Integral Healthcare Solutions

NEMT Provider Contract and NEMTAC Accreditation Readiness

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What to have ready

- A copy of the NEMTAC 2001 standard, Version 1.0 (free PDF [https://nemtac.co/wp-content/uploads/2024/09/NEMTAC-2001-202X-Non-Emergency-Medical-Transportation-Accreditation-Standard.pdf]), and of the 2002 provider standard it cross-references. The Standards Hub shows NEMTAC 2002-2025 as approved June 13, 2025 with the ANSI public comment date still pending, and the PDF the Hub links for it is named as a public comment draft. Your company can ask NEMTAC for the approved text. IHS drafts the request for your contact to send (Standards Hub [https://nemtac.co/standard-hub/], page opened October 3, 2026).
- The NEMTAC Accreditation Handbook, which NEMTAC tells applicants to review first. Your company downloads it through NEMTAC's form (NEMTAC Accreditation [https://nemtac.co/accreditation/], page opened October 3, 2026).
- Organizational management documents for section 2001.1 (NEMTAC 2001 [https://nemtac.co/wp-content/uploads/2024/09/NEMTAC-2001-202X-Non-Emergency-Medical-Transportation-Accreditation-Standard.pdf]).
- Human resources policies and records for section 2001.2 (NEMTAC 2001 [https://nemtac.co/wp-content/uploads/2024/09/NEMTAC-2001-202X-Non-Emergency-Medical-Transportation-Accreditation-Standard.pdf]).
- Driver files for employees and independent contractors under section 2001.3, including a pre-hire background check policy. The standard sets a minimum scope of sexual offenses and a criminal history look-back of at least seven years, and requires the check to come from a provider that complies with the Fair Credit Reporting Act (NEMTAC 2001.3.a [https://nemtac.co/wp-content/uploads/2024/09/NEMTAC-2001-202X-Non-Emergency-Medical-Transportation-Accreditation-Standard.pdf], document opened October 3, 2026).
- A compliance program and ethical business practices documentation for section 2001.4 (NEMTAC 2001 [https://nemtac.co/wp-content/uploads/2024/09/NEMTAC-2001-202X-Non-Emergency-Medical-Transportation-Accreditation-Standard.pdf]).
- Vehicle maintenance and inspection records for section 2001.5 (NEMTAC 2001 [https://nemtac.co/wp-content/uploads/2024/09/NEMTAC-2001-202X-Non-Emergency-Medical-Transportation-Accreditation-Standard.pdf]).
- Fleet operations procedures for section 2001.6 and communications procedures for section 2001.7 (NEMTAC 2001 [https://nemtac.co/wp-content/uploads/2024/09/NEMTAC-2001-202X-Non-Emergency-Medical-Transportation-Accreditation-Standard.pdf]).
- Insurance certificates for the coverages in section 2001.1.e. The standard sets minimum coverage amounts: auto liability of $1 million, general liability of $1 million with a $2 million aggregate, plus workers compensation and employer liability as regulation requires and sexual assault and molestation liability. At least one policy must include loading and unloading coverage, and the insurer must carry an AM Best rating of A- or better. The standard treats this list as a floor, not a complete list (NEMTAC 2001 [https://nemtac.co/wp-content/uploads/2024/09/NEMTAC-2001-202X-Non-Emergency-Medical-Transportation-Accreditation-Standard.pdf], document opened October 3, 2026).
- A documented process for reporting, tracking and following up on incidents and passenger complaints, which is one of the Self-Check questions (NEMTAC Self-Check [https://nemtac.co/wp-content/uploads/2025/04/NEMTAC-Accreditation-Self-Check.pdf], document opened October 3, 2026).
- Your completed NEMTAC Self-Check (NEMTAC Self-Check [https://nemtac.co/wp-content/uploads/2025/04/NEMTAC-Accreditation-Self-Check.pdf]).

- Your broker contracts and provider manuals, the second set of requirements your files have to meet. NEMTAC's 2001 standard cross-references the provider standard, and the Standards Hub lists NEMTAC 2002-2025 (Standards Hub [https://nemtac.co/standard-hub/]); broker terms are client-specific and not published.
