MEDICAL TRANSPORTATION SERVICES AGREEMENT

THIS AGREEMENT is made and entered into as of the day of , 20 by and between Medical Transportation Management, Inc., a Missouri Corporation (hereinafter referred to as "MTM") and , (hereinafter referred to as "Transportation Provider").

THAT WHEREAS, MTM is engaged in the business of arranging for, and managing a network of, medical transportation service companies to deliver non-emergency medical transportation services to those Clients who wish to avail themselves of such services; and

WHEREAS, Transportation Provider is a transportation service company and is capable of and desires to provide services as described herein;

NOW, THEREFORE, in consideration of the foregoing and of the mutual covenants, promises and undertakings herein set forth, the parties, intending to be legally bound, agree as follows:

1. DEFINITIONS

A. "Client" means a customer that has entered into an Agreement with MTM directly to arrange for the provision of Covered Services for Client's Covered Persons.

B. "Coverage Agreement" means a Client Agreement entered into by MTM entitling Covered Persons to Covered Services.

C. "Covered Person" means any person entitled to Covered Services under the terms of one or more Coverage Agreements; referred to as Members.

D. "Covered Service" means any medical transportation service that MTM is obligated to provide to Covered Persons pursuant to a Coverage Agreement.

E. "Effective Date" means the date that all credentialing matters are approved by MTM.

F. "MTM Transportation Provider Handbook" ("Handbook") means the specific procedures, standards and processes established by MTM and required of Transportation Providers to affect the intent of this Agreement, a copy of which is provided to Transportation Provider and incorporated herein by reference.

G. "Non-Emergency" medical transportation services means transportation services for routine appointments to clinics, physician's offices, outpatient facilities, hospitals and other medically necessary services.

H. "Service Area" means the areas in which Transportation Provider will provide transportation services.

I. "Urgent Request" means a Non-Emergency, but unscheduled, request to be transported to medical services promptly, usually with three (3) to twenty-four (24) hours advance notice.

J. "Transportation Provider" means a transportation company or other business entity under Agreement with MTM.

K. "Trip" means one-way transportation from point of pick-up to destination drop off.

2. SCOPE OF WORK

A. Transportation Provider shall provide MTM with all necessary requested data as may be required in order for MTM and Transportation Provider to comply with all Federal, State, NCQA, URAC or its equivalent agency, MTM and MTM Client standards.

B. Transportation Provider shall participate in MTM's Quality Improvement Program, including cooperating with audits of services.

C. Transportation Provider agrees to provide Covered Services for Covered Persons in Transportation Provider's approved Service Area, and as required and upon request from MTM.

D. Transportation Provider agrees to provide a sufficient staff of appropriately trained and licensed drivers meeting all applicable Federal, State, and local laws and regulations to perform the Covered Services.

E. Transportation Provider agrees to provide Covered Services in vehicles that meet the requirements of the Americans with Disabilities Act of 1990 (ADA), and all other applicable Federal, State and local laws, regulations and licensure standards, including MTM standards.

F. Transportation Provider agrees that MTM trip requests will have equal priority with Transportation Provider's day to day services.

G. Transportation Provider agrees to accept such trips as are assigned to Transportation Provider by MTM for specified service area, and Transportation Provider agrees to and understands that liquidated damages may be assessed by MTM for trips that are unable to be completed, or for Transportation Provider's noncompliance with provisions of this Agreement.

H. Transportation Provider agrees to have in place, a specific planned response (contingency plan) to make whole, a trip which has been accepted by Transportation Provider, but uncertain to occur.

I. Transportation Provider agrees to comply with all MTM Client protocols and procedures including the Medicare Advantage and Medicaid Program Requirements, a copy of which is attached as Appendix C to this Agreement and incorporated herein by reference.

J. Transportation Provider understands that this Agreement does not guarantee or ensure Transportation Provider any minimum number of trips, and that actual trip volume may vary within the sole discretion of MTM.

K. Transportation Provider understands that selection of the Transportation Provider's transportation services by MTM will be based solely upon the quality and availability of their service and, where applicable, upon competitive pricing of its services relative to other Transportation Providers doing business in their services area.

L. Transportation Provider warrants that no monies have been or will be paid directly or indirectly to any employee of MTM as wages, compensation, or gifts in exchange for favors in granting of transportation services to Transportation Providers.

M. Transportation Provider acknowledges the MTM Transportation Provider Handbook will be reviewed periodically by MTM and may be modified and amended by MTM as needed, with notification by MTM to Transportation Provider prior to implementation. Transportation Provider agrees to comply with all terms and provisions of the Handbook attached hereto as Appendix A and incorporated by reference herein.

N. Transportation Provider understands and agrees that any complaints or grievances received by MTM with respect to the provision of Transportation Provider services will be forwarded to Transportation Provider for immediate attention and response. Any problem(s) related to the service shall be promptly resolved. Transportation Provider agrees to comply with MTM's complaint resolution policies and cooperate with MTM and provide MTM with the information necessary to help resolve grievances or inquiries with respect to Transportation Provider's services and other issues.

O. Transportation Provider must immediately report to MTM any change in Transportation Provider's address, e-mail address, phone number and/or fax number, or federal tax ID number.

P. Transportation Provider understands if there is suspicion of fraudulent Transportation Provider activity, an investigation will be conducted by MTM and the Transportation Provider may be terminated and/or subject to reduced payments or recouped monies. Additional investigations by applicable government authorities may result in civil fines and penalties, and the potential for criminal prosecution.

Q. Transportation Provider agrees to cooperate with MTM and the MTM Client in the investigative process of suspected fraudulent activity.

R. Transportation Provider and driver shall ensure that services available to MTM Members have equal priority to services available to the general public

S. Transportation Provider must not inquire as to the nature of a Member's illness or medical services received, except in the following instances:

1. Transportation Provider needs to know such information due to medical necessity relating to appropriate transportation.

2. The Member becomes ill during the course of the trip and acquiring such information is considered pertinent to assuring the Member's safety and well-being.

T. Transportation Provider agrees to cooperate with MTM inspections and agrees to respond to MTM recommendations of the Provider audit, and understands that failure to respond by the requested date may result in corrective action, including termination of this Agreement.

U. Transportation Provider agrees and understands that its dispatch/office must be available for immediate response during regular business hours. Any voicemail messages left with the Transportation Provider's dispatch/office must be returned within 10 minutes.

V. Transportation Provider understands records requested by MTM must be original documents sent at Transportation Providers expense, and will not be returned. Transportation Provider must maintain copies at their expense.

W. Transportation Provider must allow , inspections, auditing, monitoring, and duplication of records at no charge, of any and all data, billing reports, trip/log sheets, vouchers and other records maintained by Transportation Provider on MTM Member trips, by agents of MTM, MTM Clients or State or Federal government officials during normal business hours. Such evaluations and inspections may be conducted unannounced. The failure of Transportation Provider to timely allow Provider audits may result in a Performance Improvement Plan (PIP), assessment of Liquidated Damages, and/or termination of Transportation Provider at MTM's discretion.

X. Transportation Provider must provide safe and reliable transportation services as requested by MTM on an efficient and timely basis.

Y. If a Member is delayed due to late pick-up or drop-off by Transportation Provider, and cannot be seen at appointment, Transportation Provider will not be compensated for trip.

Z. Transportation Provider agrees to notify MTM immediately of any significant delays which cause the Member to be 15 minutes late or more for his/her medical appointment. In addition to MTM notification, Transportation Provider will make subsequent alternative plans for completing the trip in a timely manner if the medical appointment can still be attended.

AA. Transportation Provider understands that all trips, including recurring trips, may be assigned or reassigned by MTM in its sole discretion. Transportation Provider has no claim or right to transport any particular person, or any claim or right to transport any person attending any particular health care services facility.

BB. Transportation Provider must report to MTM any known or suspected fraud or willful abuse of MTM services by a Member.

CC. Transportation Provider understands that, due to disability, age or mental condition, some Members utilizing MTM services require assistance and/or the use of an escort/attendant. Transportation Provider agrees to transport the Member and one escort/attendant at no additional charge. Multiple escorts are not permitted.

DD. Children under 16 years of age, to be transported without a parent, guardian or attendant, must have a signed consent by a parent/guardian provided to the driver before the time of service. Transportation Provider agrees to attach consent to trip/log sheet.

EE. If the Transportation Provider determines a scheduled trip cannot be performed due to unsafe driving conditions during inclement weather, the Transportation Provider must immediately contact both the Member and MTM of the cancellation.

FF. Transportation Provider understands that subcontracting with other transportation companies for MTM services is prohibited without prior written approval of MTM. If MTM becomes aware that a Transportation Provider uses a subcontracted company without written approval from MTM, Transportation Provider will not be paid for any trip for which an unapproved subcontractor was used. If Transportation Provider desires to use subcontractors, the subcontractors must go through MTM's complete credentialing program prior to MTM providing written approval.

3. DRIVER REQUIREMENTS

A. All drivers for MTM trips must possess a current, valid driver's license appropriate for the services rendered and for the size vehicle driver is operating and as required by the State and local governmental entity in which driver provides transportation. A legible copy of each driver's license must be provided to MTM as part of the credentialing process.

B. Drivers must be at least 21 years of age and must be a U.S. citizen or legal resident alien.

C. Drivers must be able to read, write and communicate effectively in English.

D. Drivers must be physically able to assist Members entering and exiting vehicles, and capable of safely providing transportation services.

E. Drivers must obey all Federal, State and local traffic laws.

F. Drivers understand that in the event a driver or Member feels there is a need for emergency medical assistance, the driver must immediately call 911.

G. Drivers must drive in a professional, safe and courteous manner

H. Transportation Provider shall provide drivers with visible employee picture identification card. Drivers must maintain an acceptable standard of dress, personal grooming and behavior in order to present a neat, clean and professional appearance.

I. Drivers must not smoke in the vehicle.

J. Drivers must not allow passengers to smoke in the vehicle. It is required that Transportation Provider post a "NO SMOKING" sign in all vehicles.

K. Drivers must not eat while transporting MTM Members.

L. Drivers must not use alcohol or drugs or be under the influence of alcohol or drugs at any time during MTM transportation services. Any driver taking medication which may hinder his/her performance must report such use to his/her supervisor, and not transport MTM Members.

M. Drivers must not allow personal friends or family to ride in vehicle while transporting MTM Members, unless specifically authorized by MTM.

N. Drivers must allow service animals in their vehicles.

O. Drivers must not make personal stops, other than for restroom and Member/Transportation Provider agreed-upon restaurant breaks, while transporting MTM Members unless specifically authorized by MTM.

P. Drivers must require Members to use seatbelts properly and must refuse to continue travel if passengers are non-compliant. Drivers must have seat belt extenders for use by obese Members.

Q. Drivers must ensure that all wheelchairs and mobility devices are properly secured to the vehicle and ensure that Members utilizing wheelchairs and scooters are secured before allowing the vehicle to proceed.

R. Drivers understand infants/children are to be in proper infant/child restraint seats as required by State or Federal law. In the event a proper seat is not available, or the use of proper child restraint seat is refused, the driver must deny transportation.

S. Drivers must not place children in child restraint seats in the front seat of a vehicle.

T. Drivers must assure Members enter and exit the vehicle in an unobstructed and safe location. Where needed, drivers must provide assistance to Members entering and exiting a vehicle and assure all doors are closed before vehicle is put in motion.

U. Drivers are required to safely secure folding wheelchairs and walking aids.

V. Drivers must not touch any Member except as appropriate and necessary to assist the Member into or out of the vehicle, into a seat and to secure the seatbelt, or as necessary to render first aid or assistance for which the driver has been trained. Drivers must request permission from the Member prior to touching the Member.

W. Drivers must not make sexually explicit comments or solicit favors, medications, or money from Members.

X. Drivers shall not wear any type of headphones while on duty. Driver shall maintain the volume of the radio at a level acceptable to Members.

Y. Drivers shall not accept responsibility for any of Member's personal items.

Z. Drivers must not allow firearms or other weapons, unauthorized controlled substances, or highly combustible materials to be transported in the vehicle.

AA. Drivers must check their vehicle to ensure that at the end of each trip or trip route, all Members have vacated the vehicle.

4. VEHICLE REQUIREMENTS

A. Use of any vehicle prior to approval of MTM is prohibited and may result in nonpayment for the trip and subject the Transportation Provider to further disciplinary action.

B. All vehicles in use for MTM services must meet all local, state and federal requirements and comply with all MTM vehicle requirements (see MTM vehicle inspection form).

C. Transportation Provider agrees that all vehicles that transport Members utilizing mobility devices will comply with current Federal Transit Administration (FTA) regulations for vehicle specifications, lifts, ramps and securement devices. ADA vehicle regulations, as defined by the DOT and regulated by the FTA, can be found at:

http://www.fta.dot.gov/civilrights/12325_3884.html

D. Vehicles may be taken out of service for use with MTM Members at the discretion of MTM. Transportation Provider agrees to remove from MTM service any vehicle to be found unsatisfactory in reference to conditions listed in this section, or which is questionable with regards to safety or roadworthiness until repairs are completed.

E. All vehicles in use for MTM service must *not* have:

1. Damaged or broken seats
2. Protruding or sharp edges
3. Dirt, oil, grease or litter in the vehicle
4. Broken mirrors or windows (other than small chips/cracks)
5. Excessive grime, rust, chipped paint or major dents

5. TRAINING AND PERSONNEL POLICIES

Transportation Provider agrees to develop and maintain a Driver Training Program. All training documentation must be maintained by the Transportation Provider in the individual driver's file.

A. Driver training program should include, but not limited to:

1. Defensive Driving
2. Assisting Passengers with Disabilities
3. Emergency Procedures
4. Proper loading, unloading and tie-down procedures, if providing paralift services

B. Transportation Provider agrees to maintain a file on each driver which shall include but not limited to:

1. Documentation of training
2. Copy of current driver's license
3. Results of a criminal background check (to the extent permitted by law) updated annually
4. Results of a State specific driver history record check, updated annually
5. Results of any MTM and/or Client specific State or Federal Medicaid/Medicare fraud, waste and/or abuse checks

C. Transportation Provider must assure current laws regarding drug and alcohol testing are enforced for any of their drivers or attendants.

1. If MTM or the Transportation Provider has reasonable suspicion of a driver or attendant to be under the influence of alcohol or drugs, the Transportation Provider must immediately remove the driver or attendant from MTM service and submit the driver or attendant to an alcohol and/or drug screening at the Transportation Provider's expense. Refusal to submit to testing within the designated time frame is considered a positive test result and will have the same disciplinary consequences.

Drivers or attendants testing positive for drugs and/or alcohol will no longer be permitted to transport MTM Members or provide any other service to MTM Members.

D. No driver may perform transportation services for MTM until the driver has been fully credentialed and approved by MTM.

E. To the extent permitted by law, Transportation Provider agrees and understands that all drivers and attendants must be subjected to a State criminal background check on an annual basis. The results must be documented in the driver's file and copies provided to MTM.

F. Transportation Provider must not use any driver or attendant with any of the following convictions or substantiated incidents including but not limited to:

1. Child abuse or neglect
2. Spousal/domestic abuse
3. Crimes against children
4. Crimes against the elderly or infirm
5. Crimes involving rape, sexual assault, or other sexual offenses
6. Homicide

G. Transportation Provider must not use any driver or attendant who has the following return notification from any background screening:

1. "Category" is shown as physical abuse or sexual maltreatment;
2. "Severity" is shown as moderate, serious/severe, permanent damage, or fatal;
3. "Conclusion" is listed as court adjudicated or probable cause.

H. Transportation Provider must not use any person as a driver or attendant in the conduct of MTM services who has a felony criminal conviction of a felony offense within the immediate past five (5) years. Further, any conviction, plea of guilty, finding of guilty or plea of "nolo contendere" (misdemeanor or felony) for any of the following driving offenses within the previous five (5) years shall disqualify a driver from performing MTM services:

1. DUI or DWI, or other alcohol related offense
2. Careless and imprudent, or Reckless driving

I. MTM reserves the right to disapprove or suspend any driver or attendant for safety reasons; or where disqualification of a driver or attendant is requested by an MTM Client; or for other reasons of good cause within MTM's sole discretion. Transportation Provider acknowledges that the offenses listed herein are not an exclusive listing, but that there are other offenses and pertinent circumstances which can result in the disapproval of a driver or attendant.

J. Transportation Provider must not allow drivers or attendants to perform MTM services who are currently on work release, probation or parole for any felony, pending a felony charge or any offense of the type identified within this document. Transportation Provider must not use any Driver who has a pending felony charge, or any other pending charge, which if the charge were to result in a conviction, would disqualify the Driver under this Agreement.

K. Transportation Provider must not use any driver with the following:

1. Convicted of three (3) or more minor motor vehicle moving violations within the previous twenty-four (24) months

2. Convicted of two (2) or more at-fault incidents (accident) resulting in personal injury or property damage within the previous thirty-six (36) months

3. A combination of one (1) unrelated minor motor vehicle moving violation and one (1) at-fault incident (accident) resulting in personal injury or property damage within the previous twenty-four (24) months

4. Revocation or suspension of the driver's vehicle operator's license within the previous three (3) years for accumulation of points or alcohol related incident

L. The term "conviction" used herein shall also include any plea of guilty, finding of guilty, plea of "nolo contendere", or similar disposition, whether or not such disposition results in a sentence or conviction under applicable state or local laws.

M. The Driver and Transportation Provider must report to MTM all pending felony and misdemeanor criminal charges and all traffic offenses, and the final disposition/resolution of such charges.

6. COMPENSATION

Any claim submitted by Transportation Provider more than ninety (90) days after the date of service shall not be eligible for payment, and Transportation Provider thereby waives any right to payment therefore.

Transportation Provider agrees that it will not be paid for any claim that lacks required documentation, and Transportation Provider shall be deemed to have waived payment for any claim lacking required documentation.

Transportation Provider agrees that it will look solely to MTM for payment for services rendered. In no event, including but not limited to, non-payment by MTM or MTM's Client, may Transportation Provider bill, charge, or otherwise seek compensation from a Covered Person to whom Transportation Provider rendered services. This provision does not prohibit Transportation Provider from collecting a copayment or other fee where authorized by MTM.

7. LIQUIDATED DAMAGES

Transportation Provider understands and agrees that liquidated damages may be assessed for noncompliance events set forth on the Schedule B, attached hereto and incorporated herein. Transportation Provider agrees that if liquidated damages have been assessed, they may not be recovered by Transportation Provider.

8. NON-DISCRIMINATION

Transportation Provider agrees not to differentiate or discriminate in the treatment of MTM Covered Persons because of sex, marital status, age, race, color, national origin, ancestry, religion, disability, medical condition, height, weight, veteran status, sexual orientation, political affiliation, economic status, or any other basis prohibited by law, and Transportation Provider will render services to Covered Persons in the same manner and in accord with the same standards as offered to other persons.

9. INSURANCE

A. TRANSPORTATION PROVIDER

Transportation Provider, at its sole cost and expense, shall procure and maintain such policies of comprehensive general and automobile liability insurance, which policies shall include property damage, contractual liability, and completed operations/ products liability coverage, and other insurance, as may be required by MTM. The limits of all such insurance shall be in such form and coverage amounts as may be determined by MTM, and which may be amended by MTM upon notice to Transportation Provider, and shall, at a minimum, be in compliance with MTM's contractual requirements with its Client, and in compliance with all Federal, State and local insurance requirements for the jurisdiction in which transportation services are rendered. MTM reserves the right to require higher insurance coverage amounts than may be required by minimum Federal, State, or local laws and regulations.

1. Commercial General Liability (General Aggregate): $500,000 or the state minimum, whichever is greater)
2. Automobile Liability (Combined Single Limit): $500,000 (or the state minimum, whichever is greater) The following shall be named as an "Additional Insured" and "Certificate Holder" on a primary and non-contributing basis on Auto liability and Commercial General liability insurance policies, and shall be named as a Certificate Holder on Workers Compensation insurance where applicable

   Medical Transportation Management, Inc.
   16 Hawk Ridge Drive
   Lake St. Louis, MO 63367

3. Transportation Provider shall obtain Workers Compensation coverage in the statutory amount for the state in which services are rendered.

Certificates of Insurance shall be delivered to MTM upon the signing of this Agreement, and at least annually thereafter upon renewal of insurance. All policies shall provide that MTM will be given at least thirty (30) days advance notice of cancellation for any reason, including non-payment of premium. Transportation providers must notify MTM immediately in the event their insurance coverage is modified or terminated, or in the event Transportation Provider receives a notice of cancellation of its insurance. When proof of insurance is requested by MTM,

Transportation Provider must provide documentation five (5) business days prior to the date of expiration or future trips may be cancelled or withheld. Cancelled trips will not automatically go back to the Transportation Provider when they produce current and correct insurance documentation.

B. MTM

MTM, at its sole cost and expense, shall procure and maintain such policies of auto liability and comprehensive general liability insurance, and other insurance as may be required by MTM's Client as shall be necessary to insure it and its employees and agents against any claim or claims for damages arising from performance of any service by MTM in connection with this Agreement.

10. INDEMNIFICATION

A. TRANSPORTATION PROVIDER

Transportation Provider agrees to defend, indemnify, and hold harmless MTM and MTM's Client against any claims, liabilities and expenses, including reasonable attorney's fees, arising from performance of any service by Transportation Provider in connection with this Agreement.

B. MTM

MTM agrees to indemnify and hold harmless Transportation Provider against any claims, liabilities and expenses, including reasonable attorney's fees, arising from performance of any service by MTM in connection with this Agreement with respect to which Transportation Provider is not at fault.

11. PROTECTED HEALTH INFORMATION: BUSINESS ASSOCIATE AGREEMENT

The U.S. Department of Health and Human Services ("HHS") enacted regulations (the "Regulations") under the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (the "Act") (the Act and the Regulations sometimes referred to collectively as "HIPAA"). These Regulations require States and Counties, health care providers, health plans and health care clearinghouses (individually, "Covered Entity" and collectively, "Covered Entities") to maintain the privacy/confidentiality of health information which they receive or obtain from their patients or covered persons or which they review or create for their patients or covered persons. For purposes of HIPAA this health information is referred to as "Protected Health Information" or "PHI".

These same Regulations require Covered Entities to obtain written assurance from the businesses to whom they disclose PHI ("Business Associates") that such Business Associates will maintain the privacy/confidentiality of any PHI provided to them by the Covered Entities and otherwise comply with the requirements of HIPAA applicable to Business Associates. In addition, these Regulations require Business Associates to obtain from those businesses to whom they disclose PHI written assurance that they will maintain the privacy/confidentiality of any PHI provided to them by the Business Associate and otherwise comply with the requirements of HIPAA.

MTM herein contracts with the Transportation Provider to provide Non-Emergency Medical Transportation Services ("Services"). In connection with your provision of such Services, you create, receive, maintain or transmit Covered Person PHI from MTM, the Covered Person, the Government entity, or the Health Plan. As a result MTM requires written assurance that the Transportation Provider will: (i) maintain the privacy/ confidentiality of all Covered Person PHI;

and (ii) comply with the requirements of HIPAA and the standards set forth at 45 CFR Parts 142, 160, 162, and 164, and the Health Information Technology for Economic and Clinical Health Act (HITECH), applicable to Business Associates.

Transportation Provider agrees to: maintain the privacy/confidentiality of all Covered Person PHI including electronic Covered Person PHI as required by all applicable laws and regulations, including, without limitation, the requirements of HIPAA and HITECH; to implement applicable electronic information security procedures to comply with the HIPAA Security Regulations; not use or disclose Covered Person PHI, other than to perform the Services, as otherwise expressly permitted by the terms of this Agreement or as required by law; provided, however, that Transportation Provider may use and disclose Covered Person PHI to manage and administer your business; comply with any and all restrictions on the use and disclosure of Covered Person PHI requested by a Covered Person, agreed to by the applicable MTM Client and communicated to Transportation Provider by MTM; develop and implement appropriate Administrative, Physical and Technical safeguards and security measures set forth in 45 CFR 164 to prevent the use or disclosure of Covered Person PHI for purposes other than as set forth in this Agreement; provide MTM with such information concerning such safeguards as MTM may from time to time request; maintain a record of all disclosures of Covered Person PHI made for reasons other than the provision of the Services and will provide the following information regarding any such disclosure to MTM, to the applicable MTM Client, or to the Covered Person whose PHI was disclosed ("Affected Person"), upon our request: the date of such disclosure, the name and, if known, the address of the recipient of such PHI, a copy of the request for disclosure, if any, accompanied by any necessary consents or authorizations, a brief description of the PHI disclosed, and a statement that would reasonably inform Affected Person of the purpose of the disclosure.

Transportation Provider agrees to notify MTM immediately upon discovery of any unauthorized disclosure of Covered Person PHI (Breach) including any breach of unsecured PHI as required at 45 CFR 164.410 and any security incident of which you become aware. Transportation Provider agrees to make a written report to MTM within 24 hours after Transportation Provider knows or should have reasonably known of such Breach. Transportation Provider will cooperate promptly with MTM as is reasonably required in order for MTM to comply with applicable breach reporting and notification laws, including but not limited to Section 13402 of HITECH. Transportation Provider agrees to establish procedures for mitigating any deleterious effects of any improper use and/or disclosure of Covered Person PHI; to require your employees, agents and independent contractors ("Workforce") to adhere to the restrictions and conditions regarding Covered Person PHI; to include the HIPAA PHI protection provisions of this Agreement in all "downstream" Business Associate/ subcontractor agreements; not disclose Covered Person PHI to any Member of your Workforce, unless Transportation Provider has advised such person of your obligations under this Section and the consequences of a violation of these obligations; take disciplinary action against any Member of your Workforce that uses or discloses Covered Person PHI in violation of this Agreement; not to disclose Covered Person PHI to any third party without first obtaining our written approval; not disclose Covered Person PHI to any third-party without first obtaining the written agreement of such third party to be bound by the requirements of this Section for the express benefit of Transportation Provider, MTM and the applicable MTM Client(s); limit disclosure of Covered Person PHI by your workforce or third parties to the minimum amount of Covered Person PHI necessary to achieve the purpose for such use or disclosure; to notify MTM immediately in the event Transportation Provider receive a request from a Covered Person identified in any Covered Person PHI ("Subject"), or such person's legal representative ("Legal Representative"), to review any records in your possession or control regarding the Subject ("Subject PHI"); to make available to MTM, or at our request, to the

applicable MTM Client (s) to a Subject or such Subject's Legal Representative, for their review, any Subject PHI in your possession or control; to notify us immediately in the event you receive a request from a Subject to amend or otherwise modify any Subject PHI in your possession or control; to make any amendments to Subject PHI that the applicable MTM client has directed or authorized at MTM's request; make your policies, books and records relating to the use and disclosure of Covered Person PHI available to MTM's Client or to the Secretary of the U.S. Department of Health and Human Services or his or her designee for the purpose of determining compliance with HIPAA requirements; return to MTM or otherwise destroy all Covered Person PHI in your possession or control upon termination of this Agreement; to continue to extend the protections of this Section to such Covered Person PHI and limit any further use of such Covered Person if such return or destruction of records is not feasible; to indemnify, defend and hold harmless MTM and the applicable MTM Client, and their respective parents, subsidiaries and affiliates, and their respective shareholders, directors, officers, employees, agents, legal representatives, heirs, successors and assigns, from and against any and all claims, causes of action, losses, liabilities, damages, costs and expenses, including, without limitation, court costs and attorneys' fees, arising out of, resulting from or caused by a violation by Transportation Provider, or any of your Workforce, agents or subcontractors, of any HIPAA or HITECH requirements or any of the terms or conditions of this Agreement.

The parties agree that all Covered Person's records are to be treated as confidential so as to comply with all Federal and State laws regarding the confidentiality of such records. However, MTM and MTM's Client shall have the right, upon request, to inspect at all reasonable times any accounting, administrative and other reports maintained by Transportation Provider pertaining to MTM Covered Services, its Covered Persons and/or activity hereunder, but Transportation Provider shall not be required to disclose the records of any Covered Person to any party other than as required by law.

12. LICENSURE

Transportation Provider warrants and represents that it, and its officers, directors, employees, agents and representatives, have not been convicted of crimes as specified in Section 1128 of the Social Security Act (42 U.S.C. 1320a-7); excluded from participation in the Medicare or Medicaid program, or any other federal or state program; assessed a civil penalty under the provisions of Section 1128; entered into a contractual relationship with an entity convicted of a crime specified in Section 1128, or taken any other action that would prohibit it from participation in Medicare or Medicaid, or otherwise excluded from participation in federal or state programs.

Transportation Provider shall give immediate notice to MTM of: (i) any criminal investigation or proceeding against Transportation Provider or subcontracted providers; (ii) any convictions of Transportation Provider or subcontracted providers for crimes involving moral turpitude or felonies; and (iii) any civil claim asserted against Transportation Provider or subcontracted providers arising from services rendered by Transportation Provider under this Agreement.

13. SUBLETTING OR ASSIGNING THE AGREEMENT

No portion of this agreement shall be assigned, sublet, delegated, transferred or otherwise disposed of by Transportation Provider, except with the written consent of MTM.

This Agreement may be assigned by MTM to the participating MTM Client under contract to MTM, or to any MTM affiliate or successor entity, after notice of any proposed assignment is

made to Transportation Provider. Notwithstanding any such assignment, the rights, obligations and liabilities of Transportation Provider shall remain the same as set forth herein.

14. COMPLETE AGREEMENT AND MODIFICATION

This Agreement constitutes the entire understanding of the parties hereto, and no changes, amendments or alterations, except as otherwise noted herein, shall be effective unless signed by both parties.

15. TERM AND TERMINATION

This Agreement shall be for a term of one (1) year, and shall automatically renewed annually unless terminated by either party giving written notice to the other party as provided herein. Termination shall have no effect upon the rights and obligations of the parties arising out of any services performed prior to the effective date of such termination. Further, in the event that a Covered Person is provided services by Transportation Provider as of the date of termination of this Agreement, MTM will honor its contractual obligations to Covered Persons to pay for services rendered. This Agreement may also be terminated without cause for any reason upon a party giving thirty (30) days written notice to the other party.

Transportation Provider agrees that this Agreement does not guarantee or ensure Transportation Provider any minimum number of trips, and that actual trip volume may vary. Transportation Provider agrees to accept such trips as are assigned to Transportation Provider by MTM. If Transportation Provider is not assigned an adequate number of trips and wishes to terminate this Agreement, Transportation Provider must give MTM the aforesaid notice.

Notwithstanding any provision herein to the contrary, MTM shall have the right to immediately terminate this Agreement and the services of Transportation Provider in the event: (1) Transportation Provider fails to strictly comply with MTM's Transportation Provider Handbook; or (2) Transportation Provider fails to perform or otherwise breaches the terms of this Agreement; or (3) MTM's Client suffers a loss of funding for the Contract between Client and MTM; or (4) MTM's contract with its Client is terminated for any reason; or (5) Transportation Provider's conduct in any way affects the potential safety of any Covered Person, in the sole discretion and determination of MTM; or (6) the filing of any Petition of Bankruptcy or insolvency, by or against the Transportation Provider; or (7) MTM's Client has requested the termination of Transportation Provider; or (8) for other good cause. Transportation Provider shall have the right to immediately terminate this Agreement in the event MTM breaches the terms of this Agreement.

Transportation Provider agrees that MTM payment for all unpaid claims at time of termination will be withheld until MTM has received all records, and all transportation provider service records have been audited by MTM for correctness and accuracy. MTM reserves the right to offset any liquidated damages or other noncompliance assessments against sums due Transportation Provider for unpaid claims, or to seek recoupment of sums previously paid in error to Transportation Provider. MTM reserves the right to audit records received from Transportation Provider within thirty (30) days of final receipt of all such records by MTM.

16. DISCLOSURES

Transportation Provider must immediately report to MTM any change in Transportation Provider's ownership, corporate officers, directors or controlling interest. Also, Transportation Provider must immediately notify MTM if it or any of its owners, officers, directors, or managing personnel are barred from participation in state or federal programs as a result of being sanctioned and placed on an excluded party list.

17. NOTICES

Any notice provided for in this Agreement shall be in writing and be sent via: (a) hand delivery; (b) registered or certified U.S. mail, return receipt requested, in which case it shall be deemed served on the next mail delivery date after the date of mailing; or (c) nationally recognized courier service and shall be deemed served on the date of delivery, or date of refusal.
Unless subsequently changed by written notice, notices shall be delivered or sent to the following addresses:

To:	To Transportation Provider at:
Medical Transportation Management, Inc.	
16 Hawk Ridge Drive	
Lake St. Louis, MO. 63367	
Attention: Alaina Macia, President/CEO	Attention:

18. INDEPENDENT CONTRACTOR RELATIONSHIP

It is mutually understood and agreed that in the performance of the duties and obligations of the parties to this Agreement, each party hereto is a separate and independent contractor. Neither party is the principal, agent, nor representative of the other and neither shall have any direct control over the manner in which the other performs its services and functions. Each is free to enter into Agreements with other entities or persons to provide the same or similar services.

19. EDUCATION AND TRAINING

MTM shall not be deemed to have provided any education or training of Transportation Provider, its drivers or other personnel; nor have any responsibility to provide any education or training of Transportation Provider, its drivers and personnel. It is the sole responsibility of Transportation Provider, as an independent contractor, to provide all necessary education and training of its drivers and other personnel to comply with all applicable laws and regulations, and the terms and conditions of this Agreement, and to provide safe and secure transportation of all transported passengers.

20. INTERPRETATION

This Agreement shall be interpreted and governed in accordance with the laws of the jurisdiction in which transportation services are rendered pursuant to this Agreement.

21. AFFIRMATIVE ACTION PROGRAM

MTM is an Equal Opportunity Employer, which maintains an Affirmative Action Program. The parties agree that they will comply with the nondiscrimination and affirmative action clauses contained in: Executive Order 11246, as amended, relative to equal opportunity for all persons without regard to race, color, religion, sex or national origin; the Vietnam Era Veterans

Readjustment Act of 1974, as amended, relative to the employment of disabled veterans and veterans of the Vietnam Era; the Vocational Rehabilitation Act of 1973, as amended, relative to the employment of qualified handicapped individuals without discrimination based upon their physical or mental handicaps; the 1964 Civil Rights Act, as amended; the Age Discrimination Act of 1975; the Omnibus Reconciliation Act of 1981; the Americans with Disabilities Act of 1990 and all other applicable Federal and State Laws which prohibit discrimination in the delivery of services on the basis of race, color, national origin, age, sex, sexual orientation, handicap/disability or religious beliefs. Transportation Provider shall not discriminate or otherwise violate any Federal, State, or local anti-discrimination law or regulation in the performance of Transportation Provider's services to MTM under this Agreement.

22. AMENDMENT AND WAIVER

MTM shall have the right to amend this Agreement, without Transportation Provider's consent, to maintain consistency and/or compliance with any state or federal law, policy, directive, or government sponsored program requirement. MTM shall otherwise have the right to amend this Agreement upon written notice to Transportation Provider. If Transportation Provider does not deliver to MTM written notice of rejection of the amendment within ten (10) days of the date of the notice of the amendment, the amendment shall be deemed accepted by and shall be binding upon Transportation Provider. The parties agree that if any terms of this Agreement are in conflict with any state or federal laws or regulations, such conflicted terms of this Agreement shall be deemed waived and unenforceable.

23. CONFIDENTIALITY; NON-SOLICITATION

Transportation Provider and MTM mutually acknowledge that in the course of performing this Agreement, Transportation Provider will become aware of information concerning MTM's operations, business practices, customer practices, software systems, programs, pricing policies, customers and Clients. To the extent such information is generally unknown in the transportation industry or was unknown to Transportation Provider before Transportation Provider became aware of the information through MTM, such information shall be deemed trade secrets and confidential, proprietary information of MTM.

With respect to MTM's trade secrets and confidential, proprietary information, Transportation Provider agrees that Transportation Provider and its employees, agents, successors and assigns shall not disclose such information to any person or business entity without the written consent of MTM except for Transportation Provider's internal use as reasonably necessary to perform this Agreement. Transportation Provider also agrees that only those agents and employees of Transportation Provider who have a need to know any such information to perform their duties in connection with this Agreement will be provided with such information, and then only with those portions of such information as are reasonably necessary to the performance of their jobs. Further, Transportation Provider agrees to instruct such agents and employees not to disclose such information to any unauthorized persons or business entities.

Transportation Provider agrees that MTM's non-emergency medical transportation services business and its network of contracted transportation providers, of which Transportation Provider is a Member upon execution of this Agreement, are unique and valuable assets of MTM for which MTM rightfully seeks the protection of this Agreement. Transportation Provider also agrees that becoming a Member of MTM's transportation provider network through execution of this Agreement, is a valuable business asset of Transportation Provider.

Transportation Provider, for itself and its employees, agents, successors and assigns, further agrees that it will not: (a) use MTM's trade secrets and confidential, proprietary information to develop, initiate or establish a business, or further the business of another person or business entity, which competes directly or indirectly with MTM; and (b) solicit or hire any employee of MTM during the period of employee's employment with MTM, or for one (1) year following termination of employee's employment.

Transportation Provider agrees that a breach or threatened breach of the confidentiality provisions of this paragraph would cause immediate and irreparable harm to MTM, and that actual damages would be difficult or impossible to ascertain, such that MTM shall be entitled to injunctive relief in addition to pursuing such other relief as MTM may be entitled to at law or in equity. The provisions of this Section 23 shall survive termination of this Agreement.

24. ATTORNEYS FEES AND COSTS

In the event that Transportation Provider fails to comply with each and every term of this Agreement or otherwise is in breach of any term of this Agreement; or in the event that Transportation Provider is required to defend, indemnify and hold harmless MTM with respect to any claim or liability arising out of the performance of any service by Transportation Provider in connection with this Agreement, Transportation Provider shall pay all of MTM's costs and litigation expenses, including reasonable attorney's fees that may be incurred by MTM.

25. WAIVER OF JURY TRIAL

The parties hereto waive jury trial and consent to a Court trial as to all litigation arising out of the terms and conditions of this Agreement.

26. NO THIRD PARTY BENEFICIARY

Nothing in this Agreement is intended to, or shall be deemed or construed to create any rights or remedies in favor of any third party.

27. FORCE MAJEURE

Neither party shall be deemed to have breached this Agreement if its failure to perform all or any part thereof results from war, terrorism, flood, earthquake, strike, picketing, riot, fire, explosions, accidents, delays of carriers, governmental actions, or other acts of God, or circumstances beyond its control, or by reason of the judgment, ruling or order of any court or agency of competent jurisdiction occurring subsequent to the signing of this Agreement.

28. RECORDS

Transportation Provider shall maintain all records pertaining to services provided under this Agreement for a period of ten (10) years, or such longer period as may be provided by applicable laws, regulations or Client requirements.

29. INCORPORATION OF ATTACHMENTS

This agreement including the following attachments incorporated herein, constitutes the entire agreement among the parties.

Appendix A – Transportation Provider Handbook
Schedule A – Rate Sheet
Appendix B – Credentials
Schedule B – Liquidated Damages
Appendix C – Medicare Advantage Program and Medicaid Program and Medicaid Program Requirement Addendum

30. CONSTRUCTION; ACKNOWLEDGEMENT

All parties have participated in the negotiation of this Agreement, and accordingly, the parties agree that this Agreement shall be construed and interpreted without regard to any presumption or other rule requiring construction against the party causing this Agreement to be drafted. Transportation Provider read this Agreement in its entirety, understands its contents, and had the advice of counsel as to the meaning and interpretation thereof.

31. REPRESENTATIONS

The signers of this document represent that they are acting officially and properly on behalf of their respective business entities, and have been duly authorized, directed, and empowered to execute this Agreement.

IN WITNESS WHEREOF, the parties hereunto have executed this Agreement.

TRANSPORTATION PROVIDER:

By: _____
Printed Name

By: _____ Title: _____Date:_____

Federal I.D. # or SSN #:

Address:
,

MEDICAL TRANSPORTATION MANAGEMENT, INC.

By: _____
Printed Name

By: _____ Title: _____Date:_____

Transportation Provider Handbook

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Chapter 1: Transportation Provider Overview

Introduction

How Do I Contact MTM?

If you have any questions or need assistance with an issue, please contact the Transportation Helpdesk at 1-877-892- 3997. This toll-free line is available from 6 a.m. to 7 p.m., Monday through Friday. You may also email the Helpdesk at tphelpdesk@mtm-inc.net.

Health Insurance Portability and Accountability Act (HIPAA)

Per HIPAA regulations, transportation providers are required to maintain the privacy and confidentiality of Protected Health Information (PHI) should they receive this information from a member during the course of a trip. This information should never be disclosed to another party. MTM mandates that all transportation providers remain HIPAA compliant and adhere to PHI restrictions.

Contracting

Once MTM receives and verifies the completed transportation provider questionnaire, we will initiate the contracting and credentialing process. All credentialing and contracting information presented to MTM will be reviewed by our Credentialing Committee. If approved, MTM will schedule a provider audit to ensure compliance.

Use of Name and Other Information

Transportation provider agrees that MTM may use transportation provider's name, address(es), telephone number(s) and description of transportation provider's services in MTM's directory, advertising and other material.

Performance

MTM takes seriously our responsibility to provide members with safe, quality transportation. If a transportation provider is non-compliant with our requirements or performance standards, they may be issued a written warning, assessed liquidated damages, and/or removed from our network of approved providers. Transportation providers may also receive a Performance Improvement Plan (PIP) for both non-safety and safety issues. The following lists outline optional disciplinary methods and practices available to MTM. However, MTM reserves the right to terminate a transportation provider in accordance with Section 15 of the Agreement without pursuing any of the optional disciplinary actions herein.

Non-Safety Issue

A non-safety issue is defined as any issue that does not directly endanger the immediate health or welfare of the member. For minor non-safety issues, such as a no show/trip cancellation (less than 24 hours advance notice) rate of more than 1.99%, discipline shall be as follows:

- At the first breach of the 1.99% rate (determined by total monthly trip volume), the provider will receive an educational warning letter
- At the second breach, MTM will institute a PIP suspending the provider from receiving new trips for two consecutive calendar days
- At the third breach, a new PIP will be issued suspending the provider from receiving new trips for five consecutive calendar days
- At the fourth breach, the provider will receive a new PIP suspending them from receiving new trips for 30 consecutive calendar days
- If the transportation provider remains out of compliance following PIP completion, MTM reserves the right to terminate the provider

Safety Issue

A safety issue is defined as any issue that directly endangers the immediate health or welfare of the member. For minor safety or incident issues, discipline shall be as follows:

- At the first occurrence of a substantiated safety complaint, MTM will issue a PIP suspending the provider from receiving new trips for two consecutive calendar days
- At the second occurrence of a substantiated complaint, the provider will be subject to a PIP suspending the provider from receiving new trips for five consecutive calendar days

- At the third occurrence of a substantiated complaint, the PIP will suspend the driver from receiving new trips for 30 consecutive calendar days
- Any additional occurrences may result in termination from MTM's network

Accident and Incident Reporting

Transportation providers must report all accidents, incidents, and injuries that occur during the transport of an MTM passenger. Accident and incident reports must be submitted to MTM in writing by the end of the following business day; injury reports must be made verbally to MTM within three hours of the occurrence. Reports must include:

- Name of the driver and vehicle involved
- Name of passenger(s) in vehicle
- Specific details of the accident or incident and any related injuries
- Copy of police report

Transportation provider agrees to verbally notify MTM immediately of any incidents of member misconduct. MTM requires written follow-up from the transportation provider within 24 hours of receipt of that request, with the exception of incidents involving injury of persons, which must be received by MTM within 3 hours.

Complaints and Grievance Program

Any complaints or grievances received by MTM with respect to the provision of transportation provider services will be forwarded to transportation provider for immediate attention and response. Any problem(s) related to the service shall be promptly resolved. Transportation provider agrees to comply with MTM's complaint resolution policies, and cooperate with MTM and provide MTM with the information necessary to help resolve grievances or inquiries with respect to transportation provider's services and other issues.

Transportation Provider Website

Website Access

Transportation providers that have gone through training will have access to MTM's website at www.onlineaccess.mtm-inc.net. Each user is given unique log-in information to access the site. Through this website, providers can utilize tools such as:

- Credentialing: Helps MTM and transportation providers electronically manage credentialing information
- Claims: Allows providers to electronically submit claims for services rendered and review payment information online
- Provider Trip Management (PTM): Gives providers the ability to report trip statuses, which will automatically be updated in MTM's system
- Electronic Trip Download (ETD): Allows providers to download assigned trips in real time.

Insurance Requirements for Credentialing

During the credentialing process, transportation providers must submit current insurance certificates in the following limits:

- Vehicular liability of no less than $500,000 combined single limit
- Commercial general liability of $500,000combined single limit
- Worker's compensation in the statutory amount for the state in which services are rendered

Certificates must, at the transportation provider's expense, name MTM as "Additional Insured" and "Certificate Holder" for vehicular and general liability policies. MTM must be listed as certificate holder on workers compensation insurance. Prior to the expiration date stated on the certificate, MTM will remind the provider that new certificates are needed. Renewals must be submitted to MTM prior to expiration. Failure to comply with these requirements will result in deactivation or removal from the MTM Transportation Provider network.

Claims Processing

Preparation

Upon assignment, trip details will be sent to the provider via fax or electronic trip download. The transportation provider will transport the passenger(s) as assigned, collecting one signature for each trip leg. For example, a one-way trip requires one signature; a round trip requires two signatures; and a multi-leg or three-way trip requires three signatures.

Create a Packet

After the trip is complete, the provider will log on to our website to upload this information to MTM electronically. Within 90 days of performing the trip, the provider should create an electronic packet, to which all signature images and claims will be attached and submitted to MTM. Trips claimed after 90 days will not be eligible for payment. To do so:

1. Select the “Packets” tab
2. Enter packet name
3. Choose “Create Packet” button, taking you to the Submit Packet page
4. Upload the signature documentation for the trips you are wanting to claim
5. Add claims to a packet individually or by using an Excel spreadsheet
6. Review for quality purposes
7. “Submit” packet

If the trip cost of a claim in incorrect, remove it from the packet by pressing the “Delete” button next to the claim. All changes to claims information must be made and verified prior to submission. Once submitted, changes may not be made to the cost. Contact the Transportation Helpdesk at 1-877-892- 3997, should any errors occur.

ETD

Electronic Trip Download (ETD) Instructions

Through MTM’s website, transportation providers may utilize the ETD tool to download assigned trips. This application requires internet access and Microsoft Excel software.

To download trips electronically, providers must:

1. Log on to the website using their unique log-in information
2. Select “Electronic Trip Download” from the menu options
3. Click on “Create New” and insert the desired trip dates
4. Hit “Save”
5. File will be downloaded and made available for access via the provider’s computer
6. Keep any changes made to the file by saving it to the computer

Appeals

MTM’s appeals process gives transportation providers an opportunity to appeal any denied claims. Please note that trip cost changes will not be considered after a trip has been claimed and may not be appealed.

Level 1 Appeals

Denied claims may be appealed online prior to the claim’s appeal deadline through the following process:

1. Navigate to the “Claims” tab and filter results by “All Denied” or “Denied”
2. Select the trip number from the list shown, opening the Trip Detail page that displays denial reasons. All reasons must be disputed to appeal the denial
3. Select the “Dispute” button next to the reason you would like to dispute
4. Enter the required information and press the “Save” button
5. Repeat steps 3 and 4 for all denial reasons
6. Press the “Appeal” button after all denial reasons have been disputed

Following submission, MTM’s review team will either approve or deny the claim.

Level 2 Appeals

Following the Level 1 appeal, the transportation provider may dispute MTM’s appeal decision prior to the new deadline, escalating the decision to a Supervisor. The Level 2 appeal process is as follows:

1. Navigate to the “Claims” tab and filter results by “All Denied” or “Denied”
2. Select the trip number from the list shown, opening the Trip Detail page that displays the results of the Level 1 appeal

3. Select the “Escalate” button to escalate the appeal to a Supervisor
4. Enter the required information and press the “Save” button

An MTM Supervisor will review the appeal and make a decision to approve or deny. All Level 2 appeals are conducted by a staff member who was not involved in the Level 1 appeal decision. Level 2 appeal decisions are final and cannot be disputed.

Provider Trip Management (PTM)

The Provider Trip Management (PTM) tool allows transportation providers to report cancellations, member no-shows, and reassignments. A reassignment is reported when the provider is unable to accommodate an assigned trip and wishes to turn it back to MTM. Reassignments should be reported to MTM within 24 hours of receiving the trip.

Liquidated Damages

Pre-Assessment Review

This process allows transportation providers to review their potential assessed liquidated damages prior to the amount being deducted from their claims check. If the provider finds something they believe should not be assessed, an email should be sent to PAR@mtm-inc.net. All requests will be reviewed by our Quality Management department, and a decision will be made prior to the pay date. Damages not reviewed by the transportation provider within the allotted timeframe will be assessed.

Appeals

Transportation providers will have the opportunity to appeal all liquidated damages assessed to the company. Appeal requests should be emailed to MTM at ldappeals@mtm-inc.net.

Quality Management

Should a member become dissatisfied with MTM or a transportation provider, they may submit a formal complaint with our Quality Management department, which strives to document, investigate, and resolve the issue within three business days. Please note that our Quality Management department may contact transportation providers regarding complaints submitted by members. Should this occur the provider will be required to submit a complete response within 24 hours. This response should detail:

- Name of driver or other staff member involved
- Detailed description of the occurrence
- Any documentation to support the provider's claim
- A corrective action plan detailing changes that will be made to ensure future similar issues do not occur

Transportation Provider Complaints and Grievances

Grievances

Transportation providers have the right to file a grievance regarding denials, claims, decisions, or other situations that affect business relationships with MTM. Grievances should be directed to our Transportation Helpdesk Monday through Friday from 6 a.m. to 7 p.m. at 1-877-892-3997. Calls received after hours will be directed to leave a voice message.

Appeals

If the transportation provider is dissatisfied with the resolution of the grievance, they have the right to appeal MTM's decision within 30 days. Appeals should be directed to our Transportation Helpdesk at 1-877-892-3997. Requests may also be sent via mail to:

Medical Transportation Management
16 Hawk Ridge Drive
Lake Saint Louis, MO 63367
Attn: Quality Management
Resolution of Appeals

Responsibilities and Relationships

Member Responsibilities

It is the member's responsibility to provide MTM with all appointment details at the time of the transportation request. Transportation can be scheduled for services covered under the member's benefit plan. During scheduling, each member is assigned to the most appropriate mode of transportation that meets their needs.

Guidelines Between Transportation Providers and Members

Please keep in mind the following items:

- Return trips may only be provided from the authorized point of drop-off
- The transportation provider must pick up the member no later than one hour from the time the member calls to request the return ride or "will-call" trip
- If the return pick up has a prescheduled time, the transportation provider must pick up the member no later than 30 minutes from the prescheduled time. You must also call the member with a prescheduled time.
- Drivers are not required to wait more than 5 minutes for a member after the scheduled pick up time.
- For verification purposes, members must sign a log for each trip leg taken; MTM will accept the following signatures if the member is unable to sign:
    - Parent/guardian
    - Caregiver
    - Medical provider

Chapter 2: Credentialing

Introduction

The Credentialing Website is an online tool that helps transportation providers electronically manage credentialing information. Using this website, all credentialing activities between providers and MTM occur online. Once you have submitted a credential to MTM, our Network Management staff will be notified to review the information. Email notifications will be sent to you indicating the status of the credential.

You will also receive advance notice (six weeks prior to the expiration date) of any credential that is set to expire. The website will provide you with multiple notices of increasing severity to prevent drivers and vehicles from expiring.

To use the Credentialing Website, transportation providers must have an internet connection and the ability to scan documents. In order to upload a document, it must first be scanned and saved to your computer. Please be sure to label and scan documents individually.

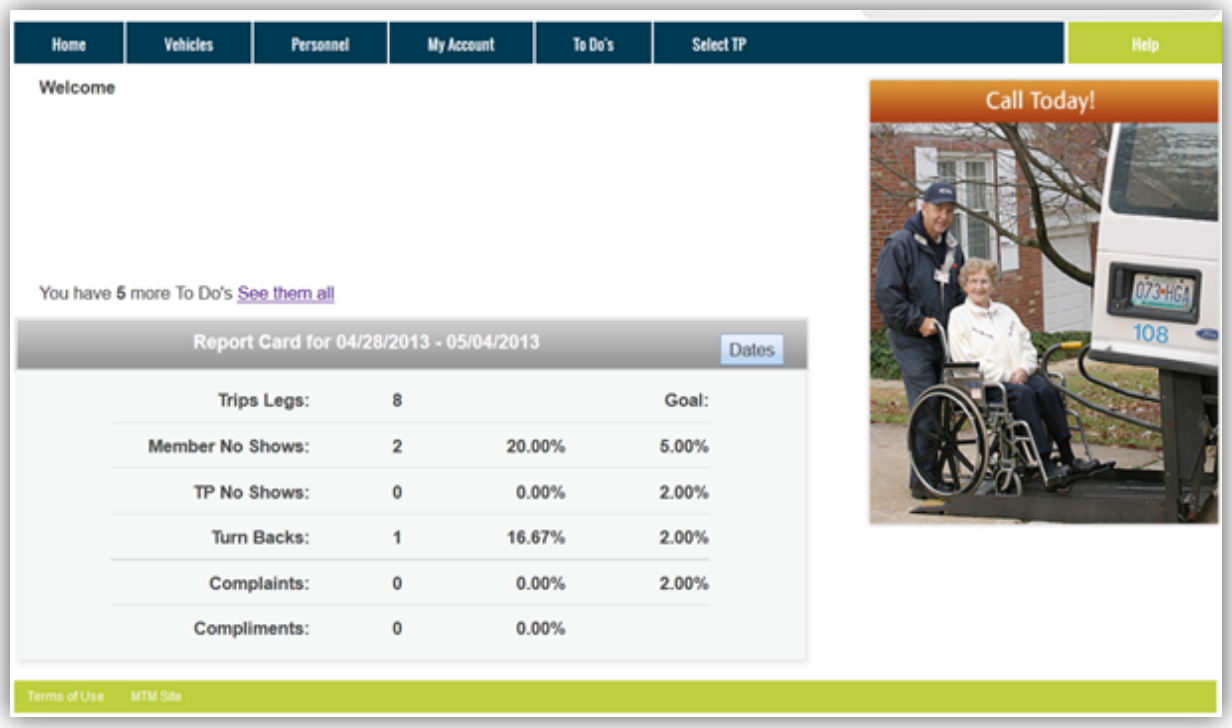
After your documents are scanned and organized, you can log into the website to begin adding drivers, vehicles and uploading your credentials. /First time users will log in using their username as both the username and password. This will prompt a window that will require the user to create a new password. Access to the log in page is located at https://onlineaccess.mtm-inc.net/.

Within this website, you will navigate to the credentialing section of the page. A “To Do” is a notification that you must take action on a credential. “To Do” notifications are sent when you have not yet submitted a credential for a driver or vehicle, or a credential that was previously submitted and is about to expire.

Website Home Page Displays

Report Card

The Report Card is located on the home page and displays the number of Trip Legs, Member No Shows, Transportation Provider No Shows, Transportation Provider Cancellations/Reassignments, Complaints, and Compliments for the dates selected. It also shows the percentage of and goals for each. Data is calculated in real time, meaning data is subject to change as it is updated.



Dates

You may change the dates of the Report Card by selecting the "Dates" button. The Report Card will display data for trips within the selected date range. By default, the selected date range is set to display the previous week's trips.

Trip Legs

Trip Legs are defined as the sum of all scheduled trips.

Goals

The Goal percentages represent the targets you should strive for within each category.

Member No Shows

Member No Shows are defined as the sum of all Member No Shows reported to MTM.

Transportation Provider No Shows

Transportation Provider No Shows are defined as the sum of all Transportation Provider No Shows reported to MTM.

Reassignments

Reassignments are defined as the sum of all trips reported to MTM as a cancellation.

Complaints

Complaints are defined as the sum of all complaints reported to MTM.

Compliments

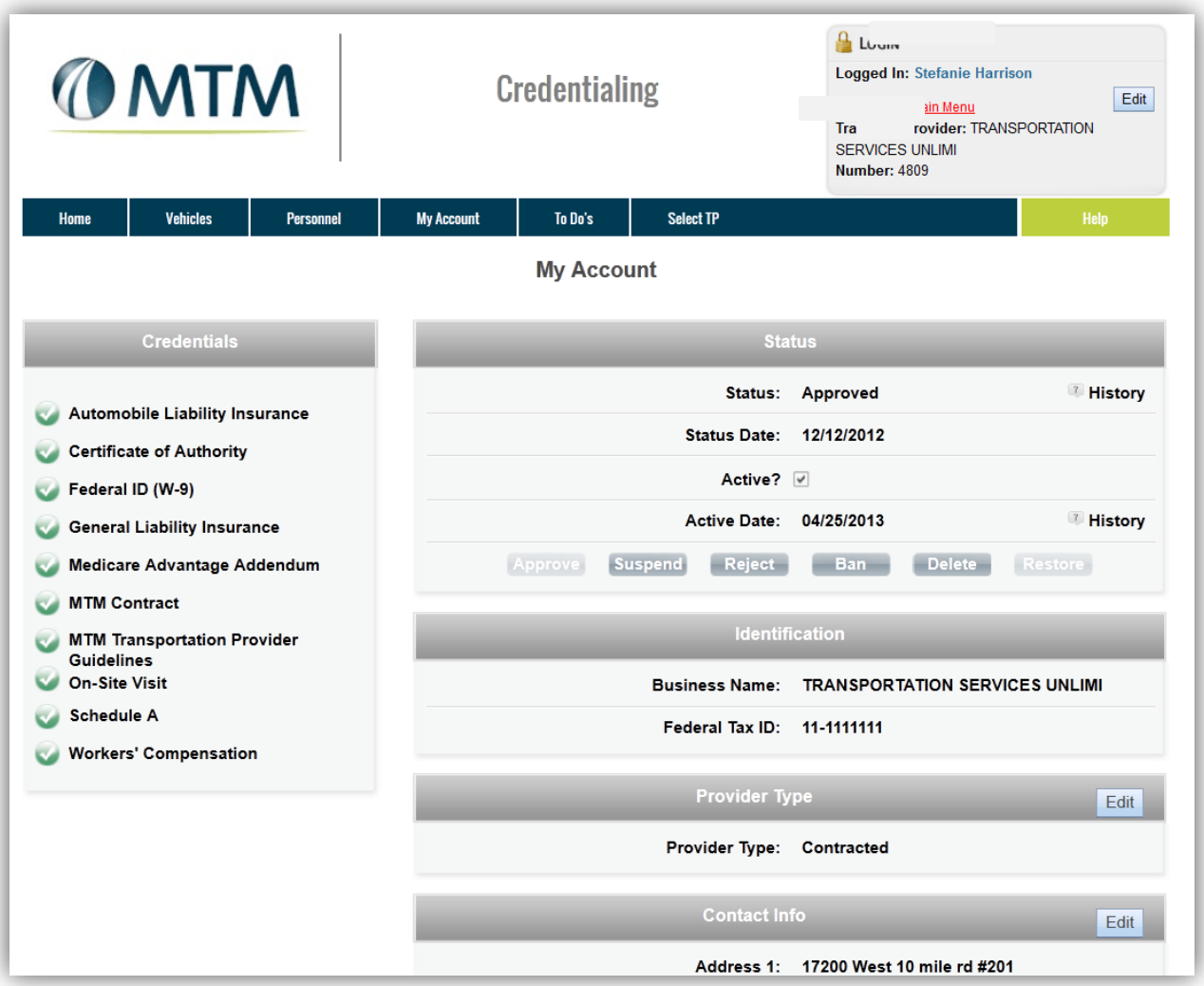
Compliments are defined as the sum of all compliments reported to MTM.

My Account Page

The “My Account” page displays different types of information about your company, such as:

- Contact Information
- Additional Languages
- Counties Served
- Hours of Operation

To edit this information, select the Edit button on the screen next to the information displayed in each section. This page also displays the credentials for your company as a whole as shown below.



Adding Vehicles and Personnel

When you hire a new driver or acquire a new vehicle, you must add them to the website and supply all credentialing data prior to allowing them to provide service for MTM. Employee and vehicle lists can be found by selecting the “Personnel” or “Vehicle” tab on the header. Select the “Add New” button on the upper right hand. Enter the requested information into all fields of the pop-up window and save the information by pressing the “Save” button.

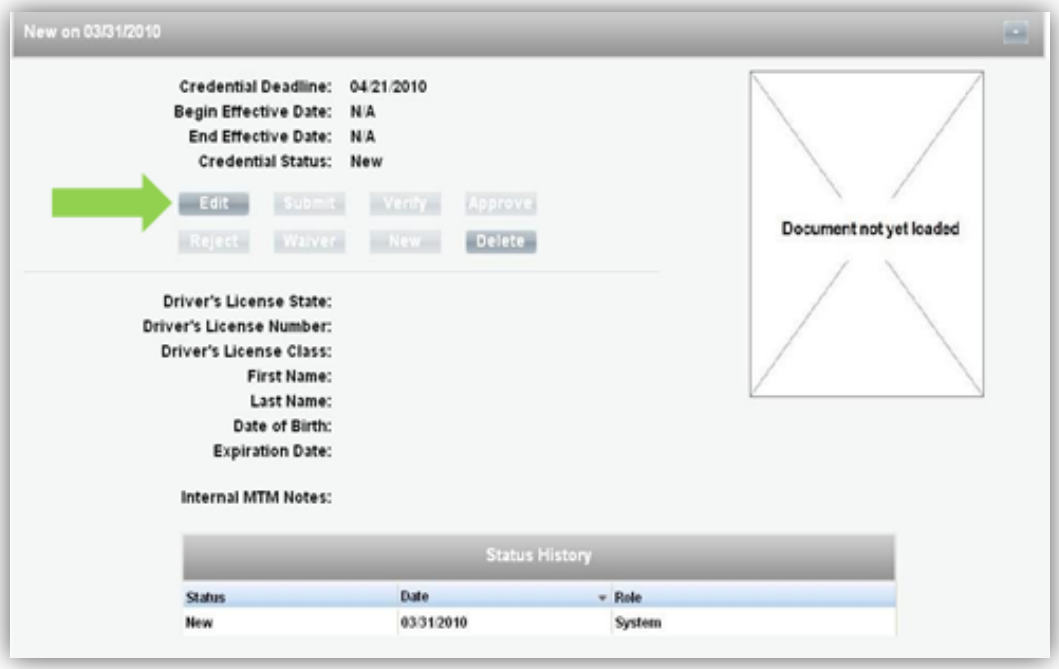
Then, navigate to the “Credential Detail” Page. Select a vehicle or driver from the “Vehicle” or “Personnel” tab. In addition, after adding a driver or vehicle, you will be automatically directed to the “Detail Page”. This page lists information about the driver or vehicle, and also details the credentials that must be submitted. Clicking on the name of a credential will take you to the “Credential Detail” Page.

Uploading Credentials for Vehicles and Personnel

Before new drivers and vehicles can provide service for MTM, you must submit all required credentials. Once each has been approved by MTM, the driver or vehicle will be submitted to the Credentialing Committee for final approval. Figure 1 shows an example of the credentials for a driver that would be found on the driver’s “Detail Page”. The “X” graphic to the left of the credential means the credential has not yet been approved by MTM.

Figure 1

To upload a specific credential, click on the credential you would like to upload. Once you arrive at the “Credential Detail” Page, select the “Edit” button. Below is an image from the “Credential Detail” Page that provides an example of how a driver’s license would appear within the website.



You will take these steps when submitting credentialing information and documents:

1. Enter all requested information (blank fields).
2. Upload the image/document of the credential if required. Credentials that require supporting documents will have an "Upload File"… button near the top of the screen, shown below.

3. Select the "Upload File" button. A pop-up will appear prompting you to select the file containing the document. Note that all images must first be saved to your computer.
4. Find the file containing the document by searching for it through the pop-up menu. Select the appropriate file and press "Open."
5. Select the "Save" button once the credential has been uploaded.

6. Review the information displayed on the new screen. If the information is correct, press "Submit" to send the credential to MTM for approval. If it is not correct, select the "Edit" button to make the appropriate changes.
7. Repeat this process for any new driver or vehicle prior to using them to provide service for MTM.

Even after submitting the required information, the "X" image will remain until MTM approves the credential. This will take no longer than one week. MTM will notify you if there is a problem with the credential. Following approval, we will send you an email notification.

Re-Submitting Credentials

Credentials that are about to expire or those that have been rejected by MTM must be re-submitted following the same process outlined above.

To Do Notifications

When a credential is about to expire, a "To Do" will be created. You will be notified of this status via email. Additionally, the image next to the name of the credential will be changed from a green check mark to a yellow exclamation point. The "To Do" will be created six weeks before the credential is set to expire, allowing sufficient time for renewal. Each week the credential is not submitted, the color of the icon will become increasingly red, and you will continue to receive email notifications to remind you the credential is due. You will also receive email notifications containing "To Do Notifications".

Submittal Deadline

Your deadline for submitting the credential is two weeks before the actual expiration date. This will allow sufficient time for Network Management to approve your credential or resolve any issues that may arise.

Rejected Credentials

Credentials that do not meet the requirements established by MTM will be rejected. When a credential is rejected, a "To Do" notification will appear alerting you that the credential was not approved. The "Detail Page" will display the rejection reason, and you will receive an email notification with the status change.

Deleting Vehicles and Personnel No Longer In Use

You must change the status of driver and vehicle that no longer provides services for MTM to a "Deleted" status. Once in the "Deleted" Status, "To Do" notifications will not be sent to you when credentials begin to expire. Once a driver or vehicle has been deleted, it will not be allowed to provide services for MTM.

If after deleting a driver or vehicle you wish to use them again, press the "Restore" button. This will change the status of the driver or vehicle from "Deleted" to a "Pending" status. Additionally, you should notify MTM so your Network Representative can approve the driver or vehicle. You should also submit the needed credentials if any have expired since the driver or vehicle was deleted. You may see a variety of status like "Expired, Pending Re-approval, Pending Credential, etc."

Updating Your Information

The website allows you to edit your name, e-mail address, and password by editing your profile. To edit your profile, select the "Edit" button in the header after you've logged in, as shown below.

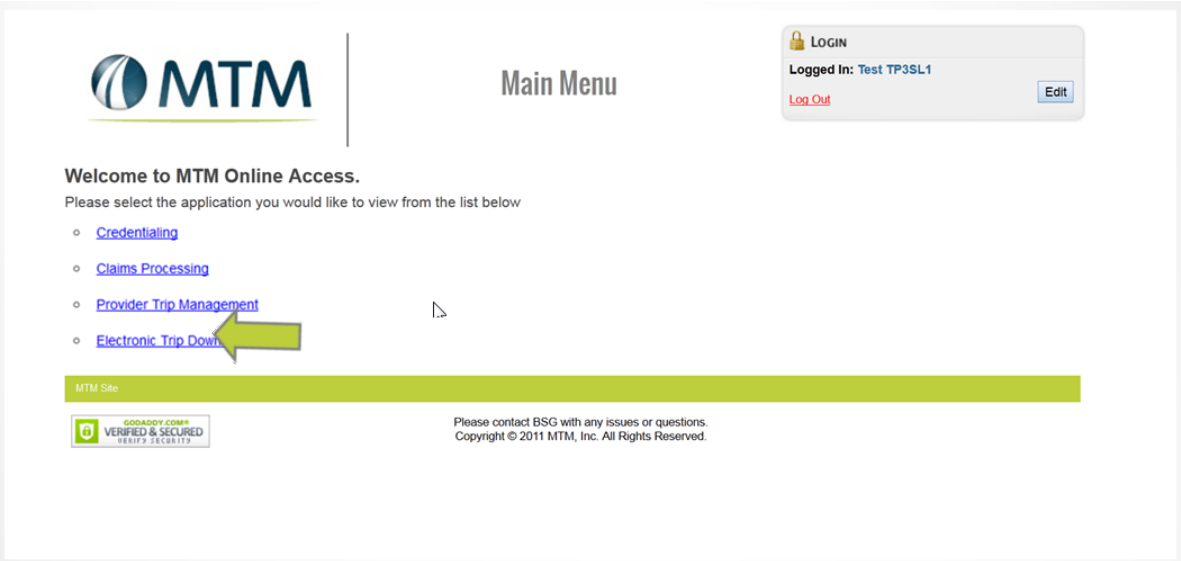
After pressing "Edit", a pop-up window will appear allowing you to enter any information you would like to update.

Chapter 3:
Electronic Trip Download (ETD)

Introduction

Transportation is assigned to a provider at the time of the call, whenever possible. Transportation providers will use Electronic Trip Download at an ongoing basis to verify their current trip assignments. Electronic Trip Download (ETD) is a method that MTM uses to notify transportation providers of upcoming trips. Faxes are provided to the Transportation Provider for 30 days after their start date, with the exception of short-notice trips falling under same-day or next-day appointments, which will still receive a fax past 30 days. Transportation Providers will receive trips with less than two business days' notice via fax if accepted first through MTM via phone. Transportation providers should review faxes, the MTM Daily Fax Summary, and/or electronic trip file, at a minimum, daily to make certain all trip requests have been received. If you are not receiving trips, please contact the Transportation Helpdesk at 1-877-892-3997.
The web portal lists the trips that are set with your transportation company in real time. Information from the portal can be downloaded to an Excel spreadsheet. The ETD Report contains all information that is required for each trip and can be downloaded as often as needed. ETD reports may also be used as Driver Logs as long as they remain HIPAA compliant by not displaying the ID number of the member.

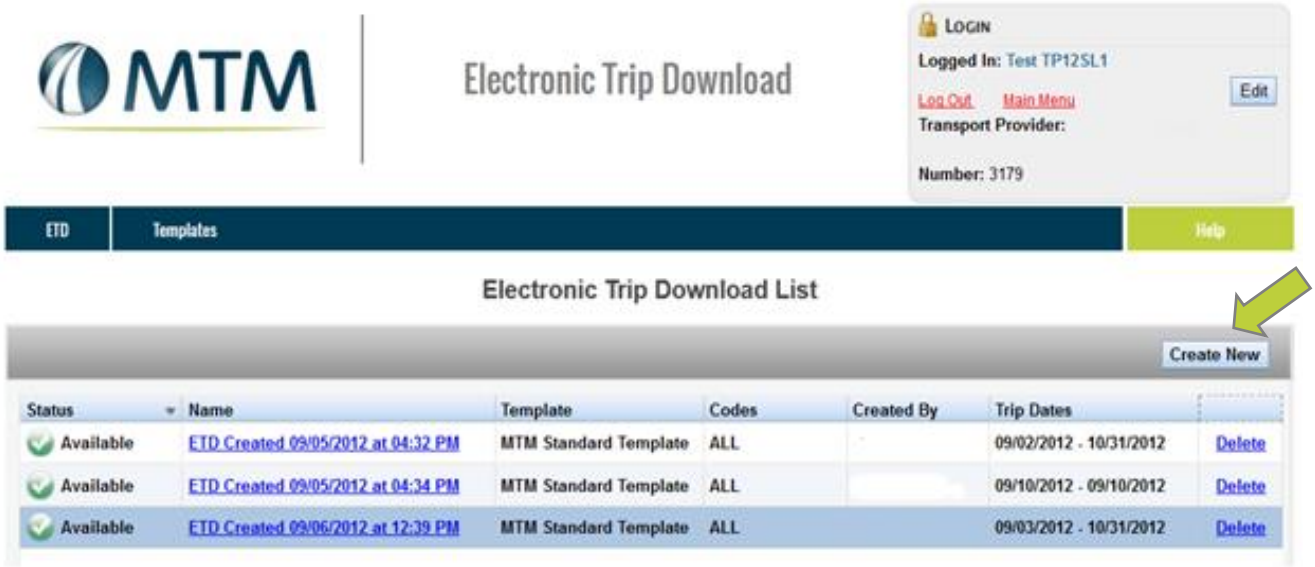
Users will have access to the ETD by going to https://onlineaccess.mtm-inc.net/index/login. Once logged in, the ETD option will be located on the left hand side of the screen as shown below.



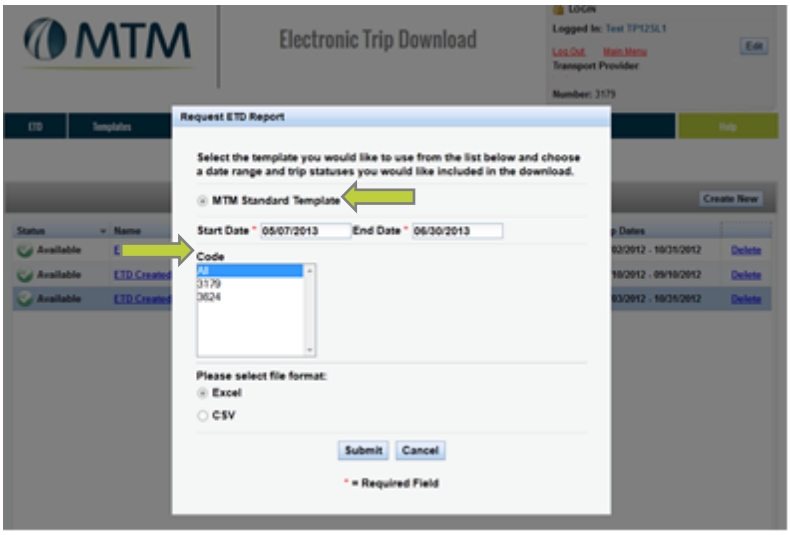
NOTE: *Please remember to save all reports to your computer for later use (billing, claims, etc.).*

Creating Your Report

Once the ETD option has been selected, you will be directed to a new screen. On the right of this screen, you can select “Create New”.

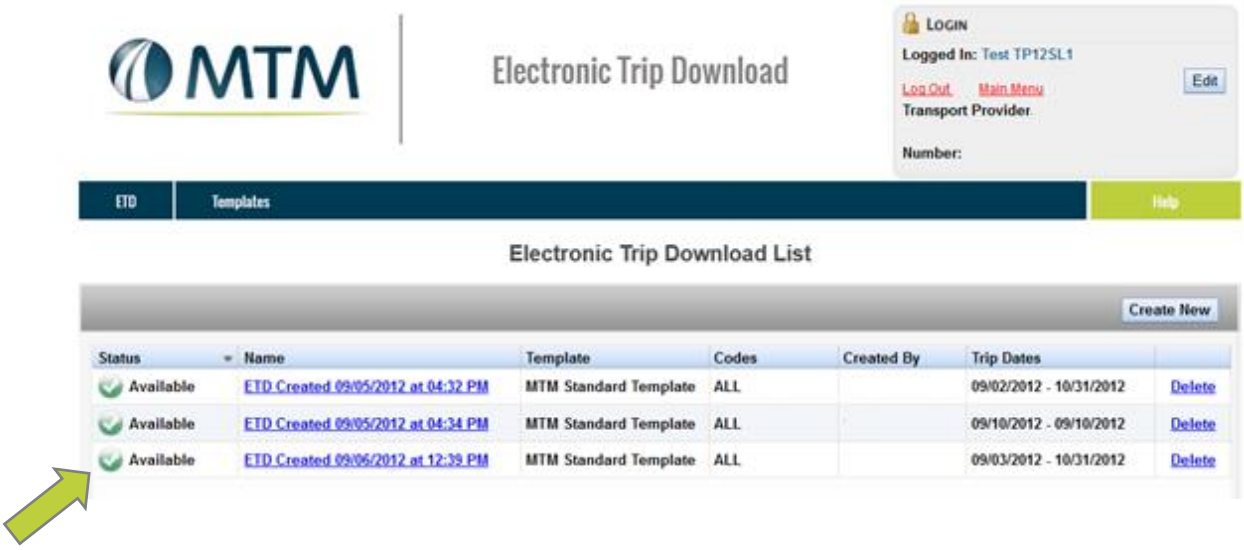


Once an ETD report has been requested by clicking on “Create New”, a pop-up will appear instructing you to select a template. You will have the option to choose one of your own templates or use the MTM standard template, choose the dates of the report you would like to see, and select your vendor code.



NOTE: *The report Start Date can only be backdated three days. The report End Date cannot be beyond the last day of the following month.*

After you have made your selections, click “Submit”. You can now see the status of your report. Once in an “Available” status, you may access your report.



Refresh the page to update the status or press the F5 key on your keyboard. Once the status of your report is “Available,” click on the hyperlink that says “ETD Created 12/06/2012 at 2:25PM” and the document will download on your computer for you to open. Reports can be manually deleted at any point from the website. If a report is not manually deleted, the system will automatically delete it after 90 days. Remember to save the file to your computer for your records.

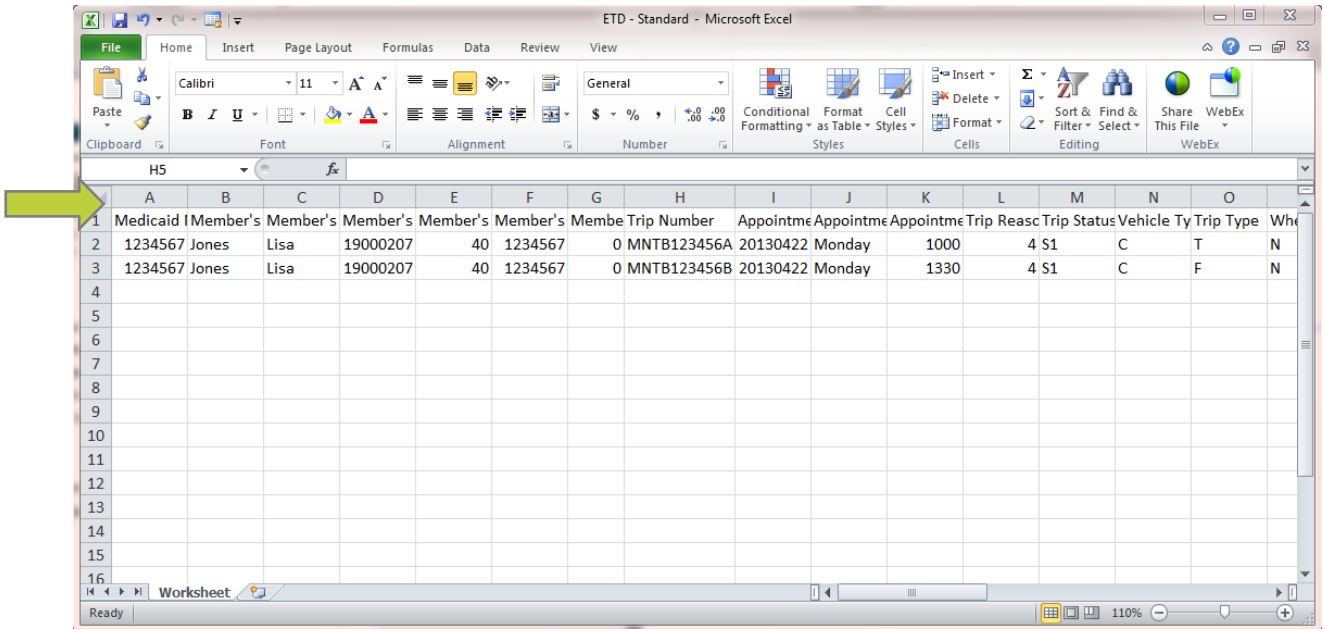
NOTE: *You must have Microsoft Excel or equivalent software on your computer to open the report. MTM recommends Microsoft Excel Version 7 or higher.*

Opening, Saving, and Reviewing the ETD Report

Save the document on your computer by clicking on File from within the document and selecting Save As. This enables you to name the report and choose where to save it on your computer.

Shown below is an example of an ETD report in Microsoft Excel. The report contains the following information:

- Column A displays the member's Medicaid number; (1234567)
- Column B displays the member's last name: (Jones)
- Column C displays the member's first name: (Lisa)
- Column D shows the trip date in Year/Month/Day format; (19000207)
- Column E displays the member's age: (40)
- Column H show the member's phone number; (1234567)
- Column N shows the vehicle type, where C = Cab and P = Para-lift
- Column M shows the trip status; (S1 – see page 29 for definitions of trip status codes)



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
1	Medicaid I	Member's	Member's	Member's	Member's	Member's	Membe	Trip Number	Appointme	Appointme	Appointme	Trip Reasc	Trip Status	Vehicle Ty	Trip Type	Whe
2	1234567	Jones	Lisa	19000207	40	1234567	0	MNTB123456A	20130422	Monday	1000	4	S1	C	T	N
3	1234567	Jones	Lisa	19000207	40	1234567	0	MNTB123456B	20130422	Monday	1330	4	S1	C	F	N

NOTE: *Columns can be added or deleted by right-clicking with your mouse on a column and selecting Insert to add a column, or Delete to remove a column.*

Round Trips

Each round trip will have two legs: the “To Leg” and the “From Leg.” Each trip has a “Trip Number,” the “To” and the “From” legs are identified by the letter A or B at the end of the trip number. Example:

- To Leg = MTMA1202222A: The appointment time of “Leg A” indicates at what time the member needs to be at the appointment.
- From Leg = MTMA1202222B: The appointment time of “Leg B” indicates at what time the member will need to be picked up for the return ride home. If “Leg B” has a zero under appointment time, this indicates that the return time is a “will-call” and that the member “will-call” when they are ready to be picked up.

Multi Leg trip (3 Leg Trip)

Three-legged trips will have individual trip numbers and have a letter A at the end of the trip number; for example:

- To leg = MTMA1202222A
- To leg = MTMA1222223A
- From leg = MTMA122224A

Three-legged trips will not have a “B” leg assigned.

Military/Standard Time Conversion

MTM uses military time on all trips; conversions to military times are shown in the following table.

Military Time	Standard Time	Military Time	Standard Time
0000	12:00 AM	1200	12:00 PM
0100	1:00 AM	1300	1:00 PM
0200	2:00 AM	1400	2:00 PM
0300	3:00 AM	1500	3:00 PM
0400	4:00 AM	1600	4:00 PM
0500	5:00 AM	1700	5:00 PM
0600	6:00 AM	1800	6:00 PM
0700	7:00 AM	1900	7:00 PM
0800	8:00 AM	2000	8:00 PM
0900	9:00 AM	2100	9:00 PM
1000	10:00 AM	2200	10:00 PM
1100	11:00 AM	2300	11:00 PM

Trip Status Codes

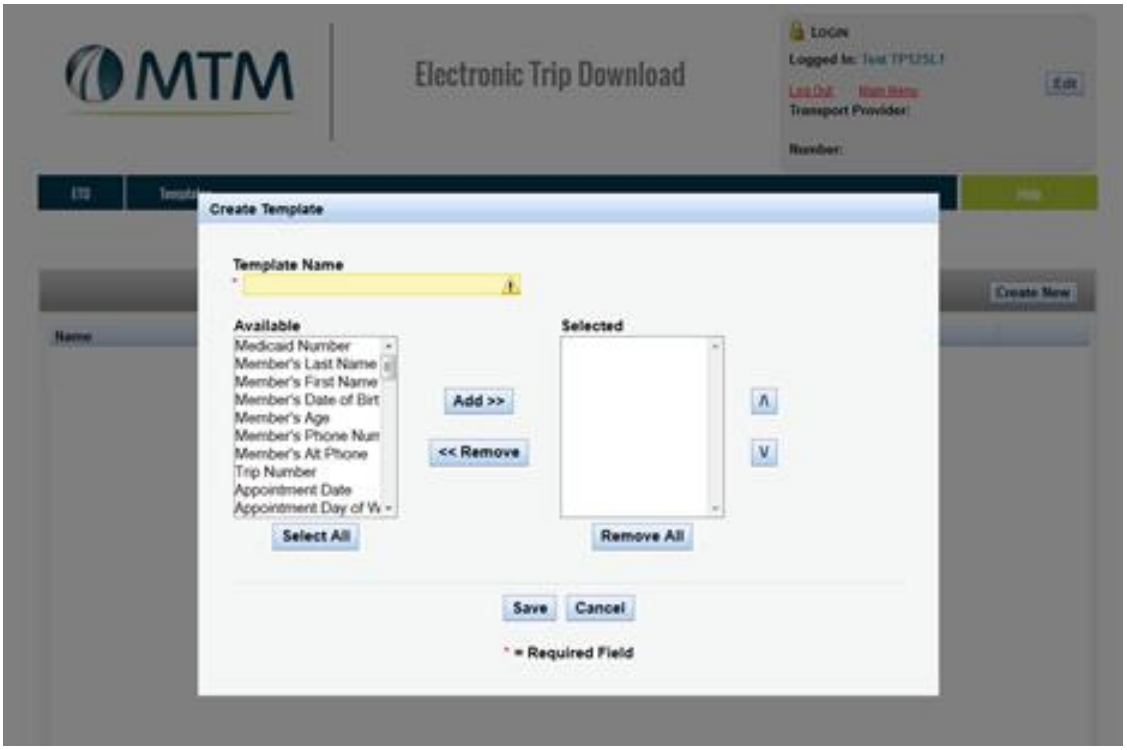
Trips may be assigned the following codes:

S1	Trip scheduled
SQ	Trip scheduled, with special rate
SV	RETURN (FROM) TRIP – Provider did not pick up passenger
S4	Return Trip - Passenger was not at pre-arranged pickup point, could not be located
S7	RETURN TRIP - Passenger cancelled direct to Provider prior to return pick-up
S8	RETURN TRIP - Passenger did not call Provider to be picked up and Provider did not go
X1	Passenger cancelled direct to driver at time of pick-up
X2	Passenger was not there at time of pick-up
X3	Passenger was there but not ready - driver required going to next pick-up
X5	Passenger cancelled direct to Provider prior to trip
X6	MTM cancelled to the Provider prior to pick-up
X9	Cancelled due to schedule/appointment change
XE	Cancelled due to operator error
XH	Cancelled, passenger hospitalized
XM	Cancelled by MTM dispatch
XN	Cancelled, provider not most appropriate
XS	Cancelled due to provider being non-compliant
XT	Cancelled, duplicate trip
XW	Cancelled by social worker or facility
XX	Cancelled due to misinformation given by the provider, plan or passenger
XQ	Provider cancelled - i.e., turn back, more than 48 hours prior to appointment
XV	Provider cancelled - i.e., bad weather, mechanical breakdown, accident, traffic jam, lost order, over-scheduled, turn back less than 48 hours prior to appointment etc.
VN	ORIGIN (TO) TRIP -Provider did not pick up passenger or provider was tardy in picking up passenger, which resulted in passenger not being seen at appointment

Custom Templates

Users can create custom templates. This allows you to customize the data fields which will appear on your ETD.

- To create your own template, select the “Templates” option on the menu bar and then select “Create New.” Custom templates allow you to select what information you would like to see, and in what order it would displayed. After clicking “Create New,” a pop-up window will appear allowing you to choose the information you would like on your template. To add columns of data to your template, simply click on each item from the “Available” list and add it to the “Selected” list by using the add and remove options on the screen. To change the order of items in your template, click on an item and use the up and down arrows.



- After creating the template, click “Save.” This will save the new template under the “Templates” tab in the menu bar.

- Once a template is saved, it will appear in the “Templates List.” You may edit or delete any of your custom templates from the “Templates List.” Users can only create up to three custom templates at this time. Users with three custom templates will have to click the “Delete” button and delete an existing template before a new one can be added.

Trip Process Signature Guidelines When Using MTM’s Daily Trip Log

Transportation providers must maintain a signed trip or log sheet, including member’s original signature and date of transport and listing all members’ scheduled rides for each individual day. These guidelines should be followed on a daily basis:

- The transportation provider must not require a member to sign the trip/log sheet on any leg of the trip which is not completed.
- The transportation provider must require the member to sign the trip/log sheet for each leg of the trip at the time of completion of the trip. The member’s signature is used as part of the trip verification process.
- The transportation provider understands that lack of required trip documentation will result in denial of payment. These requirements include:
    a. member signatures
    b. driver signatures
    c. date and time of transport pick up and drop off
- If the member is unable to sign, the driver must have the facility staff or aid accompanying the member to sign on behalf of the member. Transportation provider understands payment may be subject to verification.
- An adult, accompanying a minor child, may sign the adult’s name on the trip/log sheet as long as the minor’s name is clearly noted as well.
- The transportation provider must provide MTM with the trip/log sheets upon request.

Pre-Trip Confirmations

- Transportation provider agrees to contact the member by phone the day before the appointment to confirm the transportation provider’s estimated pick-up arrival time.
- Transportation provider shall provide their phone number to the member during the pre-trip confirmation phone call.

MTM's Daily Trip Log (Driver Log)

MTM, INC. DAILY TRIP LOG

Transportation Provider: _____

Date of Service: _____

Driver's License Number: _____

Vehicle ID Number (VIN, Last five digits): _____

Trip Number:	Recipient's Printed Name	T or F Leg	AM/PM of Pickup	Scheduled Pickup Time	Pickup Arrival	Pickup Departure	Drop Off Time	Recipient Signature

NOTES T or F Leg indicates the To or From leg for the trip. *Example: Picking the recipient up at the residence and transporting to the doctor's office would be considered one leg (To); picking the recipient up at the doctor's office and transporting back to the residence would be considered the second leg of the trip (From).* Each leg of the transport must be documented on separate lines. A signature is required for each leg of the transport. If the Member is unable to sign the Trip Log, please have the Facility Staff or Aid sign on behalf of the Member. AM/PM is indicated for the time of the Scheduled Pickup. No shows will be indicated with NS in the Drop-Off Time.

I certify that all information contained herein is true and accurate, and understand that this statement is made subject to the applicable penalties under federal and state law for making false declarations.

DRIVER'S SIGNATURE: _____

DRIVER'S PRINTED NAME: _____

Effective Date 1/25/2013

Trip Process: Etiquette

Trip Cost

A payment by MTM of the amount noted on the trip shall constitute payment in full and satisfaction of transportation provider's claim for compensation for services rendered for that trip. The transportation provider, by performing the trip, waives any claim for compensation in excess of the stated compensation on the trip. If the transportation provider knows that the price, designated level of service, mileage, zip codes, or any other data on the trip request is incorrect when checking the Electronic Trip Download, the transportation provider must immediately notify the Transportation Provider Helpdesk at 1-877-892-3997 of the corrections prior to performing the trip.

The transportation provider has the right to refuse any trip assignment from MTM. If the transportation provider performs a trip, the transportation provider agrees to:

- Accept the amount of compensation for that trip that is noted by MTM on the trip assignment sheet provided in advance by MTM to the transportation provider.
- Not claim compensation in excess of the compensation noted on the trip assignment sheet, irrespective of the level of service, or the totality of services provided by transportation provider for the given trip.

Communicating with Members

- If member calls transportation provider directly, transportation provider must notify them to call MTM to arrange and authorize their transportation.
- Transportation provider will not contact member's medical provider to schedule or re-schedule appointments.
- Drivers must make best effort to make contact with the member notifying them their ride has been waiting outside for at least 5 minutes after the scheduled pick up time before leaving the premises without the member. This would include, at a minimum, honking, knocking at door, inquiring at reception desk and calling dispatch to place a call to the member to notify them their ride is outside.
- Members must call for approval prior to an unscheduled appointment or a pharmacy trip. If the transportation provider does not obtain prior approval from MTM, they will not be paid for the trip.
- Drivers must not enter the passenger's home except under prior authorization from MTM.

No-Shows and Cancellations

- MTM required the transportation provider to contact the MTM Transportation Provider Helpdesk with all no-shows at the time of the no-show. Timeliness of reporting will determine whether the no-show is a member or provider no-show.
- If a trip is cancelled by the member directly, the transportation provider must notify the MTM Transportation Provider Helpdesk immediately to document member cancellation of the trip.

Reassignments

If a transportation provider refuses a trip assignment, the transportation provider must notify MTM within 24 hours of receiving the trip.

Mileage, Trip Costs, and Discrepancies

- Transportation provider understands all trips are defined as one-way trips.
- Transportation provider acknowledges and agrees that where mileage is paid by MTM for a trip, all mileage will be calculated by MTM's commercial GPS based mileage system, based on the shortest distance from the pick-up point to the final destination point, irrespective of the route actually taken by the transportation provider, and irrespective of the actual travel time incurred in the performance of the trip. MTM's system determination of mileage shall be final and not subject to challenge or dispute by transportation provider.
- If transportation provider knows that the price, designated level of service, mileage, zip codes, or any other data on the trip request is incorrect, transportation provider must notify MTM of the corrections prior to performing the trip.
- If there is a discrepancy on the number of additional members noted on the trip faxes, transportation provider must contact the MTM Transportation Provider Helpdesk before leaving member's home/pick-up location.

Timeliness

- Transportation provider must allow a minimum of five minutes wait time at the scheduled pick-up locations for scheduled member(s) to enter vehicle.
- Transportation provider must not cause a member to arrive more than 30 minutes prior to an appointment, unless requested or pre-authorized by MTM or the member.

- The wait time for a pre-scheduled return trip, such as dialysis, rehabilitation, etc., after an appointment, shall not exceed 30 minutes.
- Transportation provider must accommodate “will-call” pick-ups within one hour from time of the member’s call.
- Transportation provider are given - a ½ hour window 15 minutes before and after estimated scheduled pick-up to arrive for the scheduled pick time. Transportation provider must allow a minimum of 5 minutes wait time after the pre-scheduled pick-up time before leaving the member’s pick up location.
- Transportation provider must maintain that all trips not exceed one hour in vehicle riding time, except in cases when long distance travel is involved.
- In multiple-member situations, members should not remain in the vehicle for more than 45 minutes longer than the average travel time for direct transport except in cases when long distance travel is involved.
- Transportation provider agrees to complete any pre-scheduled round trips even under the circumstance when the medical service extends past the approximate expected completion time.
- Transportation provider agrees to contact the member of a significant pick-up delay and obtain information as to whether or not the member will still be able to attend the scheduled appointment.
- Transportation provider understands if they are consistently late for pick-up and/or drop-off by MTM’s assessment, transportation provider may face corrective action and be assessed liquidated damages.
- If Transportation provider fails to perform agreed services or arrive within a timely period resulting in the member missing their appointment as described in this section, provider agrees they may be assessed a provider “no-show,” where provider may face corrective action and be assessed liquidated damages.

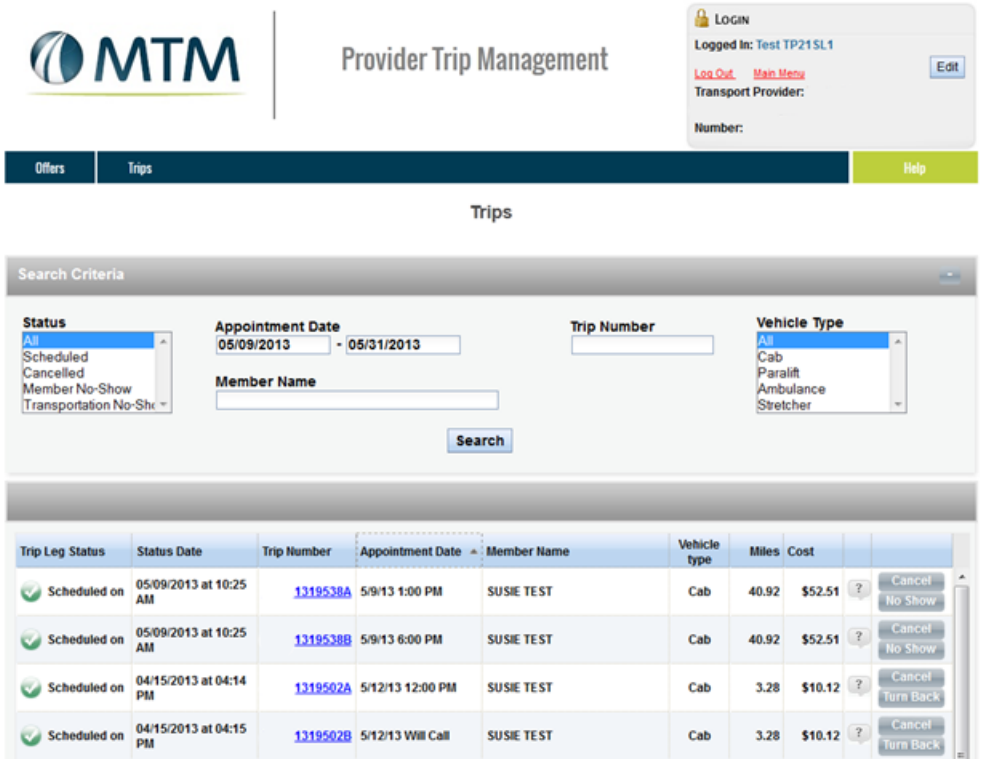
Chapter 4:
Provider Trip Management (PTM)

Reporting Member Cancellations, No-Shows, and Reassignments

The PTM application allows transportation providers to report cancellations, no-shows and reassignments to MTM.

To access the PTM Website, navigate to the Main Menu by logging in or selecting the Main Menu link from the login box in the upper right corner of your screen. To use the application, use the search criteria to look up the trip you want to see, than choose the action you would like to report by selecting the button on the right hand side of the trip information.

You will be able to look up the trip number by using any of the “Search Criteria” and clicking on “Search”. When searching for trips the “Appointment Date” can only be backdated two days. The “Appointment End Date” cannot be beyond the last day of the following month.



Trip Cancellations

If the member contacts you directly to cancel transportation, you can cancel the trip using the PTM Website. If you do not report the cancellation, this could result in an unwarranted and unintentional provider no-show.

Member No-Show

You should report a trip leg as a member no-show at the time the member was a no-show for the scheduled transportation. Lack of notification to MTM could warrant a provider no-show, in the event that the member contacts MTM and states that the no-show occurred on the part of the provider.

If you are reporting the “A” Leg as a member no-show, the “A” Leg will automatically be changed to Member No-Show in MTM’s system. Then, the “B Leg” will automatically be cancelled. If you are reporting the “B” Leg as a member no-show, the “B” Leg will automatically be changed to Member No Show in MTM’s system. The “A” Leg will not be changed.

You may also report a no-show by calling the Transportation Provider Helpdesk at 1-877-892-3997.

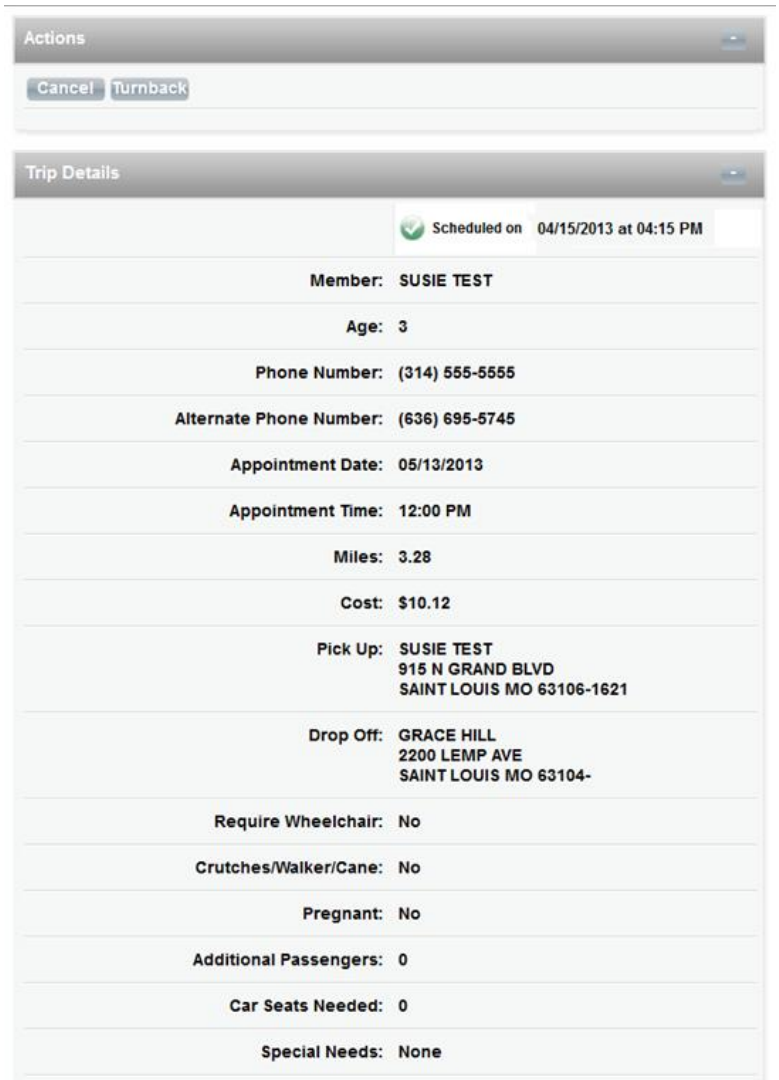
Reassignments

You should report a trip leg as a reassignment if you are unable to provide service for the trip. Report a reassignment as soon as you are aware that you are unable to provide service. This will allow MTM enough time to find alternate transportation and can be done up to 48 hours prior to the trip using PTM. To submit a reassignment less than 48 hours before the trip, you will need to call the MTM Provider Helpdesk. Remember, Liquidated Damages may be assessed for late trip cancellations. Refer to your Schedule B documentation.

When a reassignment is reported to MTM for an “A” or “B” Leg trip, both legs will be turned back. You may not reassign only one leg of a round trip.

Trip Information

If you would like to read more detail information about the trip, please click on the trip number and you will see the trip detail page.



Actions

Cancel Turnback

Trip Details

Scheduled on 04/15/2013 at 04:15 PM

Member:	SUSIE TEST
Age:	3
Phone Number:	(314) 555-5555
Alternate Phone Number:	(636) 695-5745
Appointment Date:	05/13/2013
Appointment Time:	12:00 PM
Miles:	3.28
Cost:	$10.12
Pick Up:	SUSIE TEST 915 N GRAND BLVD SAINT LOUIS MO 63106-1621
Drop Off:	GRACE HILL 2200 LEMP AVE SAINT LOUIS MO 63104-
Require Wheelchair:	No
Crutches/Walker/Cane:	No
Pregnant:	No
Additional Passengers:	0
Car Seats Needed:	0
Special Needs:	None

Print Option

If you would like to print the “Trip Sheet/fax sheet” from the website, please click on the “Print” button.

Additional Assistance

For additional assistance please contact the Transportation Provider Help Desk as 1-877-892-3997.

Chapter 5:
Claims Processing

Introduction

The Claims Website is an online tool that allows transportation providers to submit claims electronically and review payment information online. Using this website, all claims-related interactions between providers and MTM occurs electronically. All signature documentation is scanned and saved to the provider's computer as a PDF, after which they may upload it to the site. Providers do not need to mail in any documents unless specifically asked to do so. There is no limit to the number of trips that you can claim in one packet; however the file size of your signature PDF cannot exceed 11.99 MB.

Transportation providers will not assert any claim for payment against MTM where such claim is based on services provided more than 90 days prior to the date of MTM's receipt of the claim. Any claim submitted by transportation providers more than 90 days after the date of service shall not be eligible for payment. Transportation providers hereby waive any right to such payment.

To make claims, trips are batched together as part of a packet. Packets are created by transportation providers and include the uploaded image of signature documentation (trip logs or driver sheets) and a list of trips the provider wants to claim.

Once signature verification and adjudication have been completed, providers can easily find claims that have been approved and denied. Approved claims will be paid according to the Scheduled Payment Terms on the website. Providers have the ability to appeal any denied claims so long as it is not past the appeal deadline (30 days after claim denial). Refer to the payment schedule located at the end of the claims section of this handbook.

First Steps

Please complete the following steps prior to logging into the Claims application:

1. Complete the Daily Trip Log: The trip log (or faxed trip sheets) must be scanned and saved to your computer as a PDF document. If you have more the one log to submit, scan all pages together and save as one PDF document. The uploaded image (Daily Trip Log), must contain a picture of the signature for every claim being submitted. If there is a signature image for a trip, but the trip number is not on the list, the signature will be ignored even though the trip may have been claimed in another packet. Any claim added to the list without a signature in the image will be denied. It is your responsibility to ensure that each trip has a corresponding signature verification image.
2. Upload the Claims Template: After scanning and saving the trip logs, you will need to type the information that is on the scanned trip logs into an Excel spreadsheet (Claims Upload Template) in the same order that is displayed on the scanned trip logs. Once that has been completed, please save it to your computer. Now you may log in to the website (https://onlineaccess.mtm-inc.net/index/login) and start creating your packet.

Claiming Your Trips

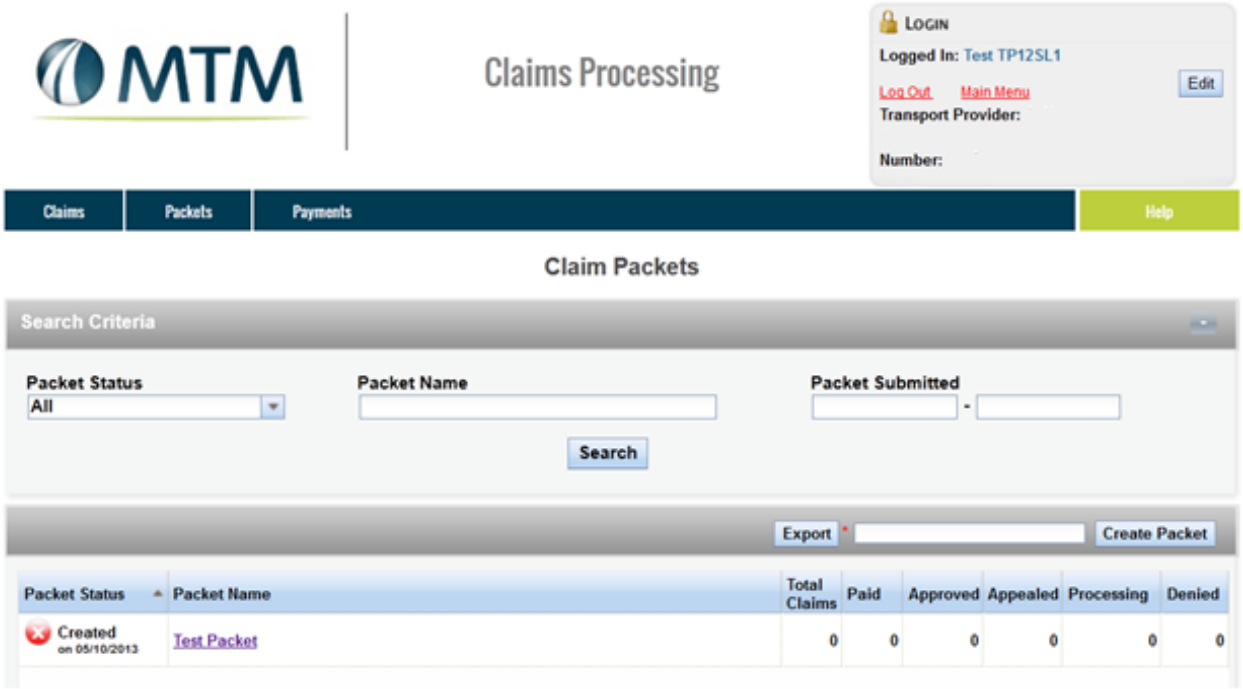
To make claims, batch your trips together as part of a packet. Packets include the uploaded image of signature documentation (trip logs or driver sheets) and a list of trips you want to claim. Claims, and all required information, can be added to a packet manually one at a time or by importing the information for multiple claims from a spreadsheet.

A trip number is required for each claim; additionally, you may also be required to submit any combination of the following data:

- All PUDO (pick-up and drop-off) times per trip leg
- Driver's license number
- VIN (full VIN number)
- Signature type (member, facility staff, or representative of the member)

Packets

To create a new packet, navigate to the Claim Packets menu by selecting the “Packets” tab located in the upper left corner of the screen. Below is an image of the Claim Packets list page.

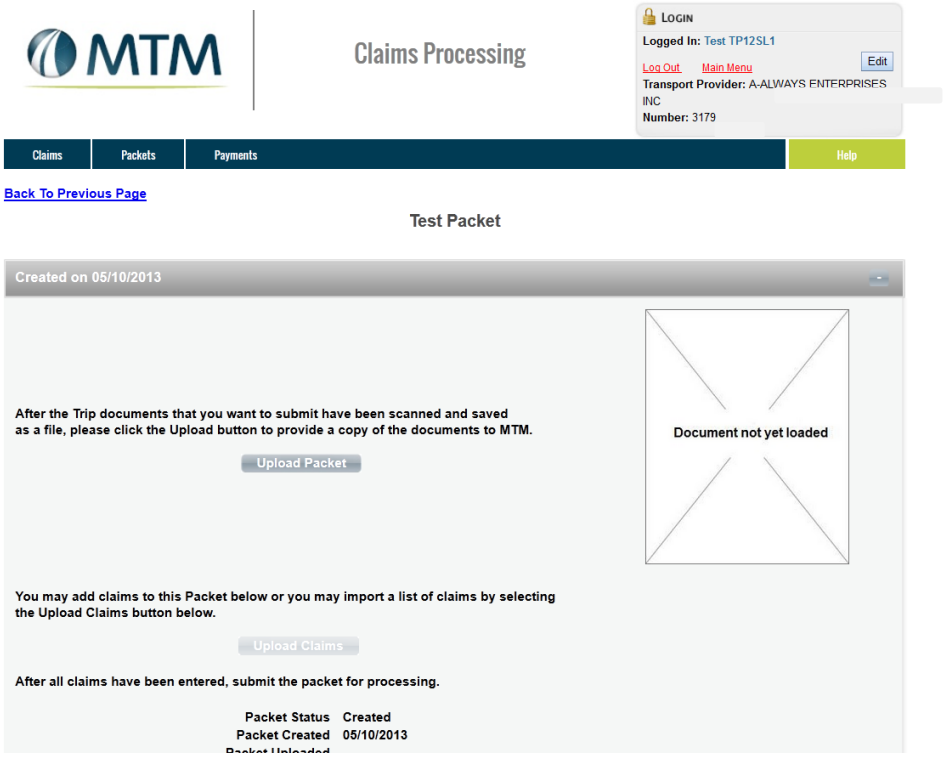


Enter the name you would like to use for the packet in the field to the left of the “Create Packet” button. Click on “Create Packet,” which will route you back to the Packet page where you can upload the image of your signatures, add claims to the list, and submit the packet for processing.

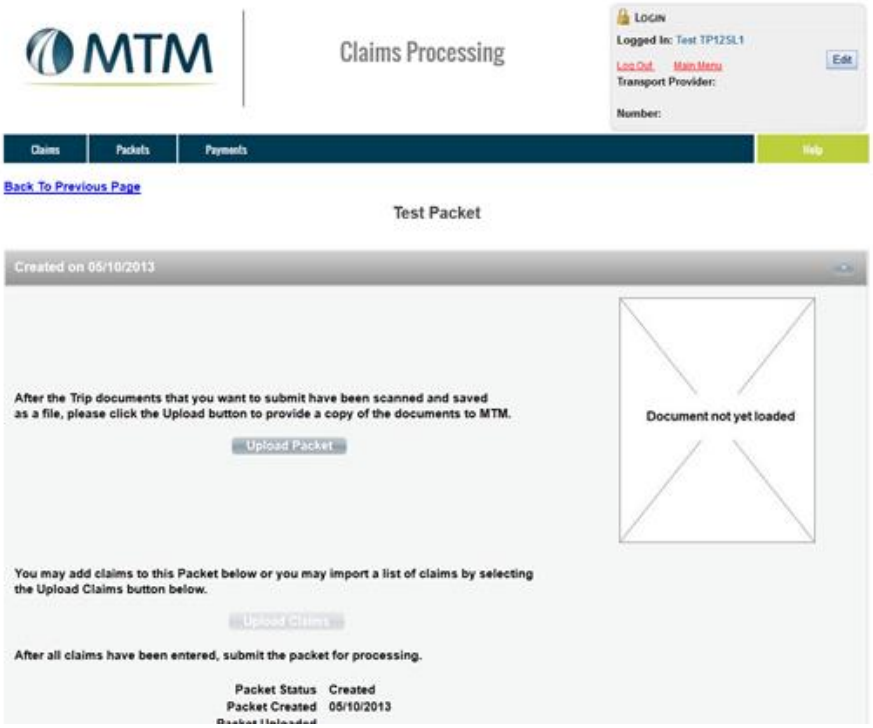
Uploading Signature Image (Trip Logs) To Packets

To upload signatures and trip logs to your packet:

1. Scan a copy of the packet and save it as a PDF to your computer.
2. Navigate to the Claims Packet menu by selecting the “Packets” tab.
3. Choose the packet you would like to work with from the list, or create a new packet.
4. Select the “Upload Packet” button which will navigate you to the “Upload Packet” page.



5. The Upload Packet page will have the “Upload Packet” button. The Upload Packet page is illustrated below.



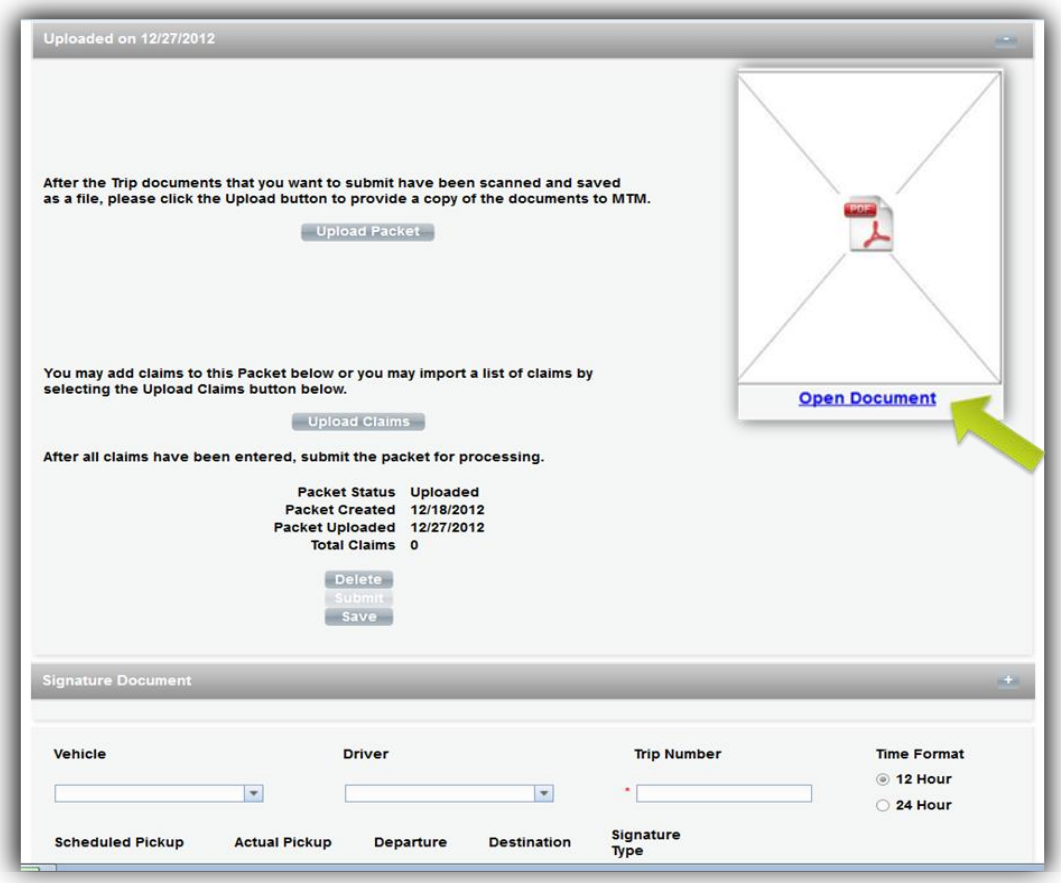
6. Find the file containing the scanned signature packet by searching for it through the pop-up menu. Press “Open.”
7. Select the “Save” button at the bottom of the page, demonstrated in the image below, after the system uploads the file. Selecting “Save” will navigate you back to the Claims Packet page. **Claims may be added to the packet only after a signature image has been uploaded.**

Open your scanned signature image by selecting the “Open Document” hyperlink under the uploaded image or by opening the embedded image. It is important to review the scanned image when adding claims to verify that you do not add a claim that is not in the image. It is okay if a trip signature you are ready to claim is on the same sheet of paper as trips you are not ready to claim. MTM will only review signatures for trips with corresponding trip numbers in the packet. Additional signatures will be ignored.

Adding Claims to the Packet

Claims can be added in groups by uploading an Excel spreadsheet or individually by entering all required compliance data, along with the trip number, in the data entry section of the screen using

information from the scanned image. The section used to enter your compliance data is displayed below. The Vehicle and Driver boxes contain dropdowns that display all vehicles and drivers who have been approved within the last 3 months.



Times may be entered in 12-hour or 24-hour, military format, but must be entered in the format selected along the right side of the entry section. The 12-hour format requires an AM or PM designation (you may also use A or P) but the 24-hour format does not. A colon is not required for either format. For example, one o'clock in the afternoon in 12-hour format can be entered as 0100PM, while one o'clock in the afternoon in 24-hour format can be entered as 1300.

After entering all the required information for a claim, select the "Add" button to add the claim to the packet. The claim will be added to the list.

Your reports and records shall contain, for each trip, the requisite passenger and driver signatures and contain all required documentation. Transportation providers will not be paid for any claim that lacks required documentation, and shall be deemed to have waived payment for any claim lacking required documentation. Liquidated damages may be assessed for non-compliance events set forth on the Schedule B.

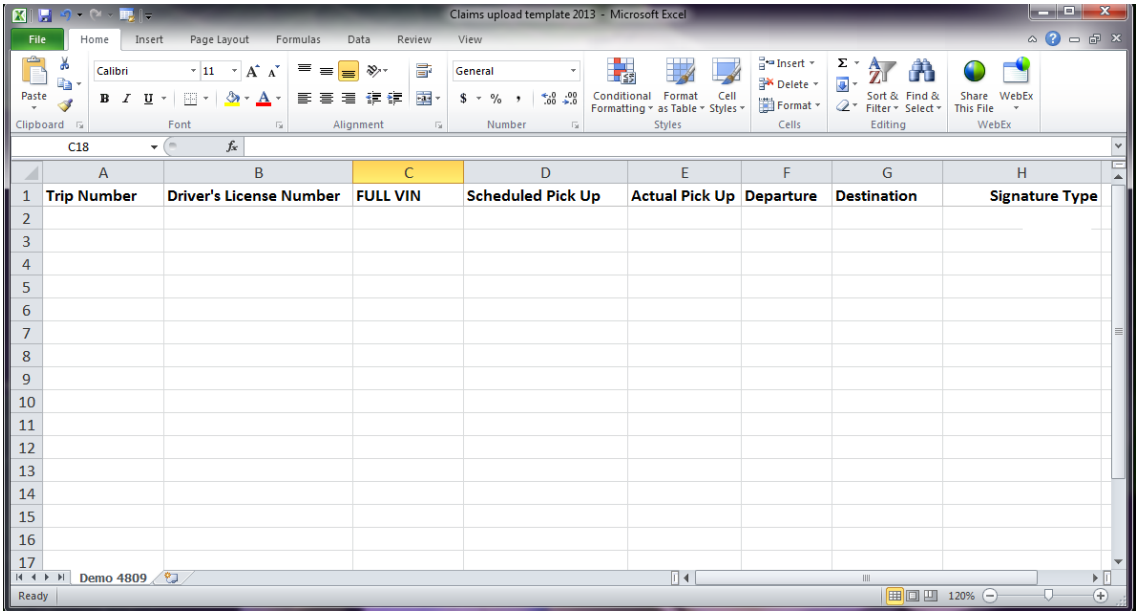
Editing and Deleting Claims

You may need to edit or delete a claim from a packet if you find an error or do not agree with the trip cost that is displayed. All deleted claims may be added to another packet. It may only be edited or deleted before it is submitted to MTM. The image below shows the “Edit” and “Delete” options next to each claim.

	Trip Number	Driver	Vehicle	Scheduled Pickup	Actual Pickup	Departure	Destination	Signature Type	Trip Cost	Action
1	ABCD123A	JOHN DOE	VAN	10:00AM	10:05AM	10:10AM	10:30AM	Member	10.00	Edit Delete
2	ABCD123B	JOHN DOE	VAN	11:30AM	11:35AM	11:40AM	12:00PM	Member	10.00	Edit Delete

Importing Multiple Claims Using MTM’s Claims Upload Template

If you choose to claim trips in batch form instead of entering them one at a time, an Excel spreadsheet must be created and saved in a folder before it can be uploaded. An example is shown below.

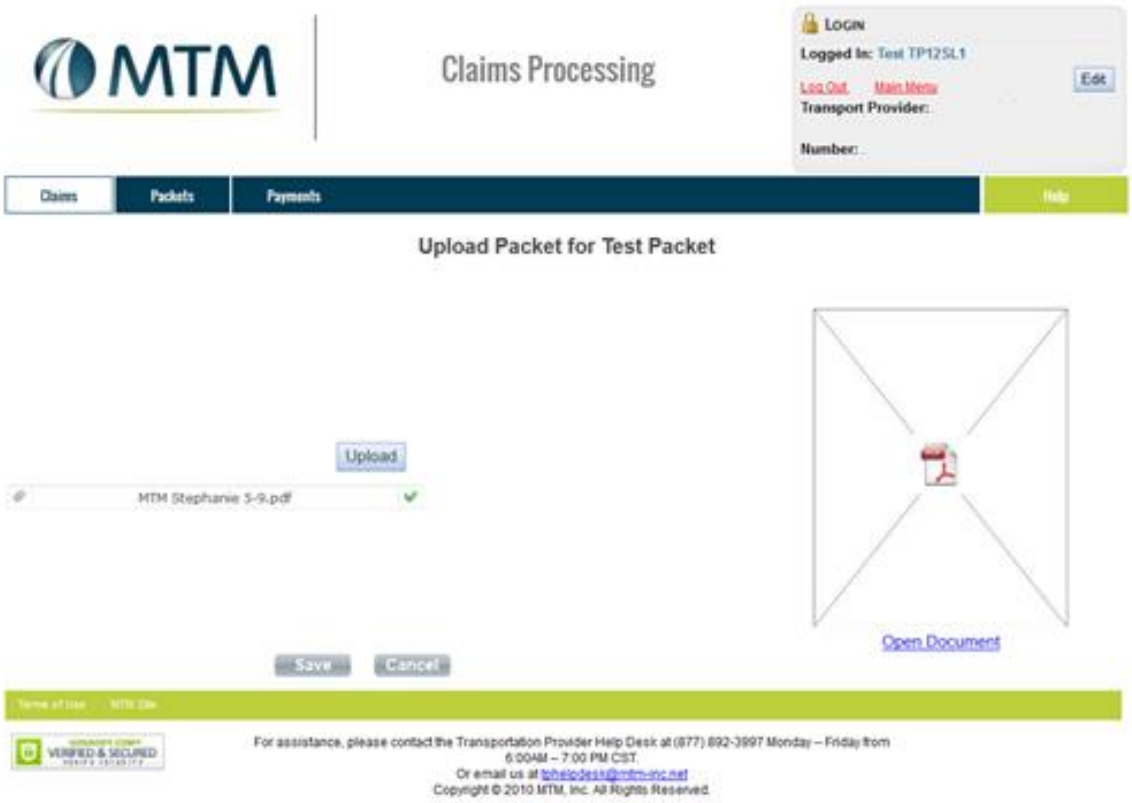


Signature type can be one of the following choices:

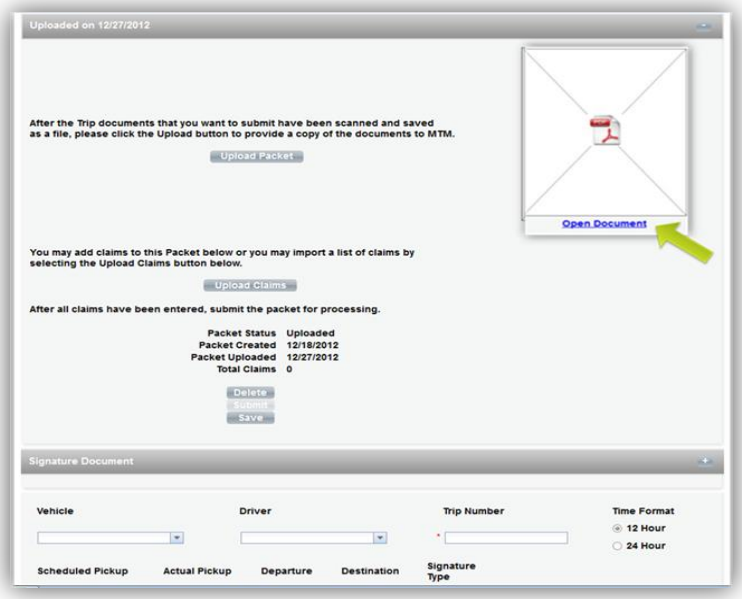
- M = Member Signature
- F = Facility Signature
- R = Representative of the Member Signature
- N = No Signature

Once the spreadsheet has been created, filled out, and save to your computer, it will need to be uploaded through the following steps:

1. Navigate to the claims packet list by selecting the “Packets” tab. Choose the packet you would like to work with from the list, or create a new packet.

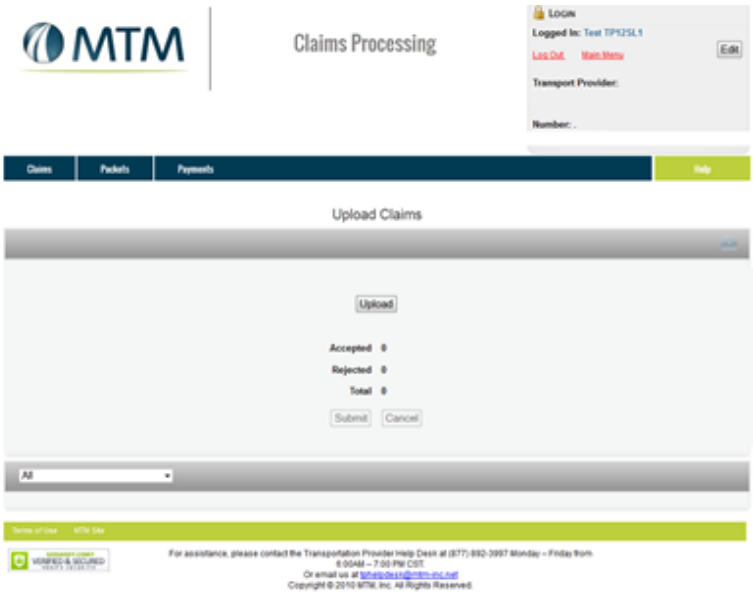


2. After the image of the signatures has been uploaded, select the "Upload Claims" button which will navigate you to the Upload Claims page. Note that this button will be grayed out and nonfunctional until a packet image has been uploaded. You must upload the image first.



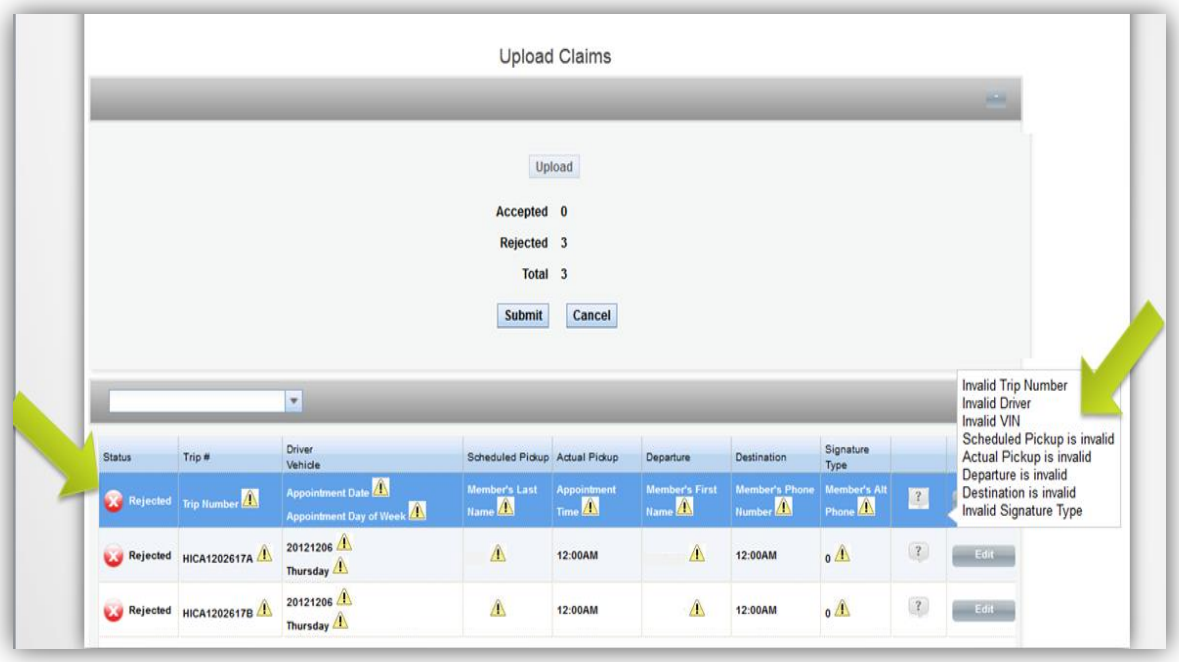
3. Find the file by searching for it through the pop-up menu and press “Open”.

   The claims from the spreadsheet will be displayed in the list at the bottom of the page. Each claim from the spreadsheet will either be accepted or rejected. The total number of claims labeled as accepted and rejected will display under the Upload button at the top of the page, as shown below. Although the file has been uploaded, it is not a part of the packet until it is submitted.



Reviewing Rejected Rows

Rejected rows will display with a red “X”, as shown below. You may edit rejected rows by selecting the “Edit” button along the right side of the list. Selecting the “Edit” button will display a window allowing you to make corrections to the invalid fields. Selecting the “Submit” button will take you back to the “Packet” page and your claims will be populated within the list at the bottom of the page. After adding all the claims to the packet, you should submit the packet to be reviewed by MTM.



Trip Cost

The cost of the trip will be displayed on the list. If the cost is different than you expect it to be, contact the Transportation Provider Helpdesk at 1-877-892-3997. Incorrect claims may be deleted and claimed on a later packet; therefore, the incorrect price of one claim does not slow down payment of all other claims that are priced correctly. Remove the claim from the list and resubmit it after the price discrepancy has been resolved. There is no need to remove the signature image if you remove a claim from the list. To remove the claim from the list, you must delete it from the packet. Claims deleted from the packet may be claimed on another packet, but you must include the signature image on the new packet. Price negotiations will not be allowed after the trip has been claimed.

NOTE: It is important to add claims to the list in the same order they are displayed in your image. Doing so will reduce the chances of a claim being denied because MTM marked it as missing a signature when a signature was actually provided.

Deleting a Packet

Packets may only be deleted before they are submitted to MTM. You may decide to delete an entire packet because a mistake was made over multiple claims. All claims on a deleted packet may be added to another packet, as long as the packet has not been submitted.

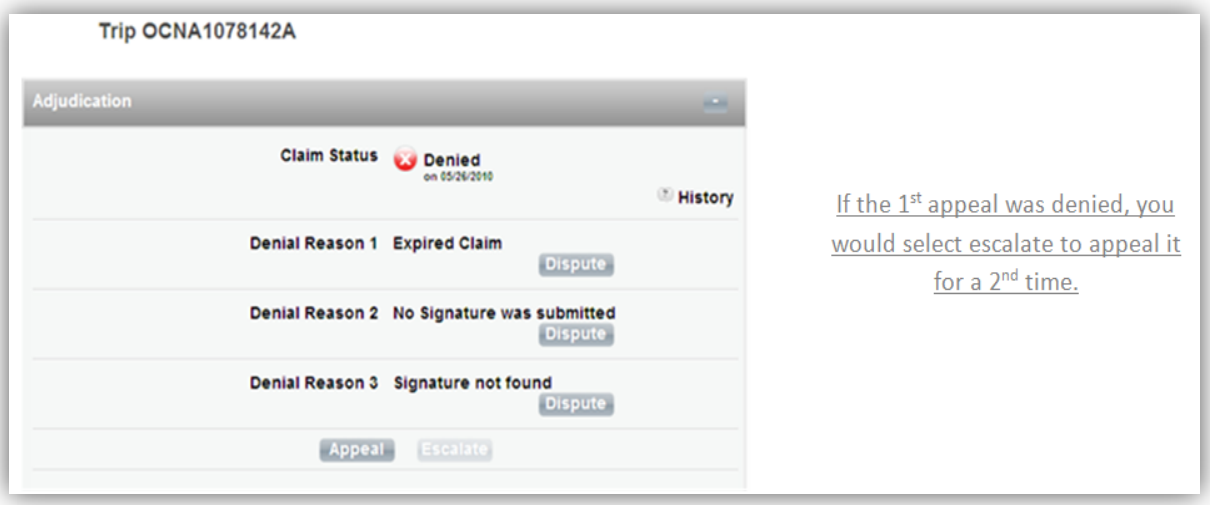
Appeals

You have an opportunity to appeal any claim that was denied by adjudication. All appeals must be made on or before the appeal deadline of the claim, which can be found in the rightmost column of the "Claims" list. The appeal deadline is set automatically by the system following adjudication for all claims that are denied. If a denied claim is not appealed by the appeal deadline, the status will change to Denied –T/O, indicating that the appeal has timed out and will no longer be available for appeal. Once a claim has been denied, you will have 30 days to claim the trip.

Claim Status	Trip Number	Trip Date	Member Name	Allowed Cost	Payment	Appeal Deadline
Denied on 05/26/2010	ABC1234A	05/21/2010	JOHN DOE	30.44	0.00	06/02/2010

Appealing a Denied Claim

To appeal a denied claim, navigate to the claims tab, and click on the claim (trip number) that was denied. This will navigate you to the "Trip Detail" page. You will find the adjudication section near the top of the page. This section displays the status of the claim and any reasons for denial, as demonstrated below.



In order to appeal your denied claims select the "Dispute" button. This will display a window requiring you to submit certain information that will assist MTM in determining your appeal. After disputing each denial reason, you may select the "Appeal" button to submit your appeal to MTM. The status of your claim will be updated to Appealed. The status of your claim will be updated to Approved or Denied depending on the outcome of the appeal.

Escalating an Appeal

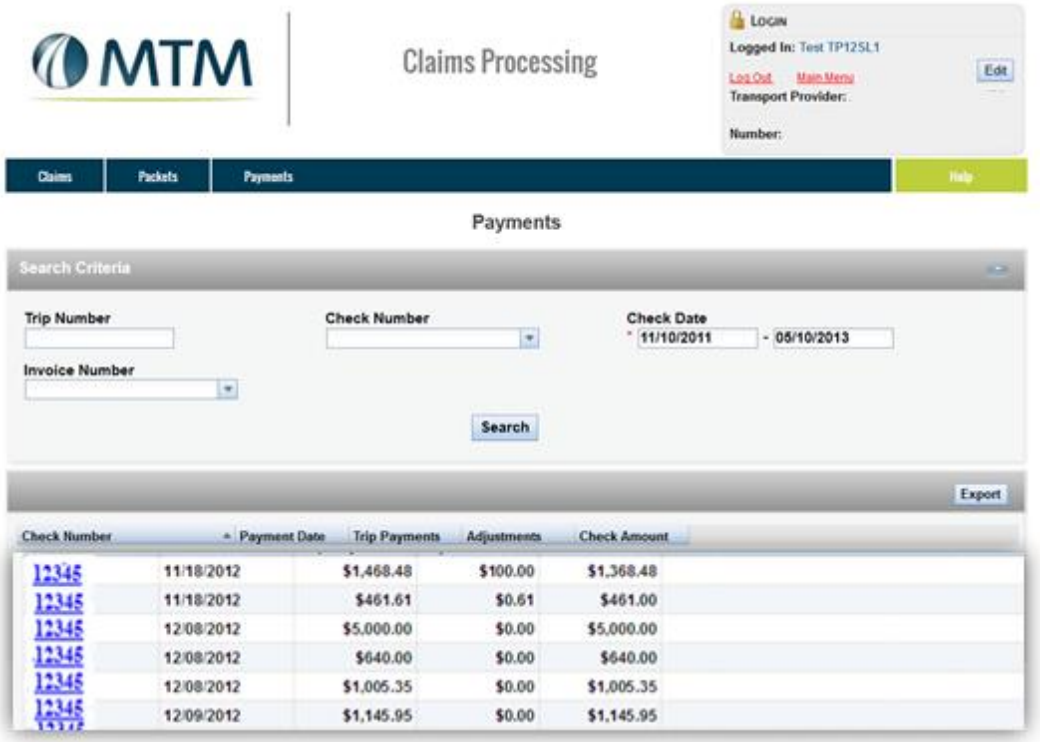
You will have the opportunity to escalate a denied appeal to a supervisor at MTM who will provide additional review. To escalate your denied appeal to a supervisor, select the "Escalate" button located next to the "Appeal" button on the "Trip Detail" screen. Once selected, the system will display a popup window requiring you to select one of two choices:

- My claim was denied in error.
- My claim was accurately denied, but I should receive payment.

After making your selections, you will see the message "Please summarize the circumstances that warrant payment for this denied appeal." Pressing the "Confirm" button will send the escalated appeal to MTM. Pressing "Cancel" will close the window without sending the escalated appeal.

Payments

Payment information may be viewed by selecting the “Payments” tab, as shown below. Each check number is displayed as a hyperlink. Clicking on the check number will navigate the user to the “Payment Detail” page, which contains a list of all trips included in the payment.



Compensation Guidelines

In the event that an MTM or client audit discovers that a transportation provider has not provided full and complete documentation and records to support a claim for payment, or that MTM has overpaid the provider, the provider agrees that MTM shall have the right to recoup or offset against current or future payments. This will be done in a sum which equals the amount of the disallowed and unsubstantiated portion of the claim for payment. The provider also agrees that it will look solely to MTM for payment for services rendered. In no event, including but not limited to, non-payment by MTM or MTM’s client, may the provider bill, charge, or otherwise seek compensation from a member to whom the provider rendered services. This provision does not prohibit the provider from collecting a copayment.

Transportation providers agree to bill MTM for the designated level of service, regardless of the level of service actually provided. The provider may not accept the trip assignment at the MTM designated rate and claim additional compensation after performance of the trip for a higher level of service or for any other extras. Additionally providers agree that:

- There will be no charge to MTM for trips cancelled by the transportation provider, member, or in advance by MTM
- Billing shall only include charges set forth in the predetermined rate set by MTM
- Disputed claims must be resolved before payment for any disputed claim can occur
- Unless explicitly agreed upon, payment will only be issued for loaded miles (from member's pre-scheduled start location to pre-scheduled end location) and not for the distance traveled by the provider to arrive at the pick-up location. Loaded mileage will be conclusively determined in accordance with MTM's system.

Definitions

Website: the online Transportation Provider Website. https://onlineaccess.mtm-inc.net/index/login

MTM Trip Log: form given by MTM to transportation providers, in order to obtain the required signature documentation to bill MTM for the transportation provided to a Member.

Template: lay out used to download trip information from the Electronic Trip Download.

Credentialing: process through which transportation providers become compliant when submitting the required documentation electronically.

Transportation Provider Help Desk: MTM department that answers all of the transportation providers questions and concerns over the phone when calling 1-877-892-3997 or via email at tphelpdesk@mtm-inc.net .