



## **NEW CREDENTIALING PROCESS EFFECTIVE JANUARY 1, 2011**

A healthy NEMT Provider Network is a compliant one. In an effort to help reduce errors and streamline the process of submitting credentialing for drivers and vehicles, we are implementing an improved process. Beginning **January 1, 2011**, all credentialing will be sent to the local New Jersey operations.

We have included a credentialing guide to help better understand the required documents that must be submitted for new drivers and vehicles. We are currently reviewing all provider files for compliancy. If your company is not compliant, we will contact you within a few days to notify you of any missing or expired documents.

All compliance information missing or expired needs to be submitted to the Edison office no later than **January 15, 2011** to allow sufficient time to update our system. Your driver/vehicle will be entered or updated within three to five business days.

**EFFECTIVE WITH TRIPS DATED FEBRUARY 1, 2011, ANY CLAIMS SUBMITTED WITH A DRIVER OR VEHICLE NOT FULLY COMPLIANT WILL BE DENIED.**



**COMPLIANCE REQUIREMENTS**  
**FOR**  
**New Jersey**  
**TRANSPORTATION PROVIDERS**

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## Credentialing Requirements for Drivers

### New drivers:

New Jersey has a set of required credentials that must be submitted for a driver to be entered into the system as a compliant driver. These credentials are outlined on the driver update sheet that you received during orientation. This sheet is **required** when submitting any credentialing document you send in.

When submitting new drivers, it is very important to send a **complete** new hire packet. **When incomplete packets are received this delays your driver being entered and may push back their start date.** The only permissible instances items can be missing are when a window has been allotted for document's results to return.

The chart below outlines your state's requirements, how you will see it in the system and the expiration for the credential.

Credentials	As Shown On Provider Web Portal	Expiration
<b>Drivers:</b>		
<b>Training</b>	Mod 1 & 2 (MAVT or EMT) Mod 3 (defensive driving, EVOC, CEVO, or LGTC training) CPR	Date on card Date on card 7-01-2011 Date on card
<b>Driver's License</b>	Driver License	Expiration on license
<b>10 Panel Drug Screen</b>	Drug Screen	7-1-2016
<b>Criminal Background Check</b>	Criminal Background Check	1 yr
<b>Fingerprint Screening</b>	Fingerprint Screening	5 yr
<b>MVR</b>	Motor Vehicle Record	1 yr

The compliance department only enters results and expiration dates into the system. **Please make sure that these are shown and legible prior to submittal.** We generally do not need applications or receipts that a screening was done. Please only send these when requested by your compliance specialist.

### Incomplete Packet/Pending

If an incomplete new hire/updated packet is received, your driver will be in pending status. Pending means the driver will not be processed until all requested documents are received and approved. A driver can also be placed in pending status if the documents received are not clear and legible. When you submit the requested documents, please send in the request form with your documents for referencing purposes. The pending driver cannot be used while their status is pending. If the driver/vehicle is used while in pending status, your claims will be affected.

## **Actual start date vs. hire date:**

A driver's LGTC start date is determined by the most recent date on the last credentialing document. This date may not correspond with the date that the driver was hired with your company.

Example:

You hire John Doe on 9-1-10. He submits the following dated documents:

- Drug screen: 8-30-10
- Medical screening: 8-28-10
- Criminal background: 8-30-10

- MVR: 9-5-10

According to the dates on his credentialing documents, **his LGTC start date would be 9-5-10** because that is the date on the last credentialing document that made him compliant and eligible to transport, any trips made prior to this would be invalid.

## **General updating:**

When submitting updates for your drivers and vehicles please be sure to fill out an update sheet for the credentials you are submitting. The items need to be **clear legible copies** so that the information can be read on the document. Carbon copies do not transmit well and should not be submitted via fax. When sending in documents, be sure to check that the results are given, all pages are submitted and the correct date is notated.

## **Valid documents:**

New hire documents must be dated within 60 days of their LGTC start date.

## **Use of update sheets:**

When submitting a new hire or any credentialing document it is very important to submit an update sheet every time. This document needs to be filled out in its entirety. When submitting updates the entire sheet does not need to be completed again, but at least the company name, date and driver's name/vehicle VIN # need to be filled in. **Please do not reuse old update sheets with incorrect dates and items checked off.** This causes delays in the processing the credentials. Documents will not be processed without an update sheet

## **Sample Employee Update Forms**

On the next 3 pages, samples of a required update form for an employee have been provided. This form must be filled out properly to reflect New, Update or Termination of an employee and the documents you are submitting.

**SAMPLE OF A PROPERLY FILLED OUT EMPLOYEE UPDATE FORM**  
**NEW HIRE**

**NEW JERSEY PROVIDER EMPLOYEE UPDATE** Driver  **Attendant**

Provider Company Name: **123 Cab**

Choose the applicable option

Date: **June 2, 2010** (circle one) **New Hire** Update Termination

Hire Date: **May 30, 2010** Termination Date: \_\_\_\_\_

**Jones** **Ray** **A**  
 EMPLOYEE'S LAST NAME, EMPLOYEE'S FIRST NAME M.I.

**9-1-1979** **123-45-6789**  
 DATE OF BIRTH SOCIAL SECURITY NUMBER

**J12345678901234** **NJ** **11-12-2012**  
 EMPLOYEE'S DRIVER'S LICENSE NUMBER STATE EXP. DATE OF LICENSE

<u>Training</u> ✓	<u>Driver's License</u> ✓	<u>Annual Drug Screen</u> ✓	<u>Annual MVR</u> ✓	<u>Annual Background Check</u> ✓
Module 1, 2 & 3 training is required.  <b>Module 1 &amp; 2 =</b> MAVT or EMT training  <b>Module 3=</b> Defensive Driving, CEVO, EVOC, or LGTC training (administered online) <input type="checkbox"/>  <b>Mod 3 training must be completed within 45 days of drivers' hire date.</b>	For drivers 18 – 20 yrs old, they will automatically be placed on <b>CONDITIONAL</b> status and a new MVR will be required every 6 months, until they turn 21  <b>Clear legible copy</b>  <hr/> <b>CPR card</b> ✓  <b>Required with new hire package.</b>	<b>10 panel</b> Negative screen  Drivers who test positive due to prescribed medications must include the physician's statement on letterhead for review.  On a quarterly basis LGTC will provide a 25% random pool list of drivers. Those chosen will have to submit drug screen results within a week's time.	<b>MVRs must go as far back as the driver has lived in NJ (with a 3 year minimum)</b>  Only drivers are required to submit an MVR  No moving violations, suspensions, revocations, commercial or other in the past 3 years  Drivers with 5 or more non-moving violation suspension will be submitted to the state for review  Drivers may have no more than 4 combined moving violations (with points) and at-fault accidents in the previous 3 years  Can not have any DUI convictions in the past 3 years	<b>7 yr history Required annually after initial hire date.</b>  No prior convictions for crime of violence, substance abuse or sexual nature in the past 7 years  <b>Fingerprints</b> ✓ From New Jersey State Patrol (Sagem Morpho) or the FBI  <b>Fingerprint results must be received within 60 days of the driver's hire date</b>  <b>New Jersey Sex Offender Check</b> ✓ Obtained online from <a href="http://www.familywatchdog.us">www.familywatchdog.us</a> or <a href="http://www.state.nj.us/njsp/info/reg_sexoffend.html">http://www.state.nj.us/njsp/info/reg_sexoffend.html</a>

**Please be sure to send in all documents for the driver to be entered into the system. Drivers will not be entered without a complete documentation packet.**

COMPLETED BY: **Karen Smith**

Check off all items that are being submitted

# SAMPLE OF A PROPERLY FILLED OUT EMPLOYEE UPDATE FORM

## UPDATE

**NEW JERSEY PROVIDER EMPLOYEE UPDATE** Driver  Attendant

Provider Company Name: **123 Cab**

Choose the applicable option

Date: **June 2, 2010** (circle one) New Hire  **Update**  Termination

Hire Date: **May 30, 2010** Termination Date: \_\_\_\_\_

**Test** **Driver** **G**  
 EMPLOYEE'S LAST NAME, EMPLOYEE'S FIRST NAME M.I.

**8-23-1989** **123-45-6789**  
 DATE OF BIRTH SOCIAL SECURITY NUMBER

**J12345678956789** **NJ** **1-15-2011**  
 EMPLOYEE'S DRIVER'S LICENSE NUMBER STATE EXP. DATE OF LICENSE  
 (Parameters)

<u>Training</u>	<u>Driver's License</u> <input type="checkbox"/>	<u>Annual Drug Screen</u> <input checked="" type="checkbox"/>	<u>Annual MVR</u> <input type="checkbox"/>	<u>Annual Background Check</u> <input checked="" type="checkbox"/>
Module 1, 2 & 3 training is required.  <b>Module 1 &amp; 2 =</b> MAVT or EMT training <input type="checkbox"/>  <b>Module 3=</b> Defensive Driving, CEVO, EVOC, or LGTC training (administered online)  <b>Mod 3 training must be completed within 45 days of drivers' hire date.</b>	For drivers 18 – 20 yrs old, they will automatically be placed on <b>CONDITIONAL</b> status and a new MVR will be required every 6 months, until they turn 21  <b>Clear legible copy</b>  <hr/> <b>CPR card</b> <input type="checkbox"/>  <b>Required with new hire package.</b>	<b>10 panel</b> Negative screen  Drivers who test positive due to prescribed medications must include the physician's statement on letterhead for review.  On a quarterly basis LGTC will provide a 25% random pool list of drivers. Those chosen will have to submit drug screen results within a week's time.	<b>MVRs must go as far back as the driver has lived in NJ (with a 3 year minimum)</b>  Only drivers are required to submit an MVR  No moving violations, suspensions, revocations, commercial or other in the past 3 years  Drivers with 5 or more non-moving violation suspension will be submitted to the state for review  Drivers may have no more than 4 combined moving violations (with points) and at-fault accidents in the previous 3 years  Can not have any DUI convictions in the past 3 years	<b>7 yr history Required annually after initial hire date.</b>  No prior convictions for crime of violence, substance abuse or sexual nature in the past 7 years  <b>Fingerprints</b> <input type="checkbox"/> From New Jersey State Patrol (Sagem Morpho) or the FBI  <b>Fingerprint results must be received within 60 days of the driver's hire date</b>  <b>New Jersey Sex Offender Check</b> <input checked="" type="checkbox"/> Obtained online from <a href="http://www.familywatchdog.us">www.familywatchdog.us</a> or <a href="http://www.state.nj.us/njsp/info/reg_sexoffend.html">http://www.state.nj.us/njsp/info/reg_sexoffend.html</a>

**Please be sure to send in all documents for the driver to be entered into the system. Drivers will not be entered without a complete documentation packet.**

COMPLETED BY: **Karen Smith**

Check off all items that are being submitted

**SAMPLE OF A PROPERLY FILLED OUT EMPLOYEE UPDATE FORM**

**TERMINATION**

**NEW JERSEY PROVIDER EMPLOYEE UPDATE Driver  Attendant**

Provider Company Name: **123 Cab**

Choose the applicable option

Date: **June 2, 2010** (circle one) New Hire Update **Termination**

Hire Date: \_\_\_\_\_ Termination Date: **6-5-10**

Be sure to note the actual termination date

**Plomn** **Monty** **G**  
 EMPLOYEE'S LAST NAME, EMPLOYEE'S FIRST NAME M.I.

DATE OF BIRTH SOCIAL SECURITY NUMBER

EMPLOYEE'S DRIVER'S LICENSE NUMBER STATE EXP. DATE OF LICENSE  
 (Parameters)

<b>Training</b>	<b>Driver's License <input type="checkbox"/></b>	<b>Annual Drug Screen <input type="checkbox"/></b>	<b>Annual MVR <input type="checkbox"/></b>	<b>Annual Background Check <input type="checkbox"/></b>
Module 1, 2 & 3 training is required.  <b>Module 1 &amp; 2 =</b> MAVT or EMT training <input type="checkbox"/>  <b>Module 3=</b> Defensive Driving, CEVO, EVOC, or LGTC training (administered online) <input type="checkbox"/>  <b>Mod 3 training must be completed within 45 days of drivers' hire date.</b>	For drivers 18 – 20 yrs old, they will automatically be placed on <b>CONDITIONAL</b> status and a new MVR will be required every 6 months, until they turn 21  <b>Clear legible copy</b>  <hr/> <b>CPR card <input type="checkbox"/></b>  <b>Required with new hire package.</b>	<b>10 panel</b> Negative screen  <hr/> Drivers who test positive due to prescribed medications must include the physician's statement on letterhead for review.  <hr/> On a quarterly basis LGTC will provide a 25% random pool list of drivers. Those chosen will have to submit drug screen results within a week's time.	<b>MVRs must go as far back as the driver has lived in NJ (with a 3 year minimum)</b>  Only drivers are required to submit an MVR  No moving violations, suspensions, revocations, commercial or other in the past 3 years  Drivers with 5 or more non-moving violation suspension will be submitted to the state for review  Drivers may have no more than 4 combined moving violations (with points) and at-fault accidents in the previous 3 years  Can not have any DUI convictions in the past 3 years	<b>7 yr history Required annually after initial hire date.</b>  No prior convictions for crime of violence, substance abuse or sexual nature in the past 7 years  <hr/> <b>Fingerprints <input type="checkbox"/></b> From New Jersey State Patrol (Sagem Morpho) or the FBI  <b>Fingerprint results must be received within 60 days of the driver's hire date</b>  <hr/> <b>New Jersey Sex Offender Check <input type="checkbox"/></b> Obtained online from <a href="http://www.familywatchdog.us">www.familywatchdog.us</a> or <a href="http://www.state.nj.us/njsp/info/reg_sexoffend.html">http://www.state.nj.us/njsp/info/reg_sexoffend.html</a>

**Note: When terminating drivers the update sheet is considered the termination letter. If a driver update sheet is not submitted stating that a driver has been terminated the driver will not be deactivated in the system. The last date of service has to be included on the form. This is the official and only means to have a driver deactivated. An example is given below of how the update sheet is to be completed in this case.**



## Credentialing Requirements for Vehicles

The chart below outlines your state's requirements, how you will see it in the system and the expiration for the credential.

<b>Credentials</b>	<b>As Shown On Provider Web Portal</b>	<b>Expiration</b>
Drivers:		
<b>Vehicles:</b>		
Current registration	Registration	Date on registration
LGTC inspection	Last date of inspection	12 months from last inspection
BLS form (for ambulances only)	Public Service Certification	Expiration on form

### **Adding New Vehicles:**

When adding new vehicles to the system the current registration, LogistiCare (LGTC) inspection and vehicle update sheet must be submitted. If a vehicle is an ambulance, a BLS form must be submitted in place of the LGTC inspection for a vehicle to be entered. Without all three of these items present the vehicle will not be added.

### **Deleting Vehicles:**

When deleting vehicles, the most important aspect to include is the last day of use. This is the date that will be entered into the system as the vehicle's end service date. Vehicles will not be deactivated without this sheet

### **Vehicle Update Sheet:**

Use of the update sheet is very important when adding, deleting or updating vehicle information. It is to be used each time an item is submitted.

When adding vehicles it is important that the update sheet is filled out clearly and completely so that the VIN numbers can be read. The LogistiCare system uses the last six numbers of the VIN for referencing and claims purposes. So it is very important that these numbers are clear and correct. The current registration, completed update sheet and LGTC inspection must be present when submitting new vehicles. If all of these items are not present the vehicle will not be added to the system.

# Vehicle Update Sheet

**Choose the applicable option**



Please mail or fax a copy of the update form and documents to:  
 Mail: LogistiCare- Compliance Dept  
 Yumelda Norton  
 503 Oak Place Suite 550  
 Atlanta, GA 30349

Fax: Yumelda Norton  
 877-352-5639

## NEW JERSEY VEHICLE UPDATE FORM

Provider Company Name: 123 Cab

Date: Jan 3, 2010

Completed by: Horace Smith

Add

 Update Delete (circle one)

V.I.N	Add Update Delete	Year	Make	Model	*Type of Vehicle A/W/S	License Plate #	Is the Vehicle Inspection Included?	Is the Current Registration Included?	If Deleting, last day of use
1) 1ABCD2EF3GHI45678	ADD	99	HONDA	ACCORD	A	BC2319	YES	YES	
2)									
3)									
4)									
5)									
6)									
7)									
8)									
9)									
10)									
11)									

\* Ambulatory, Wheelchair, or Stretcher

\*\* MAVs must send in copy of DHSS vehicle license

\*\*\* Ground ambulance must send in license from NJ Dept of Health and Senior Services

## Reading LogistiCAD Reports

LogistiCAD is LogistiCare's internal software used to support and manage transportation provider (TP) services based on document submittal. A series of reports will be generated and faxed to your company once a month from LogistiCAD to assist and remind you of all documents that will or have expired. You will receive the following three reports for your convenience to help maintain and manage you drivers, vehicles and insurance. The following pages will show examples of the expiration reports you will receive for your drivers, vehicles, and insurance.

Each expiration report is important as they will assist you in maintaining your driver, vehicle and insurance compliance. These expiration reports are tools that will help remind you of expirations and give you the opportunity to obtain compliance documents before they expire. This will prevent billing interruptions and drivers becoming non-compliant (NC).

**Subcontractor Expiration Detail Report** - outlines drivers who have credentials that have already expired or will expire in the next 60 days from the day the report was ran

10/5/2010		<b>Subcontractor Expiration Detail Report</b>		LogistiCare Solutions, LLC
5:06:22 PM		*1 Expiration by 12/04/2010		
*2 Subcontractor Name	*3 Type	*4 Description	*5 Expiration Date	
<b>123 Cab</b>				
REAGAN NC, RONALD	SCREENING	Drug Screen	03/07/2010	
CLINTON, BILL R	SCREENING	Drug Screen	10/24/2010	
	SCREENING	Criminal Background Check	11/19/2010	
	SCREENING	Motor Vehicle Record	11/20/2010	
KENNEDY NC, JOHN	LICENSE	P-400-522-585-655 MI	08/22/2010	
	SCREENING	Criminal Background Check	11/06/2010	
	SCREENING	Drug Screen	11/07/2010	
ROOSEVELT, THEODORE	SCREENING	Motor Vehicle Record	09/14/2010	
	SCREENING	Drug Screen	09/15/2010	
LINCOLN NC, ABRAHAM	SCREENING	Drug Screen	03/07/2010	
<b>Key (Describes each column number from above)</b>				
*1 Drivers document expiration through date				
*2 Subcontractor (driver's) name				
*3 Notates screening training or driver's license				
*4 The actual screening document including driver license number				
*5 The expiration date of the credential				
<b>Note:</b> If you see an "NC" (non-compliant) in a driver's name this means that one or more of their credentials have expired. An end service date has been entered for that driver, which will not allow you to bill. The end service date will be removed only when all of the expired documents have been				
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**Vehicle by Provider Detail Report** - outlines vehicles that have credentials that have already expired or will expire in the next 60 days from the day the report was ran

Vehicle By Provider Detail Report										
10/05/2010 2:59:14 PM		Some Transportation Providers, Some Vehicles								
*1	*2	*3	*4	*5	*6	*7	*8	*9	*10	
123 Cab										
Veh #	Year	Make	Type	VIN	License	ST	License Expires	Last Inspect	Next Inspect	
123456	2005	Ford	Sedan	2FAHP71W85X123456	AAA123	MI	12/31/2011	04/10/2010	04/10/2011	
234567	2004	Ford	Van	2FAFP71W34X234567	BBB123	MI	12/31/2010	04/10/2010	04/10/2011	
345678	1999	Ford	Sedan	2FAFP71W7XX345678	CCC123	MI	03/31/2011	04/10/2010	04/10/2011	
456789	2000	Chevrolet	Sedan	1GNDX03E1YD456789	DDD123	MI	03/31/2011	12/09/2009	12/09/2010	
678888	2002	Nissan	Sedan	JN1DA31D42T5678888 NC	EEE123	MI	06/30/2010	08/09/2009	08/09/2010	
789999	2002	Lincoln	Van	1LNHM82W02Y789999	FFF123	MI	12/31/2010	10/09/2010	10/09/2011	
999999	2003	Chevrolet	Sedan	1GIND52JX3M8999999	GGG123	MI	08/31/2011	04/10/2010	04/10/2011	
Key (Describes each column number from above)										
*1 LogistCare uses the last six numbers of VIN to identify the vehicles.										
*2 The year of the vehicle										
*3 The make of the vehicle										
*4 The types of vehicles (sedan, van, wheelchair van etc.)										
*5 The complete VIN# must be entered into our system to activate the vehicle										
*6 The tag / plate for the vehicle										
*7 The state of the transportation provider (TP)										
*8 The tag/ registration expiration										
*9 The last date vehicle was inspected by LogistiCare										
*10 The next date the vehicle is due for LogistiCare inspection										
Note: If you see an "NC" (non-compliant) after VIN this means that the inspection and or registration has expired. An end service date has been entered for that vehicle, which will not allow you to bill. The end service date will be removed only when all of the expired documents have been received and approved.										

**Expired Insurance Detail Report** - outlines whether the general, auto and/or worker's compensation insurance has already expired or will expire in the next 60 days from the day the report was ran

Expired Insurance Detail Report						
10/5/2010						LogistiCare Solutions, LLC
3:16:44 PM			*1 Expirations by 12/05/2010			
123 Cab						
*2	*3	*4	*5	*6	*7	
Provider/ contact info	MI	zipcode	insurance expire	Date insurance expires		
123 Cab			NA		WORKMANS	
100 way st			NA			
Detroit	MI	63143	Expiration:	06/30/2010		
123 Cab			Up Insurance		GENERAL	
100 way st			ABCDEF10101010			
Detroit	MI	63143	Expiration:	12/04/2010		
123 Cab			Up Insurance		VEHICLE	
100 Way st			ABCDEF10101010			
Detroit	MI	63143	Expiration:	12/04/2010		
<b>Key (Describes each column number from above)</b>						
*1 Indicates the date the credentialing documents will expire						
*2 The TP (Transportation Provider) or company name						
*3 The providers's state						
*4 The providers zip code						
*5 The insurance company name and policy number						
*6 The date the insurance expires						
*7 The Type of insurance						
<b>Note: Insurance certificates must include a policy number and have LogistiCare as listed the additional insured and certificate holder</b>						

## **Best Practices**

This section will cover some best practices that you can use to ensure your information is entered correctly and in a timely manner. By following these guidelines it will cut down on drivers being placed in pending, entry errors and billing conflicts.

### **Document submittal**

- All Documents are to be faxed or mailed in.
- When faxing documents in, please make sure that the originals are clear and legible (carbon copies do not transmit well). If an illegible document is received your specialist will request that you to resubmit or mail a clear copy in.
- Mailing documents in is the best way to be sure that a clear copy was sent and will be received. When illegible documents are received it can cause delays in the processing time of the driver/vehicle in question.

### **Be proactive with your compliance**

- Be aware of what, when and by what means your documents were submitted. This will assist in researching any concern or question that may arise. Documents can be in queue up to 72 hours. Please do not send duplicates until this time has lapsed and you have spoken to your compliance specialist.
- When contacting your compliance specialist by email or fax please be sure to be specific in your questioning. Provide your company's name, the driver and/or vehicle in question and specific details so that the specialist can obtain the relevant information to answer you question.
- When submitting credentials be sure to check that these key items are checked:
  - The expiration or screening date is present
  - If applicable, the results of the screening are shown
  - The original copy of the credential is clear, so that the sent version has a better chance of transmitting clear if it is faxed
- Also make sure that your compliance specialist has the most up to date contact information for your company (fax & office numbers, email addresses and correct person to contact for compliance issues). This will allow the specialist the ability to contact you in multiple ways in case one does not work.

### **Timely submittal of documents**

- Be sure to always review your reports on a regular basis to avoid driver and vehicle documents expiring. When documents are about to expire it is best not to wait until the last minute to obtain the renewal. When doing this you run the risk of your drivers/vehicles becoming non compliant. This can result in non payment for trips that they have ran while non compliant and legal issues if an accident were to occur.

### **Using update sheets**

- It is important to always use an update sheet when submitting any documentation. This assists the compliance specialist in know when, what and what needs to be done with the information (new hire, termination, or update).
- Use of clear or typed handwriting on the update sheet is critical. Illegible writing slows down processing time and leaves room for entry errors.
- When submitting updates, make sure you are sending the most current and up to date information available.