

## BID SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION			
Company:	Central Arkansas Development Council		
Address:	P. O. Box 580		
City:	Benton	State:	AR      Zip Code: 72018
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Public Service Corp <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input checked="" type="checkbox"/> Nonprofit		
Minority and Women-Owned Designation*:	<input checked="" 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 <i>Minority and Women-Owned Business Policy</i>	

PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
Provide contact information to be used for bid solicitation related matters.			
Contact Person:	Randy Morris	Title:	Executive Director
Phone:	501-315-1121	Alternate Phone:	501-778-1133
Email:	rmorris@cadc.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:  Title: Executive Director  
Use Ink Only,

Printed/Typed Name: Randy Morris Date: 10/04/2018

## **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.


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

<b>Vendor Name:</b>	Central Arkansas Development Council	<b>Date:</b>	10/04/2018
<b>Signature:</b>		<b>Title:</b>	Executive Director
<b>Printed Name:</b>	Randy Morris		

## 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.


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

<b>Vendor Name:</b>	Central Arkansas Development Council	<b>Date:</b>	10/04/2018
<b>Signature:</b>		<b>Title:</b>	Executive Director
<b>Printed Name:</b>	Randy Morris		

## SECTION 3 & 4 - VENDOR AGREEMENT AND COMPLIANCE

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

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

<b>Vendor Name:</b>	Central Arkansas Development Council	<b>Date:</b>	10/04/2018
<b>Signature:</b>		<b>Title:</b>	Executive Director
<b>Printed Name:</b>	Randy Morris		

## PROPOSED SUBCONTRACTORS FORM

- Do not include additional information relating to subcontractors on this form or as an attachment to this form.


PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

Type or Print the following information

Subcontractor's Company Name	Street Address	City, State, ZIP

PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.

By signature below, vendor agrees to and shall fully comply with all Requirements related to subcontractors as shown in the bid solicitation.

<b>Vendor Name:</b>	Central Arkansas Development Council	<b>Date:</b>	10/04/2018
<b>Signature:</b>		<b>Title:</b>	Executive Director
<b>Printed Name:</b>	Randy Morris		

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	<b>Confirmed</b>
Q. 83	<b>See updated IFB Section 1.11(B)</b>
Q. 86	<b>See answer to question 83.</b>
Q.199	<b>See answer to question 83.</b>

**BID OPENING DATE AND TIME**

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

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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](mailto:nawania.williams@dhs.arkansas.gov) or 501-320-6511

 \_\_\_\_\_ 10/04/2018 \_\_\_\_\_  
Vendor Signature Date

\_\_\_\_\_  
Company : Central Arkansas Development Council

## 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:** \_\_\_\_\_ **SUBCONTRACTOR NAME:** \_\_\_\_\_ **Contractor for which this is a subcontractor:** \_\_\_\_\_

YES  NO

\_\_\_\_\_ **Estimated dollar amount of subcontract:** \_\_\_\_\_

IS THIS FOR:

**TAXPAYER ID NAME:** Central Arkansas Development Council  Goods?  Services  Both?

**YOUR LAST NAME:** Morris **FIRST NAME:** Randy **MI:** \_\_\_\_\_

**ADDRESS:** P. O. Box 580

**CITY:** Benton **STATE:** AR **ZIP CODE:** 72018 **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.

**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.**

Signature  Title CADC Executive Director Date October 4, 2018  
Vendor Contact Person Cindy Dedman Title Project Director Phone No. 501-332-5426

**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



# Central Arkansas Development Council

## Technical Proposal Bid Number: 710-18-1025 Region E

### 2.1 INTRODUCTION

The Central Arkansas Development Council (CADC) is pleased to submit our technical proposal in response to the Arkansas Department of Human Services' (DHS) Invitation for Bid (IFB) to provide Non-Emergency Transportation (NET) Services for Region E. CADC is currently serving as the broker for this region, and we look forward to continuing in this role to ensure cost effective and quality non-emergency transportation to local residents of the region. Medicaid beneficiaries in Region E are highly familiar with our services and our staff, and therefore the continuation of our current role as the broker will ensure critical mobility remains in place. It will also avoid a costly and disconnected process for DHS through any transition to another transportation provider unfamiliar with the region. Overall, CADC agrees to deliver the services of NET services authorized by this contract or any attachment/addendum in accordance with all manuals and other official issuances of the State of Arkansas.

CADC is a private non-profit community action agency governed by a 24-member Board of Directors representing low income, local, public officials and the private sector. CADC has been a local force in the War on Poverty for over 50 years. We bring expertise and knowledge in administration and accounting technology with a proven track record of unqualified comprehensive annual financial audits as a non-profit corporation.

CADC manages South Central Arkansas Transit (SCAT), the oldest, largest, and most successful rural public transportation system in Arkansas. SCAT has been operating since 1976, and therefore historically CADC-SCAT has been the natural and logical choice for operating NET services. In fact, CADC's contractual relationship with DHS/DMS goes back over 38 years and includes over 18 years as the Medicaid transportation broker for the previous Regions 8 and 11 and recently became the Medicaid broker for Region 10. Since assuming the operation of NET services for the expanded Region E CADC has continued to serve all beneficiaries with the same reliable and safe transportation as we have done in the

past with no interruptions. When contracting with CADC DHS knows what they are getting -- a community based professional transportation provider that is particularly adept at meeting mobility needs while maximizing resources.

The project manager and staff that will ensure responsibility for the management and day-to-day operations of the service have extensive experience at CADC, and importantly have worked for many years administering the NET services. In 2016 they oversaw the expansion of services to the entire Region E area. This highly experienced staff will ensure the provision of safe, quality, and appropriate transportation; adherence to program guidelines; provision of an efficient reservation and trip assignment process; recruitment, training and negotiation with subcontractors; submission of accurate and timely encounter (trip) data; and overall provision of administrative oversight and reporting:

- The Project Director for Region E will be Transportation Program Manager Cindy Dedman. She has been the NET Project Director for the past 14 years, most recently for the current Region E and previously for Regions 8 and 11. Ms. Dedman has worked in the SCAT Rural Public Transportation Program for over 40 years, serving as the assistant program manager and now the program manager. Included in her daily duties is the monitoring of the daily operations for the delivery of safe, cost effective and dependable transportation services to meet a wide and diverse public need – not only for Medicaid but for all the transportation services that SCAT provides. Therefore she is committed to Medicaid transportation services and will engage additional resources as needed in order that SCAT meets all contract requirements without service interruption for the Medicaid beneficiaries.
- Belva Bailey, who has been with the SCAT program beginning in 1991 as a driver, will serve as the Assistant Program Manager. Ms. Bailey will work hand in hand with the Project Director to oversee NET services, particularly with maintaining all records needed for Region E.
- The Project Director will also be backed up by CADC's excellent management team which includes Mr. Randy Morris, CADC Executive Director; Ms. Lavel Neal, CADC Operations Director and Mr. John Jeffers, CADC Financial Officer.

The remaining technical proposal is presented in an order that responds to the areas listed in Section 2 in the IFB.

## **2.2 SERVICE DELIVERY LOCATION**

The Central Business Office along with the Call Center is located at 722 Gaunt Street in Benton, Arkansas. CADC-SCAT also has 9 site offices within the service area for Region E. The Central Business Office has normal business hours which are 8:00 a.m. until 5:00 p.m. Monday through Friday excluding state holidays. All legal documentation will reflect the address of Central Arkansas Development Council, P. O. Box 580, Benton, Arkansas with

the physical address being 321 Edison Street, Benton, Arkansas which is the CADC Administration Office.

The Medicaid Call Center located at 722 Gaunt Street, Benton, Arkansas has a total staff of 8 Medicaid NET Schedulers as well as the Call Center Supervisor and Project Director. If needed, more schedulers will be added if the number of trip requests increase.

These schedulers are the first contact for our beneficiaries call for NET Services. They are trained to be professional, courteous and helpful to everyone who calls, and determine eligibility and enter the trip information in our computer scheduling software RouteMatch. They also assist with record keeping and data entry as required. Having successfully operated the Call Center for the past 8 years, we have developed an efficient and effective call center for Region E. We also trust our computer paratransit software, RouteMatch, to direct our drivers in the most efficient and effective manner possible.

A copy of the CADC-SCAT Schedulers Operations Manual for NET services is provided in Appendix A. This manual will be revised with the new gatekeeping requirements effective January 1, 2019.

CADC-SCAT has the capacity to communicate through internet, telephone services including voice mail and automated attendant, send and receive facsimiles through the facsimile machine not only at the Central Business Office but at all of its site locations as well. CADC – SCAT has telephone numbers that will directly connect DMS staff and DMS NET Monitoring Contractor to not only the Project Director but the Call Center Supervisor without going through the Call Center scheduling staff.

CADC has the capacity to reproduce documents through the secretarial staff located not only at the Central Business Office but at all SCAT site offices. All transit records for vehicles and vehicle operators are located at 1303 South Main Street, Malvern, Arkansas which is the SCAT Operations Office and at 830 West Moline Street, Malvern, Arkansas which is the SCAT Maintenance Facility and the SCAT Malvern Site Office. All records are readily retrievable for review within five (5) business days at the request of DMS and/or its authorized representatives. Records are stored at least six (6) years, numbered by year in fire-resistant containers.

CADC will immediately notify DHS/DMS and DMS Monitoring Contractor of any anticipated delays that will affect the service delivery requirement.

## **2.3 MINIMUM QUALIFICATIONS**

CADC far exceeds the minimum years of experience in non-emergency medical transportation requested in the IFB, as we have worked closely with DHS/ DMS since 1977 and have served as the broker/provider for NET services for the past 18 years. So our

experience in providing critical transportation for Medicaid beneficiaries precedes the formal NET Program. As a result, we have experience in developing and monitoring transportation services and negotiating contracts with other service providers, and have worked with aging programs, mental health centers, day treatment facilities/sheltered workshops, and other programs and developed long standing and mutually amicable relationships.

Through our experience over the past 18 years as a community based transit NET Broker/Operator for Region E (and previously Regions 8, 10 and 11); we have gained invaluable expertise not only in receiving and processing trip requests, but also as an operator of services. We come into this program presenting all components of the service and most importantly the fact that DHS/DMS knows what we can deliver. With CADC, DHS knows exactly what it is purchasing: a community based professional transit service that is particularly adept at maximizing the resources of its call center and transportation system.

The results of a previous Beneficiary Satisfaction Survey of NET riders scored CADC among the highest performers in virtually all categories and in most cases we outperform our competition. The institutional knowledge gained over 18 years is invaluable in serving both DMS and its beneficiaries. We are dedicated to the clients in our community. Our services reach a broad spectrum of people, many of whom are DHS beneficiaries. Our coordinated approach guarantees a professionally run and safe system. We believe that when purchasing transit services (which are the major parts of NET services) DHS should know they are purchasing a quality run program, rather than running the risk of purchasing the services of “some guy with a van.”

To further substantiate our extensive history in providing NET services, as well as other critical mobility to the region, letters of support from various agencies and organizations impacted by our transportation services are included in Appendix B. We encourage DHS to contact any of these sources to verify our work experiences.

## **Resumes of Key Staff**

Resumes for the following key staff members are provided in Appendix C:

- Cindy Dedman, Project Director
- Belva Bailey, Investigator
- Danny Waite, Safety and Security Officer/Trainer
- Brenda Grubbs, Quality Assurance Manager

## Compliance with All Requirements

With this technical proposal CADC has signed and submitted appropriate bid documents that confirm that we will agree to and shall fully comply with all requirements in the bid solicitation. CADC expressly agrees and acknowledges that if the agency cancels, defaults, or otherwise abandons our contract prior to expiration CADC shall not be eligible to bid on a DHS NET procurement in Region E until the next bid opportunity or for twenty-four (24) months, whichever is later.

## 2.4 SCOPE OF WORK

### SUMMARY OF NET TRANSPORTATION

#### Determination Process

In order to provide high quality transportation NET services, CADC must structure the “need for services determination process” that fulfills the requirements set forth in the Arkansas Medicaid Policy. We have developed a database for all our beneficiaries in RouteMatch software program that includes but is not limited to: name, address, telephone number, Medicaid number, emergency contact number and regular NET destinations (if possible). Our schedulers have been collecting and scheduling trips for the past 18 years and will continue once the beneficiary calls to:

- Verify that the beneficiary is eligible for one of the qualifying Aid Categories for the Arkansas Medicaid NET program by checking eligibility;
- Verify that the beneficiary is a current resident of Region E which is CADC’s region;
- Verify from the beneficiary that he/she needs non-emergency transportation and have determined any permanent or temporary debilitating physical or mental condition, the need for wheelchair accessible mode of transportation, and/or the need for an attendant;
- Verify that the requested transportation is to an enrolled Medicaid provider or the Private Option beneficiary’s requested transportation to an enrolled Medicaid or non-Medicaid provider within their plan network;
- CADC has recorded the beneficiary’s Medicaid identification number and address for reporting purposes;
- Verify the appointment of the beneficiary with the medical provider prior to providing transportation for the trip; and
- Verify that the information for the encounter has been captured and submitted to DMS using the approved electronic submission process.

As noted in the IFB NET services that are available to newly eligible adults who participate in a commercial insurance plan are limited to eight (8) one-way legs/units within each calendar year. Trip limits are not applicable to traditional Medicaid NET eligible persons, newly eligible adults awaiting determination of medical frailty, and newly eligible adults

eligible for Medicaid services in the period of time between enrollment and the start date of their commercial insurance plan.

CADC will be responsible for maintaining a cumulative real time trip count for each beneficiary. Our agency will also be responsible for communicating with other Brokers in order to obtain previous trip counts in case a beneficiary moves from one NET region to another region.

## **Broker Responsibility**

### **Audited Financial Statements**

As noted earlier CADC has been providing NET services for over eighteen (18) years, and therefore far exceeds the timeline request in the IFB to submit audited financial statements. However, as a private non-profit legal entity annual audits are conducted on our organization. Each year CADC's Board of Directors contracts with an independent CPA firm to perform a comprehensive audit of the programs we administer. The fiscal year ends on May 31<sup>st</sup> each year, and CADC's most recent audit is available as needed by DHS.

### **Adherence to Program Guidelines**

As the current NET provider CADC has the capability to adhere to all program guidelines outlined in the IFB, including all program policies and procedures, operational standards, office requirements and bonding and insurance coverage. Importantly, CADC may simply evaluate and modify existing policies and procedures as well as operations, to comply with any new or modified program guidelines that are issued during the contract with DHS. Our continued adherence to all NET program guidelines will include:

- Responsibility for gate keeping activities including verifying recipient Medicaid eligibility in an appropriate category to receive NET services.
- Assessing needs for NET services on an individual basis and selecting appropriate mode of transportation in accordance with ADA requirements and to match individual mental and physical functional requirements with vehicles that are suitable for NET services. Our dispatchers/call takers will assess the beneficiary's need for NET services and at that time will determine the most appropriate type of transportation to meet their needs, including any special transportation needs for medically fragile, physically, or mentally challenged beneficiaries.
- Entering trips into our computer software system (RouteMatch), and then transferring out to the appropriate site for supervisors to schedule the most efficient vehicle for the beneficiary to travel in safely. We have found this approach with trip intake/screening, eligibility determination, trip assignment/scheduling, reporting/recordkeeping has proven highly successful for the past 18 years. The

technology that SCAT uses is state of the art transportation software by RouteMatch and used across the country by virtually all of the largest paratransit systems.

### **Efficient Reservation and Trip Assignment Process**

CADC will continue to meet the needs of eligible Medicaid recipients in a timely manner -- through an efficient reservation and trip assignment process for receiving beneficiary requests for transportation, and provide the service.

SCAT's software can and does handle all aspects of the services that we provide. This begins with trip taking/processing by the centralized call center staff, eligibility screening to direct operations and recordkeeping of all telephone calls and transportation trips. We have found it to be the most efficient way for scheduling beneficiaries' trips and to assist the CADC-SCAT Site Supervisors in making out the most efficient schedule for all concerned.

The beneficiary will use a toll-free number to contact the centralized call center and will speak to one of our highly trained schedulers. At this point, the caller will be accessed for NET services and then CADC will determine the type of transportation that meets all their needs. By time the beneficiary has hung up the telephone, our schedulers will have assigned the trip to a vehicle in a manner that maximizes grouping of trips without making our customers/clients ride for long periods of time.

These trips will be transferred in the same manner to any subcontractor that SCAT uses in the same efficient manner as we transfer trips to our sites. By using this software we can assure the client that his/her transportation will not be hindered by riding either the SCAT transportation program vehicles or any subcontractors' vehicles. All rides will be the same.

CADC and its transportation program SCAT services include but are not limited to providing safe and appropriate transportation for all clients/customers. SCAT will continue to adhere to the program guidelines as outlined in the IFB as well as adhering currently to the contract that we are now operating under for DMS and have been for the past 18 years. CADC and SCAT currently provide high quality of service to our clients/customers and our assurance will be that it will continue as it has for the past 38 years of operation.

SCAT currently has in place an efficient reservation system and trip assignment process that we have been using effectively for the past 18 years. Our computer software RouteMatch allows our schedulers to perform accurate reservation/gatekeeping abilities as well as accurate, efficient trip scheduling to provide our customers quality, reliable and safe transportation to and from their medical appointments.

CADC-SCAT will recruit highly efficient subcontractors if applicable. We will train them along with the SCAT drivers and office personnel in order to achieve the highest standard of transportation that is available to everyone in Region E.

## **Performance Capabilities**

Our ongoing performance capabilities to provide NET services are discussed throughout our proposal, including in sections that highlight:

- Procedures for oversight of day to day operation, provided in the Operational Requirements section.
- Telephone, trip scheduling and dispatch capabilities, also provided in the Operational Requirements section.
- Data collection and reporting procedures, included in the Reporting, Quality Assurance, and Performance Monitoring section of this proposal.
- Disaster recovery plan, contingency plans, and ability to provide services in the event of unforeseen circumstances, provided in the Disaster Recovery section.
- Additional capabilities, discussed throughout our proposal.
- Technology requirements, also included in the Operational Requirements section.

## **Quality Assurance Plan**

CADC employs a variety of processes and procedures to ensure adherence to NET policies and to performance standards. These include:

- All Agency vehicles meet and exceed the DMS requirements for Quality Assurance in monitoring safety, cleanliness, licensing as well as vehicle inspection and maintenance. All vehicles used for beneficiary transport will be in compliance with all requirements of the Arkansas Department of Transportation (ARDOT) Intrastate Renewal prior to award and upon any contract renewal periods. A copy of our 2018 Arkansas Intrastate Renewal is provided in Appendix D.
- CADC will also ensure that any approved, experienced subcontractor(s) will follow our same guidelines. CADC acknowledges that all vehicles must be made available to DMS or its agent for inspection at any time. Any vehicle found non-compliant with this IFB requirements or any Arkansas licensing requirements, safety standards, Arkansas Department of Transportation (ARDOT) or ADA regulations, or any other State or Federal law or regulation, must be removed from service immediately, and we acknowledge that any brokers or subcontractors failing to meet any of these vehicle requirements are subject to termination from the program.
- Prior to the execution of a service agreement between CADC and any other approved, experienced subcontractors, the Safety and Security Officer and designated staff will conduct an initial inspection of all of the subcontractor's vehicles and certify that the vehicles are in compliance with the specifications of the IFB. Subsequent inspections to identify the need for repairs to and record preventative maintenance must be completed no later than thirty (30) calendar days



after the most recent inspection. All of these records will be maintained and made available to DMS or the NET Monitoring Contractor.

- SCAT vehicle operators perform a daily walk around (pre-trip inspection) at the beginning of each day and at the end of each day. Problems are written on the inspection sheet and brought to the attention of their supervisors. Drivers also monitor the maintenance log kept in the glove compartment and write on their inspection sheet when the vehicle is due for service or routine maintenance.
- Each vehicle receives annually a thorough, official inspection in accordance with the law by CADC's Safety and Security officer and/or his designated staff. This inspection follows the rules set by the State and Federal Motor Carriers to include lights, glass, turn signals, brakes, brake lights, etc.
- All new hire and annual driver trainings not only for SCAT but also for our subcontractors are documented as well as any beneficiary complaints and resolutions. These trainings are documented and reported to the DMS NET Monitoring Contractor each month as well as kept in a driver's personnel file.
- Audio/video recordings are viewed randomly in order to monitor our drivers and passengers behavior in order to improve our service. High quality, dependable transportation services for our Medicaid beneficiaries is our goal each and every day.

Through our overall quality assurance plan CADC will meet all DHS reporting and monitoring requirements regarding all requisite health and safety standards, vehicle maintenance, operation, vehicular inspections, and vehicle licensing. We will submit copies of the registration permits issued by the Arkansas Department of Finance and Administration (DF&A) for each vehicle operated. CADC will submit their 501 (c) 3 letter showing that we are classified as a private non-profit agency for Region E before the contract effective date in lieu of a business license. This letter will be included in Appendix P.

CADC has developed forms in order to ensure that we are on the same standard as DMS. Some of these reports that we have developed for our scheduling staff/vehicle operators to use are:

- New hire orientation
- Driver manual – includes wheelchair, child safety seat training
- Schedulers manual
- Vehicle pre-trip inspection form
- Complaint form
- Gatekeeping intake form
- New driver training checklist
- Annual evaluation form/driving evaluation

- Major Servicing Checklist
- Driver Roster
- Vehicle Roster

CADC detailed description of our quality assurance measures that are related to efficient and timely trip scheduling and error free dispatch capabilities are listed below. These requirements will be stated in all transportation service agreements between CADC – SCAT and any other approved, experienced subcontractor’s drivers.

- The Call Center staff will be the first contact for our beneficiaries scheduling their trips to medical facilities. These calls are answered in a professional, courteous manner. The call center staff will determine eligibility of not only the beneficiary but the Medicaid provider as well. Calls are monitored and reviewed randomly in order to ensure quality intake of Medical appointments.
- The trip is then entered into our scheduling software program, RouteMatch. This top-notch program is adapted to SCAT’s transportation needs so that all beneficiary information is kept up to date and accurate. The beneficiary is given an approximate pickup time for their trip. Transportation dispatchers will call the beneficiaries twenty-four (24) hours before their pickup time to confirm the time the SCAT bus will be at their location.
- The trips are then transferred out to our sites. The site supervisor will then assign each trip to the most efficient vehicle for their transportation. The schedulers/site supervisors assure that all transportation services provided comply with scheduled/pick-up/ delivery standards as stated in the IFB.
- All trips entered into the RouteMatch software are downloaded each night into the driver’s tablet (Samsung Galaxy II Tablet) automatically. Once the driver logs into the tablet, the driver’s manifest is brought up and he is able to start his day. Arrival on time for scheduled pick-up is a standard operation procedure with SCAT. Drivers are instructed to arrive no more than fifteen (15) minutes before the scheduled pick-up time; will not wait more than fifteen (15) minutes after the scheduled pick-up time (unless time permits); if a delay occurs, drivers are instructed to notify site supervisor in order to notify the recipient whose times are affected by this delay.
- If there is a change in pick-up arrangements (i.e. vehicle breaks down; weather conditions; accidents; delay in other recipients’ pickup/delivery times) alternate arrangements are made and the recipients are notified.
- If several beneficiaries are riding on the same vehicle, no one beneficiary will remain in the vehicle for more than the average travel time plus one hour as required in the IFB.

- Site Supervisors will notify the vehicle operators via the tablets of any delays, changes, or cancellations to their manifest during the course of the day. Site supervisors will also notify any Medicaid provider if the recipient is delayed in the arrival at their appointment.
- The drivers' completed manifest schedules are verified daily to see when the driver arrives at the recipient's place of residence; when they leave the recipient's home; when they arrive at their medical appointments, etc. An on-time report can be generated through our scheduling software in order to monitor our driver's performance. This will ensure that our drivers are operating in a timely, efficient, safe manner for our beneficiaries.

Central Arkansas Development Council has been producing the reports required by DMS and NET in addition to any reports required from any other funding source such as Federal Transit Administration (FTA) and the Arkansas Department of Transportation (ARDOT) for the past 38 years for the SCAT Transportation Program and for the past 18 years as the NET Broker for Regions 8 and Region 11 and most recently as the NET Broker for Region 10.

## 2.5 OPERATIONAL REQUIREMENTS

### Day-to-Day Operations

CADC will continue to effectively oversee the day-to-day operations of NET services in Region E. Operations is an area of utmost importance to CADC and our transportation program, SCAT. As the direct operator of service, CADC-SCAT will have complete control over the day to day operations -- which at the end of the day is the object of service. This process will involve:

- CADC-SCAT requires annual training for all of the vehicle drivers that include CPR, First Aid, Passenger Safety, Blood Borne Pathogen Training, HIPPA Training, and Defensive Driving but will also hold any safety training that we feel will be beneficial to our drivers/attendants/office staff. This requirement will not only apply to the drivers that are directly supervised by CADC-SCAT but also for any drivers that are subcontracted. A record for any training that is performed is sent to DMS NET Monitoring Contractor on a monthly basis showing the type of training and who attended.
- Supervisors that are located in 9 transportation offices as well as SCAT's Safety and Security Officer, Danny Waite, perform field observations on all drivers. These are done randomly and without notice. We will also perform these observations on our subcontracted drivers as well.

- Monitoring each aspect of the operation of SCAT's staff which not only include vehicle operators but dispatchers, schedulers, and administrative staff will be conducted by CADC Human Resources, SCAT Program Manager/Project Director, Cindy Dedman, Belva Bailey, SCAT Assistant Program Manager, all Site Supervisors and Danny Waite, SCAT Service Center Manager. All CADC-SCAT employees receive mandatory training each year and all is documented in their personnel file which is located in the Benton Administrative Office and kept by the Human Resources Director.
- A Motor Vehicle Record report on all prospective drivers is performed before the offer of employment at CADC. These MVR records are also performed on a yearly basis or on an as necessary basis if CADC determines that there could be a problem with a vehicle operator. These records will be monitored and we will report any serious traffic violations that results in points or a felony offence of hired vehicle operators.
- CADC and their SCAT program have a high standard for maintenance of their vehicles. All of the vehicles that are in the SCAT fleet meet or exceed manufacturer's state and federal safety and mechanical standards. All repairs are recorded in the maintenance book which is located on each vehicle and also a copy of the maintenance records are located in each vehicle's file which is located in the SCAT Maintenance Facility. Preventative maintenance is routinely performed in both minor servicing and major servicing of the vehicles. Routine preventative maintenance (Minor Servicing and Major Servicing) will include but is not limited to:
  - Oil and filter change
  - Transmission and filter change
  - Tire rotations
  - Inspection of wheelchair lifts
  - Inspection of belts/fluids

The Safety and Security Officer as well as SCAT Maintenance staff will make announced and/or unannounced inspections of vehicles as well as the vehicle maintenance record books which are located on each vehicle

- All vehicle operators inspect their vehicles daily, both pre-trip and post-trip. A copy of the Daily Vehicle Inspection Sheet is provided in Appendix E. Any vehicle found to be non-compliant with our regulations will be removed from service until such time that the vehicle can be repaired or another vehicle put in its place. Vehicles are also inspected by SCAT's Safety and Security Officer on an announced and also unannounced basis by visiting each SCAT site and also the site for our subcontractors to ensure that their vehicles meet the CADC-SCAT standards

- Safety is paramount in the minds of CADC. We work hard to ensure that each vehicle has all safety equipment and that each vehicle operator is trained effectively in all areas of safety for their passengers/clients. Our Safety and Security Officer will make visits to all sites to inspect not only the vehicles in order to make sure that each vehicle has all the safety equipment works, but also to make sure that each vehicle operator is well versed in their loading/unloading of wheelchair clients and their overall driving safety. These visits are not only announced but the Safety and Security Officer also makes unannounced visits in order to inspect driver safety at any location (hospitals, medical facilities, and client's residences) within the areas that we serve.
- CADC's transportation supervisors investigate all incidents/accidents immediately and are responsible for reporting these to DMS NET Monitoring Contractor within one (1) working day in the manner in which is required by the NET Monitoring Contractor. The Safety and Security Officer as well as the Investigator will also be included in the investigation process of all incidents/accidents

## **Broker Office Operations**

As the current NET provider for the region our central business office is already operational, and therefore has the capability to receive beneficiary reservations at the outset of the contract. There is no concern that a new office will need to be established prior to the contract start date as noted in the IFB – CADC is established and fully prepared to take on the next NET contract with DHS.

## **Central Business Office Requirements**

As the current NET provider for the region CADC meets all of the central business office requirements listed in the IFB:

- We already have an established, central non-residential business office within the State of Arkansas. The Central Business Office along with the Call Center is located at 722 Gaunt Street in Benton, Arkansas. The Central Business Office has normal business hours which are 8:00 a.m. until 5:00 p.m. Monday through Friday excluding state holidays. All legal documentation will reflect the address of Central Arkansas Development Council, P. O. Box 580, Benton, Arkansas with physical address of 321 Edison Street, Benton, Arkansas which is the CADC Administration Office.
- Our Project Director, Quality Assurance Officer and scheduling staff are located at the central business office, and scheduling is conducted at the central business office during normal business hours and any additional hours necessary to perform the scheduling activity.

- The Medicaid Call Center located at 722 Gaunt Street, Benton, Arkansas has a total staff of 8 Medicaid NET Schedulers as well as the Call Center Supervisor and Project Director. These schedulers are the first contact for our beneficiaries that call for NET Services. They are trained to be professional, courteous and helpful to everyone who calls. They will determine eligibility and enter the trip information in our computer scheduling software RouteMatch. They also assist with record keeping and data entry as required. Having successfully operated the Call Center for the past 8 years, we have developed an efficient and effective call center for Region E. We also trust our computer paratransit software, RouteMatch, to direct our drivers in the most efficient and effective manner possible. More schedulers will be added if the number of trip requests increase.
- CADC-SCAT has the capacity to communicate through internet, telephone services including voice mail and automated attendant, send and receive facsimiles through the facsimile machine not only at the Central Business Office but at all of its site locations as well. CADC – SCAT has telephone numbers that will directly connect DMS staff and DMS NET Monitoring Contractor to not only the Project Director but the Call Center Supervisor without going through the Call Center scheduling staff.
- CADC has the capacity to reproduce documents through the secretarial staff located not only at the Central Business Office but at all SCAT site offices. All transit records for vehicles and vehicle operators are located at 1303 South Main Street which is the SCAT Operations Office and at 830 West Moline Street, Malvern, Arkansas which is the SCAT Maintenance Facility and the SCAT Malvern site Office. All records are readily retrievable for review within five (5) business days at the request of DMS and/or its authorized representatives and can be sent electronically. Records are stored at least six (6) years, numbered by year in fire-resistant containers.

## **Hours of Operation**

Scheduling services are conducted at the Central Business Office, with hours of operation from 8:00 a.m. until 5:00 p.m. Monday through Friday Central Time except on those days that are recognized as state and/or federal holidays. Site Supervisors and Dispatchers/schedulers will be conducting business Monday through Fridays from 8:00 a.m. to 5:00 p.m. They will ensure that all beneficiaries receive any transportation needs that they have. Times of the actual transportation are predicated on the needs of the beneficiary. NET services will be provided on Saturday from 8:00 a.m. until 5:00 p.m. for beneficiaries who are receiving:

- Dialysis
- Chemotherapy
- Radiation

Site Supervisors and/or vehicle mechanic supervisor are either on duty or on call after hours when the vehicles are in service in case of accidents/vehicle breakdowns in order to ensure safe transportation for all beneficiaries.

Similar to our current operation of NET services for DHS, the time of the actual transport will be scheduled based on the need of the beneficiary. While our business office may be closed on certain dates, we will continue to be responsible for transporting beneficiaries who require routine medical care as stated above who generally have set treatment days.

## **Telephone System Requirements**

CADC is fully equipped to fulfill the requirements included in the IFB. This includes:

- CADC – SCAT has a 1 Nec Digital Call Logging System and currently has in place a multi-line toll free (1-800-385-9992) number that is provided for Medicaid beneficiaries, or persons or agents acting on behalf of the beneficiary to schedule their trips at the Central Business Office/Call Center from 8:00 a.m. until 5:00 p.m. Monday through Friday. Access for both the hearing and speech impaired has been satisfied by the use of a Comdial/TDD located in the Central Business Office and interfaced with all lines. Information taken on hearing and speech impaired beneficiaries will be received by the schedulers. For quality assurance purposes, CADC's telephone system will maintain recorded calls for up to one (1) year from the date of the call. These records will be made available upon the request of DMS or the DMS NET Monitoring Contractor.
- CADC will provide a toll-free complaint line and toll-free help-line which will have the capability to respond to the hearing impair, the capability to respond to the Spanish speaking population and will be available Monday through Friday 8:00 a.m. to 5:00 p.m. CADC will address the complaint lines and help-lines with:
  - Process one hundred percent (100%) of complaints received pursuant to complaint resolution process;
  - Send information about the complaint line to new enrolled Medicaid beneficiaries;
  - Maintain a data base of all complaints and their dispositions;
  - Maintain a computer database of all calls received on the transportation help-line along with their disposition;
  - Respond to elected officials, and/or public requests for information regarding the NET program, subject to the approval of DMS.
- SCAT will maintain a digital telephone recording mechanism with management information available in real time to ensure no caller is on hold for more than 2 minutes. All calls will be answered in a reasonable time period. Eighty-five percent

(85%) of telephone calls received into the Central Business Office/Call Center will be answered within five (5) rings and that the wait time after answering will not exceed five (5) minutes with CADC-SCAT's goal of two (2) minutes.

- All telephone calls received from any beneficiary or agent before 5 p.m. including voice mail will be returned by the end of the business day. SCAT will be responsible for obtaining periodic busy signal studies as requested by DMS and/or DMS NET Monitoring Contractor and will take action to correct any inefficiencies that may occur during high call volume times.
- Customer service has always been extremely important to our organization. The customer service representatives that are assigned to the toll free service lines have been trained not only in phone etiquette and quality customer service but also how to handle "irate" customers as well. These schedulers will maintain a courteous, friendly and polite attitude in all dealings with the public. Our Call Center Schedulers/customer service representatives are equipped with "hands-free" headsets which enable them to answer the phone and schedule rides in a more friendly and efficient manner. They identify both SCAT Medicaid Transportation and themselves by name when answering the telephone.
- As well as being the current Medicaid Broker for Region E, SCAT also does public transportation within the 19 counties that make up its service area. SCAT has 10 site offices that are equipped with separate telephone numbers for the general public to call to make arrangements for their transportation needs. The Medicaid NET Transportation Program will be operated separately from SCAT's Public Transportation Program at all times.
- SCAT has established and maintains a log of complaints and issues from beneficiaries and providers, and providers' office staff.

As well as being the currently NET service provider for Region E, SCAT also operates public transportation within 19 counties that make up a significant portion of this service area. SCAT has 10 site offices that are equipped with separate telephone numbers for the general public to call to make arrangements for their transportation needs. The Medicaid NET Transportation Program will be operated separately from SCAT's Public Transportation Program at all times.

SCAT's digital telephone recording system has the capacity to record incoming and outgoing telephone calls, store recordings for one year. This system will also allow CADC-SCAT to send the recordings to DMS or DMS NET Monitoring Contractor electronically if necessary. The telephone calls are backed up and stored off site daily in accordance with CADC's disaster recovery plan. CADC has a concrete fire/tornado resistant building located at the Administration Office, 321 Edison Street, Benton, Arkansas that has generator back-up capabilities. All of CADC's information is backed up and stored in this building.



## **Bilingual and Telecommunications Device for the Deaf**

CADC-SCAT will serve all beneficiaries in an equal manner; therefore we have implemented bilingual communication capabilities into our phone system. CADC has bilingual staff that can provide basic Spanish skills to other staff.

To meet the needs to the hearing impaired, CADC will utilize the Arkansas Relay Service for the hearing impaired. We will also accept initial contact from hearing impaired persons via e-mail. Access for both the hearing and speech impaired has been satisfied by the use of a Comdial/TDD located in the Central Business Office and interfaced with all lines.

## **Technology Requirements**

CADC-SCAT has one of the finest software programs available to a paratransit system. RouteMatch software completes all assignments required from the NET IFB. Our intake process is second to none, with RouteMatch specializing in rapid data entry and short data entry time. This software interfaces with NET technology and we produce all reports requested in a timely manner.

We have excellent intake and report functions. RouteMatch software is far superior we feel to any other product when it comes to booking and scheduling trips and dispatching our services. RouteMatch's support backup service is a 24 hour on-call service support technologists that we can contact in case there are issues with any of our software programs.

Currently CADC meets all requirements for electronic encounter reporting prescribed under this IFB by submitting data securely submitted to the Arkansas Medicaid Fiscal Agent via Internet.

CADC maintains the highest technology computer hardware and software to support the automated call intake and electronic eligibility verification on a daily basis. CADC has their own in-house technology department that ensures that our technology and computer systems meet all reporting requirements in this IFB. Our current hardware is Intel Xeonr, Model 5530 Dual Processor which networks all computers together. Each staff person is equipped with a CPU, monitor with internet access and laser jet printer. The current software is Symatec Anti-Virus; Microsoft office 2010; RouteMatch Software; Medicaid Database Software; and Google e-mail with Microsoft Outlook.

CADC maintains the capability to support the automated call intake, eligibility verification and will meet all monthly reporting that is prescribed under the IFB together with internet capability to submit encounter information to the Arkansas Medicaid Fiscal Agent in EDI 837 format.

All vehicles are equipped with Samsung Galaxy II tablets that receive driver manifests directly from the RouteMatch program. These tablets are able by using the GPS system to obtain correct pick-up and delivery times and mileages straight from the vehicle.

All data is stored electronically and backed up on a daily basis and stored at a secure off site location in accordance with CADC's Disaster Recovery Plan (discussed later in our proposal).

## **2.6 STAFFING REQUIREMENTS**

As noted in the Introduction, CADC's Executive Director Randy Morris and the entire Benton Administration staff will be available to support the Project Director and other NET operations staff. This includes support related to but not limited to ensuring adequate financial resources, personnel issues and responding to inquiries for DHS, NET Monitoring Contractor, beneficiaries and/or medical providers.

Central Arkansas Development Council's Human Resources Department and the Financial Department also provide support to this Program and will continue to do so. They assist in policy development, managing payroll and managing fixed assets.

Our management team is available to DHS at all times. All positions in the SCAT Transportation Program are skilled and well trained in all requirements of the Medicaid NET Program. CADC feels we are fortunate to have highly qualified management staff with extensive experience and do not foresee any changes happening in the coming contract period.

### **Criminal History Check/Central Registry Check**

CADC will continue to require criminal history checks, provided by Arkansas State Police and a central registry check by the Central Registry unit which is housed by DHS on all employees prior to services for:

- Care
- Supervision
- Treatment
- Other services including without limitation all NET services where the employees has direct contact with the beneficiary

These services will include without limitation to:

- Elderly

- Mentally ill
- Developmentally delayed persons
- Individuals with mental illnesses
- Children who resides in any State operated facility
- Or, a position in which the applicant or employee will have direct contact with a child

Should an applicant or employee be found to have been convicted of a crime, that employee will be prohibited from providing services in a designated position as defined by Arkansas law.

## **Individuals Employment (Criminal Offenses)**

CADC will exclude from employment individuals which have been convicted of one of the offenses listed below:

- Capital murder, as prohibited in § 5-10-101
- Murder in the first degree and second degree, as prohibited in §§ 5-10-102 and 5-10-103
- Manslaughter, as prohibited in § 5-10-104
- Negligent homicide, as prohibited in § 5-10-105
- Kidnapping, as prohibited in § 5-11-102
- False imprisonment in the first degree, as prohibited in § 5-11-103
- Permanent detention or restraint, as prohibited in § 5-11-106
- Robbery, as prohibited in § 5-12-102
- Aggravated robbery, as prohibited in § 5-12-103
- Battery in the first degree, as prohibited in § 5-13-201
- Aggravated assault, as prohibited in § 5-13-204
- Introduction of controlled substance into body of another person, as prohibited in § 5-13-210
- Terroristic threatening in the first degree, as prohibited in § 5-13-301
- Rape, as prohibited in § 5-14-103
- Sexual indecency with a child, as prohibited in § 5-14-110
- Sexual assault in the first degree, second degree, third degree, and fourth degree, as prohibited in §§ 5-14-124--5-14-127
- Incest, as prohibited in § 5-26-202
- Offenses against the family, as prohibited in §§ 5-26-303--5-26-306
- Endangering the welfare of an incompetent person in the first degree, as prohibited in § 5-27-201
- Endangering the welfare of a minor in the first degree, as prohibited in § 5-27-205

- Permitting abuse of a minor, as prohibited in § 5-27-221
- Engaging children in sexually explicit conduct for use in visual or print medium, transportation of minors for prohibited sexual conduct, pandering, or possessing visual or print medium depicting
- sexually explicit conduct involving a child, or the use of a child or consent to the use of a child in a sexual performance by producing, directing, or promoting a sexual performance by a child, as prohibited in §§ 5-27-303--5-27-305, 5-27-402, and 5-27-403
- Adult abuse that constitutes a felony, as prohibited in § 5-28-103
- Theft of property, as prohibited in § 5-36-103
- Theft by receiving, as prohibited in § 5-36-106
- Arson, as prohibited in § 5-38-301
- Burglary, as prohibited in § 5-39-201
- Felony violation of the Uniform Controlled Substances Act, §§ 5-64-101 -- 5-64-508, as prohibited in the former § 5-64-401 and §§ 5-64-419 -- 5-64-442
- Promotion of prostitution in the first degree, as prohibited in § 5-70-104
- Stalking, as prohibited in § 5-71-229
- Computer child pornography, as prohibited in § 5-27-603
- Computer exploitation of a child in the first degree, as prohibited in § 5-27-605
- Criminal attempt, criminal complicity, criminal solicitation, or criminal conspiracy, as prohibited in
- §§5-3- 201, 5-3-202, 5-3-301, and 5-3-401, to commit any of the offenses listed in this subsection; or
- Theft of public benefits, as prohibited in § 5-36-202.

CADC will also verify whether the applicant has resided in the state of Arkansas for the previous five (5) years prior to their application and if not, CADC will require the applicant to provide a state background check from the State in which the applicant resided before they lived in Arkansas.

This authorization to release information will be signed for the Broker, Sub-contractor, and the NET Monitoring Contractor to receive the background check results.

## 2.7 BROKER RESPONSIBILITIES

### Safe and Appropriate Transportation

Our first and foremost responsibility is to provide safe transportation for all beneficiaries. If CADC didn't feel like our transportation program SCAT hasn't met these requirements for

the past 18 years then we certainly would not be submitting a proposal to continue NET services. CADC - SCAT already has experienced and well trained drivers and operating staff in place, and will continue to uphold our past experiences of highly qualified services in Region E. We will also continue to hold our subcontractors to the same high standards of providing safe, reliable and high quality transportation for our beneficiaries. These principles/responsibilities guide our entire proposal, and our day-to day operations of NET services.

The key word here is safe, and that is what CADC will continue to provide just as we have for the past 18 years. Our excellent safety record demonstrates our commitment to safety as well as driver tenure which we believe is a key element to the success we have had in the past. CADC will hold the same high quality standards that we have established for ourselves to any subcontractors that we will use in order to provide services for the 19 counties in Region E.

CADC acknowledges that there will be no co-payment collected from any beneficiary nor is there a mileage cap on any trip that the beneficiary makes. Trip limits are not restricted to the Traditional Population participating in the NET program. SCAT will continue to use their existing fleet of vehicles in order to perform this service in the same safe manner in which our clients/customers have become accustomed to.

## **Personnel, Exclusion List**

All personnel will be verified against the State and Federal Medicare and Medicaid exclusion list, including office staff, Administrative managers, Board members, personnel having decision making or fiduciary responsibilities, and personnel receiving paid compensation or volunteering, in regards to the NET contract.

## **Personnel, Roster**

CADC understands that it is their full responsibility to provide a roster and notify the NET contract monitor within five (5) business days of all changes. This roster will include the following information for each person listed:

- Name (including maiden or previously used names)
- Title
- Date of birth
- Social Security Number
- Date of hire
- Date of discharge

CADC is aware that our employees and those of our sub-contractors are prohibited from employment in any way connected to Medicaid transportation if they have been convicted

of Medicaid or Medicare fraud, or been terminated from the Medicaid or Medicare program, or have been excluded from participation in any Arkansas DHS/DMS Program.

## **Submit Accurate Encounter (Trip) Information**

CADC will continue to submit encounter reporting, including:

- A record of beneficiaries
- Medical providers
- Trip costs, etc., as required by DMS

This encounter data will be submitted electronically, according to DMS EDI 837 format, no later than the last day of the month after the month transportation was provided.

## **Broker Encounter (Trip) Information Responsibilities**

CADC will continue to attest to the number of claims and trips submitted each month for the previous month of service. We understand that any failure to report encounter data in an accurate and timely manner will result in payment for that month being withheld until:

- Data is submitted accurately
- Accepted by the system
- Verified by DHS/DMS NET Monitoring Contractor

CADC is also aware that we are responsible for electronically submitting encounter information as required by DMS and the Arkansas Medicaid Fiscal Agent.

## **Assure Quality Services**

CADC will ensure that our sub-contractors submit a documentation, acceptable to DHS/DMS, which demonstrates adherence to all:

- Requisite health and safety standards for vehicle maintenance
- Operation
- Vehicular inspections
- Vehicle Registration
- Insurance and certification requirements as applicable

We are also aware that electronic is the preferred method of documentation submission.

## **Provide Administrative Oversight and Reporting**

As described earlier in our proposal CADC will be responsible for the management of overall day-to-day operations necessary for the delivery of NET services. This includes the maintenance of appropriate records, and a system of accountability to report to DHS/DMS and respond to the terms of the contract.

Overall oversight and administration will include:

- CADC has been adhering to DHS requirements since the program was initiated and understands that although payment is a per member per month rate we will submit encounter reports including records of beneficiaries, medical providers, trip costs, etc., as required by DMS.
- CADC will maintain on file all documentation demonstrating driver qualifications, training; beneficiary complaints/resolutions & the delivery of clean, courteous, safe & timely transportation services for inspection by DMS or its agent.
- We will continue to capture and submit all information requested using our state of the art RouteMatch software and other software as needed to ensure the timely delivery of information.
- DHS/DMS NET monitoring contractor will verify claim data entered by CADC and resolve discrepancies.
- We will continue to meet program requirements and as necessary upgrade our technology to better serve the state, DMS and their beneficiaries.
- CADC understands that failing to report encounter data in an accurate and timely manner, will result in payment for that month of service will be withheld until the data is accurately entered and accepted by the system and verified by the DHS/DMS NET monitoring contractor.
- CADC will provide encounter information on every trip as a requirement of the contract and will timely and accurately submit encounter information through a secure internet connection. We also acknowledge that encounter information must be submitted by the last working day of the month following the end of the reporting month. Encounter information will be complete and accurate. We recognize that failure to provide or provision of false or inaccurate information may be considered fraud and may result in termination of the contract. CADC acknowledges encounter reporting must include the following statistical data to be reported with the encounter:
  - Destination provider Medicaid identification number

- Date the trip was requested
- Private Option EOTS Authorization Number
- Mode of transportation
- Whether or not the appointment was after hours
- Whether or not the appointment was to a provider within the beneficiary's region
- Identification of others riding with the beneficiary
- Scheduled arrival time for pick up at point of origin
- Actual arrival time for pick up at point of origin
- Scheduled appointment time with provider
- Actual arrival time at destination
- Return Trip: Actual arrival time for pick up at destination
- Return Trip: Actual drop off time at point of origin
- Miles
- Door to Door – Curb to Curb
- Ambulatory, wheelchair

## **Broker Correspondence**

CADC is aware that we are financially responsible for all costs incurred in printing and mailing letters, one per household, to notify the beneficiaries who qualify for NET services and facilities of changes. These changes may include a new telephone number fifteen (15) days prior to start date of provision of services.

## **2.8 DRIVER AND ATTENDANT CONDUCT**

CADC assures DMS that all drivers and attendants abide by the following requirements which are also stated in all transportation service agreements:

- Drivers and attendants will maintain a professional and well-groomed appearance at all times;
- Any jewelry or other accessories that might interfere with the vehicles operator's duties will not be permitted;
- All drivers and attendants must wear or have visible, easily readable proper company identification;
- All drivers and attendants must carry government issued identification;
- All drivers must carry a valid driver's license;
- At no time shall drivers or attendants smoke, while in the vehicle or while involved in beneficiary assistance, entering or exiting the vehicle, or while in the presence of any beneficiary;
- All drivers and/or attendants will provide assistance, as necessary, to and from the main door of the place of destination;



- Drivers and/or attendants must identify and announce their presence at the entrance of the building at the specified pick-up locations if the passenger is not waiting at the curbside;
- Drivers and/or attendants must assist the passengers in the process of being seated, as necessary, including the fastening of seat belts. Drivers shall confirm, prior to allowing any vehicle to proceed, that wheelchairs and wheelchair passengers are properly secured and that all passengers' seat belts are fastened;
- Drivers and/or attendants must provide support and oral directions to passengers and assist wheelchair and mobility-limited persons as they enter or exit the vehicle using the wheelchair lift. Driver assistance shall also include stowage of mobility aids and/or folding wheelchairs;
- Drivers and/or attendants will not be responsible for any passenger's personal items.

We require a high standard of driver and attendant accountability and this will continue to be maintained through scheduled training. CADC will continue to ensure that the following minimum qualifications listed above are met by all individuals.

## 2.9 SAFETY VIOLATIONS

CADC is aware that any serious safety violations will result in immediate termination and possible criminal charges if a driver or attendant:

- Fails to conduct visual vehicle inspection resulting in a beneficiary left unattended.
- Fails to correctly utilize child safety buzzers.
- Fails to comply with Child Passenger Transportation Safety as described in this IFB.
- Fails to properly secure wheelchairs.

## 2.10 POLICIES AND PROCEDURES

As detailed in this proposal we maintain various policies and procedures that reflect CADC's day-to-day operations. While some are provided with this proposal, all policies and procedures are available upon the request of the DHS/DMS Monitoring Contractor.

In addition, all SCAT drivers receive a handbook that provides important information regarding qualifications, requirements, and vehicles. A copy is provided in Appendix F.

## 2.11 DISASTER RECOVERY PLAN

To minimize the disruption to transportation services caused by a disaster at CADC-SCAT's central business office or other facilities, a backup copy of all computerized records are stored off site at CADC's Administration office which is located at 321 Edison Street, Benton,

Arkansas in a fire/tornado resistant building that has generator back-up to minimize power disruption. Data is stored in this building on a daily basis without interruption.

CADC's scheduling/customer data information is stored off site at RouteMatch's facility in which they have redundant off-site backups in order to minimize disruption of services. CADC-SCAT is able to function from any remote location that has internet access with any computer that has the RouteMatch scheduling program installed. RouteMatch's support technologists are available to SCAT dispatchers and/or vehicle operators at any time there is a problem with the computer software.

The Central Scheduling Center office has an uninterrupted power source (UPS) allowing for a proper shut down of the computer and printing of manifests in the event of a power loss. Staff is fully trained to be able to operate manually as needed, not only at the Central Call Center but out in our site offices as well.

This disaster recovery plan will be made available to DHS/DMS Monitoring Contractor upon request.

## **2.12 INSURANCE AND INSURANCE CERTIFICATE**

CADC maintains insurance from, Philadelphia Indemnity Insurance Company, a responsible company that is duly licensed and approved to do business in the State of Arkansas and will meet all insurance requirements outlined in the IFB, to include:

- CADC will maintain insurance for all vehicles which shall defend, indemnify and hold harmless Broker and the State of Arkansas from any claims which may arise out of operations under the contract. CADC will procure the insurance policies at their own expense and shall, prior to contract start date, under any resulting contract, furnish the State an insurance certificate listing the State as loss payee. CADC currently carries \$ 1 million coverage with a \$ 4 million umbrella policy on their vehicles. CADC's insurance certificate documents that the liability insurance coverage purchased by CADC includes contractual liability coverage to protect the State, and will contain information required by the Insurance Department of the State of Arkansas.
- CADC will verify and ensure that any vehicles owned or operated by any subcontractor to provide any service under this contract maintain insurance in the amount required on each subcontractor vehicle which shall defend, indemnify, and hold harmless subcontractor, CADC and the State of Arkansas from any claims which may arise out of operations under this contract. The insurance policies will list the State of Arkansas as loss payee. The insurance certificate will document that the liability insurance coverage purchased by any subcontractor includes contractual liability coverage to protect the State of Arkansas, and must contain information required by the Insurance Department of the State of Arkansas.

- CADC will ensure for all liability insurance policies that are in place under this contract that the State of Arkansas, Department of Human Services (DHS) is named as an additional insured on the policies as evidenced by documentation of the additional insured status, which will be provided to DHS at the start of the contract and upon any request. Additionally CADC will ensure that any and all notifications or other communications which the insurer send to DHS under these policies will be sent to the following addresses:

Department of Human Services, Division of Medicaid Services  
Attn: Cherokee Bradley/Ward Hanna  
700 Main Street S410  
Little Rock, Arkansas 72201

- A copy of our Certificate of Insurance is provided in Appendix G.

## **2.13 LICENSE, PERMIT AND CERTIFICATION REQUIREMENTS**

CADC will assure that any subcontractor that CADC uses will maintain current licenses, permits or certifications as required by all levels of government in Arkansas for the operation of necessary vehicles. This includes, but is not limited to, vehicle licenses, driver's license for each vehicle operator, and a business license.

CADC will maintain a copy of registration permits issued by the Arkansas Department of Finance and Administration (DF&A) for each vehicle operated.

CADC will provide written assurance to DHS/DMS that all vehicles used for beneficiary transport will be in compliance with all requirements of ARDOT Intrastate Renewal prior to award of this contract or upon any contract renewal periods. Attached to this IFB is the 2018 Arkansas Intrastate Renewal from Arkansas Department of Transportation (ARDOT).

## **2.14 CALL CENTER METRICS REPORT**

CADC will provide the DHS/DMS Monitoring Contractor with a monthly call center report that includes at a minimum the following information:

- Calls received
- Calls answered
- Calls abandoned
- Percentage of calls abandoned

- Average speed to answer calls
- Average talk time

We also acknowledge that the call center Metrics Report may be requested more frequently if any performance deficiencies are indicated.

## 2.15 REPORTING, QUALITY ASSURANCE AND PERFORMANCE MONITORING

CADC is fully aware that the submission of encounter information on every trip is a requirement of this contract and will continue to submit in a timely and accurately encounter information through a secure internet connection in conjunction with the technology requirements provided by <https://medicaid.mmis.arkansas.gov/Provider/Hipaa/compan.aspx>.

CADC is aware that all employees and subcontractors must report any suspected Medicaid fraud, waste and abuse.

A summary of the required report format as shown in Attachment I of this IFB will be used for CADC's encounter reporting.

CADC will submit encounter information that is complete and accurate by the last working day of the month following the end of the reporting month, as specified in Section 2.21(D) 2.

During the execution of activities of this contract, vendors must submit periodic status report covering activities, problems, and recommendations. Vendors must submit status reports on a monthly basis no later than the 15<sup>th</sup> working day of each month. The status report must cover any escalations handled by CADC within the month, vehicle inspections and staff turnover. These reports must be submitted to DMS or assigned contractors who have oversight of the NET Program.

CADC and their staff will fully comply with the requirements imposed on mandated reporters in the Mandated Reporting Statutes – Arkansas Code Ann. §§ 12-12-1708 and 12-18-402.

CADC understands that failure to provide or provision of false or inaccurate information may be considered fraud and may result in termination of this contract.

Encounter reporting will include all information as provided in Attachment I of this IFB.

At a minimum the following statistical data will be reported with the encounter:

- Submission of encounter information on every trip is a requirement of this contract

- Destination provider Medicaid identification number
- Date the trip was requested
- Mode of transportation
- Whether or not the appointment was after hours
- Whether or not the appointment was to a provider within the beneficiary's region
- Identification of others riding with the beneficiary
- Scheduled arrival time for pick-up at point of origin
- Scheduled appointment time with provider
- Actual arrival time at destination
- Return Trip: Actual arrival time for pick-up at destination
- Return Trip: Actual drop-off time at point of origin
- Miles
- Curb-to-curb
- Ambulatory - Wheelchair

CADC has been adhering to DMS requirements since the NET Non-Emergency Transportation was initiated. CADC will continue to capture and submit all information requested by DMS for Region E using our RouteMatch software and any other software as needed to efficiently ensure the timely delivery of such information.

## 2.16 DRIVER REPORTS

CADC will provide a roster of drivers before the start of operations to the DMS NET Monitoring Contractor. This roster will include at a minimum:

- Driver's full name
- Driver's date of birth
- Arkansas Driver's License number
- Driver's Social Security number

This roster will be updated to reflect any additions and/or deletions in CADC personnel or the subcontractor(s) personnel and will be submitted to DMS each calendar month. This roster is due to DMS or its NET Monitoring Contractor by the fifteenth (15<sup>th</sup>) working day of the month following the end of the reporting month.

## 2.17 VEHICLE REPORTS

CADC will provide the DHS/DMS NET Monitoring Contractor with a listing of all vehicles that are placed in service for the performance of obligations under this contract before the start of operations. This list shall include for each vehicle the following information:

- Name of Transportation Provider;

- Manufacturer and model;
- Model year;
- Vehicle Identification Number; and
- Type of vehicle (minibus, bus, wheelchair van)

This roster will be updated to reflect any vehicle additions and/or deletions. This updated roster is due by the fifteenth (15<sup>th</sup>) day of the month following the end of the reporting month.

## **2.18 REPORTS OF ACCIDENTS AND MOVING VIOLATIONS**

CADC-SCAT will notify the NET Monitoring Contractor immediately of any accident while delivering services under the contract whether or not it results in a driver or passenger injury or fatality. CADC-SCAT will file a written accident report within three (3) working days of the accident and file the written police report with DHS/DMS NET Monitoring Contractor as soon as it becomes available from the police department and will cooperate with DHS/DMS during any ensuing investigation.

CADC-SCAT will notify the DMS NET Monitoring Contractor within twenty-four (24) hours of any moving violations that occur while delivering services under this contract and will provide a copy of the citation to the DMS NET Monitoring Contractor within ten (10) working days of the violation.

CADC-SCAT will continue to maintain copies of each accident report in the files of both the vehicle and the driver involved in the accident. Police reports associated with moving violations will be maintained in the file of the responsible driver.

CADC will ensure that all requirements of this section will be incorporated in all service agreements between CADC and any of its subcontractors.

A copy of CADC's Accident Procedures for supervisors to follow after an accident occurs is provided in Appendix H.

## **2.19 SCHEDULED AND DELIVERY STANDARDS**

CADC will collect and accurately report:

- Scheduled pick-up times
- Actual pick-up times
- Scheduled appointment (drop-off) times
- Actual drop-off times at appointments

CADC ensures that all services will comply with the following minimum service delivery requirements:

- All Medicaid beneficiaries will be transported in a safe and timely fashion to and from their scheduled appointments
- Medicaid beneficiaries shall be advised of an estimated pick-up time at the time the transportation request is made
- Transportation providers shall arrive at the pick-up location no later than fifteen (15) minutes after the estimated scheduled pick-up time
- Transportation providers shall deliver the beneficiary to the site of the scheduled medical appointment fifteen (15) minutes prior to the scheduled appointment, but no earlier than one (1) hour before the appointment
- Providers are not required to wait for the beneficiary more than fifteen (15) minutes after the scheduled pick-up time
- CADC will contact and confirm the estimated scheduled pick-up time with the beneficiary within twenty-four (24) hours of the pick-up. Automated appointment reminders through an outbound IVR or SMS text message service are permissible.
- The dispatcher or sub-contractor will notify the Medicaid service provider to report late arrivals or deliveries.
- CADC will monitor return trips to ensure all beneficiaries are delivered home in a timely manner
- If a delay of fifteen (15) minutes or more occurs, CADC will contact the beneficiary's point of pick-up to the destination
- In multiple-passenger situation, CADC will ensure that all beneficiaries are not in a vehicle more than one(1) hour longer than the average travel time for direct transport from the beneficiary's point of pick-up to the destination
- When scheduling is requested by the beneficiary's authorized representative, CADC will advise the representative that the beneficiary must be accompanied by a caretaker if beneficiary's age, disability, or other conditions prevent the beneficiary from being able to act on his/her own in a safe and competent manner
- CADC will ensure that at any destination site the beneficiary is not left alone in circumstances which may place him/her in danger
- The driver and attendant are responsible to ensure the beneficiary is left at the correct destination
- CADC will ensure that the beneficiary is not delivered and/or dropped off prior to the opening of the destination site
- CADC will ensure that the beneficiary is picked up prior to the closing of the site

CADC will not only abide by these requirements of this IFB but will include these requirements in all transportation service agreements between CADC and their subcontractors. CADC will monitor all subcontractors to ensure that these requirements are met.

## 2.20 SUBCONTRACTOR INFORMATION

CADC will continue to operate as the Broker as well as the Provider for 19 counties in Region E as we have done so for the past 18 years. CADC does not anticipate any changes in the future but in the event that we subcontract with any other providers, the following will be instrumented in any contract.

### **Sub-Contractor Records**

CADC will establish and maintain any and all records and related information in its file for each non-public sub-contractor with whom CADC has entered into a service agreement.

Any changes in sub-contractors or changes in existing information regarding sub-contractor will be recorded at the time of occurrence of the change or within a maximum of five (5) business days.

Any recorded changes will be available to DHS/DMS Monitoring Contractor upon request.

### **Recruit and Negotiate with Sub-Contractors**

CADC will be responsible for guaranteeing that all transportation services in Region E are provided by drivers (this includes drivers for CADC and also for subcontractors) who will meet all qualifications as set forth in this IFB under the Operational Requirement Section. Not only the drivers for CADC but all drivers which fall under the subcontract services that we will use for 18 counties in Region E will meet these qualifications

CADC realizes that we cannot use any subcontractor who has been convicted of Medicaid or Medicare fraud or has been terminated from the Medicaid or Medicare program or excluded from participating in any Arkansas DMS Program. All personnel which include office staff, administrators, managers/supervisors, board members or anyone having decision making or fiduciary responsibilities whether paid or volunteer in regards to this NET contract will be checked against the State and Federal Medicare and Medicaid exclusion list. It will be CADC's responsibility to provide a roster and notify the NET contract monitor with 5 days of any changes. This list will include the following for each individual:

- Name (which will include Maiden name or previously used names)
- Title
- Date of birth
- Social Security Number
- Date of Hire



- Date of Discharge

CADC fully realizes that any employee of CADC and/or the subcontractor is prohibited from employment in any way connected with Medicaid transportation if they have been convicted of Medicaid or Medicare fraud, or been terminated from the Medicaid or Medicare program, or have been excluded from participation in any Arkansas DMS Program.

CADC ensures that all employees including those of our subcontractor will receive and have documented any training at the time of hire and also on a yearly basis for HIPPA compliance. CADC also does OSHA training for Blood borne Pathogens yearly and at time of employment for all drivers/vehicle operators and documents in personnel files. CADC will maintain adequate transportation capabilities and adheres to all requirements of the Americans with Disabilities Act (ADA).

### **Unacceptable Performance**

CADC will terminate any contract/service agreement with any subcontractor when unacceptable performance is determined by DMS and subcontractor has failed to take the satisfactory corrective action within a specified time frame that has also been determined by DMS. CADC fully understands that DMS reserves the right to direct CADC to terminate any contract/service agreement with a subcontractor when DMS determines this to be in the best interest of the State.

### **Service Agreement, Pre-Approval**

Prior to the beginning of this NET contract, CADC will submit to DMS for their approval a model contract/service agreement that we will use to obtain transportation services. CADC's contract/service agreement will have provisions entitling revocation or other remedies for inadequate performance by the subcontractor. This contract/service contract will also include the same terms of Confidentiality of Information and HIPPA Compliance as required of CADC and a specific provision that in the event of default by CADC the agreement may at the discretion of DMS be assigned to DMS or its agent for continued provision of transportation services. Copies of all contracts/service agreements between CADC and its subcontractor will be forwarded to Division of Medical Services (DMS) NET Monitoring Contractor at least 30 days before the beginning of transportation services. Also included in this contract/service agreement will be CADC's attestation as to the services covered by these agreements.

### **Sub-Contractor Agreements**

- Any agreements with sub-contractors will be in writing and pre-approved by DHS/DMS prior to signing with sub-contractors.

- Our agreements with sub-contractors will be in writing specifying the delegated activities required by this IFB.
- We will specify prior to the beginning of services, to the sub-contractor(s), the respective reporting requirements per this IFB.
- Agreements will be provided to the DHS/DMS NET Contract Monitor. We recognize that electronic submission is the preferred method.
- We acknowledge that we are responsible for ensuring that all transportation services are provided by drivers meeting the qualifications as set out in this IFB under the Operational Requirements section.
- CADC recognizes that we are prohibited from establishing or maintaining service agreements with:
  - Sub-contractors which have been convicted of Medicaid or Medicare fraud
  - Been terminated from the Medicaid or Medicare program
  - Been excluded from participation in any Arkansas DHS/DMS program.

## **Default Provision**

We recognize the specific provision that, in the event of default by our agency, the agreement may, at the discretion of DHS/DMS, be assigned to DHS/DMS or its agent for continued provision of transportation services.

- We understand that this provision is further defined in the DHS/DMS performance monitoring section of the IFB.
- We recognize that all terms, conditions and rates established by the agreement shall remain in effect until or unless re-negotiated with DHS/DMS or its assignee, subsequent to the default action.
- Copies of all service agreements between CADC and any sub-contractors will be forwarded to the DHS/Division of Medical Services (DMS) NET Monitoring Contractor.
- All written agreements with sub-contractors will be submitted to DHS/DMS or NET Monitoring Contractor at least thirty (30) calendar days prior to beginning of the transportation services

- These agreements will be accompanied by CADC's attestation as to service that is covered by these agreements.

## 2.21 PAYMENT AND INVOICE PROVISIONS

CADC has been adhering to DHS/DMS payment and invoicing provisions since the program was initiated, and is fully aware and able to meet the requirements as outlined in the IFB. This will include working with DHS on the per member per month (PMPM) base rate for the region; rendering payment to our subcontractor for authorized trips made in accordance with this IFB and the terms of the contract, and meeting monthly trip reporting deadlines and accuracy standards whether we provided the transportation or employ a subcontractor to provide transportation.

We also recognize that rates will be evaluated and are subject to change annually, and we will accept the most current monthly per member per month payment, as payment in full, inclusive of all administrative costs, transportation costs, overhead, and profit, for all services required under this procurement and the ensuing contract.

### **Payment, Sub-contractors**

- CADC will provide payment to any sub-contractors in accordance with the terms of the service agreement between our agency and the sub-contractor.
- Full payment will be made to sub-contractor for authorized trips within a reasonable time, not to exceed thirty (30) Calendar days, following our receipt of an invoice from the sub-contractor.
- CADC will render payment to sub-contractors for authorized trips made in accordance with this IFB and the terms of the contract.
- CADC recognizes that DHS/DMS shall not be responsible or intervene on behalf of any sub-contractor should the Broker fail to provide timely payment or for any other matter of dispute between the Broker and the sub-contractor.

### **Data Book Provisions**

- CADC has the data book provided with this IFB that is for informational purposes only in order to assist us in understanding the beneficiary and service utilization from a historical perspective.

- CADC acknowledges that the amounts shown in the data book represent the Department's best effort of a true and accurate accounting of each item as known to the department at the time of this IFB publication.

## **Rates / Annual Rates and Monthly Trip Reporting**

CADC recognizes that we are responsible for meeting monthly trip reporting deadlines and accuracy standards whether they provided the transportation or employed a subcontractor to provide transportation.

We also acknowledge that all NET trips must be reflected by the DHS/DMS system the last day of the month following the month the transportation was provided in order for a Broker's monthly payment to be relinquished by DMS.

CADC acknowledges that it is the Broker's responsibility to monitor the DHS/DMS system in order to ensure that all legitimate trips are reflected.

We will report any issues to the NET Monitoring Contractor in a timely manner in order to meet the reporting deadlines and accuracy standards.

CADC recognizes that the IFB includes gatekeeping standards that expand upon current practice. As noted in the IFB this is intended to eliminate trips not consistent with the intent of the NET program. (The intent of the NET program is to provide a Medicaid beneficiary transportation to a medical provider when they do not have access to other transportation).

## **Broker's Monthly Payment Rate Calculations**

For calculating monthly payment rate CADC will multiply our proposed rate for Region E by the number of covered Medicaid eligibles in the region. We also recognize that rates will be evaluated and are subject to change annually.

CADC acknowledges that we must accept the most current monthly per member per month payment, as payment in full, inclusive of all administrative costs, transportation costs, and overhead, for all services required under this procurement and the ensuing contract.

We recognize that following the close of each annual contract period, DHS/DMS shall reconcile payment based on the actual number of NET covered Medicaid eligible(s) for each month of service, the number of eligible(s) for which the per member per month payments were made, and the difference, if any. (The actual number of eligible(s) is defined as being eligible to receive NET services for a minimum of fourteen (14) days of a month.) The number of days the beneficiary was "eligible" is calculated not in accordance with the eligibility date as established by the Division of County Operations, instead it is determined

based on a specific method applicable only to the NET reconciliation, a method which is based on the date of the notice of the eligibility determination. An additional per member per month payment shall be made to the Broker if the actual number of eligible(s) exceeds the number for which payment was previously made. Conversely, if the number of eligible(s) for which payment was made exceeds the actual number, this difference shall be deducted from a future payment to CADC.

CADC is aware that the term “NET covered Medicaid eligible” refers to Medicaid beneficiaries who were approved for one of the Medicaid Aid categories eligible for NET including beneficiaries who gained eligibility on or after January 1, 2014. We understand that for the purpose of this IFB, the “eligibility date” is the date of the notice of eligibility determination which the beneficiary received from the Division of County Operations. The eligibility under this IFB does not include retroactive eligibility as contemplated under the Division of County Operations Medical Services Policy Manual, and it does not include the period of time from the application date until the date of eligibility determination notice. The above described fourteen (14) day standard is calculated based on the date of the notice of eligibility determination and it is not based on the date the actual eligibility started.

CADC recognizes that DHS/DMS reserves the right to deduct Medicaid fee adjustments from the Brokers monthly invoice prior to payment.

We are also aware that DHS/DMS will notify CADC in writing of any claim for damages at least ten (10) business days prior to the date DHS/DMS deducts such sums.

CADC is aware that payment will be made in accordance with applicable State of Arkansas accounting procedures upon acceptance by the Agency. The State may not be invoiced in advance of delivery and acceptance of any services.

CADC is registered to receive payment and future IFB notifications.

## **2.22. BENEFICIARY RESIDENCE – IN AND OUTSIDE NET SERVICE REGION**

### **Broker Responsibility**

CADC –SCAT and its subcontractors will be responsible for transporting or arranging the transportation of beneficiaries when the Medicaid beneficiary being transported is a resident in CADC’s region. We understand the need for specialized services and will work with the beneficiary to ensure their trip is appropriate to their need. Having provided these services for 18 plus years, we have found that most of these services are to major medical facilities in Little Rock, Hot Springs and Texarkana. CADC-SCAT averages 3 to 15 beneficiary trips on a daily basis to these major medical facilities. Transportation in and

around the local area of the 18 counties will make up the rest of the trip requests. CADC is registered with the Federal Motor Carrier Safety Administration, has a U.S. DOT Number and complies with all safety regulations and financial responsibility requirements for the interstate carriage of passengers and will ensure that our subcontractors, if any will meet these same requirements. All drivers are subject to U.S. DOT drug and alcohol testing requirements and annual physicals.

For any out-of-state medical trips, CADC as stated above is registered with the Federal Motor Carrier Safety Administration along with a U.S. DOT number.

CADC and its subcontractors have developed a number of ways to provide this service, depending on the need, the destination and the most appropriate mode for each individual. We have developed a network of the following for trips going to or coming from outside the region:

- CADC and its subcontractor, if any will provide some service directly for group trips and trips adjacent to the service area;
- Individual transportation providers – CADC will pay mileage for a volunteer, friend or family member (assuring that the driver and vehicle are properly insured);
- Gas reimbursement if they are driving their own car, but cannot afford gas;
- Intercity bus such as Greyhound – inexpensive and appropriate, especially along the Interstate 30 corridor;
- Mutual coordination agreements with other brokers in other regions; and
- Other safe means as deemed appropriate.

## **Beneficiary Application for Services**

- CADC is aware that the beneficiary must contact us to request transportation services at least 48 hours prior to any appointment excluding weekends and state holidays.
- When beneficiaries call CADC we will check eligibility upon scheduling.
- CADC will verify that Medicaid beneficiaries have a valid Medicaid number before receiving NET services. If the number cannot be provided by the beneficiary, the beneficiary will be instructed to contact Medicaid or the Medicaid NET helpline to obtain the number. We acknowledge that verification of eligibility is the responsibility of the Broker at the time of the reservation.
- CADC understands -- and schedulers are trained to know -- that Arkansas Medicaid transportation program does not include transportation for beneficiaries who are:
  - Nursing facility residents
  - Residents of intermediate care facilities (ICF-ID)

- Qualified Medicare Beneficiaries (QMB) (Medicaid pays only the Medicare premium, deductible and copay)
- Special Low Income Qualified Medicare Beneficiaries (SLMB)
- Qualifying Individual -1 (QI-1)
- ARKids First-B Beneficiaries
- Covered for periods of retroactive eligibility.
- Incarcerated

In order for this service to operate with peak efficiency, all staff of CADC and beneficiaries must be working together. CADC believes that information and education are the best way to convey the appropriate knowledge to our customers/clients. CADC distributes a brochure that describes public and Medicaid transportation in the region (provided in Appendix I). This brochure is distributed to medical providers, human service agencies and to beneficiaries when they call for the first time. A copy of our Passenger Handbook is also including in Appendix I.

## **Scheduling, Advance**

Advance scheduling will be done 48 hours in advance except for:

- Urgent care/appointments
- Hospital discharges and follow up appointments in which the timeframe does not allow advance scheduling.

## **Broker Correspondence**

CADC will notify beneficiaries of scheduling requirements and Broker contact information through DHS/DMS approved communication tools. Notification and/or distribution options include but not limited to yearly mail-outs and putting materials on all NET vehicles.

## **Gatekeeping Process**

CADC will obtain from the beneficiary or the beneficiary's authorized representative sufficient information to make a decision regarding the beneficiary's need for NET services.

During the gatekeeping process CADC will determine:

- Is there an operational vehicle in the household available to the beneficiary?
- Is there public transit available to the beneficiary?
- Are there other means of transportation available to the beneficiary?

If the answer to all these questions is “no” we will transport. If the answer to any is yes we will deny transportation.

To determine if an operational vehicles is available we will ask the following questions:

- Is there a vehicle in your home?
- Is it drivable?
- Are you physically able to drive the vehicle?
- Is there someone available to drive your vehicle for you?
- Is the vehicle available at the time of the appointment?
- Do you have funds available to operate the vehicle?

To determine if there is public transit available, during the gatekeeping process the following questions will be asked:

- Is public transit available?
- Do you have the funds available to pay to use public transit?

To determine if there are other means of transportation available to the beneficiary, through the gatekeeping process we will also ask:

- Are there other means of transportation available to you such as:
  - Relatives
  - Neighbors
  - Friends
  - Community organizations
  - Medical providers

Overall, NET transportation will be provided only if beneficiary has indicated that:

- No operational vehicle is available in the household.
- No other form of transportation is available.
- The beneficiary is not able to operate the vehicle, if one is available.
- No one in the household is able to operate the vehicle.
- The vehicle is not available at the time of the appointment.
- Funds are not available to operate the vehicle.

CADC will record the questions and the responses. We will maintain the telephone recording for one (1) year. Recording will be made available to DHS/DMS or the DHS/DMS NET Monitoring Contractor within five (5) business days of the request.

Beneficiaries who refuse to answer questions related to the need for transportation shall not be provided the requested transportation.



In determining if the beneficiary is eligible for NET services, CADC may consider as a basis for denial whether or not the medical service provider also provides the transportation that is available to the beneficiary.

## **Authorized Representatives**

- During the gatekeeping process, if the beneficiary relies on the assistance of his or her representative to schedule NET services, the beneficiary may provide the names, relationship and contact number for up to two (2) authorized representatives to the Broker when scheduling their NET services.
- CADC will only take information or discuss the beneficiary's need for NET services with the beneficiary or with the beneficiary's authorized representative as listed on file with CADC and DHS/DMS.
- CADC is not permitted to discuss the issues related to NET services with any other individuals, agencies, or providers. Similarly, DHS/DMS shall discuss NET related matters only with the beneficiary and their authorized representatives as listed on file with the Broker and DHS/DMS.
- The authorized representative is an individual, who upon CADC's request, can answer the gatekeeping questions asked of the beneficiary when they are scheduling the NET services.
- The beneficiary or their authorized representative may request transportation for more than one reservation including standing orders for routine medical care.
- The beneficiary or their representative must attest by the close of business of the last Wednesday of the preceding month that the beneficiary continues to have the need for NET services. This determination must take into consideration the beneficiary's ability to provide for his or her transportation outside of the NET program, as well as the beneficiary's needed level of transportation.
- Medicaid will not provide or pay for transportation if the beneficiary could have arranged for transportation on his or her own.

During the gatekeeping process, the following questions must also be asked by CADC:

- Can you provide at least two (2) authorized representatives that will be allowed to schedule NET services on your behalf? If so, please provide:
  - their first name
  - their last name
  - relationship

- contact number

CADC will confirm that the authorized representatives who are scheduling transportation are not:

- Associated with any agency
- Provider
- Other entity to which transportation is or may be requested

CADC will only schedule NET services with the beneficiary and/or the authorized representatives that are not associated with any:

- Agency
- Provider
- Any other entity to which the transportation is requested

CADC will confirm that the authorized representatives who are scheduling transportation by asking are you associated with:

- Agency
- Provider
- Any other entity to which the transportation is requested

If it is determined that CADC must make provisions to provide transportation, the beneficiary or their authorized representative will be asked:

- Do you confirm the information provided is true, accurate and complete?
- Do you understand any falsification; omission or concealment of information may result in termination of all transportation services or additional penalty?

## **Beneficiary Extension of Transportation Services**

CADC recognizes that a beneficiary who is a newly eligible adult who participates in a commercial insurance plan must contact DHS/DMS NET Monitoring Contractor to seek an extension of transportation services (EOTS) )for trips in excess of their eight (8) trip limit.

We recognize that all EOTS must be approved by the DHS/DMS NET Monitoring Contractor

The DHS/DMS Monitoring Contractor will inform CADC of the decision to deny or grant more legs/units.

CADC is aware that we are responsible for creating an internal process within our call center to accommodate and track EOTS.

## **EOTS Communications Requirements**

CADC will have a secure email address and designated employees for the EOTS process.

## **EOTS Non-Approved Transportation**

CADC is aware that if transportation is provided to a beneficiary who is a newly eligible adult that exceeded their transportation limits and no EOTS has been obtained, we will not receive credit for those trips in subsequent rate calculations.

## **EOTS, Broker Compliance to Trip Limits**

CADC notes that the NET Monitoring Contractor will oversee compliance with imposing newly eligible trip limits and the EOTS process.

We also recognize that newly eligible adults in the interim period do not have a trip limit.

## **2.23 ALLOWABLE ESCORT TRANSPORTATION FOR MINOR/INCAPACITATED BENEFICIARY**

### **Allowable Escort Transportation for Minor/Incapacitated Beneficiary**

CADC recognizes that a parent, foster parent or guardian may escort a Medicaid beneficiary who is a minor or an incapacitated adult.

We are also aware that the transportation of an escort with a beneficiary should not be submitted as a separate encounter.

### **Allowable Escort Transportation for Minor/Incapacitated Beneficiary Visitation**

CADC recognizes that a parent, foster parent or guardian is considered an escort and is eligible for transportation to visit a minor Medicaid beneficiary that is an inpatient of a hospital, whether or not the escort is Medicaid eligible.

We are aware that there is a limit of one (1) trip to and from the hospital for the escort to visit the minor beneficiary per episode of care.

Transportation of individuals who are not Medicaid beneficiaries who are transported separately from the beneficiary will be reported as an encounter under the respective Medicaid beneficiary identification number.

## **Non-allowed Charges**

CADC is aware that transportation to visit adult Medicaid beneficiary inpatients is not covered.

## **Special Circumstances**

CADC is aware that requests to provide transportation services home from the hospital emergency department, are not covered under the NET program unless the beneficiary was admitted to the hospital as an inpatient or for a 23-hour hold (In which case the transport would be considered a hospital discharge).

When required by State law CADC will make prior arrangements to provide a child safety seat or wheelchair to a beneficiary being discharged and transported from the hospital when the beneficiary does not have their child safety seat or wheelchair in their possession at the time of hospital discharge.

## **2.24 LEVELS OF TRANSPORTATION**

### **Modes of Transportation**

CADC's transportation program SCAT, in addition to its NET services, also operates a web of public transportation services such as local dial-a-ride and deviated fixed route services to destinations both within and outside of Region E. Utilizing these services, in addition to our dedicated NET services, CADC and its subcontractor, will find the most appropriate mode of transportation for our beneficiaries. In determining the level of beneficiary transportation and whether public transportation is appropriate, the NET transportation schedulers/site supervisors will determine if the beneficiary:

- Is able to travel independently, but due to a permanent or temporary debilitating physical or mental condition, cannot use the public transit system;
- Is traveling to and from a location which is inaccessible by public transit;
- Is traveling to and from a location which is accessible by public transit but pickup/drop off location does not provide safe access to location based on beneficiary's age, mobility and functional independence, or

- Indicates during the call requesting transportation that public transportation is neither appropriate nor a safe mode of transportation due to specific conditions of the beneficiary

CADC's transportation program will utilize RouteMatch software to ensure that the most appropriate vehicle is used for each trip. This software program determines the beneficiary's needs as indicated in their client profile and then places them on the most appropriate vehicle based on proven scheduling algorithms.

## **Provision of Services, Broker NET**

CADC-SCAT will provide a full service operation in handling all aspects of the NET Transportation program directly in a fully coordinated manner as we have done for the past 18 years very successfully. Our NET report cards indicated that we are consistently one of the highest performers in quality, courtesy and efficiency. These services will be coordinated with our other transportation services to ensure the best service at the most appropriate cost using economies of scale.

While we don't anticipate additional subcontractors, as stated earlier in our proposal any others that CADC selects will first have to go through approval of DHS. We will also ensure that their staff and drivers will have to undergo our training program to ensure that quality of transportation to beneficiaries does not suffer.

In addition if needed, there are some fixed route bus services within Region E and where appropriate we will take advantage of them – reducing costs. We also seek volunteers that will meet our insurance and background check requirements as another way of providing transportation for our beneficiaries. Also providing mileage reimbursement if the beneficiary has a working vehicle, but not funds to purchase gasoline, is another option that is open to our company.

CADC is aware that NET services cannot be provided through ride-sharing services including Uber, Lyft, and taxis.

## **Denial of Transportation**

Unfortunately, there are times when CADC-SCAT must deny a trip. However, as CADC – SCAT is in the transportation business, we will assist the customer in finding an alternative such as the public transit services that are provided by the SCAT bus. CADC continues to work hard for all beneficiaries in our communities and will go above and beyond the call of duty to ensure transportation mobility for all.

If CADC denies transportation to a beneficiary, we will provide them with a written notice. Written notice will be sent through the U. S. Postal Service.

CADC will submit a model denial notice to DMS for approval prior to the start of the contract. The notice will include:

- An explanation of the services and reason for the denial.
- The Medicaid NET Helpline phone number (888-987-1200, option 1).
- The beneficiary's opportunity for a fair hearing under the Arkansas Administrative Procedure Act, Ark. Code Ann. § 25-15-201 through 25-15-218.
- A copy of each denial notice sent to a beneficiary will also be sent to the DHS/DMS NET Monitoring Contractor within one (1) week of the denial. Notices will be sent to the DHS/DMS NET Monitoring Contractor electronically and in batches at a frequency of one (1) time per week.

A copy of each denial notice sent to a beneficiary will also be sent to the DHS/DMS NET Monitoring Contractor within twenty-four (24) hours of denial.

If the beneficiary chooses to appeal the denial, the beneficiary will be advised to submit the appeal request in writing through the U. S. Postal Service to the:

Department of Human Services  
Appeals and Hearings Section  
P. O. Box 1437, Slot N401  
Little Rock, Arkansas 72203-1437

The appeal request must be received by the Appeals and Hearing Section no later than thirty (30) calendar days from the next business day following the date of the postmark on the envelope containing the written notice of an adverse decision.

## **Complaints**

Complaints are an important part of our business. CADC – SCAT has discovered over the course of the past 38 years to use these complaints/criticisms as a way to improve our services. CADC will be responsible for recording and responding to complaints concerning the delivery of services:

- We will respond to the complainant within one (1) working day of the complaint and have a written record of the complaint and resolution.
- Upon request the complaint and its resolution will be provided to DHS/DMS or NET monitoring contractor within two (2) working days of the complaint.
- CADC will also provide information to the complainant regarding the Medicaid NET Helpline.
- We will compile and analyze complaints on a monthly basis and prepare a report to ensure the quality of services to beneficiaries.

- This report will be sent to the DHS/DMS NET Monitoring Contractor on a monthly basis and must include a description of corrective actions taken to assure service delivery conforms to the requirements of the awarded contract.
- CADC will maintain the complaint records for five (5) years.

## **Broker Management Skills**

CADC is aware that regardless of the method, or combination of methods, used to provide NET service, we are responsible for:

- Management
- Supervision and Monitoring
- Payment for all transportation provided with funds received through this IFB and subsequent contracts.

## **Attendant Care**

When determining safe and appropriate transportation CADC will consider providing attendant care that involves:

- Meeting DHS/DMS requirements for providing attendant care when transporting unaccompanied minors.
- Attendant care that meets all qualifications as stated in the IFB.
- We recognize that the cost of attendants to accompany the beneficiaries is our responsibility and is included in the per-member per-month payment.

## **Primary Care Physician Referrals**

CADC will provide transportation to the beneficiary's PCP who is located outside the Broker's region when the PCP is located in a county adjacent to the county which the beneficiary resides or in the county that adjoins a county that is adjacent to the county in which the beneficiary resides. We will provide transportation to and from qualified Medicaid providers that are not located in the closest proximity to the beneficiary or that are not within the beneficiary's county, only if:

- The transportation is for a visit to the beneficiary's assigned Medicaid primary care physician
- The beneficiary's assigned Medicaid primary care physician has made a referral to a specific provider for a medically necessary service.

- The beneficiary's assigned Medicaid primary care physician has made a referral to a medically necessary service and sufficient medical resources are not available in the beneficiary's county.

## **Geographic Considerations**

CADC will provide transportation to and from qualified Medicaid providers that are located in the closest proximity to the beneficiary or that are located within the beneficiary county.

We will provide transportation to and from out-of-state Medicaid providers enrolled in Arkansas Medicaid which are located within fifty (50) miles of the state of Arkansas border, and note that we are not responsible for transporting beneficiaries more than fifty (50) miles beyond state of Arkansas boundaries.

## **2.25 VEHICLE MAINTENANCE AND SAFETY STANDARDS**

This section provides information on the areas included in the IFB. However, at the outset of this important and critical component of providing NET services we would like to summarize our excellent vehicle maintenance and safety record:

- CADC-SCAT is proud of its vehicles -- and its maintenance program to ensure they are up to high standards. As with the rest of our operations, CADC with its own maintenance facility has direct control of the maintenance of its vehicles. As in keeping with our high standards of maintenance, CADC requires that any subcontractor has the same high standards of vehicle maintenance.
- CADC-SCAT has implemented programs and equipment to improve our transportation services above all others. We have a centralized maintenance facility equipped with 2 bays and 3 mechanics located in Malvern, Arkansas. The Safety and Security Officer for SCAT is accountable for the operation of this maintenance facility. This position ensures that all vehicles are up to date on routine maintenance and also any repairs or upgrades that are needed in order to run a safe, dependable transit system. CADC's Preventive Maintenance Schedule is provided in Appendix J.
- CADC-SCAT believes that any bus that is defected in any way should be removed from service immediately and another take its place therefore assuring our clients/beneficiaries that they are riding in reliable, dependable vehicles.
- Our vehicles are equipped not only with 2-way radios but also have digital video/audio cameras, heat, air-conditioning, child safety alarms just to name a few.



- All wheelchair lift vehicles are equipped with 1,000 pound lifts to better accommodate the vast growing population of handicapped individuals that are in need of wheelchair lifts. Our wheelchair vehicles are also equipped with safety postural belts that enable us to use on wheelchair beneficiaries that do not have lap belts in order to ensure their safety in their wheelchair while riding the bus. Vehicles also have Q-Straint quick straps in order to better secure a wheelchair in addition to the lock-downs that are on the vehicle.
- All vehicles that belong to CADC are clearly marked with the words South Central Arkansas Transit, vehicle number and phone number. They are maintained to the most stringent criteria and are always in good condition as well as clean inside and out. All vehicles receive the same FTA required maintenance whether they were paid for with federal money or not.

CADC will ensure that all vehicles belonging to our subcontractor, if any, will be clearly identified with their name, vehicle number and phone number. Their maintenance records will be kept in house by CADC and will be monitored by our staff mechanics to assure that they receive the same required maintenance as CADC's vehicles. Our maintenance staff will be responsible for ensuring that all vehicles are ready for assignments delegated by the NET Transportation Director and the Transportation Supervisors. All vehicle operators whether CADC's vehicles operators or our subcontractor's vehicles operators will be required and are held responsible for daily pre-trip inspections using a detailed checklist.

All vehicles that are used by CADC and our subcontractors comply with Arkansas licensing requirements, safety standards, Arkansas Department of Transportation (ARDOT) regulations, Americans with Disability Act regulations, these IFB requirements and any other State or Federal law regulations. If a vehicle is out of service, the Transportation Site Supervisors will reassign an alternate vehicle in its place until the Vehicle maintenance supervisor has cleared that vehicle ready for reassignment.

All vehicles meet the following basic requirements:

- All vehicles are kept clean and free from torn upholstery and floor covering, damaged and/or broken seats, and protruding sharp edges. All vehicles are free of dirt, oil, grease, and litter;
- All transit vehicles' exterior are clean and free from damages, including windshields;
- Vehicles involved in an accident are repaired and documentation will be provided to the NET Monitoring Contractor before the vehicle can be put back into service in the NET Program;

- All vehicles are equipped with commercial anti-skid, ribbed rubber flooring or carpeting. Ribbing will not interfere with the movement of wheelchairs between the lift and the wheelchair positions;
- All vehicles and components do comply with or exceed the standards as set by the manufacturer and state and federal regulating authorities;
- All vehicles do meet and/or exceed safety and mechanical operating and maintenance standards for the particular vehicles and models used under this contract;
- All vehicles comply with applicable federal laws including the lift equipped vehicle requirements of ADA regulations for wheelchair passengers and shall also meet all future revisions and requirements that ADA may adopt;
- All vehicles are equipped with heat, air conditioning, lap and shoulder belts;
- All vehicles prominently display the Transportation Provider's name and contact information as well as the contact information for the DMS Medicaid NET Helpline;
- All vehicles are licensed, have all permits, certificates and have commercial liability insurance as required by the Arkansas Highway Commission rules for passenger carriers;
- All vehicles (larger vehicles) with a floor threshold of greater than twelve (12) inches will have a retractable step or a step stool to aid in passenger boarding. This step stool shall be used to minimize ground-to-first-step, and shall have four (4) legs with anti-skid tips. Under no circumstances will a milk crate or similar substitute be permitted on any vehicle;
- All multi-passenger vehicles that are used to transport children have child safety precautions such as child safety buzzers.

Any vehicle that is found to be non-compliant with the IFB requirements or any Arkansas licensing requirements, safety standards, Arkansas Department of Transportation (ARDOT), ADA regulations, or any other State or Federal law or regulation, will be removed from service immediately. CADC as the Broker and any of its subcontractors that fail to meet any of the vehicle requirements above are subject to termination from the program.

CADC also in conjunction with its insurance carrier utilizes their "Safety First" program. This program is a vehicle monitoring service that is at no cost to CADC. It allows other motorists who observe a CADC vehicle doing something inappropriate to call in and make a report. Once the report is made a copy of the complaint is forward to us along with a Collision Countermeasure Sheet. These sheets are "safe driving bulletins" for our vehicle operators who receive a negative motorist observation report. The report is documented and a response is sent back to our insurance carrier. These bulletins are read by the vehicle operator, signed and placed in their personnel file as documentation for the coaching session. A copy of this motorist observation report is included as Appendix K.

CADC also has developed a Preventable Accident Policy which is included as Appendix L. This policy was created in order to make all vehicle operators more aware of their actions

when driving any size vehicle. Some preventable accidents are such as backing; driving under awnings; collisions with fixed objects; and rear-end collisions. All accidents are investigated to determine if they were indeed preventable or not, before disciplinary action is taken.

CADC and the SCAT transportation program staff are always abreast of any current technology that will enhance our services. Any advancement or additional improvements that we can make in our performance as the safest, most dependable and reliable transportation program is what we are striving for - not only for our drivers but our vehicles as well.

## **Vehicle Safety Seating Requirements**

When required by State law we will make prior arrangements to provide a child safety seat and a wheelchair to a beneficiary being discharged and transported from the hospital when the beneficiary does not have their child safety or wheelchair in their possession at the time of hospital discharge.

We are aware that DHS/DMS may require transportation for Medicaid beneficiaries or parents or guardians of a minor or incapacitated beneficiary, who do not meet criteria as specified by this IFB. These instances will be determined on a case by case basis and will be authorized by the Director of the Division of Medical Services or his or her designee.

CADC is aware that we are responsible for providing transportation service to all eligible foster children, regardless if the foster parent(s) owns or has access to a vehicle in their respective home.

## **Prohibition of Smoking**

No smoking is allowed on any vehicle. Transit vehicle operators and attendants will not smoke while performing their duties. Signs are posted in each vehicle and visible to all passengers that there is "No Smoking" inside any vehicle.

## **Child Passenger Transportation Safety**

CADC will ensure compliance with the AR Child Passenger Protection Law pertaining to the transportation of children in age-appropriate child safety seats. As outlined in the IFB this will involve:

- Ensuring that safety certified child passenger restraints are provided by the beneficiary in accordance with federal and state laws.

- Requiring that any person installing a child restraint has received appropriate training from a certified child passenger safety technician.
- Advising beneficiary of state and federal laws regarding the use of child safety restraints at the time of scheduling.
- If the beneficiary notifies CADC - SCAT at the time of scheduling that the beneficiary does not have access to a child safety seat, CADC – S CAT will provide the seat for the transportation.
- If beneficiary claims to have child safety seat but upon arrival for transportation, the beneficiary does not provide safety seat(s), we will not transport the child until such time that the requisite safety seat is available.
- CADC will advise the beneficiary to reschedule the appointment.

## **Vehicle Records**

CADC retains all of the records indicated in the IFB:

- Broker's service agreement for each sub-contractor
- Sub-contractor's registration with the Arkansas Department of Transportation
- Vehicle records including, but not limited to the following documentation for each vehicle that is operated:
  - Manufacturer, make and model year
  - Vehicle Identification Number (VIN)
  - Odometer reading at the time the vehicle entered service under this contract
  - Type of vehicle – examples include, but are not limited to: (Minibus, Wheelchair Van or NET Van)
  - Capacity (Number of passengers)
  - License Plate Number
  - Insurance Certifications
  - DF&A issued registration permit and a vehicle stamp
  - Special equipment (Lift, etc.)
  - Date, odometer reading and description of inspection activity (e.g., verification that vehicle meets IFB vehicle requirements, inspection of equipment including brakes, tire tread, turn signals, horn, seatbelts, air conditioning/heating, etc.)
- Records are maintained of the initial inspection and all subsequent inspections.

## **Records Regarding Services Provided**

We will continue to maintain such records as are necessary to fully disclose the extent of services provided and make such records are available to DHS/DMS Monitoring Contractor upon request. Records will be retained for five (5) years.

Records include completed vehicle manifests as required by the IFB.

## **Vehicle Manifest Required Information**

CADC will continue to complete and maintain vehicle manifests by each vehicle operator daily. These manifests contain the following information:

- Transportation provider's and if applicable their sub-contractor's name
- Vehicle Operator (Driver) name
- Vehicle number or License Plate Number
- Date of service
- Beneficiary name
- Beneficiary Medicaid number
- Beneficiary telephone number
- Pick-up point (address)
- Destination (address)
- Scheduled arrival time for pick-up point of origin
- Actual arrival time for pick-up at point of origin
- Scheduled appointment time with provider
- Actual arrival time at destination
- Return Trip: Actual arrival time for pick-up destination
- Return Trip: Actual drop-off time at point of origin
- Name of escort and relationship to beneficiary (if applicable)
- Name of Broker -provided attendant (if applicable)
- Signature of beneficiary and/or escort (only if beneficiary is unable to sign)

## **Vehicle Requirements**

CADC will ensure that transportation providers maintain vehicles and vehicle equipment adequately to meet the requirements of this IFB and contract.

We recognize that if we or our sub-contractors fail to meet any of the vehicle requirements we are subject to termination from the program.

The number of persons in the vehicle, including the driver, shall not exceed the vehicle manufacturer's approved seating capacity.

## **Vehicle Maintenance & Safety Equipment**

All of our vehicles meet or exceed safety and mechanical operating and maintenance standards for the particular vehicles and models used under this contract.

All vehicles comply with applicable federal laws including the lift equipped vehicle requirements of (ADA) American Disabilities Act regulations for wheelchair passengers and shall also meet all future revisions and requirements that (ADA) may adopt.

Vehicles maintain the following Onboard Safety Equipment:

- Fire Extinguisher
- Biohazard Kit
- First-Aid Kit
- Reflective Triangles
- Web Cutter
- Flashlight
- Reflective Safety Vest

### **Vehicle, Passenger Carrier Licensed and Certified (Permits)**

All of our vehicles are licensed, have all permits, certificates and have commercial liability insurance as required by the AR Highway Commission rules for passenger carriers.

We recognize that any vehicle found non-compliant with the IFB requirements or any Arkansas licensing requirements, safety standards, Arkansas Department of Transportation, ADA regulations, or any other State or Federal law or regulation, must be removed from service immediately.

### **Vehicle Identification, Provider Information**

All vehicles prominently display our agency's name and contact information, as well as the contact information for the DHS/DMS Medicaid NET Helpline.

### **Vehicle Temperature Gauges and Accessories**

- All vehicles have heat, air conditioning, and lap and shoulder belts.
- All vehicles have functioning heating and air conditioning system.
- All vehicles have functioning seat belts and restraints as required by federal and state statute or ordinance. All such vehicles have an easily visible interior sign that states: "ALL PASSENGERS must USE SEAT BELTS". Seat belts are stored off the floor when not in use.

### **Vehicle Cleanliness**

As noted earlier in this section:

- All vehicles are maintained to be free of dirt, oil, grease, and litter.
- Vehicles exteriors are kept clean and free from damages, including windshields.

- Vehicles involved in an accident are repaired and documentation provided to the NET Monitoring Contractor before the vehicle can be put back to service in the NET program. We determine if the vehicle passes or not to be put back in service.
- The exterior of all vehicles is kept clean and free of broken mirrors or windows, excessive grime, major dents, or paint damage that detract from the overall appearance of the vehicles.

## **Passenger Compartments**

As also noted earlier:

- Passenger compartments are kept clean and are free from torn upholstery and floor covering, damaged and broken seats, and protruding sharp edges.
- The interiors of all vehicles are clean and free of torn upholstery, floor or ceiling covering, damaged or broken seats; protruding sharp edges; dirt, oil, grease or litter; or hazardous debris or unsecured items.

## **Passenger Boarding**

Vehicles with a floor threshold of greater than twelve (12) inches include a retractable step or a step stool to aid in passenger boarding:

- These step stools are always used to minimize ground-to-first step.
- Step stools have four (4) legs with anti-skid tips.
- We recognize that under no circumstances must a milk crate or similar substitute be permitted on any vehicle.

## **Vehicle Safety Precautions (Bumpers)**

All vehicles designed to transport more than seven (7) passengers and one (1) driver shall have a child safety alarm device

## **Vehicle Safety Flooring**

Vehicle floors are covered with commercial anti-skid, ribbed rubber flooring, or carpeting.

Ribbing does not interfere with wheelchair movement between the lift and wheelchair positions.

Vehicles and attached components are in compliance with or exceed standards as set by the manufacturer, state and federal regulating authorities.

## Vehicle Cameras

Cameras in vehicles used in NET services meet the minimum requirements for the video systems listed in the IFB:

- HD 720 p
- Minimum 45-day playback/viewing (all data is retrievable for auditing purposes)
- GPS on camera
- Interior view (The camera is positioned so all passenger activity is recorded.)

The required video systems are maintained in good working order each day the transportation vehicle used on the NET contract. If the video systems are not fully operable, then the vehicle is not used to transport beneficiaries until the video system is in good working order.

## 2.26 VEHICLE INSPECTIONS

As noted earlier CADC-SCAT has its own professional maintenance facility that is able to keep a close eye on our vehicles. Vehicles not stored at the maintenance facility are scheduled to be checked monthly by CADC-SCAT's Site Supervisors. The Safety and Security Officer who is also the Service Center Supervisor will travel to various sites to inspect all vehicles for CADC. In this inspection process it will be verified that all vehicles meet the requirements as specified in this IFB. All monthly inspection records will be maintained and made available to DMS or the NET Monitoring Contractor upon request. A yearly inspection is performed by the SCAT Service Center Supervisor who is a certified mechanic on all vehicles.

Overall, vehicle inspections involve:

- Daily walk around by the driver.
- Monthly inspections and a yearly inspection are performed by CADC-SCAT's Service Center Supervisor who is a certified mechanic.
- Vehicles are available to the NET Monitoring Contractor as needed for inspections.
- Drivers are required to perform daily vehicle inspections before they begin their routes. A copy of the daily vehicle pre-trip checklist is provided in Appendix E, and this checklist includes all items listed in the IFB.



- This form also provides the ability to identify defects or deficiencies that would impact operation of the vehicles. These defects or deficiencies are then corrected before the vehicle is placed back in service.
- As needed vehicle inspection forms, checklists, and reports will be submitted to the DHS/DMS Monitoring Contractor. Records of all inspections are maintained and available at our central business office for inspection by DHS/DMS.

### **Broker/Sub-contractor inspection of sub-contractor's vehicles**

CADC is aware that prior to the execution of a service agreement between our agency and any sub-contractor we must conduct an initial inspection of all the sub-contractor's vehicles and certify that the vehicles are in compliance with the specifications of this IFB.

### **Scheduled Inspections – Broker/Sub-Contractor Vehicles**

We are also aware that subsequent inspections to identify the need for repairs and to record preventative maintenance must be completed no later than thirty (30) days after the most recent inspection.

### **Annual Vehicle Inspections**

CADC is aware that we must also develop and implement an annual inspections process to verify that the vehicles meet the requirements as specified in the IFB, and that annual inspections are recommended at the time of vehicle registration renewal.

## **2.27 QUALIFICATIONS, DRIVER AND ATTENDANT**

As detailed earlier in our proposal CADC requires a high standard of driver and attendant accountability and conduct that is maintained through scheduled training. As the broker CADC will ensure that the minimum qualifications from the IFB are fully met.

- All drivers must have a valid driver's license for the state in which they reside for the class of vehicle to which they are assigned.
- Drivers must be at least twenty-one (21) years of age or older.
- All drivers must be competent in their driving habits; be courteous, patient and helpful to all passengers; and be neat and clean in appearance.
- All drivers must meet current State and Federal Motor Carrier Safety Regulations and guidelines.

Our agency also requires a high standard of attendant accountability, as this care is an essential component to NET services. All attendants must be competent; be courteous, patient and helpful to all passengers; and be neat and clean in appearance.

## **Driving Compliance Documents**

CADC maintains the following driver records, for each driver:

- Driver's name, date of birth, and social security number.
- Copy of a valid driver's license.
- Driving record for previous three (3) years obtained from Arkansas State Police or Information Network of Arkansas (INA), updated annually.
- Certificates and documentation of current First Aid and CPR training, updated every two (2) years.
- Child and Adult Maltreatment Check, updated every three (3) years.
- Criminal Background Check, updated every five (5) years.
- Child passenger safety training.
- Lift operation and wheelchair securement training.
- Defensive driving training.
- Documentation of all complaints received regarding the driver.
- Documentation of all accidents or moving violations involving the driver.

## **Broker Requirement**

CADC ensures that all drivers are in an appropriate United States Department of Transportation (USDOT) drug and alcohol testing program, or a non-USDOT drug and alcohol testing program which mirrors the USDOT requirements.

Drug and Alcohol testing is required for each driver prior to hire, at random per USDOT requirements.

## **Driver and Attendant Qualifications (Criminal Related Offenses)**

- A person who has been convicted of a misdemeanor for a drug or substance abuse related offense during the last five (5) years will not drive or attend passengers.
- A person who has been convicted of any sexual offense or crime of violence will not drive or attend passengers.
- A person who has been convicted of any felony during the last five (5) years will not drive or attend passengers.
- A person who has been convicted, which includes a plea of guilty or nolo contendere, of a crime listed in Ark. Code Ann. 21-15-102(f) will not drive or attend passengers

unless the conviction has been reversed, vacated, or expunged or a waiver under 21-15-104 has been granted. A waiver may be granted to an individual five (5) or more years after conviction.

- If the felony or misdemeanor the individual is convicted of is listed under ACA 21-15-101(f), regardless of whether the conviction has been expunged and regardless of how long ago the crime was committed the individual cannot drive, unless the conviction has been vacated or reversed. No waiver will be granted.
- A person who has been named as an offender or perpetrator in a true, substantiated, or founded report from the Child Maltreatment Central Registry or the Adult and Long-Term Care Facility Resident Maltreatment Central Registry will not drive or attend passengers.

## **2.28 DRUG INFLUENCES, DRIVER**

CADC will not use any driver who has a verifiable, documented history of alcohol abuse or consuming narcotics or any other drugs that could impair their ability to perform their duties.

If CADC suspects any driver to be driving under the influence of alcohol, narcotics or other drugs, a supervisor trained per USDOT Drug and Alcohol Regulations will immediately make a documented reasonable suspicion determination, and if necessary, a reasonable suspicion drug or alcohol test will be conducted.

A copy of the CADC Drug and Alcohol Policy is provided in Appendix M.

## **2.29 LICENSES, REVOKED OR SUSPENDED**

Individuals who currently have or have had a suspended or revoked driver's license, commercial or other, within the last five (5) years, are prohibited from driving for any purpose under the NET contract.

## **2.30 FIRST AID CERTIFICATIONS**

All drivers will have current First Aid and CPR Training Certificates and documentation of child passenger safety, defensive driving and lift operation and wheelchair securement training. Certification and Re-certification that is solely "on-line" will not be accepted by CADC.

CADC also requires further training in emergency evacuation, transporting passengers with special needs, drug and alcohol awareness, HIPPA Training, Blood Borne Pathogen Training

as well as passenger assistance and sensitivity. All of this training is documented in each driver's personnel file and available for review upon request by DMS or the NET Monitoring Contractor.

## **2.31 FIRST AID AND CPR TRAINING**

First Aid and CPR training conforms to the American Heart Association or American Red Cross guidelines. The curriculum includes hands-on skilled based instruction, as well as written and practical testing, training. Instructors are qualified and authorized to teach the curriculum and are certified by a nationally recognized organization.

## **2.32 VIOLATIONS, DRIVING**

CADC-SCAT acknowledges that current and potential drivers who receive any combination of two (2) moving violations or accidents, where the driver was at fault, during the last twelve (12) months must be removed from service. This applies to either a NET vehicle as well as their personal vehicle. To monitor this closely CADC-SCAT performs regular driver's license checks.

## **2.33 PERFORMANCE MONITORING**

As noted earlier in our proposal CADC monitors performance on an ongoing basis. We are open to any additional monitoring from DHS/DMS and the DHS/DMS NET Monitoring Contractor through the future contract, including:

- Telephone contact
- Customer service satisfaction surveys
- Evaluation and verification of encounter information
- On-site inspections

CADC recognizes that DHS/DMS reserves the right to review our records to validate service delivery reports and other information.

- We welcome DHS/DMS or the DHS/DMS NET Monitoring Contractor to ride on trips to monitor service.
- As part of performance monitoring CADC vehicles are always available to DHS/DMS or the DHS/DMS NET Monitoring Contractor for inspection at any time.
- We recognize that the DHS/DMS NET Monitoring Contractor will review reports of complaints from beneficiaries regarding service and response time for scheduling transportation.

- We acknowledge that the DHS/DMS NET Monitoring Contractor maintains a toll-free helpline to receive service complaints from beneficiaries and health care providers.
- Our Project Director or designee will always be available to respond to DHS/DMS concerning these complaints immediately.

## **Broker Basic Performance Report**

We recognize that the DHS/DMS NET Monitoring Contractor will collect and publish information on our performance in the form of quarterly performance reports. This data may include, but is not limited to:

- Average monthly number of beneficiaries in the region
- Number of unduplicated beneficiaries receiving transportation
- Number of trips provided
- Number of requests for transportation denied, by reason
- Denial rate (trips provided and/trips denied)
- Number of complaints, by type
- Complaint rate (complaints divided by trips provided)
- Percentage of pick-ups and deliveries completed on time
- Percentage of trips reported in which required trip data was accurately provided
- Beneficiary satisfaction surveys

We recognize that this information may be used to assess damages or for termination of the contract.

## **Complaint Reports**

CADC will compile and analyze any complaints on a monthly basis. Our Project Director or designee will be available to respond to DHS/DMS concerning any complaints on NET services.

A written report which includes the number of complaints by type and description of the corrective action taken is sent to DMS by the 15<sup>th</sup> day of the month following the end of the reporting month and available upon request.

## 2.34 PERFORMANCE STANDARDS

- CADC will meet State law requirements that all contracts for services include Performance Standards for measuring the overall quality of services provided.
- We recognize that performance based contracting identifies expected deliverables, performance measures, or outcomes; and defines the acceptable standards a vendor must meet in order to avoid assessment of damages, and that the State has the right to modify, add, or delete Performance Standards throughout the term of the contract.
- We acknowledge that all changes made to the Performance Standards shall become an official part of the contract; Performance Standards will continue throughout the term of the contract; and failure to meet the minimum Performance Standards as specified may result in the assessment of damages or termination of the contract.

## ADDITIONAL RESPONSES

In addition to the responses included in this technical proposal, additional information on the capabilities of CADC-SCAT to continue to provide NET services for Region E are included with the appendices:

- Appendix N: CADC Title VI – Civil Rights Program
- Appendix O: CADC Affirmative Action Plan

# APPENDIX

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Appendix A  
Schedulers Operations Manual

Appendix B  
Letters of Reference

Appendix C  
Resumes of Key Staff

Appendix D  
2018 Arkansas Intrastate Renewal

Appendix E  
Daily Vehicle Inspection Sheet

Appendix F  
SCAT Driver Handbook

Appendix G  
Certificate of Insurance

Appendix H  
Accident Procedures for Supervisors

Appendix I  
CADC Brochures

Appendix J  
Preventive Maintenance Schedule

Appendix K  
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