



EOHHS Certificate and Vehicle Signage

Policy and Procedures for Non-Emergency Medical Transportation Contract

Rhode Island Executive Office of Health and
Human Services

Update: September 16, 2024

Introduction to Policy

The Executive Office of Health and Human Services (EOHHS) contracts to provide statewide transportation brokerage services for the Rhode Island Non-Emergency Medical Transportation (NEMT) Program. The NEMT Program is for:

1. Eligible and enrolled Medicaid members.
2. Rhode Island residents sixty (60) years of age or older who need transportation under the Elderly Transportation Program (ETP); and,
3. Monthly bus pass distribution under the Temporary Assistance for Needy Families (TANF) Program.

Purpose

From inception of the transportation broker model in Rhode Island, transportation provider companies (herein referred to as “TP”) have been regulated under the Rhode Island Division of Public Utilities and Carriers (DPUC). During that time the companies were certified by the DPUC as public motor vehicles (PMV) and were required to maintain a PMV certificate. As of October 31, 2024, the companies will continue to be regulated under the DPUC, but under a newly created DPUC section called non-emergency medical vehicle (NEMT), and these companies will now be required to maintain an NEMT Certificate issued exclusively for TP activities related exclusively for NEMT. This change was enacted pursuant to new legislation introduced and passed in the 2024 legislative session.

The purpose of this policy is to outline requirements and restrictions of the transportation companies resulting from this legislative change. The areas outlined are:

- NEMT Certificate
- Vehicle Inspection & Expectations
- Vehicle Signs

Policy

The effective date of this policy is October 31, 2024.

Section 1: Procedures

NEMT CERTIFICATE:

Effective October 31, 2024, all contracted transportation providers must have obtained a NEMT Certificate from NEMT vendor and have been assigned a NEMT number.

A new credential will be placed in all NEMT contracted provider's Link Portal named "NEMT Certificate". Each provider will upload the certificate to their Link Portal when received. NEMT contractor will monitor to assure all NEMT Certificates are uploaded by October 31st, 2024. Providers will be required to renew their NEMT Certificate yearly and submit its annual renewal receipt in their Link Portal prior to its expiration date.

Companies holding a NEMT Certificate must dedicate a separate vehicle fleet to transport only NEMT members. Vehicles in this fleet cannot be used for any other form of transportation outside of NEMT services.

VEHICLE INSPECTION & EXPECTATIONS:

The following criteria must be met for all vehicles in NEMT contracted transportation providers fleet to be deemed eligible to provide NEMT Services:

Vehicles added after July 31st, 2024

- Vehicle must be no older than four (4) model years old at the time of initial inspection. Vehicles older than four (4) model years of age ARE NOT eligible to be placed into service to provide NEMT Services.
- Vehicle must not exceed 150,000 mileage limits at the time of its initial inspection.
- If the above vehicle requirements are met, it is eligible for NEMT Services up until 250,000 miles are reached.
- All vehicles are to be inspected yearly from their initial inspection date where vehicle mileage is recorded.

Vehicles added prior to July 31st, 2024

- Existing vehicles in the NEMT transportation provider fleet will still adhere to the DPUC's previous standard of 300,000 miles.
- Those vehicles are no longer eligible for NEMT Service once 300,000 mileage limit is reached.
- All vehicles are to be inspected yearly from their previous inspection date.

VEHICLE SIGNS:

By October 31st, 2024, all contracted transportation providers must have obtained new signs for all vehicles in their fleet that includes their assigned NEMT number. The sign must reflect the below:

(NEMT # HERE)
RI EOHHS
NON-EMERGENCY
MEDICAL TRANSPORTATION
(TP Code Here)

Vehicles signs must have a white background with black text and legible print that is readable for members of the public. **No additional company name, logo, or slogan should be added to the sign.** One vehicle sign must be placed in the middle of each side of the vehicle’s car door. Placement of the sign on any other part of the vehicle is unacceptable.

NEMT will require all transportation providers to send receipts of all signs ordered for each vehicle. Receipts will be stored in SharePoint for tracking purposes. Vehicle signage will be monitored continuously by logistics staff during field audits.

Policy Summary

Policy Owner:	RI NEMT Administrator		
Policy Reviewers:			
Effective Date:	October 31, 2024		
Policy Approved:	Name:	Nina M. Lennon	Date:
Policy Reviewed:	Name:		Date:
Policy Retired Date:			