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FSSA  
Office of Medicaid Policy and Planning  
Non-Emergency Medical Transportation  
2020 NEMT Quality Strategy Toolkit  
NEMT Insurance Checklist

Contact the Indiana Department of Insurance for a list of approved potential NEMT carriers for Indiana

- Make appointment to meet with underwriters and request a review of the insured's risk.

90 days before insurance renewal date compile an operational history.

- Outline management experience
- Provide policy/procedure/description on hiring practices including,
  - Recruitment
  - Interview
  - References
  - Background checks
  - Driver's license check
- Provide policy/procedure/description training procedures and documentation of initial training and remedial or periodic training including,
  - Preventing or managing incidents with riders,
  - Managing unruly passengers
  - Reporting trips, passenger verification, etc.
  - Wheel chair securement training
  - Assisting special needs riders
- Provide policy/procedure/description and documentation of vehicle maintenance including,
  - Safety inspections
  - Preventative maintenance
  - Minimum of two years history
- Provide documentation of third party oversight, if applicable
  - Inspections of vehicles for contracted trips
  - Remediation of negative findings
  - Driver training and credentialing

No later than 60 days before renewal date meet with underwriters and provide the operational history.



As of 11/1/19 approved potential NEMT carriers:

<https://southernstatesinsurance.com/business-insurance-industries/non-emergency-medical-transportation-insurance/>

<https://www.bankersinsurance.net/business-insurance/non-emergency-medical-transportation-insurance/>

<https://www.advisornetpc.com/non-emergency-medical-transportation-insurance>

<https://www.vgminsurance.com/programs/non-emergency-medical-transportation>

<https://www.mynewmarkets.com/listings/8id419>

<https://www.businessinsuranceusa.com/non-emergency-transportation-insurance>