not substitute any Access2Care credentialing requirements.

Michigan Credentialing Deviations

General Liability is not required in MI. MI does require Bodily Injury & Property Damage insurance and is a condition of the MDOT Certificate.

Worker's Compensation Insurance is not required if

If sole proprietor, with no employees

Employees are immediate family

Less than 3 employees

Drivers are subcontractors, not employees

3Vehicle Inspections are not required in lieu of a valid MDOT certificate. MDOT does not inspect wheelchair lifts or securement devices. Any vehicle equipped to transport wheelchair members DOES require inspection by Access2Care to ensure compliance with this policy.

Vehicle Insurance Acord is required

General Liability Insurance is waived with a valid MDOT certificate

Worker's Compensation is waived if a valid BWC 337 form is on file; otherwise Worker's Compensation is required.

Inspection checklists are not applicable for non-wheelchair vehicles

Requirement waived in lieu of MDOT certificate

Mississippi Credentialing Deviations

\$25,000 per person per single accident

\$50,000 per accident for bodily injury

\$25,000 per accident for property damage


Business license is not required by the state.

Missouri Credentialing Deviations

Companies, drivers, and vehicles performing service in St. Louis City or St. Louis County require a St. Louis Taxi Cab license. This license supersedes all Access2Care credentialing requirements.

Ohio Credentialing Deviations


Throughout the term of the subcontract with Vendor, and for so long as Vendor Provider is providing Transportation Services in accordance with this Agreement, Vendor Provider

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shall obtain and maintain insurance, including but not limited to automobile liability insurance and general commercial liability insurance, as is necessary to provide coverage for losses and liabilities arising out of the acts and/or omissions of Vendor Providers (or their respective employees and/or agents) in the performance of, or injuries sustained during the provision of, Transportation Services to Covered Persons as contemplated in this Agreement. Such insurance coverage shall be in amounts that are in keeping with industry standards and that are acceptable to Vendor and HMO, the minimum amounts of which shall be not less than \$100,000 for bodily injury and property damage to one person for any one accident, and \$300,000 for bodily injury and property damage to two or more person for any one accident, including coverage for all owned, hired, or non-owned vehicles, as applicable. Such insurance coverage shall list Vendor and HMO as additional insureds and shall be evidenced by certificates of insurance issued by one or more insurance companies licensed to do business in Ohio, containing a thirty (30) day notice of cancellation endorsement.

In addition to the before referenced insurance requirements, the transportation provider must maintain and adhere to separate credentialing standards. The transportation provider must submit the following to Access2Care;

- If applicable, a completed Provider Application
- Subcontractor Agreement
- Provider Contact Sheet
- Completed CMS Disclosure of Ownership Form (must be signed and dated)
- Copy of Business License (if applicable)
- Copy of state/local transportation license (if applicable)
 - Ohio wheelchair van providers require Ambulette license
- ACORD Insurance Certificate with Access2Care as additional insured meeting the following liability limits:
 - Insurance limits as outlined in the addendum page included in the last page of this policy, as amended
 - Minimum State requirements where no specific insurance requirements
 - If Self-Insured, a Self-Insurance letter on company letterhead referencing the authorizing statute.
- Company must not be an excluded SAM/OIG entity. Credentialing Unit staff will run the initial SAM/OIG checks and upload a copy of the results

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page in the Transportation Provider file utilizing direct websites or Streamline Verify vendor application.

- Subcontractor Vehicle Standards Attestation (must be signed and dated) stating ongoing compliance with vehicle documentation requirements¹
- Subcontractor Representations and Warranties Attestation (must be signed and dated) stating ongoing compliance with driver documentation and training requirements¹

¹ An annual audit will be performed by Access2Care using the Ohio Provider Inspection Form to verify compliance with transportation provider attestations. Failure to verify compliance will result in Correction Action Plans, up to and including termination of contract for failing to satisfy requirements.

Pennsylvania Credentialing Deviations

PUC License is required

The PUC license is at the company level. It does not substitute any Access2Care credentialing requirements.

Texas

No business license required in the state.

Worker's Compensation Insurance is required, or the DWC005 Exemption Form.

Tennessee Credentialing Deviations

The Tennessee Code Annotated (TCA) 55-12-102(12) references minimum limits of liability for the state of Tennessee which currently are:

\$25,000.00 for one injury or death

\$50,000.00 for all injuries or deaths

\$15,000.00 for property damage for one accident