


# Policies & Procedures Manual

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“Lifting Lives, One Ride at a Time!”

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## Introduction

Atlas Health Transport is a licensed provider of non-emergency medical transportation ([NEMT](#)) services in the state of Indiana. We partner with third-party brokers to provide Medicaid-compliant transportation for eligible individuals, and we also welcome private-pay clients with transparent, competitive rates. Our services include ambulatory and wheelchair-accessible transport, tailored to client needs and broker authorizations.

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## Mission and Core Values

### Our Mission

To deliver reliable and high-quality Non-Emergency Medical Transportation that enables individuals to access healthcare services, prioritizing safety, comfort, and dignity while ensuring timely and efficient service tailored to the unique needs of each passenger.

### Core Values

- **Accessibility**  
We remove transportation barriers so all individuals—regardless of age, mobility, or income—can access essential healthcare services.
- **Trust**  
Our clients and partners depend on us to be punctual, reliable, and professional. We maintain that trust through consistency, honesty, and clear communication.
- **Loyalty**  
We are devoted to the riders, communities, and partners we serve. Loyalty means going the extra mile—literally and figuratively.
- **Adaptability**  
Every day presents new challenges. We stay flexible, responsive, and open to feedback so we can continue improving.
- **Safety**  
Safety isn't optional—it's foundational. From vehicle inspections to driver training, every part of our operation is designed to keep riders and staff protected.

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## Regulatory Compliance

### State Requirements

- Comply with Indiana Health Coverage Programs ([IHCP](#)) and Family and Social Services Administration ([FSSA](#)) guidelines.
- Ensure active enrollment and authorization with third-party brokers.
- Maintain and operate under a valid Certificate of Public Convenience and Necessity (CPCN) as required by the Indiana Department of Revenue (DOR). This certificate authorizes Atlas Health Transport to provide intrastate transportation services and ensures compliance with vehicle safety standards, driver qualifications, and operating procedures as outlined by Indiana [Code IC 8-2.1-22 and 45 IAC 15](#). Adhere strictly to DOR regulations on vehicle maintenance, inspection schedules, insurance coverage, and driver safety certifications.

### Federal Requirements

- Operate in accordance with [42 CFR § 440.170](#) for Medicaid NEMT.
- Ensure full compliance with [HIPAA](#) and [ADA](#) standards.
- Conduct employee exclusion checks via the [OIG](#) Exclusions List.
- Verify [SAM](#) (System for Award Management) status for federal program compliance.
- Ensure [I-9 E-Verify](#) completion for all employees.

## Organizational Structure

Title	Responsibility
<i>Founder &amp; President</i>	Responsible for strategy, operations, growth, and alignment with company values.
<i>Chief Executive Officer</i>	Oversees strategy, compliance, and external relationships
<i>Chief Financial Officer</i>	Manages budgeting, financial reporting, and ensures fiscal health.
<i>Director of Risk and Compliance</i>	Conducts training, audits, and incident investigations
<i>Marketing Director</i>	Develops and implements strategies to drive customer engagement.
<i>Operations Manager</i>	Coordinates dispatch, vehicle operations, and trip logistics
<i>Administrative Staff</i>	Manage billing, records, and customer support
<i>Driver(s)</i>	Provide direct transportation services

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Our team is dedicated to meeting our clients' service needs and ensuring compliance with our contractual agreements. To streamline communication, please direct all inquiries to **Atlas Health Transport** as the primary point of contact for our clients. This will prevent clients from obtaining personal contact information from drivers or reaching out directly for issues that should be managed by **Atlas Health Transport**.

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## Driver and Vehicle Requirements

### Drivers Must Have:

- Valid Indiana driver's license
  - At least two (2) years of continuous driving experience in the United States.
  - At least twenty five (25) years of age.

A driver who receives a notice of license suspension, cancellation or revocation must inform their transportation provider of the contents of the notice immediately or no later than the end of the business day after receiving the notice. Atlas Health Transport reserves the right to submit requests for information to various state Department of Motor Vehicles (DMV) on certain or all drivers used in the network.

- Clean Motor Vehicle Record ([MVR](#)).
- State and federal background checks, including sex offender registry.
- Drug & Alcohol Test (pre-employment, on a biannual basis, after an accident, and whenever reasonable suspicion is found).
  - Testing will include a ten (10) panel drug screen, which shall mean a urine based drug test that screen for the use of Amphetamines, Barbiturates, Benzodiazepines: including Valium, Restoril, , Xanax, and Librium, Cocaine, Methadone, Methaqualone, Marijuana, Opiates, and Phencyclidine (PCP), and Propoxyphene (Darvon) and alcohol screen.
- CPR and First Aid certification.
- Annual HIPAA and Passenger Assistant, Safety and Sensitivity ([PASS](#)) training.
- Driver must follow all traffic laws while operating the vehicle.
- When picking up, drivers are only authorized to wait for 15 minutes.
- Drivers have 30 minutes from the "I am ready" call to pick up the rider.

### Vehicles Must Be:

- CPCN-compliant and inspected regularly.
- ADA-accessible for applicable transports.
- Equipped with GPS for real-time tracking.
- Cleaned daily and deep-cleaned monthly.
- Vehicles should be clearly marked with the company name (e.g. Atlas Health Transport) for easy identification.

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- The number of occupants, including the driver, shall not exceed the vehicle's approved seating capacity.
- All vehicles must have functioning heating, air-conditioning, seat belts, and restraints, as well as at least one seat belt cutter for emergencies.
- Vehicles must be equipped with an accurate speedometer, odometer, and two exterior rear-view mirrors. An interior mirror is required to monitor the passenger compartment.
- Vehicles must be clean, both inside and out, with no broken mirrors or windows, excessive grime, or significant damage. The interior must be free of torn upholstery, hazardous debris, and unsecured items.
- Vehicles must be maintained according to the manufacturer's safety and mechanical standards.
- Provider's business name must be displayed on both exterior sides of the vehicle, ensuring HIPAA compliance by excluding Medicaid or Medicare references.
- Vehicles must carry a vehicle information packet with registration, insurance, and accident procedures.
- Each vehicle must have an [OSHA](#)-approved first aid kit, a spill kit, and a multipurpose dry chemical fire extinguisher.
- Vehicles must carry three (3) portable triangular reflectors on stands, and flares are prohibited.

While Atlas strives to provide the highest level of service possible, we realize unforeseen circumstances can happen. If the provider fails to meet any of these standards, please contact Atlas Health Transport at (317) 210-4991.

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## Trip Scheduling and Dispatch

- Trips are scheduled through broker platforms or Atlas's intake system.
- Drivers receive manifests with pickup/drop-off information and rider accommodations.
- Dispatchers monitor timeliness and routing in real-time.
- All delays, cancellations, and no-shows must be logged.
- Driver must confirm rider ID and broker authorization.

### MCE Contact Numbers:

For any issues regarding medical transportation, you can contact the MCE provider at the following numbers:

- *MHS*: 1-877-647-4848
- *CareSource*: 1-888-607-2829 or 1-877-806-9284
- *UHC*: 1-800-832-4643
- *Humana*: 1-866-274-0470

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## Passenger Safety and Rights

### Rights of Passengers:

- Be treated with courtesy and dignity.
- Ride in clean, safe, and well-maintained vehicles.
- Receive physical assistance when needed.
- File grievances without retaliation (File a Complaint).
- Clients should be prepared to share their ride with others and may make multiple stops during transport. There will be a question in Atlas's Client Intake form to opt out.
- Be patient; traffic and weather can delay a member's provider.
- Riders are only allowed to carry one bag onto the vehicle, and it must fit in the rider's lap—no exceptions.

### Safety Protocols:

- Seat belts and restraints are mandatory.
- No phone use by drivers while operating the vehicle.
- No food, drink, or smoking permitted.
- Riders must never be left unattended.
- Unscheduled stops or personal detours are strictly prohibited.

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## Incident Reporting and Risk Management

- Report any incident (accident, injury, equipment failure, rider behavior, etc.) within 24 hours.
- Complete and submit the Incident Report Form (40141).
- The Compliance Officer investigates and recommends actions.
- Repeat incidents may trigger Corrective Action Plans or retraining.

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## Training and Certification

### Initial Training Includes:

- HIPAA compliance and handling of Protected Health Information ([PHI](#)).
- Defensive driving and emergency procedures.
- Passenger sensitivity and mobility assistance techniques.

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- Familiarization with vehicle equipment.
- Broker-specific requirements.

### Ongoing Education:

- Annual recertification in CPR/First Aid.
- Annual HIPAA & Fraud, Waste, and Abuse ([FWA](#)) Training and Acknowledgement, due one year from the previous signature date.
- Quarterly safety and compliance refreshers.
- Incident-based retraining as needed.

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## Quality Assurance

- Monthly review of vehicle logs, cleaning records, and trip reports.
- Conduct periodic driver performance evaluations using telematics data.
- Quarterly rider satisfaction surveys.
- All deficiencies addressed with written Corrective Action Plans (CAPs).
- Continued monitoring of drivers and vendors according to contract, state, and federal laws for driver accountability ([42 CFR 455.106](#)).

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## Data Privacy and Confidentiality

- All staff must sign HIPAA confidentiality agreements.
- Digital PHI is stored in encrypted, secure systems.
- Physical files are securely stored and shredded after retention.
- No PHI shared outside of authorized personnel, including the member, the member's medical provider, and the member's consented personal representative.

Failure to safeguard member information can result in termination of the vendor service agreement as well as civil fines, penalties, and/or criminal prosecution.

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## Billing and Documentation

### Required for Each Trip:

At the end of each trip, drivers must complete a manifest signed by both the driver and the member. This documentation must be submitted with the vendor's invoice to qualify as a clean claim.

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Each manifest must include:

- Rider name and Medicaid ID (if applicable).
- Driver name and signature.
- Member signature.
- Date of service.
- Escort name and relationship (if member is under 18).
- Vehicle Identification Number (VIN).
- Provider name (Atlas Health Transport).
- Confirmation number and mode of transport.
- Scheduled pick-up time.
- Actual pick-up and drop-off times and locations.
- Departure and arrival times.
- Odometer readings at pick-up and drop-off.
- Number of wheelchairs, escorts, and accompanying adults.
- Any relevant trip notes.

#### Billing Protocol:

- Submit trip documentation within 48 hours.
- Monthly billing audits to ensure accuracy and broker alignment.

#### Private-Pay Clients:

Atlas Health Transport provides transportation services to private-pay clients in addition to those coordinated through third-party brokers. The following policies apply specifically to private-pay arrangements:

- **Pricing Structure:** Charges include both loaded and unloaded mileage. A base rate applies for the first 1–10 miles, with a per-mile rate assessed for each additional mile thereafter. Waiting time may be added upon request and is billed in 15-minute increments.
- **Quotes:** Estimates will be provided prior to the scheduled trip and are based on information collected through the client intake form. Final pricing may vary depending on mileage, mobility needs, service time, as well as any special accommodations.
- **Cancellations:** Clients are expected to cancel trips at least 24 hours in advance. Cancellations made within 24 hours of the scheduled time will result in a charge equal to 25% of the total quoted trip cost.
- **Excessive Cancellations:** Repeated short-notice cancellations may result in a temporary hold on service or a requirement for prepayment before future bookings.
- **No-Shows:** If a rider is not present at the scheduled pickup location within 15 minutes of the scheduled time and no prior notice is given, a no-show fee equal to the base rate will be charged.

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- **After-Hours, Holidays, and Special Requests:** Additional charges may apply for trips scheduled outside regular operating hours (before 7:00 AM or after 7:00 PM), on federal holidays, or requiring specific mobility assistance or equipment.

These guidelines help ensure fairness and operational efficiency while providing flexibility for clients with varying transportation needs.

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## Emergency Protocols

### Medical Emergencies:

- Call 911 immediately.
- Notify dispatch and the broker or relevant third-party if required.
- Remain with the rider until EMS arrives.
- Provide basic first aid/CPR if necessary.
- Complete an Emergency Incident Report.

### Non-Medical Situations:

- For vehicle breakdowns or delays, notify dispatch immediately.
- Move the vehicle to a safe location if possible.
- Keep the rider informed, safe, and comfortable while waiting for assistance.
- Arrange alternate transportation if delays exceed 15 minutes.
- Complete a Vehicle Incident Report when appropriate.

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## Policy Review and Updates

- This manual is reviewed annually and updated as needed to reflect changes in state or federal regulations.
- Feedback from frontline staff and clients is collected regularly and considered in each review cycle.
- Staff are promptly informed of updates via email and are required to acknowledge receipt.
- The most current version is always available on the shared digital drive and website.
- Archived versions of previous policies are maintained for auditing and reference purposes.

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## Appendix: Acknowledgement of Receipt and Review

I, the undersigned, acknowledge that I have received, read, and understood the contents of the *Atlas Health Transport Policies & Procedures Manual*. I recognize that the policies and procedures contained herein apply equally to all individuals associated with Atlas Health Transport—whether as employees, contractors, or clients—and that adherence to these standards is essential for safety, compliance, and quality of service.

I understand that:

- This manual outlines the operational, safety, regulatory, and service expectations applicable to all staff and clients.
- All parties must comply with the state and federal regulations, as well as company policies, detailed in this manual.
- Questions regarding any policy or procedure should be directed to Atlas Health Transport's Director of Risk and Compliance or designated representative.
- Non-compliance may result in corrective action, including suspension of services or, for staff and contractors, disciplinary measures up to and including termination.

I agree to:

- Uphold the standards and procedures set forth in this manual.
- Participate in any training, orientation, or information sessions as required.
- Protect the confidentiality and privacy of all protected health information (PHI) in accordance with HIPAA.
- Foster a safe, respectful, and professional environment at all times.

By signing below, I confirm that I have received a copy of this manual, understood its contents, and commit to following its provisions.

**Name (Print):** \_\_\_\_\_

**Role:** ☐ Client    ☐ Staff Member    ☐ Contractor    ☐ Driver    ☐ Other:

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Acknowledged By (Atlas Health Representative Only):**

**Name (Print):** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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