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|  | TRANSPORTATION PROVIDER CREDENTIALING POLICY | |
| | Policy 401-TX | Job Classes: Commercial Network Transportation |
| | | Effective Date: April 9, 2021 |
| | | Reviewed: October 28, 2021 Revised: December 14, 2021 |
| | 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 credentialing approval process which consists of the Access2Care Credentialing Committee and the Credentialing Oversight Unit that processes all credentialing documents and tracks credentialing status as part of the Transportation Provider activation process. 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.

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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.

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
- Completed CMS Disclosure of Ownership Form (must be signed and dated)
 - All Owners listed in the DOO must submit a legible copy of their Driver's License
- Copy of Business License (if applicable)
- Texas Medicaid Provider Enrollment ID
- 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 Subcontractor agreement
 - 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.
- 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

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awarded and effective dates. Recipient shall be excluded from applicable elements of Access2Care credentialing requirements.


- Daily Vehicle Inspection (Annual Attestation)
- Company must not be an excluded SAM/OIG entity, prior to activation in database. (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).
- Transportation Providers safety and operational policies and procedures (Attestation)
- Vehicle equipment familiarization including vehicle inspections (Attestation)
- All Transportation Providers employees with direct contact with members must be able to communicate in English (Attestation)
- All staff and drivers are trained in Civil rights Training (Attestation)
- All staff and drivers are trained in Cultural Diversity Training (Attestation)
- All staff and drivers are trained in Sexual Harassment Training (Attestation)

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

Driver Credentialing Requirements:

- SAM/OIG Check, Initial and Monthly Completed by Access2Care
 - SAM/OIG checks to be completed using Streamline Verify or similar database. Database to include review of OIG list of excluded Individuals

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and Entities (LEIE), HHSC Inspector General exclusion list, Texas Comptroller of Public Accounts' Vendor Debarment List, Social Security Administration's Death Master File, Excluded Parties List System (EPLS) on the System for Award Management (SAM), all published State Medicaid exclusions lists.

- Required Personnel Roster for exclusions checks, non-driver, administrative personnel, including individuals listed on the DOO. Submitted to Access2Care initially and updated as drivers are added or removed from service.
 - Driver roster to include the following information
 - Driver's Full Legal Name (as it appears on their Texas driver's license)
 - No nick names
 - Full SSN
 - Driver's License number
 - Driver's License Expiration Date
 - Driver's License State
 - Date of Birth
 - Date of Hire
 - Add/Delete Driver

Driver Requirements-Transportation Provider must attest to requirements below. Access2Care to provide an Attestation for the requirements below. Transportation Provider must supply requested documentation upon request. The Attestation will be completed annually.

- All drivers must be at least 18 years old
- Valid Texas Driver's License in good standing
- MVR check-No more than 12 months old (initially and annually thereafter)
 - Drivers must have no more than one (1) chargeable accidents or one (1) moving violations in the last twelve (12) month period as defined in Title 37 of Texas Administrative Code 15.89
 - The Texas Department of Public Safety (DPS) Driver's License report points may not exceed (-2).
 - In the past 7 years, drivers must not have any of the following;



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- Driving while intoxicated or driving while under the influence of any substance that may impair their ability to safely operate a motor vehicle
 - Use of motor vehicle to commit a felony.
- 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 break in employment for the identified driver. Copies of completed drug testing results will be provided to Access2Care.
- National Background Check - No more than 12 months old (initially and annually thereafter) to include;
 - Transportation Providers that 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;
 - Social security number trace
 - Nationwide criminal search
 - County court records
 - No Abuse, neglect or exploitation of children, the elderly, or persons with disabilities as defined in Texas Family Code Chapter 261 and Texas Human Resources Code Chapter 48;
 - No Felony or Misdemeanor conviction within seven years of initial hire date or any time after hire date



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- An offense under the Texas Penal Code, as amended, against the person; against the family; against public order or decency; against public health, safety or morals; against property: or
- An offense under Chapter 481 of the Texas Health and Safety Code (Texas Controlled Substances Act); and
- Computerized Criminal History (CCH) through the Texas Department of Public Safety’s website
- Ensure that motor vehicle operators have not been convicted or found liable for an act prohibited by Chapter 36 of the Texas Human Resources Code (Medicaid Fraud Prevention).
- Occuscreen is Access2Care’s preferred vendor for national background checks, TX DPS, MVR’s and Drug Screens
- National background checks from other vendors will be reviewed and approved by the Credentialing Oversight Unit Manager
- Initial National/State of Texas Sex Offender Check completed by Access2Care, Annually thereafter
- Driver is physically and mentally able to drive
- CPR Training – Must be maintained and renewed as applicable
- 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) – Must be maintained and renewed as applicable
- Defensive Driving Training
- Non-Tobacco/Cell Phone Texting, food or drink, and no weapons Restriction
- Wheelchair securement tie-down and lift operation training completed by Transportation Provider (if applicable) or Proof of Passenger Assistance Training-Two (2) -year renewal
- HIPAA Training
- Passenger Assistance Training-Two (2) -year renewal
- General Compliance and Fraud, Waste and Abuse Training
- Code of Conduct
- Blood Borne Pathogen Training, including use of Spill Kit, Biohazard handling

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Vehicle Information:

- Vehicle roster to include the following information for ambulatory and wheelchair vehicles only. Submitted to Access2Care initially and updated as vehicles are added or removed from service.
 - VIN Number
 - Tag/License
 - Registration Exp Date
 - Vehicle Level of Service Type (Sedan/Van, Wheelchair, Ambulance)
 - Make
 - Model
 - Year
 - Color
 - Backup Vehicles
 - Add/Delete Vehicle

Vehicle Requirements- Transportation Provider must attest to requirements below. Access2Care to provide an Attestation for the requirements below. Transportation Provider must supply requested documentation upon request. The Attestation will be completed annually.

- Completion of Daily Vehicle checks
- Vehicle registration(s) current, conforming to Section 2630, Motor Vehicle registration of Managed Care NEMT Handbook
- Vehicle inspection(s)¹
 - All vehicles used to complete Access2Care trips will be inspected by Access2Care for the initial credentialing and annually thereafter.
 - At the sole discretion of Access2care, inspections may be virtual or in person
 - State inspected vehicles that meet or exceed standards set in Section 2610 of the Managed Care NEMT Handbook may be substituted for Access2Care conducted inspections
- Wheelchair vehicles must meet or exceed current ADA standards

¹ Subject to Access2Care Policy – 413 Virtual Vehicle Inspection Policy and Access2Care Policy – 423a Vehicle Safety Standards

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- For vehicle safety standards, refer to Access2Care Policy 423a - Vehicle Safety

ITP (Other) – Individual Transportation Participant (other) must supply requested documentation to provide services.

- Completed ITP Other Application (Signed)
- Driver’s License
- Social Security Card
- Copy of a valid driving record that is maintained by the Texas Department of Public Safety will be obtained by Access2Care and a copy will be included in the file. Completed Annually
- Copy of a public criminal record of the motor vehicle operator that is maintained by the Texas Department of Public Safety will be conducted by Access2Care and a copy will be included in the file. Completed Annually
- Current Vehicle Registration
- Current Vehicle Insurance
- Current Vehicle Inspection Report


5. Annual Audit

An annual audit will be performed by Access2Care using the requirements outlined in the applicable policies 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.

6. 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.

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The credentialing process is as follows:

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 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” and in front of the Credentialing Committee for final review and contract approval.
7. It should be noted that if a contract is received prior to a “Good-To-Go” the approval for contract is considered preliminary Credentialing Committee approval and the “Good-To-Go” can be considered as a final approval.
8. The credentialing Committee will meet, discuss, and ask any questions about the Provider.
9. The Credentialing Committee will decide to accept or reject the application. These decisions will be documented by way of Credentialing Committee meetings that are held monthly, and further documented by way of e-signature on the monthly credentialing committee meeting minutes.
10. 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.
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.

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14. Once the contract is uploaded into the Contract Database and the primary driver credential requirements have been met, Credentialing Oversight Unit staff uploads a copy of the executed contract into the Transportation Providers' Sales Force 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. The Credentialed Date field in the provider profile will be populated with the date of activation in Sales Force
16. Network Specialists conduct a virtual 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
17. The Network Specialists will perform random Transportation Provider virtual or onsite in-service visits.
18. Transportation Providers will be granted access to the Access2Care training site and the Network Specialist will conduct a virtual review of the Transportation Provider's driver training program.
19. 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.
20. Per Policy 421 Credentialing Report, Transportation Providers files are reviewed 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.
21. 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.
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