

Credentialing Reminders for Out-of-Network Transportation Providers

In accordance with applicable state and federal regulations and CMS guidance, out-of-network transportation providers are required to collect, verify, and maintain driver credentialing records including, at a minimum:

Credentialing Requirement	Frequency
A. Confirmation each driver is not excluded from participation in any Federal healthcare programs and is not listed on the exclusion list of the Inspector General of the Department of Health and Human Services. *Explained in further detail below.	Upon hire/assignment to provide services to Modivcare and monthly thereafter
B. A copy of each driver's valid and current driver's license;	Upon hire/assignment and expiration of the driver's license
C. A copy of driving history for each driver, including traffic violations, through a Motor Vehicle Report; and	Annually
D. Proof that driver has not violated State drug laws through, for example, a criminal background check.	Annually or as otherwise required by state laws and regulations

These records should be retained for a period of 10 years in accordance with your agreement with Modivcare and may be required to be produced within 3 business days of request.

Federal Exclusion Screening

The Center for Medicare & Medicaid Services ("CMS") requires all Transportation Providers who perform Non-Emergency Medical Transportation (NEMT) services to confirm that each driver is not excluded from participating in any Federal Health Care program. To ensure no drivers are excluded, each Provider is required to run exclusion checks for each driver through the Office of Inspector General ("OIG"), the General Services Administration's System for Award Management ("SAM"), and any applicable state exclusion databases, for each driver upon hire and thereafter. Industry standard suggests these exclusion checks be performed monthly.

How to perform monthly OIG exclusion checks:

The OIG maintains a list of all individuals and entities currently excluded from Federally funded health care programs. Those that are excluded can receive no payment from Federal health care programs for any items or services they furnish, and anyone who hires an individual or entity on the list may be subject to civil monetary penalties.

To complete an OIG exclusion check, go to <http://exclusions.oig.hhs.gov/> and follow the prompts to complete the search for each driver performing services for Modivcare. Once you have completed the search, please save a PDF copy of the results. Please make sure the date the check was performed is visible on the saved copy. Please also make sure the following is listed: driver's full name, the name and web address of the database, the results of the search, and the name of the third-party vendor used to perform the search (if applicable). If there is a potential match on the OIG database, click "verify" to the right of the name and input the driver's Social Security Number and/or additional required information. If the search results are a match, that driver is not eligible to take Modivcare trips.

How to perform monthly SAM exclusion checks:

The SAM check identifies parties excluded from receiving Federal contracts, certain subcontracts, and certain types of Federal financial and non-financial assistance and benefits. To complete a SAM exclusion check, go to <https://sam.gov/content/exclusions> and follow the prompts to complete the search entering the driver's name and Social Security number and/or additional required information. When you have completed the search, please save a PDF copy of the results. Please make sure the date is visible on the saved copy at the top of the page. Please also make sure the following is listed: driver's full name, the name and web address of the database, the results of the search, and the name of the third-party vendor used to perform the search (if applicable). If there is a match on the SAM database, that driver is not eligible to take Modivcare trips.

How Modivcare monitors these credentialing requirements:

Modivcare conducts quarterly audits on a sample of out-of-network providers on a quarterly basis. Your company may be chosen as subject to this audit at any time. Audit failure will result in a Corrective Action Plan, including additional education and the Transportation Provider having to repeat the audit the following quarter. Failure to fulfill these credentialing requirements may result in a reduction of trip volume or contract termination. **If you have any questions, please contact Modivcare's Compliance Team at TPCompliance@modivcare.com or your local Modivcare Provider Relations representative.**