



TRANSPORTATION AGREEMENT

NEMT PROVIDER INDICATORS AND STANDARDS OF QUALITY	
INDICATOR	STANDARD
Pick-up and drop-off times	Initial pick-up within 15 minutes of scheduled pick-up. Return pick-up within 90 minutes of notification that the participant is ready.
Vehicle condition	100% compliance with vehicle maintenance and safety requirements
Operator appearance and conduct	100% compliance with operator appearance and conduct requirements.
Overall complaint rate	Not less than 99%
Multi-load trip times	No participant can remain on a transportation provider's vehicle longer than 30 minutes longer than a dedicated vehicle trip would.
Provider no-shows	Less than 1%

THESE TERMS HAVE BEEN PRE-DETERMINED BY THE CONTRACTING COMPANY AND SHALL BE FOLLOWED ENTIRELY. THIS INCLUDES ALL SAFETY PRECAUTIONS AND MEASUREMENTS THAT ARE CONSIDERED COMPLIANT WITH THE AGREEMENT BETWEEN THE ENTITIES THAT ARE INVOLVED IN THE TRANSPORT OF ALL PATIENTS IN THE SERVICES OF NON EMERGENCY MEDICAL TRANSPORT. BEETRANS NEMT AGENCY AIMS TO COMPLETE EVERY CONTRACT BY THESE TERMS AND WILL MEET THE EXPECTATIONS OF THE BROKER COMPANY AS LISTED ABOVE.

- OVERVIEW OF TRANSPORTATION**

UPON BEETRANS RECEIVING NOTIFICATION OF A TRANSPORTATION REQUEST, BEETRANS WILL REACH OUT TO THE REQUESTOR AND VERIFY LEGITIMACY, THEN REACH OUT TO THE CONSUMER BY THE CONTACT METHOD CHOSEN WHETHER IT BE PHONE, TEXT OR EMAIL VERIFICATION. A COPY OF THIS FORM IS REQUIRED TO RETAIN SIGNATURE PER PERSON ONCE PER CALENDAR YEAR. BY SIGNING THE TRANSPORTATION AGREEMENT YOU AGREE TO THE TERMS ABOVE AND AGREE TO FOLLOW THE PROTOCOL USED ABOVE.

- PATIENT RIGHT**

IT IS YOUR RIGHT AS A PATIENT TO REQUEST A COPY OF ALL DOCUMENTS THAT PERTAIN TO YOU. TO MAKE A REQUEST FOR ADDITIONAL DOCUMENTS PLEASE SEND A RECORDS REQUEST TO THE BEETRANS OFFICE AND ALLOW TIME TO RECEIVE THE DOCUMENTS. EVERY DOCUMENT SIGNED WHETHER IT BE A VIRTUAL SIGNATURE OR PHYSICAL ARE WITHIN THESE LIMITS. PLEASE BE AWARE THAT YOU CAN ASK FOR A COPY OF A DOCUMENT (PER DOCUMENT) SIGNED ON THE SAME DAY WITHOUT A REQUEST. BEETRANS USES ELECTRONIC SIGNATURES AND PHYSICAL SIGNATURES FOR THE PURPOSES OF AUTHORIZATION OF SERVICE, COMPLETED SERVICE AND SURVEYS CONDUCTED BY OUR COMPANY AND PARTNERS.

SIGNATURE HERE

DATE