



**State of Arkansas
Department of Human Services (DHS), Division of Medical
Services (DMS)
Response to Bid Number 710-18-1025–Non-Emergency
Medical Transportation Services (NET)
Documentation of Minimum Qualifications (1.7 A. 3. d.) and
Required Information, including Agreement and Compliance
Pages**

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Section 2–Minimum Requirements–2.3 Minimum Qualifications

The Broker must meet the following requirements:

A. The Broker must have a minimum of five (5) years of experience in non-emergency medical transportation (NET). For verification purposes, the Broker must submit a narrative detailing qualifying experience and include phone numbers and e-mail address for previous employers and/or contract managers who can verify qualifying experience. Proposals may be disqualified from Brokers whose references do not respond within five (5) business days of the request for verification.


As an industry leader in transportation with over 32 years of experience, One Call understands healthcare transportation is an essential part of a beneficiary's treatment plan. With a nationwide network of over 1,700 contracted agency providers with over 6,788 individual drivers who completed over one million rides nationwide in 2017, we can provide service in any area. We have included our references on page 10 and have included the requested narrative below detailing our qualifying non-emergency medical transportation (NET) experience.

Our operation is scalable to meet the needs of any client, as we currently service 135 transportation clients in over 800 locations. Our medical transportation coordinators (MTCs) arrange the service, secure the provider, and coordinate all aspects of the ride request. We deliver superior tools, support, and metrics to help you provide efficient, comprehensive management of transportation services for all types of beneficiaries.

Additionally, through our experience providing services to manage very complex situations involving advanced medical conditions, One Call is well positioned to meet the challenges of caring for your entire membership. One Call provides transportation services that enable care across a spectrum of services such as inpatient/outpatient services, home health, rehabilitative services, and urgent care. One Call is accustomed to meeting the unique and sometimes complex needs of our clients and their beneficiaries.



The example below shows the critical nature of providing safe and reliable transportation to support a member with special needs. This is from an actual case where both the physical and cognitive challenges of a member were impacted through transportation services like what One Call will provide Arkansas Department of Human Services (DHS)/Division of Medical Services (DMS):

CASE STUDY

A 34 year old male member suffered a spinal cord and traumatic brain injury, resulting in tetraplegia. The member lived in a shared residence with friends who did not actively assist in patient care. Due to his condition, he received 24/7 services in his home, and was completely dependent on outside care for mobility and transfer needs. He had a wheelchair and required a special mode of transportation that could accommodate him and any necessary caregivers or attendants. In addition, the member was under the care of a psychiatrist due to uncontrolled emotional outbursts, anger, depression, and anxiety.

The case manager reported the following challenges in receiving care:

- It had been two years since the injury had occurred, but the member had not seen substantial improvements
- The case required an elevated level of case manager support for both the member and their caregivers
- The member's physical and emotional state became a significant barrier in receiving access to preventative care

Transportation became a vital component for the member to engage in activities such as grocery shopping, attending movies, and eating at restaurants. By One Call partnering with the client's clinical team to facilitate coordination of the transportation benefit, the caregivers took the member out for other social outings, which further reduced his isolation. Since implementing this program, the member began to cooperate in his treatment, exhibited fewer outbursts, communicated more frequently with caregivers, and experienced a notable increase in quality of life.

One Call has a team of MTCs well versed in member/beneficiary care and committed to ensuring selection of the **lowest cost** and **most appropriate mode of transportation** to meet the level of need of each beneficiary. Using One Call's contracted network of providers, we offer the following services:

Ambulatory (Sedan)

Ambulatory transportation includes our network of public motor vehicles to provide traditional sedans to a beneficiary who is able to enter and exit the vehicle without assistance (sedan, sports utility vehicle (SUV) or mini-van, taxis, etc.)

Wheelchair

Wheelchair transportation is used for those beneficiaries who are mobility challenged or otherwise rely on wheelchairs. Transportation is provided in a wheelchair-accessible van, which allows the beneficiary to remain in the wheelchair while in transit.



Stretcher

Stretcher transportation is used for beneficiaries who need to recline or lay flat throughout the transport. Transportation is provided in a van or vehicle that is equipped with tie-downs for a gurney, but does not include emergency medical technician (EMT) or paramedic care.

Basic Life Support (BLS)

Basic life support services include an EMT on board who can provide the beneficiary with nurse-type care during transport. BLS includes one EMT and two attendants in the vehicle with the beneficiary. BLS beneficiaries may be transported with needs such as oxygen, heart monitoring, or a medication pump.

Advanced Life Support (ALS)

Advanced life support transportation is equivalent to an intensive care unit. EMTs and a paramedic can administer medication and provide complete medical care for the beneficiary. ALS includes two EMTs and at least one paramedic in the vehicle with the beneficiary.

ALS beneficiaries may be transported with conditions/needs such as IV, tracheotomy (less than two weeks prior), ventilator, medication, heart monitor, etc.

Public Transit

We recognize that public transportation is a viable mode of transportation for Arkansas DHS/DMS. Our processes and technology allow us to provide various levels of public transportation options such as working with the Arkansas Transit Association.

Air Ambulance

One Call ensures that the aircraft meet all Federal Aviation Administration (FAA), insurance, credentialing, and maintenance regulations. Our contracted provider also employs their own flight crew and medical staff. Additionally, One Call will ensure that the licensing and credentialing of on-board personnel are accurate and up to date.

We are able to accommodate both domestic and international flights. The specialized One Call air ambulance team is available to assist with scheduling air ambulance twenty-four hours a day, seven days a week.

Mileage Reimbursement

One Call manages an all-encompassing mileage reimbursement program when included as a covered benefit, or if desired it can be incorporated at a later date. As with all allowable modes, One Call prior-authorizes these trips to avoid any unnecessary utilization as well as reduce any potential fraud, waste, or abuse.

Beneficiaries are allowed to submit either hardcopy or electronic requests for reimbursement. Once the claims are confirmed, payments are sent to the authorized recipient.

One Call Portal

If approved, One Call has specific portals that can be offered to beneficiaries, Arkansas DHS/DMS, or authorized caregivers, and transportation providers. Based on the scope of work, the following information is available:

Beneficiary Portal

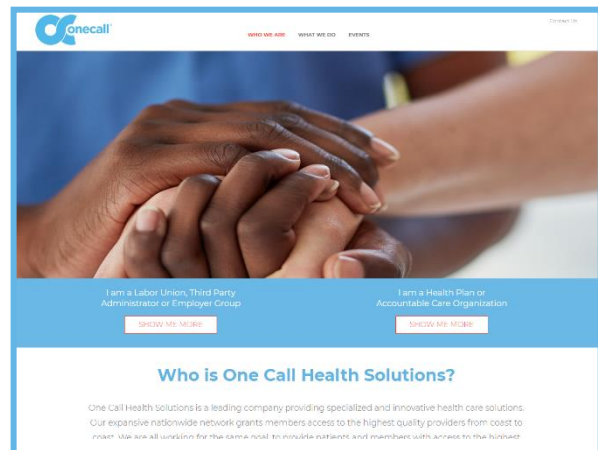
- Customer contact center information, including information for after-hours assistance
- Description of transportation services available and how to access them
- How to file a complaint or grievance
- Beneficiary responsibilities
- Beneficiary conduct
- Links to other websites as determined by Arkansas DHS/DMS
- Frequently asked questions (FAQs), including definitions

Arkansas DHS/DMS Portal

- Submit single or recurring trips for beneficiaries
- Edit or cancel scheduled trips
- Review current and completed trips for beneficiaries

Transportation Provider Portal

- Billing address, phone, and fax number
- Address of One Call's corporate business office and office hours
- General information for transportation providers
- Frequently asked questions (FAQ) for NET services for Arkansas DHS/DMS trips
- NET policies, procedures, and manuals
- Any mandatory transportation provider meeting/training dates, time, and locations
- Transportation provider education and training plan updates.





References

One Call has been successfully coordinating NET for clients for 32 years. Shown below are references validating our transportation experience:

1. Qualifying Experience			
Client:	Broadspire	Contact Name	Josephine Copeland, VP of Cost Containment
Phone Numbers:	954-693-1793	Email:	Josephine_Copeland@choosebroadspire.com

2. Qualifying Experience			
Client:	Berkley Net	Contact Name	Brent Fournier, Claims Operations Manager
Phone Numbers:	571-298-0972	Email:	bfournier@berkleynet.com

B. The Broker must submit resumes of staff proposed to fill the following positions: Project Director, Safety Officer, Quality Assurance Manager, Investigator and Trainer. No single staff member may serve in more than two (2) of these designated roles.

Underlying the strength of our business, product portfolio, and programs is a common denominator that defines One Call as a reliable partner—our ability to consistently deliver service excellence and an unprecedented level of value to our clients. In support of these objectives, we dedicate a team of key resources, led by the project director that will regularly meet, communicate, and consult with Arkansas DHS/DMS. This approach will provide you with ongoing service, support, and stewardship to make the delivery of our services a success.

The implementation team works closely with Arkansas DHS/DMS to determine a full on-boarding plan specifically designed to ensure a successful implementation. The implementation manager is directly responsible for the implementation of the contract and is a key lead during the implementation planning and execution phases. Upon implementation, the implementation manager will monitor implementation activities for a period of 90 days post-implementation to ensure success. Upon successful implementation, the account manager will resume the role as the primary point of contact, and will re-engage the implementation manager as warranted.

Project Director—The project director is a key role responsible for day-to-day management of the Arkansas DHS/DMS NET program in its entirety and work to build a strong partnership with



Arkansas DHS/DMS on an on-going basis to deliver consistent, outstanding value to its beneficiaries.

The key leadership roles both during the start-up and on an on-going basis are as follows:

- **Project Director**—Responsible for oversight of all aspects of the Arkansas DHS/DMS NET program.
- **Quality Assurance Manager**—Responsible for all aspects of the quality assurance program.
- **Education and Training Manager**—Responsible for the development and delivery of all educational, compliance, and service training—both internal and external.
- **Provider Relations Manager**—Responsible for the oversight of the provider network—including contracting, credentialing, and compliance.
- **Safety Officer**—Responsible for safety, including investigating accidents and incidents, managing improvement plans, and addressing regulatory and compliance issues.
- **Investigator**—Responsible for investigating safety and contract violations, improper conduct, and providing reports.

Please see **Attachment 1**—Resumes for additional information.

Attachment 1: Resumes

Please refer to the attached pages that include the requested resumes for the following positions:

- Michael J. Patterson - Project Director Resume



- Kelly L. Good - Quality Assurance Manager Resume



- Jennifer Borgio - Trainer Resume



- Wendy Holcomb - Safety Officer & Investigator



- Nicholas LoPiccolo - Provider Relations Manager



Attachment 2: Attachment A–Disclosure Form

Please refer to the following pages for the completed Attachment A–Contract and Grant Disclosure and Certification Form.





Attachment 3: Equal Opportunity Policy

As required, please see the One Call Equal Opportunity Policy below:

Equal Employment Opportunity

Government Solutions is committed to Equal Employment Opportunity (EEO) for all employees. It is the policy of Government Solutions to comply with applicable federal and state laws.

Government Solutions provides EEO without discrimination or harassment on the basis of race, creed, color, religion, sex, pregnancy, national origin, age, physical handicap, mental disability, sexual orientation, gender identity, marital status, ancestry, citizenship, veteran status, obligation to military service, genetic information, or any other protected class under federal, state or local law. Government Solutions complies with applicable state and local laws governing nondiscrimination in employment in every location in which The Company has facilities. All employment decisions are based on business needs, job requirements, and individual qualifications.

Discrimination of any type should be immediately brought to the attention of the Human Resources Department. Appropriate disciplinary action up to and including termination may be taken against any employee who willfully violates this policy.

You may discuss equal employment opportunity related questions with the Human Resources Department, or any member of management.



Attachment 4: Statement of Compliance for Vehicles

Broker must provide written assurance to DHS/DMS that all vehicles used for beneficiary transport will be in compliance with all requirements of the Arkansas Transportation Department for Arkansas Intrastate Renewal prior to award and upon any contract renewal periods.

One Call agrees to this requirement.

Attachment 5: Addendum 1

Please refer to the following page for Addendum 1.



Attachment 6: Business License

Please refer to the following page for the One Call's business license.



Attachment 7: Agreement and Compliance Pages (Bid Response Packet)

Please refer to the following pages for the Agreement and Compliance Pages (Bid Response Packet).

Cover Page



Bid Signature Page



Agreement and Compliance Pages



Proposed Subcontractors Form



Subcontractors Form Attachment with Listing of Proposed Subcontractors

