

State of Arkansas

Non-Emergency Transportation Services

IFB #710-18-1025

Submitted by:



DRIVING THE FUTURE OF TRANSPORTATION MANAGEMENT

October 4, 2018

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Bid Signature Page

BID SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION				
Company:	Southeastrans, Inc.			
Address:	4751 Best Road, Ste 300			
City:	Atlanta	State:	GA	Zip Code: 30337
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Public Service Corp <input type="checkbox"/> Partnership <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Nonprofit			
Minority and Women-Owned Designation*:	<input type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Asian American <input type="checkbox"/> Service Disabled Veteran <input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Pacific Islander American <input type="checkbox"/> Women-Owned			
	AR Certification #: _____		* See Minority and Women-Owned Business Policy	

PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
Provide contact information to be used for bid solicitation related matters.			
Contact Person:	Benjie Alexander	Title:	Chief Administrative Officer
Phone:	678-510-4507	Alternate Phone:	
Email:	balexander@southeastrans.com		

CONFIRMATION OF REDACTED COPY
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input checked="" type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested. <i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Bid Solicitation for additional information.</i>

ILLEGAL IMMIGRANT CONFIRMATION
By signing and submitting a response to this <i>Bid Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.

ISRAEL BOYCOTT RESTRICTION CONFIRMATION
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract. <input checked="" type="checkbox"/> Prospective Contractor does not and will not boycott Israel.

An official authorized to bind the Prospective Contractor to a resultant contract must sign below.

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Bid Solicitation* will cause the Prospective Contractor's bid to be disqualified:

Authorized Signature: Steve R. Adams Title: President and CEO
Use Ink Only.

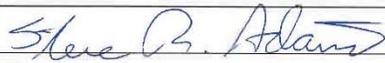
Printed/Typed Name: Steve R. Adams Date: 10/2/18

SECTION 1 - VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

We have no exception to any items in this IFB.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

Vendor Name:	Southeastrans, Inc	Date:	10/2/18
Signature:		Title:	President and CEO
Printed Name:	Steve R. Adams		

SECTION 2 - VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

We have no exceptions to any items in this IFB.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

Vendor Name:	Southeastrans, Inc	Date:	10/2/18
Signature:		Title:	President and CEO
Printed Name:	Steve R. Adams		

SECTION 3 & 4 - VENDOR AGREEMENT AND COMPLIANCE

- *Exceptions to Requirements shall cause the vendor's proposal to be disqualified.*

We have no exceptions to any items in this IFB.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

Vendor Name:	Southeastrans, Inc	Date:	10/2/18
Signature:		Title:	President and CEO
Printed Name:	Steve R. Adams		

Proposed Subcontractors Form

Region A

Subcontractor Name	Address	City, St, Zip
Bridge BuildersTransportation	135 CR 397	Mountain Home,AR 72653
Caring Carriages	826 W University St	Siloam Springs, AR 72761
Express Medical Transporters	1177 W Sunset Ave STE 2	Springdale, AR 72762
Harvest Assembly	9866 HWY 21 North	Oak Grove, AR 72660
Hebeisen Transit	130 Lone Star Pl	Gamaliel, AR 72537
Kingsway	2804 W Rutledge Lane	Gamaliel, AR 72537
North Arkansas Trans Svcs	108 Sisco Ave	Harrison, AR 72601
Pathfinders	1276 S Main St	Cave Springs,AR 72718
R&L Transportation	1748 W Sunset Ave	Springdale, AR 72762
Rehoboth At Last ,LLC	533 Caboose Lane#206	Springdale , AR 72764
TNT Transportation	518 N Cato Springs Rd	Fayetteville,AR 72701
Turner Round Transportation	2007 Theodore Dr#A	Springdale,AR 72762

Proposed Subcontractors Form

Region B

Subcontractor Name	Address	City, St, Zip
Bridge BuildersTransportation	135 CR 397	Mountain Home,AR 72653
Delta Medical Transport	3404 Philco St	Blytheville, AR 721316
DES Transit	617 E Sawyer St	Blytheville, AR 72315-4631
Diamond Transportation	418 E Booth Rd	Searcy,AR 72143
Golden Transportation	1508 HWY 62 412 #C	Highland,AR 72542
Health Resources of AR	2617 HWY 5 North	Mountain Home,AR 72653
Medex Transport	114 West Cheryl	Osceola, AR 72370-2837
Southern Transportation	922 W Keiser	Osceola, AR 72370

Proposed Subcontractors Form

Region C

Subcontractor Name	Address	City, St, Zip
AMERICAN MOBILE TRANSPORT	PO Box 242480	Little Rock, AR 72223-3238
Building A Better You Transportation	2508 Mt Moriah, Ste C522	Memphis, TN 38115
Delta Medical Transport	3404 Philco St	Blytheville, AR 721316
DES Transit	617 E Sawyer St	Blytheville, AR 72315-4631
Medex Transport	114 West Cheryl	Osceola, AR 72370-2837
Southern Transportation	922 W Keiser	Osceola, AR 72370

Proposed Subcontractors Form

Region D

Subcontractor Name	Address	City, St, Zip
Compass Transportation	707 Robins St, Ste 800	Conway, AR 72032-6568
Divinely Connected Transportation	65 Oak Hill Rd	Greenbrier, AR 72058-9225
Ealy Transportation	2850 Prince St, Ste 18 & 19	Conway, AR 72034-3686
Hebeisen Transit	130 Lone Star Pl	Gamaliel, AR 72537
Rehoboth At Last ,LLC	533 Caboose Lane#206	Springdale , AR 72764
S & A Transport	223 Locust St	Conway, AR 72034-6528
TNT Transportation	518 N Cato Springs Rd	Fayetteville,AR 72701
TOUCH OF CARE	707 S. 1 st St	Jacksonville, AR 72076-8495

Proposed Subcontractors Form

Region E

Subcontractor Name	Address	City, St, Zip
Southeastra Arkansas Developmental Counsil(AAASEA)	709 E 8th St	Pine Bluff,AR 71601

Proposed Subcontractors Form

Region F

Subcontractor Name	Address	City, St, Zip
Mid Delta Transportation	610 Biscoe St	Helena,AR 72342

Proposed Subcontractors Form

Region G

Subcontractor Name	Address	City, St, Zip
First Place Transportation	2116 E 11 th St	Little Rock, AR 72202-4320
A&B Transportation	26 Villa Vista Loop	Little Rock, AR 72204-6708
ACTS	9510 Geyer Springs Rd, Suite D	Little Rock, AR 72209-7853
AMERICAN MOBILE TRANSPORT	PO Box 242480	Little Rock, AR 72223-3238
AML Transportation	411 N Jackson St	Cabot, AR 72023-2615
B&W Transportation, Inc	621 Cloverdale Rd	Jacksonville, AR 72076-5615
Beverly Transport	9001 Trail Creek Ct	Sherwood, AR 72120
BJ TRANSPORTATION	12 Peach Tree St	Little Rock, AR 72204-8516
Blue Chip Transit, LLC	11028 Bodarc Lane	North Little Rock, AR 72117-9743
C&K Transportation	10 Warren Dr	Little Rock, AR 72209-7749
Compass Transportation	707 Robins St, Ste 800	Conway, AR 72032-6568
D&B TRANSPORTATION	96 Abiagayle Loop	Morrilton, AR 72110-8950
Divinely Connected Transportation	65 Oak Hill Rd	Greenbrier, AR 72058-9225
Ealy Transportation	2850 Prince St, Ste 18 & 19	Conway, AR 72034-3686
Inspirations Day Treatment	11700 Kanis Rd, Ste 2	Little Rock, AR 72211-3794
LARRY'S TRANSPORTATION	3112 Ware St	Little Rock, AR 72204-4848
Med Royal Transportation	901 W 43 rd St	North Little Rock, AR 72118
Pay It Forward	416 Healy St	North Little Rock, AR 72117-4806
PERSIS GLOBAL	1224 W. 49 th St.	North Little Rock, AR 72118-3916
RAINDROP TRANSPORTATION	4 Bellemeade Dr	Little Rock, AR 72204-4842
S & A Transport	223 Locust St	Conway, AR 72034-6528
TOUCH OF CARE	707 S. 1 st St	Jacksonville, AR 72076-8495
V&S XPRESS	1319 Pleasant Pointe Cr	Bryant, AR 72022-3967

Proposed Subcontractors Form

Region G

Subcontractor Name	Address	City, St, Zip
First Place Transportation	2116 E 11 th St	Little Rock, AR 72202-4320
A&B Transportation	26 Villa Vista Loop	Little Rock, AR 72204-6708
ACTS	9510 Geyer Springs Rd, Suite D	Little Rock, AR 72209-7853
AMERICAN MOBILE TRANSPORT	PO Box 242480	Little Rock, AR 72223-3238
AML Transportation	411 N Jackson St	Cabot, AR 72023-2615
B&W Transportation, Inc	621 Cloverdale Rd	Jacksonville, AR 72076-5615
Beverly Transport	9001 Trail Creek Ct	Sherwood, AR 72120
BJ TRANSPORTATION	12 Peach Tree St	Little Rock, AR 72204-8516
Blue Chip Transit, LLC	11028 Bodarc Lane	North Little Rock, AR 72117-9743
C&K Transportation	10 Warren Dr	Little Rock, AR 72209-7749
Compass Transportation	707 Robins St, Ste 800	Conway, AR 72032-6568
D&B TRANSPORTATION	96 Abiagayle Loop	Morrilton, AR 72110-8950
Divinely Connected Transportation	65 Oak Hill Rd	Greenbrier, AR 72058-9225
Ealy Transportation	2850 Prince St, Ste 18 & 19	Conway, AR 72034-3686
Inspirations Day Treatment	11700 Kanis Rd, Ste 2	Little Rock, AR 72211-3794
LARRY'S TRANSPORTATION	3112 Ware St	Little Rock, AR 72204-4848
Med Royal Transportation	901 W 43 rd St	North Little Rock, AR 72118
Pay It Forward	416 Healy St	North Little Rock, AR 72117-4806
PERSIS GLOBAL	1224 W. 49 th St.	North Little Rock, AR 72118-3916
RAINDROP TRANSPORTATION	4 Bellemeade Dr	Little Rock, AR 72204-4842
S & A Transport	223 Locust St	Conway, AR 72034-6528
TOUCH OF CARE	707 S. 1 st St	Jacksonville, AR 72076-8495
V&S XPRESS	1319 Pleasant Pointe Cr	Bryant, AR 72022-3967

Bid Response Packet

3.a EO 98-04 Disclosure Form

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

F-1

Failure to complete all the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR: YES NO SUBCONTRACTOR NAME: _____ Contractor for which this is a subcontractor: _____
 Estimated dollar amount of subcontract: _____

TAXPAYER ID NAME: Southeastrans Inc. IS THIS FOR: Goods? Services Both?
 YOUR LAST NAME: _____ FIRST NAME: _____ MI: _____

ADDRESS: 4751 Best Road Ste 300
 CITY: Atlanta STATE: GA ZIP CODE: 30337 COUNTRY: UNITED STATES OF AMERICA

AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:

FOR INDIVIDUALS*

Indicate below if you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: Member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee.

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? (i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.)	
	Current	Former		From MM/YY	To MM/YY	Person's name(s)	Relation
General Assembly	<input type="checkbox"/>	<input type="checkbox"/>					
Constitutional Officer	<input type="checkbox"/>	<input type="checkbox"/>					
State Board or Commission Member	<input type="checkbox"/>	<input type="checkbox"/>					
State Employee	<input type="checkbox"/>	<input type="checkbox"/>					

None of the above applies

FOR A VENDOR (BUSINESS)*

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (✓)		Name of Position of Job Held (senator, representative, name of board/commission, data entry, etc.)	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?		
	Current	Former		From MM/YY	To MM/YY	Person's name(s)	Ownership Interest (%)	Position of Control
General Assembly	<input type="checkbox"/>	<input type="checkbox"/>						
Constitutional Officer	<input type="checkbox"/>	<input type="checkbox"/>						
State Board or Commission Member	<input type="checkbox"/>	<input type="checkbox"/>						
State Employee	<input type="checkbox"/>	<input type="checkbox"/>						

None of the above applies

* NOTE: PLEASE LIST ADDITIONAL DISCLOSURES ON SEPARATE SHEET OF PAPER IF MORE SPACE IS NEEDED

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM F-2

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.
2. I will include the following language as a part of any agreement with a subcontractor:
Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.
3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

<u>I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.</u>			
Signature		Title	President and CEO
		Date	10/2/18
Vendor Contact Person	Benjie Alexander	Title	Chief Administrative Officer
		Phone No.	678.510.4507

AGENCY USE ONLY						
Agency Number	0710	Agency Name	Department of Human Services	Agency Contact Person	Contact Phone No.	Contract or Grant No.
						0710-18-1025

* NOTE: PLEASE LIST ADDITIONAL DISCLOSURES ON SEPARATE SHEET OF PAPER IF MORE SPACE IS NEEDED

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3.b Equal Opportunity Policy



EQUAL EMPLOYMENT OPPORTUNITY/DIVERSITY/NON-DISCRIMINATION POLICY

It is the policy of Southeastrans to provide equal employment opportunities to all employees and employment applicants without regard to unlawful considerations of race, color, religion or creed, gender/sex, including pregnancy, national origin or ancestry, ethnicity, citizenship status, genetic information, military or veteran status, age, and physical or mental disability, or any other classification protected by applicable local, state, or federal laws.

This policy applies to all aspects of employment, including, but not limited to, hiring, job assignment, compensation, promotion, benefits, training, discipline, and termination. Southeastrans expects all employees to act in accordance with our equal employment opportunity policy, and to take all steps necessary to maintain a workplace free from unlawful discrimination, harassment, and retaliation.

Employees who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance from a supervisor or an HR representative. We will investigate your complaint and take appropriate remedial action.

No one will be subject to, and the Company prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reports or complaints of incidents of discrimination of any kind, pursuing any discrimination claim, or cooperating in related investigations.

Anyone who violates this policy will be subject to discipline, up to and including termination of employment.

This policy is not intended to restrict communications or actions protected or required by state or federal law.

3.c Signed Addenda

State of Arkansas
DEPARTMENT OF HUMAN SERVICES
700 South Main Street
P.O. Box 1437 / Slot W345
Little Rock, AR 72203
501-682-6327

ADDENDUM 1

DATE: August 28, 2018

SUBJECT: 710-18-1025 Non-Emergency Transportation NET

The following change(s) to the above referenced Invitation for Bid for DHS has been made as designated below:

Change of specification(s)

- Additional specification(s)
 Change of bid opening date and time
 Cancellation of bid
 Other – 1. Correcting the Contract Start Date in Schedule of Events (attachment, NET Updated Anticipated Timeline). **Contract Start: 1/1/2019**

2. Amending answers to questions (attachment "Compiled Q and A – NET – FINAL ") as follows:

Q. 52	Confirmed
Q. 83	See updated IFB Section 1.11(B)
Q. 86	See answer to question 83.
Q.199	See answer to question 83.

BID OPENING DATE AND TIME

Bid opening date and time ***will not be changed***:

BIDS WILL BE ACCEPTED UNTIL THE TIME AND DATE SPECIFIED. THE BID ENVELOPE MUST BE SEALED AND SHOULD BE PROPERLY MARKED WITH THE BID NUMBER, DATE AND HOUR OF BID OPENING AND BIDDER'S RETURN ADDRESS. IT IS NOT NECESSARY TO RETURN "NO BIDS" TO THE DEPARTMENT OF HUMAN SERVICES.

If you have questions, please contact the buyer at nawania.williams@dhs.arkansas.gov or 501-320-6511


Vendor Signature _____ 10/2/18
Date _____
Southeastrans, Inc.
Company _____

3.d Minimum Qualification

A. Experience

Over the past 18 years Southeastrans has successfully implemented large-scale contracts similar to Arkansas. In fact, we have operated as a broker for the State of Arkansas since 2013, exceeding the requirement of 5 years' experience.

Southeastrans manages multiple customer contracts similar in size and scope to the Arkansas NEMT program. We currently operate under eleven (11) NEMT contracts with ten (10) clients in seven (7) states and the District of Columbia, serving more than 3 million covered lives and performing more than 5 million annual trips. Our four (4) call centers receive more than 2.8 million calls per year. We have established transportation provider networks in each state totaling 462 contracted NEMT providers with approximately 3,500 NEMT vehicles and drivers. See below for details of several of our most relevant contracts in size or scope.

Relevant Experience and Proven Successes in Similar Projects

In each of our contracts we implemented and enhanced our best practices. Some are unique to a specific contract; while others we can implement in other contracts, so all our clients benefit from our program improvements.

Arkansas Department of Human Services/Division of Medical Services Contracts				
Contact Information	Karen Hinsel, RN Manager NET, AFMC 501-212-8664 khinsel@afmc.org			
Contracting Entity	Region	Lives	Annual NEMT Trips	Contract Term
Arkansas Department of Human Services/Division of Medical Services (Medicaid)	4	129,982	276,076	Jul 2013 – Dec 2018
	7	12,191	85,565	Feb 2013 – Feb 2014
	12	158,914	397,148	Feb 2013 – Dec 2018
Contract History				
<p>Southeastrans contracted with the Arkansas Department of Human Services/Division of Medical Services as the Medicaid NEMT Broker in Regions 7 and 12 in February 2013. A sole source contract to manage Region 4 was added in July 2013 until the region could be competitively bid in the fall of 2013. Southeastrans was awarded a long-term contract in Region 4 during the re-procurement but lost Region 7 to the local Area Agency on Aging based solely on bid price.</p> <p>Southeastrans maintains a Central Business Office and Call Center in Little Rock. The Arkansas operations employ a staff of 26.</p>				

Arkansas Department of Human Services/Division of Medical Services Contracts

Lessons Learned and Innovative Techniques

In February 2013, Southeastrans was awarded two regions in Arkansas. Just days prior to our implementation, a large provider in the area decided not to participate in our network. This last-minute action resulted in a shortage of wheelchair vehicles in the Little Rock area.

- After determining that the existing network of NEMT providers would not be able to meet service demand, we purchased twelve wheelchair vans and hired a staff of NEMT drivers to ensure that the members in the region had the transportation resources they needed.
- Some problems can only be addressed by quick and decisive action by the broker. In this case, Southeastrans invested over \$200,000 to add enough wheelchair vans within the region to meet the service demand.

Program Developments and Enhancements

Southeastrans implemented the following innovative technologies and best business practices in our Arkansas Medicaid NEMT contract:

- Development of *InSight*, our proprietary trip management software specifically designed for management of Medicaid NEMT programs
- Provide standardized photo identification badges for all NEMT drivers after successful completion of their driver orientation training
- Digital photograph records of all vehicle inspections showing vehicle condition and evidence of required supplies at the time of the inspection
- All vehicle inspection forms are now electronic forms completed on tablets creating a permanent inspection record that is stored in the provider database
- Implemented the concept of broker-owned “quick response vehicles” that are used to transport members if the assigned provider cannot respond within the required time limits
- Implemented mandatory vehicle inspections every six (6) months to ensure vehicles remain in good condition. The Department of Community Health eventually adopted the 6-month inspection as the state standard for all their NEMT brokers.
- Southeastrans Compliance Officers carry a small stock of all the safety items (e.g., first aid kit, seat belt extension, etc.) required on NEMT vehicles. If an NEMT vehicle is missing a required item during an inspection, we can immediately supply the missing item and deduct the cost from the provider’s next payment. This prevents the need for follow-up inspections and eliminates the need to temporarily remove the vehicle from service.



Georgia Department of Community Health (Medicaid) NEMT Contract

Contact Information	James T Peoples, Director of Transportation Georgia Department of Community Health jpeoples@dch.ga.gov 404-657-7180			
Contract Type	Region	Lives	Annual NEMT Trips	Previous and Current Contract Terms
Medicaid NEMT	Atlanta	382,339	1,102,855	Mar 2000 – June 2019
	North	357,897	372,742	Nov 2005 – June 2019
	Central	256,565	641,894	Mar 2007 – June 2012

Contract History

Southeastrans first contracted with the Georgia Department of Community Health in 2000 as the Medicaid NEMT Broker in the Atlanta Region and in 2005 as the broker in the North Region. These contracts were competitively bid in 2006 and 2011 and were re-awarded to Southeastrans in both procurements. Southeastrans also won the Central Region contract in 2006 and served that region through the end of the contract period. The Central Region was awarded to another broker in the 2011 re-procurement based solely on a lower bid price.

Southeastrans' corporate office and Central Business Office/Call Center for the Georgia contract is in Atlanta. The Atlanta operations employ a staff of 199 including corporate-level positions.

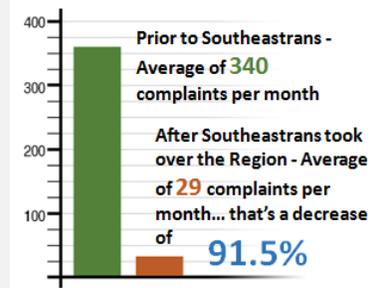
Lessons Learned and Innovative Techniques

When Southeastrans was awarded the Atlanta Region in 2000, it was plagued with Medicaid transportation fraud and abuse, poor service, and an excessive number of complaints from members and healthcare providers alike. The previous broker in the region had been unable to establish an effective network of NEMT providers or to address problems concerning on-time performance.

- Southeastrans immediately identified a wide range of deficiencies within the transportation provider network. The deficiencies were addressed, providers completed training classes, and accountants assisted providers in establishing bank accounts and setting up basic business practices, and more. Within a few months, a qualified NEMT provider network was in place and the number of complaints dropped significantly.
- In 2005, Southeastrans assumed responsibility for the North Region under an emergency contract with DCH when the previous broker abruptly withdrew. During the five-year period under the previous broker, the North Region consistently experienced the highest number of complaints of all Georgia regions, averaging 340 complaints each month. Southeastrans took control and began addressing problems and resolving service issues. Within three months of our implementation, the number of complaints dropped to less than 40 per month.

Georgia Department of Community Health (Medicaid) NEMT Contract

- The challenges we faced with poor service quality in Georgia were essentially due to ineffective management of the provider network by the previous broker. In both regions, the broker either did not understand what measures were necessary to improve service quality or was unwilling to pay providers fair and equitable rates to ensure financial stability. We quickly realized that a broker's success is largely dependent upon having successful NEMT providers operating within their network. We continue to emphasize the importance of strong provider relations and fair rate structures within all our Medicaid NEMT contracts. Many of the NEMT providers that we assisted during our 2000 implementation in the Atlanta Region and the 2005 implementation in the North Region continue to operate in our network today.



Program Developments and Enhancements

Southeastrans developed the following innovative technologies and best business practices in our Georgia Medicaid NEMT contract:

- Development of *InSight*, our proprietary trip management software specifically designed for management of Medicaid NEMT programs
- Email reminders to NEMT providers to alert them to impending critical document expirations or renewal dates (i.e. insurance policies, driver's licenses, etc.)
- Authorized by the State Department of Driver Services to directly request and receive motor vehicle record reports on NEMT drivers, so providers do not have to wait in line at DDS offices
- Provide standardized photo identification badges for all NEMT drivers after successful completion of their driver orientation training
- Digital photograph records of all vehicle inspections showing vehicle condition and evidence of required supplies at the time of the inspection
- All vehicle inspection forms are now electronic forms completed on tablets creating a permanent inspection record that is stored in the provider database
- Implemented a Return Trip Monitoring procedure where Southeastrans dispatchers record and monitor the time an NEMT provider is notified that a member is ready to be picked up and ensure that the provider arrives within the required timeframe. If delays occur, the dispatcher may re-route the trip to another provider.
- Implemented the concept of broker-owned "quick response vehicles" that are used to transport members if the assigned provider cannot respond within the required time limits
- Implemented mandatory vehicle inspections every six (6) months to ensure vehicles remain in good condition. The Department of Community Health eventually adopted the 6-month inspection as the state standard for all their NEMT brokers.
- Southeastrans Compliance Officers carry a small stock of all the safety items (e.g., first aid kit, seat belt extension, etc.) required on NEMT vehicles. If an NEMT vehicle is missing a required item during an inspection, we can immediately supply the missing item and deduct

Georgia Department of Community Health (Medicaid) NEMT Contract

the cost from the provider’s next payment. This prevents the need for follow-up inspections and eliminates the need to temporarily remove the vehicle from service.

BlueCare Tennessee Medicaid NEMT Contract

Contact Information	Becky Owen Vendor Management & Network Solutions BlueCare Tennessee Rebecca Owen@BCBST.com 423-535-8347			
Contracting Entity	Health Plan/ Region	Lives	Annual NEMT Trips	Contract Term
BlueCare Tennessee	East, West, Middle, TennCare Select, DSNP	600,713	788,405	Sept 2008 – May 2019

Contract History

BlueCare Tennessee is an authorized TennCare Medicaid health plan. Southeastrans contracts with BlueCare to manage NEMT services for TennCare members enrolled in the MCO’s BlueCare and TennCareSelect health plans on a statewide basis. We also manage NEMT services for their Dual Special Needs Plan (DNSP). This contract was re-awarded to Southeastrans in 2014 through a competitive procurement RFP.

Southeastrans operates a Central Business Office and Call Center in Chattanooga and maintains a regional office in Memphis. There are approximately 250 employees in the Tennessee offices.

Lessons Learned and Innovative Techniques

When Southeastrans first contracted with BlueCare Tennessee in 2008, most ambulance services across the state were opposed to participating in a broker-managed NEMT provider network.

- Southeastrans met with representatives from the Tennessee Ambulance Service Association (TASA), successfully developed an agreement that addressed most of their concerns and, in the process, established a long-term relationship with TASA based on mutual respect. Southeastrans continues to meet with TASA annually at their conference to keep their organization abreast of new trends in NEMT.
- Southeastrans learned that sometimes you must meet providers on their “turf” and be willing to compromise to gain their respect and to establish a cooperative business relationship.
- An effective broker must be willing to invest time in getting to know their providers to understand their perspective and to develop strong and long-lasting relationships.

BlueCare Tennessee Medicaid NEMT Contract

When Southeastrans first contracted with BlueCare Tennessee in 2008, most ambulance services across the state were opposed to participating in a broker-managed NEMT provider network. Southeastrans invited representatives from the Tennessee Ambulance Service Association (TASA) to meet with us to jointly work on the development of a provider agreement that would be mutually acceptable to all parties while meeting the provider requirements outlined in the TennCare NEMT requirements. After several meetings, we were successful in developing an agreement that addressed most of their concerns and, in the process, Southeastrans established a long-term relationship with TASA based on mutual respect of each other's position. Southeastrans continues to sponsor and participate in TASA's annual conference and we routinely communicate with the past and current officers of the organization. Many ambulance services signed the approved ambulance provider agreement, and those that did not signed rate agreements as an out-of-network provider.

Another ambulance issue unique to Tennessee was the number of "closed county" ordinances in place in throughout the state. These ordinances were designed to prevent competition against county-based ambulance services, and they significantly limit a broker's flexibility in establishing service redundancy within the provider network. Southeastrans was able to work with key county ambulance services in "closed counties" to develop a process whereby the county ambulance service is considered the primary provider contingent upon written acknowledgement of assigned trips on a case-by-case basis. If they are unable to provide timely service as requested, they consent to allowing Southeastrans to send in an "outside" ambulance provider to accommodate the trip. This process has been in place for the past three years and has eliminated the initial resistance we faced in working with closed "county ambulance" services.

Southeastrans learned that sometimes you have to meet providers on their "turf" and be willing to compromise in order to gain their respect and to establish a cooperative business relationship. An effective broker must be willing to invest time in getting to know their providers in order to understand their perspective and to develop strong and long-lasting relationships.

Program Developments and Enhancements

- Automated monthly OIG Exclusion List checks for all NEMT owners, NEMT drivers, and Southeastrans employees
- Coordinated a shuttle van to transport students from Memphis Schools to neighborhood clinics for annual EPSDT screenings
- Developed a pilot program to accommodate short-notice NEMT service requests for Emergency Department redirects and high-risk pediatric asthma patients demonstrating pre-asthmatic event symptoms as identified during telephone screenings conducted by BlueCare Case Management staff
- Implemented additional compliance monitoring and tracking within *InSight* of CMS required Ownership Disclosure and Control Interest Reports for NEMT Providers
- Developed a language line usage report to track the language requirements of TennCare members requesting NEMT services

BlueCare Tennessee Medicaid NEMT Contract

- Implemented a member Care Gatekeeper Program whereby NEMT drivers are trained to observe and report safety and environmental concerns that could pose a risk to a member’s health
- Implemented a Corporate workflow process program to “go paperless”.

Health Services for Children with Special Needs NEMT Contract

Contact Information	Tracy May, Director Real Estate & Vendor Management Health Services for Children with Special Needs, Inc. (HSCSN) TMay@hschealth.org 202.680.9062			
Contracting Entity	Region	Lives	Annual NEMT Trips	Contract Dates
Health Services for Children with Special Needs (HSCSN)	District of Columbia	5,526	112,486	Nov 2011 – Nov 2018

Contract History

Southeastrans contracts with Health Services for Children with Special Needs (HSCSN) to manage all NEMT services for their member population in the metro DC area. HSCSN is a Washington, DC, Medicaid health plan that coordinates physical, mental, behavioral, and developmental and care services for special needs children and young adults up to age 25.

Southeastrans maintains a regional office in Washington, DC, and employs a staff of 10 to manage this contract.

Lessons Learned and Innovative Techniques

HSCSN contracted with Southeastrans in 2011 to manage their Medicaid NEMT program. They were specifically interested in improving service quality, increasing provider compliance and oversight, and enhancing the data management and trip validation processes related to NEMT services to assure that providers were only submitting valid claims.

- Since Southeastrans had recently developed our new mobile technology whereby NEMT providers use tablets to electronically record all NEMT trip activity, we knew this innovative technology would be the perfect solution for HSCSN’s concerns. HSCSN was Southeastrans’ first contract to be fully implemented using our proprietary mobile technology. This innovative technology:
 - Automatically time stamps and records the geo-coded location of every pickup and drop off point
 - produces an electronic claim that is easily and quickly reviewed and submitted to Southeastrans for payment

Health Services for Children with Special Needs NEMT Contract

- Reduces the overall cost of NEMT services by reducing the incidence of fraudulent and erroneous claims
- This innovative technology reduced the overall cost of NEMT services for HSCSN by reducing the incidence of fraudulent and erroneous claims. Based on the savings achieved, we increased NEMT provider rates, particularly for trips that were traditionally difficult to cover, such as after-hours trips. Overall program costs were reduced while service quality and provider availability within the network was improved.
- Southeastrans now employs this innovative technology in all our contracts allowing NEMT providers to operate more efficiently since it eliminates paper-based trip logs and claims forms, allows for easy claim submission through our web portal, and reduces payment processing time.

B. Resumes of Proposed Staff

Our Central business office and Arkansas Call Center is located at 11 Corporate Hill Drive, #104, Little Rock, AR 72205. Our Project Director, Cynthia Washington has managed this location for 2 years.

Appendix A contains job descriptions and resumes for our proposed key staff, including:



Cynthia (Cindy) Washington, Project Director

Southeastrans is pleased to name Cindy Washington as the Project Director for management of the Arkansas NET program. Cindy is our Director of Operations/Project Director in Arkansas and has been with Southeastrans in the Arkansas office for six years. Her Arkansas NET experience includes positions as Compliance Coordinator, Call Center Supervisor and Technology Support Specialist. Cindy has seventeen years professional experience in management, call center processes and procedures, public relations, customer service, and client consulting. Nine years' experience in the United States Air Force in progressively responsible positions focused on material management, inventory control, retail sales, and equipment management. Promoted to supervisory and training position in Call Center, product management, parts sourcing/researching, and shipping/receiving operations. Skilled case file and information manager, scheduler, planner, computer operations, and seven years in personnel management.



Leighann Stagers, QA Manager

Leighann Stagers will perform the dual role as Arkansas Call Center Supervisor and Quality Assurance Manager. She currently performs these functions in our Arkansas NET office and has 17 years of experience in customer relations in various sectors as a customer service, collections, quality assurance, and operations/call center supervision.



Herbert Wicker, Investigator/Trainer

Herbert Wicker has been with Southeastrans in the Arkansas NET office as a Compliance Officer/Investigator and trainer for six years. Herb worked for three years as inspector and trainer for the Area Agency on Aging in Jonesboro, AR. His skills are augmented with serving fifteen years as peace keeper patrolman in Jonesboro, AR.



Jason Sanders, Safety Officer/Trainer

Jason Sanders is new to Southeastrans filling the roles of Compliance Officer and Trainer in Arkansas. He has six years of relevant experience in transportation as a dispatcher and program eligibility specialist for the Arkansas DHS. Under a new contract, Jason will be our named Safety Officer and continue to train drivers.

C. Contract Cancellation/Default Statement

Southeastrans agrees and acknowledges that if we cancel, default or abandon the Arkansas contract prior to expiration, Southeastrans will not be eligible to bid on any DHS NET procurement in the assigned region until the next bid opportunity or twenty-four months whichever is later. It is important to note that Southeastrans is the only broker that hasn't cancelled, defaulted or abandon any contract prior to the expiration of the term.

Appendix A

Cynthia Washington

AR Director of Operations

(501) 954-8906
 cwashington@southeastrans.com

**Years of Relevant
 Experience: 23**

PROFILE

Seventeen years professional experience in management, call center processes and procedures, public relations, customer service, and client consulting. Nine years' experience in the United States Air Force in progressively responsible positions focused on material management, inventory control, retail sales, and equipment management. Promoted to supervisory and training position in Call Center, product management, parts sourcing/researching, and shipping/receiving operations. Skilled case file and information manager, scheduler, planner, computer operations, and seven years in personnel management.

PROFESSIONAL EXPERIENCE

2013 – Present

Southeastrans, Inc., Atlanta GA

Arkansas Director of Operations

- Manage local scheduling and real-time operations which facilitate the maximization of resources (human and automated) to achieve customer satisfaction, productivity, schedule adherence and economic goals.
- Plan and develop systems and procedures to improve the operating quality and efficiency of the department.
- Increased fraud prevention efforts in the state of Arkansas
- Began liquidating providers when safety issues were found
- Increased Provider awareness through daily spot inspections
- Work intensely to increase provider and facility relations

Technology Support Specialist

- Provide support to end users on a variety of technology and process issues.
- Identify, research and resolves problems associated with website access, claims, trips, and internal processes.
- Respond to telephone calls, email and help desk requests for support.
- Document, track and monitor iPad, portal, recon issues (whatever came through the Help Desk) to ensure a timely resolution.
- Apply knowledge of commonly-used concepts, practices, and procedures within this field to streamline processes.

Call Center Supervisor

- Coordinate department activities and special projects to ensure quality to meet deliverable dates.
- Evaluate department processes and implement solutions.
- Recommend and coordinate changes to gas reimbursement program based on process analysis.
- Direct staff in the development, analysis and preparation of reports.
- Supervise staff in accordance with company policies and procedures.
- Conduct interviews, hire new staff and provide employee orientation.
- Coach and provide career development advice to staff.

- Establish employee goals and conduct employee performance reviews.
- Responsible for staff scheduling to include: work assignments/rotations, employee training, employee vacations, employee breaks, overtime assignments, back-up for absent employees, and shift rotations.
- Schedule and conduct staff meetings.
- Collaborate with Supervisors and Managers to provide maximum program efficiency.

Compliance Coordinator

- Interact with providers to obtain compliance information and coordinate vehicle inspections.
- Work with compliance officers to coordinate their daily activities.
- Conduct regularly scheduled, and spot inspections, on provider vehicles to ensure safety, cleanliness and functionality meet contractual requirements.
- Complete random customer service surveys and monitor transportation providers' compliance with their contractual obligations.

1998 – 2012

GMAC/Nuvel/Ally. Little Rock. AR

Manager

- Lead, manage and train a group of collectors.
- Direct collector's efforts to attain maximum collections while complying with company policies and procedures.
- Assist in interviewing and hiring of new employees.
- Prepare daily and monthly reports.
- Assign work to collectors, review and evaluate work performed.
- Review and approve time sheets
- Coordinate assigned activities to insure management's goals are obtained.
- Monitor policy compliance and initiate corrective measures when needed.

Account Representative II

- Collect accounts by contacting customers on the telephone for maintaining individual delinquency goals set by management.
- Contact customers on the phone to collect payments on past due accounts.
- Negotiate with customer to bring account current and use collections tools including but not limited to extensions and short-term payment arrangements.
- Initiate skip tracing that includes pulling credit bureaus, metro nets, and other tools available to assist in locating the customer.
- Provide training and guidance for newly hired or less experienced collectors.

EDUCATION

1986

Supply Computer Orientation; Document control; Security; Quality Assurance(OJT); Administering an On-The-Job Training Program; Microsoft Word, Outlook, Excel; SharePoint, Insight, ShoreTel Phone System

Leighann Stagers

AR Call Center Supervisor

(501) 515-2578
 lstagers@southeastrans.com

Years of Relevant Experience: 17

PROFILE

Seventeen years of experience in customer relations in various sectors as a Customer Service, Collections, Quality Assurance, Property Management and Operations/Call Center Supervisor

PROFESSIONAL EXPERIENCE

2017 – Present

Southeastrans, Inc. Atlanta GA
Arkansas Call Center Supervisor

- Manage the day to day operations of an inbound/outbound call center including interviewing and hiring, training and coaching call center staff.
- Create work schedules, enter timesheets and manage vacation and time off approvals
- Resolve issues with efficiency as it relates to cost and logistics of transportation for Medicaid patients
- Work closely with Arkansas Foundation for Medical Care, DMS, DHS and a network of transportation providers to resolve client complaints and monthly reporting of trends
- Ensure through coaching and development that representatives adhere to policy to provide exceptional customer service and grow individually as employees
- Appraise call center staff performance
- Verify insurance eligibility and issue denials as needed
- Ensure that contractual obligations are met in accordance with the broker contract by maintaining a controlled abandonment rate in the call center, doing spot audits on contacted providers ensure safety of passengers
- Work with patient facilities to ensure satisfaction with patient delivery and with the summer program
- Ensure that contractual obligations were met in accordance with the broker contract by maintaining a controlled abandonment rate in the call center, doing spot audits on contacted providers ensure safety of passengers

2015 – 2017

Somerset Apartment Management
Assistant Manager

2014 – 2015

Arkansas Foundation for Medical Care-Medicaid Managed Contracts
Beneficiary Relations Specialist/Analyst

- Assisted recipients with plan selections regarding their individual health insurance needs
- Assisted recipients with coverage file issues by working with private option carriers to discover and rectify issues with problematic files and data corrections
- Worked with recipients and local DHS and DCO offices to find errors in

insurance applications and obtained needed documentation or submit needed information to those offices to fix broken applications

- Assisted recipients by explaining letters and documents sent out by the Department of Human Services as it relates to their enrollment and coverage status
- Provided training to newly hired staff pertaining to procedures used to handle client needs quickly and effectively

2013 – 2014

Southeastrans, Inc. Atlanta GA

Call Center Supervisor

- Managed the day to day operations of an inbound/outbound call center including but not limited to the interviewing and hiring process, training, coaching and development of CSRs and other staff.
- Created work schedules, enter timesheets and manage vacation and time off approvals
- Resolved issues with efficiency as it related to cost and logistics of transportation for Medicaid patients
- Worked closely with Arkansas Foundation for Medical Care, DMS and DHS, and a network of transportation providers to resolve client complaints and monthly reporting of trends
- Ensured through coaching and development that representatives adhered to policy to provide exceptional customer service and grow individually as employees and appraise performance
- Verified insurance eligibility and issue denials as needed
- Worked with patient facilities to ensure satisfaction with patient delivery

2011 – 2013

LogistiCare-Medicaid NET Contracted Broker

Lead Quality Assurance Specialist

- Maintained an excellent relationship between Medicaid recipients, health care facilities, transportation providers, DHS and Arkansas Foundation for Medical Care
- Oversaw the quality of services provided by staff and transportation providers
- Initiated cost saving programs such as gas reimbursement
- Managed the complaint process, identify trends and devise an effective plan to resolve grievances
- Verified documents and inspected transportation vehicles to ensure that compliance policies are used
- Supervised call center employees for call quality, errors and performance

EDUCATION

- University of Arkansas at Little Rock/ Liberal Arts (Science Emphasis) Degree
- Screening and Hiring of Employees, Training of policy and procedure as well as new hire training
- Microsoft Office, Word, Excel, Salesforce, Witness, Call Copy, Shortel, Avaya
- Coaching and Development Training Work Ethics Training Workplace Personalities and Conflict Training

Jason Sanders
AR Compliance Officer
 (501) 515-1978
 jasanders@southeastrans.com

**Years of Relevant
 Experience: 6**

PROFILE

Six years of relevant experience in transportation as a Compliance Officer, Dispatcher, and Program Eligibility Specialist for the Arkansas DHS.

PROFESSIONAL EXPERIENCE

<p>July 2018 – Present</p>	<p><u>Southeastrans, Inc., Little Rock, AR</u> Compliance Officer</p> <ul style="list-style-type: none"> • Inspect NEMT vehicles for health, safety, and mechanical issues • Coach and correct drivers in the field when necessary • Teach first aid, CPR, defensive driving and PASS courses to drivers and attendants • Complete reports for inspections and update AMFC databases • Inspect NEMT vehicles for health, safety, and mechanical issues
<p>Jan 2018 – July 2018</p>	<p><u>JB Hunt, Lowell, AR</u> Dispatcher</p> <ul style="list-style-type: none"> • Dispatched drivers on loads to ensure timely shipment of freight • Assisted drivers with directions and information regarding shippers and receivers • Notified customer reps of any issues with pick-up or delivery of freight • Overseen Asset and Power boards for incoming messages or errors and corrects ETAs and Status Codes • Promoted safe driving habits to drivers
<p>2014 - 2016</p>	<p><u>ESS Oilfield Services, Damascus, AR</u> Dispatch Lead</p> <ul style="list-style-type: none"> • Managed a fleet of 50 short haul waste water tankers • Led weekly safety meetings and trained drivers • Scheduled drivers • Assisted with hiring and discipline • Trained new hire dispatchers • Conducted annual driver evaluations • Dispatched loads utilizing AS400 and Qualcomm systems • Corresponded with shop employees regarding status of downed units • Ensured waste water was taken to the correct disposal facility based on its chemical makeup • Maintained driver logs, vehicle inspection reports, and hours of service • Performed billing, invoicing, training, and human resource tasks
<p>2012 - 2014</p>	<p><u>Arkansas Department of Human Services, Fayetteville, AR</u> Program Eligibility Specialist</p> <ul style="list-style-type: none"> • Determined eligibility for supplemental nutrition assistance program (SNAP) and Medicaid • Investigated potential fraud for SNAP and Medicaid

- Completed changes to client's open cases and adjusted benefit amounts
- Completed second party reviews for coworkers
- Mentored new employees

EDUCATION

2011

- **Bachelor of Science in Emergency Administration and Management**
Arkansas Tech University

Herbert Wicker

AR Compliance Officer

(501) 831-8885
 hwicker@southeastrans.com

**Years of Relevant
 Experience: 9**

PROFILE

Nine years of relevant experience in transportation as a Compliance Officer, Vehicle Inspector and Driver Trainer. Served Dispatcher, and Program Eligibility Specialist for the Arkansas DHS. Served as peace keeper patrolman for 15 years in Jonesboro, AR.

PROFESSIONAL EXPERIENCE

- | | |
|-----------------------|---|
| 2013 – Present | <p><u>Southeastrans, Inc., Little Rock, AR</u>
 Compliance Officer</p> <ul style="list-style-type: none"> • Inspect NEMT vehicles for health, safety, and mechanical issues • Coach and correct drivers in the field when necessary • Teach first aid, CPR, defensive driving and PASS courses to drivers and attendants • Complete reports for inspections and update AMFC databases |
| 2009 – 2013 | <p><u>Area Agency on Aging, Jonesboro, AR</u>
 Vehicle Inspector/Driver Trainer</p> <ul style="list-style-type: none"> • Inspected vehicles to identify issues • Test drove vehicles after repair to ensure issues were properly repaired • Conducted final inspections • Coached and trained AAA drivers |
| 1993 – 2009 | <p><u>Jonesboro Police Department, Jonesboro, AR</u>
 Patrolman</p> <ul style="list-style-type: none"> • Traffic officer • School resource officer • Accident investigation reporter • Served as a peace keeper in the city of Jonesboro |

EDUCATION

- | | |
|-------------|---|
| 1991 | <ul style="list-style-type: none"> • Certified Police Officer
Arkansas Police Academy |
|-------------|---|



JOB DESCRIPTION

TITLE: REGIONAL MANAGER (AR PROJECT DIRECTOR)

REPORTS TO: Executive Vice-President

FLSA STATUS: Exempt **PAY GRADE:**

EEOC JOB CODE: Office and Clerical

SUMMARY: Responsible for the operational management of all business activities related to contracted services including, but not limited to, oversight of all internal functions, provider network management, compliance, reconciliation, quality control, risk management, information technology, training, and business office management.

ESSENTIAL FUNCTIONS:

- Plan, develop, and implement strategy for operational management in accordance with corporate objectives dictated by President and CEO directives.
- Establish and maintain appropriate systems for monitoring, measuring, and reporting operational performance.
- Recruit, select, develop and direct management staff.
- Manage and control departmental expenditures within approved budgets.
- Establish and implement operational policy and procedures to assure compliance with corporate and contractual objectives.
- Maintain awareness and knowledge of contemporary transportation management theories and concepts.
- Conduct management level meetings to insure effective organizational communication and performance.
- Direct and/or delegate all business function management tasks and ensure appropriate and timely outcomes.
- Coordinate communication with principle stakeholders including state agencies, advisory committee and NET providers.

QUALIFICATIONS REQUIRED:

- Effective communicator with proven leadership skills and abilities
- Thorough understanding of NET services and capitation contract management
- Ability to analyze, organize, prioritize, implement, and control complex business activities and transactions
- Proven ability as an effective team leader

MINIMUM REQUIRED EDUCATION:

- Bachelor's Degree in Business from an accredited college or university or commensurate experience in executive and/or operational management.



JOB DESCRIPTION

TITLE: QUALITY ASSURANCE MANAGER

REPORTS TO: Vice President of Operations

FLSA STATUS: Exempt

EEOC JOB CODE: Official and Manager

SUMMARY: Plans, coordinates, and directs quality assurance program designed to ensure quality production of products consistent with established standards by performing the following duties personally or through subordinate supervisors.

ESSENTIAL FUNCTIONS:

- Formulates and maintains quality assurance objectives complementary to corporate policies and goals. Interprets quality assurance philosophy to key personnel in organization.
- Performs quality engineering reviews of design documentation for compliance with stated requirements, including vendor quality manuals and company quality records.
- Applies statistical process control (SPC) methods for analyzing data to evaluate the current process and process changes.
- Reviews all data obtained during all quality assurance activities to ensure consistency with company policies and procedures. Develops new approaches to solve problems identified during quality assurance activities.
- Keeps Management team abreast of significant issues or developments identified during quality assurance activities and actions being taken to improve the situation. Prepares and presents technical and program information to the management team. Directs technical and administrative workers engaged in quality assurance activities.
- Maintains a working knowledge of government and industry quality assurance codes and standards. Plays an active role on quality management teams within the organization.
- Designs and implements quality assurance training programs to key personnel in conjunction with managers. Investigates and adjust customer complaints regarding quality.

QUALIFICATIONS REQUIRED:

- Knowledge of office processes, procedures, and technology. Experience in supervising project and team activities. Ability to read and interpret accounting and financial reports.
- Work requires willingness to work a flexible schedule.

MINIMUM REQUIRED EDUCATION:

- Bachelor's Degree in Business Administration and three to five years of office experience which include supervisory responsibility.

TITLE: NEMT Network Training Manager (AR Safety Officer and Trainer)

DIRECTLY REPORTS TO: Network Safety and Risk Manager

STATUS: Exempt

SUMMARY

Manages the Southeastrans, Inc. (“SETI”) Non-Emergency Medical Transportation (“NEMT”) Provider training function pursuant to contractual guidelines and SETI-established curriculum. Duties include: (1) assist Network and Safety Risk Manager in the management of SETI’s NEMT driver/provider training function; (2) facilitate PASS “Train-The-Trainer” courses throughout the SETI network; (3) conduct Georgia NEMT driver/provider training courses; (4) conduct NEMT driver/provider training courses elsewhere within SETI network, as assigned; (5) inventory and manage all training materials and equipment; and (6) assist Network Safety and Risk Manager in general oversight of NEMT trainers and other NEMT training functions, as assigned.

ESSENTIAL FUNCTIONS

- Ability to become a Certified Master Passenger Assistance Safety and Sensitivity (PASS) Instructor within six months of hire date.
- Provides training for NEMT providers according to contract requirements.
- Facilitates a PASS “Train-The-Trainer” course.
- Promotes continuous improvement and standardization of existing training program
- Assists with implementation of new contracts and state operations
- Responsible for ordering, distribution, and inventory management of all training materials and equipment.
- Assists with NEMT provider compliance activities.
- All Other duties as assigned.

QUALIFICATIONS REQUIRED

- Excellent communication skills, positive attitude, and problem-solving skills.
- Ability to instruct students in a classroom environment.
- Excellent public speaking skills.
- Ability to travel regularly.
- Ability to lead and motivate others.
- Ability to lift over 50lbs.
- Ability to bend, stoop, push, pull and step in/out of vehicles.
- Ability to stand or sit for long period of time.
- Ability to be flexible with their schedule (could require weekends, evenings and holidays).

- Ability to work independently or with a team.
- Professional appearance.
- Minimum of five years' experience in customer service, compliance, safety or audit fields, preferably in NEMT, EMS, or Public Transit industry.
- Certified Passenger Assistance Safety and Sensitivity (PASS) instructor, or the ability to become PASS certified within six months of hire.
- Must be proficient in Microsoft Office Applications (PowerPoint, Word, Outlook).
- Minimum of two years in a supervisor/management position (five or more employees).
- Clean motor vehicle driving history as defined by governing contract.
- Certified Defensive Driving Instructor.
- Red Cross Basic First Aid and CPR Instructor.

MINIMUM REQUIRED EDUCATION

- Bachelor's Degree from an accredited College or University and/or commensurate experience in the areas of risk management, quality, or compliance preferred.

JOB DESCRIPTION

TITLE: COMPLIANCE OFFICER (AR INVESTIGATOR)

REPORTS TO: Fleet Manager

FLSA STATUS: Non-Exempt **PAY GRADE:** 3

EEOC JOB CODE: Office and Clerical

SUMMARY:

Inspects provider motor vehicles for compliance with statutory regulations by performing the following duties.

ESSENTIAL FUNCTIONS:

- Reviews employer records to determine the accidents, traffic violations, and medical information are recorded according to federal and state regulations. Interprets applicable regulations and suggest method of self-inspection to accomplish voluntary compliance with code.
- Inspects vehicle systems such as lights, brakes, tires, directional signals, exhaust systems, and warning devices to detect excessive wear or malfunction. Measures interior and exterior noise levels. Measures efficiency of emission control devices.
- Computes and records weight or uses portable scale to determine gross weight and distribution of load over axles.
- Reviews vehicle log to verify driver has not exceeded allowable driving hours required permits and licenses are displayed.
- Declares vehicle or driver out-of-service for violation of intrastate interstate commerce regulations.
- Accompanies providers to observe conduct and observance with safety precautions.

QUALIFICATIONS REQUIRED:

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

PHYSICAL RESPONSIBILITIES:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this jobs follows: regularly required to stand, walk, sit reach with hands and arms,



climb and balance, stoop, kneel, crouch and crawl. The employee must be able to lift and/or move more than 50 pounds.

MINIMUM REQUIRED EDUCATION:

High School Graduate/GED