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From Dallas to Orlando: NEMTAC's Milestones and What Comes Next

By Peter J. Hicks

What an exciting year it has been! As your industry standards developer, NEMTAC® has been hard at work developing standards that level the playing field across the industry, ensure quality, enhance safety, and ultimately improve the experience for all participants. Part of that process involves continuous review of our methods and governance. At Transform, we shared several key updates—here are the highlights for those who could not attend.

Standards

We began by strengthening our stakeholder engagement. Our original list of stakeholders was too broad and not fully representative of the industry. This year, we refined and expanded that list to ensure each sector has a true voice in NEMTAC's standards development.

To support that, we introduced a **balance matrix** for each advisory committee, creating a clear way to measure representation across stakeholder groups.

We also established the **Standards Subcommittee**, separating it from other advisory committees to maintain objectivity and reduce undue influence. It became clear that individuals serving on multiple committees had the ability to sway the process, so we corrected that by ensuring staff and board members no longer vote on standards. This step aligns with ANSI guidance and reinforces the impartiality of our process.

Now, we are calling on you: if you have an hour a month and expertise in your area, join us in shaping the standards that define our industry. Apply today and help us ensure safe, reliable transportation nationwide.

Education

You spoke—and we listened.

The **Certified Transport Specialist® (CTS®)** course has long served as NEMTAC's online solution for providers seeking a single program that covers all federally required training. This year, we introduced the **Transportation Specialist Education Standard**, designed not only for educators but also for brokers and payers. Now, when sourcing NEMT providers, they can prioritize certified drivers who meet this

recognized standard.

We've also partnered with several national and regional brokers, offering discounted CTS access across their networks. This step accelerates adoption of certified training across the country. Looking ahead, the **Mobility Device Securement Education Standard** is in draft review, to be followed closely by the **Stretcher Operations Education Standard**. Both will bring updated content to their corresponding courses. Certified instructors will soon receive invitations from Joel to enroll in bridge courses to update their knowledge. For those seeking courses, the education page on the NEMTAC website has everything you need.

NEMTAC® Transform Conference

This year's **Transform 2025 Conference in Dallas** was record-breaking, with nearly 700 attendees joining us to educate, engage, and evolve the industry. The event featured powerful speakers, dynamic breakout sessions, and an exhibit hall of almost 60 vendors—including 10 vehicle manufacturers and modifiers—that generated some of the most positive feedback we've ever received.

The momentum continues with **Transform 2026**, scheduled for **August 16–19, 2026, in Orlando, Florida**. That's right—four full days this time, with a bigger agenda and expanded opportunities for exhibitors. The 2026 floor plan will grow to accommodate up to 68 exhibitors, offering even more ways to connect with the businesses that drive our industry forward.

We know August in Florida raised some eyebrows, but thanks to our partners at Visit Orlando, attendees will enjoy access to more than 70 local restaurants offering discounts when you show your conference badge. Plus, there will be late-entry theme park access specials exclusive to Transform attendees.

Fundraising & Growth

This summer, we explored new fundraising ideas—including the possibility of **NEMTAC-branded coffee**. While some questioned whether it fit with our mission as a standards body, the reality is that NEMTAC is a nonprofit that operates on behalf of the industry. Every course taken, every event attended, and every sponsorship supports our ability to do this work.

To sustain and grow, we consolidated event sponsorships and sustaining partnerships into the **NEMTAC Partner Program**—a year-round visibility and support model that helps fund standards development, education, and events. We've also engaged a grant writer to accelerate progress on several initiatives. So, will there be coffee? Likely yes—but more importantly, there will be sustainable funding to ensure NEMTAC continues as the neutral, third-party standards developer the NEMT industry needs.

Closing Thought

From Dallas to Orlando, this has been a year of milestones that reflect not only where we are today, but where we are headed. With strengthened standards, expanded education, a record-setting conference, and new growth strategies, NEMTAC remains committed to building a safer, more reliable, and more respected NEMT industry.

From Dallas to Orlando, the momentum continues — record attendance, expanded education, and a growing voice for every stakeholder.

Transforming the Future: NEMTAC Transform 2025 Recap

When 696 professionals gathered at the Hilton Anatole in Dallas this past August, the energy in the air was undeniable. NEMTAC Transform 2025 was more than a conference—it was a movement, a milestone, and a moment where the Non-Emergency Medical Transportation (NEMT) industry showcased both its resilience and its momentum.

For three full days, participants immersed themselves in pragmatic learning, standards-forward dialogue, and visionary discussions that pointed to the next chapter of NEMT. From leadership frameworks exploring velocity and stability to broker operations addressing credentialing, KPIs, rural access, and no-shows, to the complexities of legal and regulatory readiness—every session carried a singular theme: what to do next.

“It was great that the exhibitor space was so large yet seemed bustling and full to capacity—there were a lot more operators than in the past!” said T.C., echoing the excitement felt across the exhibit hall.

Celebrating Excellence

Transform 2025 was also a stage for honoring the very best in the industry. The Industry Excellence Awards spotlighted organizations like Skyline Transport, Ride Your Way, Provide A Ride, Bambi Health, and H&M Transport. Their stories highlighted innovation, operational excellence, and leadership that raise the bar for the entire field.

One attendee summed it up: *“The information on how government and state policy is affecting the NEMT industry is highly valuable.”* (A.C.)

The Power of Networking

If there was one word that came up again and again in post-event feedback, it was **NETWORKING**.

NEMTAC Transform 2025 brought together a diverse balance of providers, vendors, collaborators, regulators, legislators, and others shaping the industry’s future. “I’ve exhibited at various industry conferences, and the NEMTAC Transform conference is by far the most valuable for our company,” shared F.C.

That sentiment was echoed by N.C., who remarked, *“I am thrilled, because I didn’t think NEMTAC Transform would be such a client acquisition conference—but it has been!”* Clearly, the connections made in Dallas were more than business cards exchanged; they were partnerships formed, ideas sparked, and opportunities opened.

Looking Ahead: Transform 2026 in Orlando

As powerful as the Dallas experience was, the story doesn't end there. Plans are already underway for **NEMTAC Transform 2026**, and this is the reminder you don't want to miss:

Dates: August 16–19, 2026

Location: JW Marriott Grande Lakes, Orlando, FL

Registration: \$725 early bird (by May 1, 2026); \$925 standard

Attendees will not only experience another round of transformative education and networking but also have access to Orlando's world-class attractions and amenities. To plan your visit, check out

[Visit Orlando's delegate resources.](#)

Don't Miss Out

The buzz around Transform 2025 makes one thing clear: you'll want to secure your spot for 2026 as early as possible.

"The variety of educational session topics at NEMTAC Transform was great," said **J.G.**, reflecting on this year's program. Next year promises to deliver even more.

So, whether you were part of the excitement in Dallas or following along from afar, mark your calendars now.

Stay tuned to [NEMTAC.co](https://nemtac.co) for the official registration launch, and follow along on [LinkedIn](#) for the latest announcements.

Because the future of NEMT is being built at Transform—and you'll want to be in the room when it happens.

Celebrating Excellence: NEMTAC® Industry Awards Shine at Transform 2025

The Non-Emergency Medical Transportation Accreditation Commission® (NEMTAC®) proudly honored outstanding leaders and organizations at the **2025 Transform Conference**, presenting its annual **Industry Excellence Awards**. These prestigious accolades recognize the very best across providers, accredited partners, brokers, innovators, and advocates—those who are moving the industry forward with integrity, creativity, and impact.

Honoring Industry Excellence Across All Categories

This year's winners represented the full spectrum of non-emergency medical transportation (NEMT), each making a unique mark on the industry:

- **NEMT Provider of the Year:** Skyline Transport (FL) – accepted by **Cho Ndiforchu**
- **Accredited Provider Excellence:** Ride Your Way – accepted by **Tom Sikkema**
- **Broker/Payer Partner of the Year:** Provide A Ride
- **Leadership & Advocacy Award:** H&M Transport – accepted by **Chase Lafferty**
- **Innovation Award:** Bambi Health – accepted by **Nirav Chheda**

From pioneering technology to steadfast advocacy, these honorees embody the best of NEMT—raising the bar for safety, compliance, reliability, and innovation.

Voices of the Winners

Awardees shared gratitude, pride, and a renewed commitment to advancing the field:

“That’s a wrap on NEMTAC Transform 2025—and what a way to close it out! Every year, these three days are hands-down the most fun and productive of the year... It’s a true honor to be recognized, and we’re proud to help lead the NEMT industry to new heights.”

— *Tom Sikkema, Ride Your Way*

“I’m honored to receive the NEMT Leadership & Advocacy Award... This is a testament to true leadership, creating a standard for us all to strive towards.”

— *Chase Lafferty, H&M Transport*

“This award is more fuel in our fire. It’s not just me, but our entire proud team of ten folks at Bambi who have brought their A-game to this industry and mission for years. RUN BAMBI RUN!!”

— Nirav Chheda, Bambi Health

These reflections capture the energy and shared commitment that define the NEMT community

A Spirit of Collaboration and Progress

The awards highlight more than individual success—they celebrate a collective mission to expand access, improve care, and innovate for the future. Whether through strong broker partnerships, accredited excellence, or groundbreaking technology, these honorees reflect the values that NEMTAC champions: **standards, education, and accreditation.**

Looking Ahead

As Transform 2025 closes, the anticipation for the next gathering is already building. With expanded programming, deeper networking, and continued focus on raising industry standards, NEMTAC and its partners are charting a future where every rider has access to safe, reliable, and innovative transportation.

The Industry Excellence Awards remind us that when providers, brokers, innovators, and advocates come together, the entire community rises.

Provide A Ride: The Human Side of Technology

The 2025 NEMTAC Transform Conference in Dallas was electric—buzzing with new ideas, promising technologies, and inspiring stories from every corner of the NEMT industry. The conversations confirmed something we’ve long believed at Provide A Ride: this work is evolving rapidly, and the organizations best positioned for the future are the ones that combine scalable systems with something even more powerful—a *human touch*.

We were deeply honored to be named **2025 Broker of the Year** by NEMTAC. It’s an award that belongs to every member of our team, and one we accept with genuine gratitude. But more than a recognition, it felt like a moment of reflection. What have we built that’s resonating so clearly? Why now?

The answer lies in how we’ve chosen to grow.

Technology Is Essential, But Not Sufficient

Like many in our industry, we’ve invested heavily in tools that help us track performance, identify gaps, and improve the member experience. We’re proud of our platforms, our reporting, and our operational visibility.

But even the best tech can only take you so far. At Transform, as leaders discussed trends and challenges, from value-based care to regulatory shifts, one theme kept surfacing: **relationships still matter**. Members need to feel seen. Clients need a partner, not just a portal. And when things get complex, whether it’s behavioral health coordination, high-volume dialysis routing, or reconciling overlapping eligibility, it’s people who make the difference.

A Philosophy Grounded in People

That’s what our latest white paper highlights: at Provide A Ride, we don’t just have technology, we know when to lean on it and when to step in ourselves.

- Our Client Engagement team doesn’t wait for complaints; we initiate conversations that strengthen partnerships.
- Our dispatch and call center teams aren’t just measured by speed—but by empathy and clarity.
- And our drivers and network providers understand the populations we serve because many come from those very communities.

We’ve seen the results firsthand. Over the past year, we’ve significantly reduced our complaint rate, increased ride satisfaction scores, and strengthened retention across every major client segment we serve.

Carrying the Momentum Forward

Transform was a milestone moment, not just for us, but for an industry that's coming into its own. We left Dallas energized and affirmed that our approach resonates. We're not just moving members from point A to point B, we're helping plans and providers ensure continuity of care, improve outcomes, and meet members with dignity.

As we look ahead to 2026 and beyond, we'll continue investing in smart systems, but more importantly, we'll keep investing in smart, compassionate people. Because while transportation may begin with logistics, it ends in trust.

Conference Recap: Key Takeaways from NEMTAC Transform 2025

By Patrick Delashmutt, Regional Sales Manager at Master's Transportation

Walking into [Transform 2025](#) in Dallas, I immediately recognized this would be different from other trade shows. As Regional Sales Manager for [Master's Transportation](#), I've attended four conferences in three years, but this one stood out for its organization and engaged attendee base.

The event logistics impressed me from start to finish. Vehicle drop-off ran smoothly, and both conference days maintained their momentum without the typical chaos that plagues other shows. The organizers made strategic decisions that benefited exhibitors—they separated non-emergency medical transport manufacturers across the floor, giving each company space to distinguish itself from competitors.



Photo: Left to Right:

Patrick Delashmutt, Master's Transportation
Regional Sales Manager

Nathan Klingensmith, Master's Transportation
Sales Director

Halee Fuentez, Master's Transportation Regional
Sales Manager

Standing Out Through Customization

This separation created opportunities for exhibitors to highlight what makes them different. Master's Transportation's booth featured a gurney attachment and oxygen bottle holder that drew consistent attention and sparked conversations about vehicle adaptations. These features opened discussions about meeting specific client needs rather than offering standard configurations.

Talking with dozens of attendees at our booth, I noticed that many had similar challenges but wanted personalized solutions, which reinforced how important differentiation becomes at industry events. Attendees asked detailed questions about customization possibilities and gravitated toward our unique solutions. It was a great reminder to me and my team that proper event planning benefits both exhibitors and attendees by creating space for meaningful conversations.

Attendee Engagement Exceeded Expectations

The number of actual prospective customers, not just vendors, surprised me. I've never seen more engaged attendees at a transportation conference. They stayed interested from day one through day two, asking detailed questions about wheelchair capacity, seating layouts, and vehicle specifications.

This was my first non-emergency medical transport conference, and the variety of inquiries impressed me. At school bus shows, everyone asks similar questions. Here, each person brought different needs

and challenges. The diversity of questions highlighted the industry's complexity and growth potential.

I noticed a strong presence from Florida attendees, which makes sense given their aging population and corresponding transportation needs. These conversations opened my eyes to regional market opportunities I hadn't considered.

Actionable Steps for Follow-Up

Transform 2025 generated concrete action items for my follow-up approach. First, I'm launching direct outreach using the attendee contact list to build a national email campaign targeting actual prospects. This systematic approach to follow-up will help maintain the connections made during the conference.

Second, I need to deepen my industry knowledge. My background is centered on schools and shuttle buses, so I'm diving into the specifics of medical transport to better serve these clients. The conference provided valuable education through both exhibiting and attending sessions; however, the learning process will continue as I work with more NEMT providers and gain a deeper understanding of their unique operational challenges.

Measuring Success and Building Reputation

The ROI from Transform 2025 will be achieved through sustained outreach and relationship building. I measure success through consistent follow-up rather than immediate sales. My approach focuses on building trust through action, experience and earned reputation, which generates direct calls from prospects across different states.

The conference atmosphere made engaging with attendees and potential customers easier. When you're comfortable with the environment and organization, conversations flow naturally. The thoughtful planning showed in every detail, from exhibitor placement to attendee engagement levels.

Looking Ahead

Transform 2025 set a high standard for industry events. The combination of strong organization, engaged attendees, and strategic exhibitor placement created ideal conditions for meaningful business connections. For vendors like Master's Transportation, this conference model demonstrates how proper event planning can maximize exhibitor success and attendee value.

The experience reinforced that NEMT represents a growing market with diverse needs that align well with our customization capabilities and nationwide service network.

Spec to Profit: The Real Choices That Define a Winning NEMT Fleet

By NEMTAC Staff

Recap of “Driven to Succeed: Smart Vehicle Choices That Power Profits” by Jim Cermak, Product Training Manager, Driverge Vehicle Innovations

When operators talk about their “fleet,” they often imagine a lineup of vans ready to roll. But in Jim Cermak’s session, he painted a more sobering picture: many of those vans never roll precisely because they were spec’d wrong. He called them “the van in the back”—the one that sits, underutilized, bleeding capital, insurance, and goodwill.

To avoid that fate, Cermak proposed that vehicle choice is not a purchase—it’s a profit decision. Over his years working with fleets, he’s seen two identical vans: one turning margin on every mile, the other sitting dormant because it doesn’t match the market it was bought for. His prescription: make seven foundational decisions before the sale—starting with business model and ending with compliance and warranties.

Below, I expand each of those decisions with real-world insights, caution flags, and examples operators can’t afford to ignore.

1. Business Model First: Let the Market Lead the Spec

Cermak opened by asking each attendee: *Who exactly are you transporting, and for what fare structure?* Are you focused on private-pay clients who expect white-glove service? Contracted Medicaid or dialysis trips? VA or hospital partnerships? Senior living shuttles?

Your answer here shapes every spec downstream. In denser urban markets with short hops, you might prioritize nimble vans and fast turnarounds. In rural regions, longer distance, fewer riders, and sparse dispatch density demand vehicles built for endurance.

He encouraged operators to create a “market brief” document: map your current and target segments, trip length distribution, rider mix (ambulatory vs wheelchair vs stretcher), and constraints in your service area (e.g., narrow roads, municipal entry rules). That brief becomes your spec anchor—so you don’t buy for “future we hope to get” today and end up misaligned.

In practice: a suburban operator bid for senior-living work but bought a large cutaway. Because many of the trips had only one occupant, that van averaged costs vastly higher per trip than a minivan would have—and sat idle for hours.

2. Size Matters: Minivan, Full-Size, or Cutaway?

Once your market is clear, size becomes the trade-off variable. A small van may handle 90% of your ambulatory or light wheelchair trips, but it won't scale. A cutaway might carry groups, but every time it's used for one or two riders, you pay heavy deadhead cost.

Cermak urged operators to analyze recent trip data: compute cost-per-rider-hour by class, spot underutilized trips, and enforce deployment rules (e.g., cutaways only for 8+ passengers or 2+ wheelchairs). He gave an example of a cutaway in a rural setting being deployed for a 30-mile one-person run—"hauling air" at a huge expense.

Industry sources echo this: mobility-vehicle blogs warn that cutaways can be cost-inefficient when used suboptimally.

In fleets I've seen, the smart hybrid is mixed: a base of small vans for daily runs and a minority of cutaways reserved for specialty contracts. The key is clear rules so no asset quietly becomes a financial drag.

3. Entrance Method: Ramp vs. Lift

This is one that operational data rarely surprises: when lifts break or go offline, your van becomes useless. Ramps, though simpler, limit load weight and incline tolerances.

Cermak shared that one large nursing-home chain converted to rear-entry ramps after repeated lift failures caused delays and client complaints. He challenged operators to audit their last 100 wheelchair trips—what chair weights, how often did lifts fail, how often did staff struggle? Use that data to decide whether lifts (for heavier chairs and more flexibility) or ramps (for lower cost and simplicity) are right for you.

Regulatory standards also matter. ADA guidelines require that ramp platforms longer than 30 inches support at least 600 lbs; shorter ramps at least 300 lbs. The ADA's slope rules (e.g. 1:12 or stricter in some localities) also constrain long ramp designs.

If you go lift, plan for redundancy—always have a spare lift motor, cables, or a fallback ramp. Downtime kills margins.

4. Entry Location: Side vs. Rear

Where the wheelchair or passenger enters the vehicle isn't trivial—it impacts traffic access, local rules, ride comfort, and dispatch logistics. Some cities (like Chicago) have side-entry mandates in specific zones; others (like Dallas) permit rear if ramp width meets criteria.

Cermak emphasized that many operators overlook municipal specs until their vehicle is refused access. He suggested investing in a regulatory mapping exercise before spec—identify entry rules, one-way street patterns (rear entry reduces roadside exposure), and how far wheelchair passengers sit from the driver (communication, safety, ride quality).

From ADA requirements, doorway dimensions matter—many sources cite a 56-inch door opening height as a baseline for accessible vehicles.

One operator I know lost a contract because their side-entry minivan couldn't park close enough to the curb in a client's facility layout; a rear-entry ramp would've solved it.

5. Seating & Floors: Fixed vs. Flexible

Flexibility costs money—but gives you optionality. A van with fixed seating that handles one mix might be simple, but if demand shifts (e.g. more wheelchair trips), you're stuck. Flexible floors or "smart floor" systems let teams reconfigure from ambulatory-heavy to wheelchair-heavy within minutes.

Cermak shared a layout: a Ford Transit 350 that toggles between 10 passenger / 0 wheelchair and 5 passenger / 3 wheelchair setups. That gives a single vehicle the ability to chase more marginal revenue rather than being locked to a niche.

When weighing flexibility, run the math: how much revenue gain or avoidable denial would a flexible setup offer (versus the incremental cost) over 3–5 years? Some fleets standardize two or three swap configurations to reduce complexity.

6. Fuel & Powertrain: ICE, Hybrid, or EV

Fuel and maintenance costs are the slow leak that erodes margins. Cermak urged operators to pilot one hybrid in dense service zones before going all-in. He noted that some converted Toyota Sienna hybrids report 33–35 mpg in real-world NEMT use (a claim echoed in operator forums).

Electric vans are enticing on emissions and lower energy cost—but only if route length, dwell time, and charging infrastructure align. For example, if you don't have reliable overnight or midday charge access, the EV sits idle. Some fleets are buying EVs only for short-hop, high-frequency runs; long rural legs still run ICE or hybrid powertrains.

Data-driven assignment systems (in logistics research) have explored real-time vehicle-to-route matching based on cost and energy models—if your system is that advanced, it can optimize whether EV or ICE goes on a route.

Insurance and maintenance costs differ across powertrains, too: EV battery warranties, charging infrastructure upkeep, and parts availability must be in your TCO model.

7. Condition, Compliance & Warranty: Know What You're Buying

A cheap used van can cost you more than a new one when lifts fail, roofs rust, and warranties expire. Cermak warned operators to insist on crash/pull/tilt test documentation from builders, verify frame condition (rust is a silent killer in lift vehicles), and confirm contract caps on age or mileage don't disqualify your asset.

Contract terms often dictate spec limits: many government or managed-care agreements limit vehicle age or total miles. Even if your van passes today, it might fall out of eligibility years later.

Wheelchair-accessible vehicles must also meet ADA obligations: lifts or ramps must meet width and load specs, securement systems (four-point tie-downs with lap/shoulder belts), and interior clearances.

One fleet I reviewed bought a used van “converted” by a third party but later discovered missing crash-test certification—the van was barred from bidding on some contracts and required expensive rework. The lesson: documentable compliance is non-negotiable.

Real-World Lessons That Hit Home

- **Downtime is stealth cost:** A lift motor failure can shut your van for days. In one case, an operator lost contract renewals simply because their backup ramp plan didn’t exist.
- **Regulations aren’t optional checkboxes:** One city kicked out side-entry vans that encroached curb spaces; operator couldn’t park legally.
- **Contracts enforce specs:** A transport operator lost a hospital contract because their van, though safe, exceeded permitted age in the contract.
- **Mix fleets with discipline:** Operators who let any van run any route fail dispatch performance—and lose margin on mismatch trips.
- **Tooling and ergonomics affect retention:** In one fleet, specifying reach-tools and better ramp winches reduced back injuries and driver turnover.

Why This Framework Matters Today

NEMT is no longer a backwater of rideshare-like flexibility. As reimbursement tightens, audits intensify, and value-based care demands reliability, your fleet decisions are central to your survival—not just your margins. A misfit van becomes a liability. A smartly spec’d fleet becomes a signature differentiator.

Viewed through this lens, Cermak’s seven decisions aren’t choices—they’re guardrails. They turn vehicles from sunk cost into strategic assets, protect bid eligibility, reduce downtime risk, and align your service to what your market truly demands.

So before signing that purchase order, run it through the seven lenses: your business model, size class, entrance method, entry location, floor flexibility, powertrain, and condition/compliance. If each link in the chain holds, you might just avoid that dreaded “van in the back.”

A Passenger-First Experience: Are NEMT Wheelchairs Worth the Hype?

By Michelle McCullough, Brand Manager, Broda

Michelle McCullough is a Brand Manager for Broda, a leading manufacturer of specialized wheelchairs for healthcare and non-emergency medical transportation. With nearly a decade of experience in healthcare marketing and content strategy, she has helped launch innovative products that improve both patient comfort and caregiver safety. Michelle is passionate about connecting providers with solutions that make transport and care more accessible.



Are you providing a passenger-first transportation experience? From scheduling apps to top-tier driver training, everyone in the NEMT industry wants to make their client experience as comfortable and convenient as possible. But what effect does equipment have on that experience? Most operators rely on basic, foldable transport wheelchairs or stretchers. Neither option offers much in the way of comfort and safety. There's got to be a better way.

At NEMTAC 2025, the Traversa Transport Wheelchair by Broda was a hot topic. But is this wheelchair worth the hype? Here are the top things to consider when choosing NEMT seating equipment.

Passenger Safety

Not all wheelchairs are equally safe on the road. How can you tell the difference between a safe wheelchair and an unsafe one? Look for the WC19 certification, the highest standard for transport wheelchair safety.

A safe, WC19 certified wheelchair will:

- Pass a 30 mph, front-impact crash test
- Have four securement points on the wheelchair frame
- Accept a securement strap and hook
- Have a lap seat belt built into the wheelchair
- Be compatible with the vehicle's original safety belts
- Have no sharp edges
- Be clearly labeled as WC19 Certified



The Traversa meets and exceeds these criteria. By using a wheelchair that adheres to the most rigorous safety standards, you give your clients peace of mind that they'll arrive safely at their destination.

A Comfortable Trip

Forward-thinking NEMT providers know that the wheelchair seat can make the difference between a painful trip and a pleasurable one. This is especially true for long-distance trips, with transit times stretching over hours. Basic wheelchairs and even stretchers lack the padding, ergonomic contours, or positioning features to make a passenger truly comfortable.

The Traversa Transport Wheelchair is designed with passenger comfort in mind. Broda's memory retention Comfort Tension Seating® System, adjustable positioning, and ergonomic design reduce pressure points and provide a smoother ride. For passengers with medical conditions, fragile skin, or mobility challenges, these features can transform a stressful journey into a comfortable experience.

Operator Convenience

While passenger comfort and safety are paramount, the convenience of the operator also plays a critical role in equipment selection. A wheelchair that's difficult to maneuver, secure, or maintain can slow down operations and increase the risk of errors.

The Traversa is built with operators in mind. Its lightweight yet durable frame makes it easy to handle, while its intuitive securement system ensures quick and reliable setup. Features like foldability and easy-to-clean materials also save time and effort, allowing operators to focus on providing excellent service.



Long-Term Savings

Investing in high-quality equipment like the Traversa Transport Wheelchair not only offers immediate benefits, but it's also a smart financial decision in the long run. Cheaper, basic wheelchairs may seem cost-effective up front, but they often require frequent repairs or replacements, driving up costs over time. Even stretchers, though expensive, require lots of routine maintenance that can eat into your profits.

On the other hand, the Traversa's durable construction and high-quality materials are designed to withstand the rigors of daily use, reducing maintenance expenses and extending the lifespan of the equipment. Additionally, its safety and comfort features can help improve client satisfaction, referrals, and retention, which translates to a stronger bottom line for your business.

A Better Way: The Traversa Transport Wheelchair

The Traversa Transport Wheelchair by Broda represents a shift toward a passenger-first approach in NEMT. By prioritizing safety, comfort, and operator convenience, it sets a new standard for transport equipment. Whether you're looking to enhance client satisfaction, streamline operations, or make a long-term investment in your fleet, the Traversa is well worth considering.

Are you ready to elevate your NEMT services? A passenger-first experience starts with the right equipment—and the Traversa is the better way forward.

Want to see if the Traversa is right for your business? Visit brodaseating.com/traversa, call 844-552-7632 or email info@brodaseating.com to learn more.



When Software Gets Out of the Way, NEMT Takes Off

By [Nirav Chheda](#)

In the fast-paced world of Non-Emergency Medical Transportation (NEMT), efficiency is essential. However, many providers find themselves trapped in a "circle of crap". This is a relentless cycle of stress, inefficiency, and financial loss, all stemming from clunky, outdated dispatch software.

As Bambi CEO Nirav Chheda explained in [his presentation at the NEMTAC Transform 2025 conference](#), the problem isn't (always) the user; it's the software.

Bad software isn't just an inconvenience, it's a silent killer of your efficiency and profits. This is a costly mistake in today's rapidly evolving NEMT industry.

It's time to shift from the horse-and-buggy era of software to the modern, intuitive solutions that can propel your business forward. Just as the automobile revolutionized transportation, the right software can transform your operations.

Are You Asking for a Faster Horse?

At the turn of the 20th century, if you had asked people how to improve transportation, they likely would have said "a faster horse." It was difficult to imagine a world beyond what they already knew. Then, in 1908, the Ford Model T was introduced, and it didn't just make the horse faster, in a few short years it made the horse obsolete.

Today, many NEMT operators are making the same mistake; they're trying to get a "faster horse" out of their outdated, clunky software instead of seeking a modern solution that fundamentally changes the game.

The "Good Enough" Software Fallacy

Many NEMT operators settle for software that is merely "good enough," without realizing the significant hidden costs. This clunky software leads to stressed-out staff, confusion, and ultimately, financial losses due to wasted time and high employee turnover.

The cost of hiring new NEMT dispatchers, coupled with the loss of productivity and institutional knowledge from previous hires, can be devastating for any business. The seemingly harmless "good enough" software quickly becomes a major liability.

The Swiss Army Knife Problem

Software developers often boast about the multitude of features their products offer, creating a "Swiss Army knife" of functionalities. Software users demand endless new features that they think will make their operation run better. But in reality how many of those features do you actually use?

More often than not, a plethora of features complicates the user experience, making simple tasks unnecessarily difficult. A cluttered and confusing interface can lead to errors, frustration, and a steep learning curve for new employees.

Why Intuitive Design is Paramount (The Apple Lesson)

Good design is not just about aesthetics; it's about usability. Think about Apple. They didn't invent the smartphone, but the iPhone revolutionized the industry by making powerful technology incredibly simple and intuitive to use. There was no thick instruction manual or lengthy training required.

The user interface (UI) and user experience (UX) were so well-designed that it just worked. Your NEMT software should be the same. Your team shouldn't need weeks of training to learn a new system. An intuitive platform empowers your staff from day one, reduces the likelihood of costly errors, and makes their jobs less stressful and more efficient.

*"If anyone uses this word **“training”** at you and says 'Hey you need training to use this or that,' the problem is with them, not with you."* Nirav

The True Cost of Complexity

The financial impact of inefficient software is staggering. A simple task like activating a "will call trip" can take a dispatcher nearly two minutes with complex software, whereas a streamlined, user-friendly interface can accomplish the same task in just five seconds.

This daily friction adds up. A dispatcher wasting just 30 minutes a day can cost an operator \$2,250 annually. For a team of three dispatchers, that's a staggering \$6,750 lost per year. This doesn't even account for the cost of errors, missed appointments, and the negative impact on patient satisfaction.

"If it's taking you more than 18 seconds on average to manually enter a trip, something is wrong." Nirav

The AI Revolution: Promise and Peril

Artificial intelligence (AI) has the potential to revolutionize the NEMT industry, saving dispatchers hours of work daily and leading to significant cost savings. AI-powered software can optimize routes, automate scheduling, and even predict demand, leading to a more efficient and responsive operation. For example, AI in NEMT can [increase daily operational efficiency by up to 34%](#).

However, it's crucial to approach AI with a discerning eye. Don't just be swayed by flashy sales pitches and promises. Instead, talk to other NEMT operators and get their unbiased opinions on the software they use. Real-world experience is the best indicator of a product's true value. Ask for demos, run trials, and ensure the software is a good fit for your specific needs.

"Talk to [other] actual customers of these AI solutions and get the truth from them." Nirav

Embrace the Future and Stop Demanding a Faster Horse

It's time for NEMT operators to move away from outdated, cumbersome systems and embrace modern, intuitive software. By doing so, you can save time, reduce stress, and improve your bottom line. The future of NEMT is user-friendly, efficient, and profitable. Don't let outdated technology put the brakes on your business. Invest in a solution that will empower your team and position your business for growth.

By choosing the right software, you can break free from the "circle of crap" and create a more efficient, stress-free work environment for your team, all while saving thousands of dollars a year.

Don't ask for a faster horse; get in the car. The future of your NEMT business depends on it.

Bridging the Technology Gap: Momentm's Simpli Transforms NEMT Software Accessibility for Small Operations

By Aya Bazzi, Momentm Technologies



Momentm's Simpli platform makes advanced NEMT software accessible and affordable for smaller transportation operations, bridging a long-standing technology gap in the industry.

The NEMT industry has long grappled with a critical technology divide. While large enterprise organizations utilize sophisticated, comprehensive software platforms, smaller providers and PACE centers struggle to find solutions that offer meaningful scalability. The challenge isn't simply about finding any software, it's about accessing technology that grows with an organization without forcing them into expensive, overly complex systems before they're ready.

This persistent gap in the NEMT technology landscape prompted Momentm Technologies to develop Simpli, a cloud-based transportation management platform specifically designed for small and emerging NEMT providers. With three decades of transportation expertise backing its development, **Simpli** a cloud-based transportation management platform specifically designed for small and emerging NEMT providers. With three decades of transportation expertise backing its development, Simpli officially launched at the NEMTAC Transform 2025 conference in Dallas, marking a significant milestone in making powerful transportation technology accessible to all market segments.

The Technology Accessibility Crisis

Small and emerging NEMT providers serve as the backbone of community health networks, yet they face an impossible choice when selecting operational technology. The market presents two primary options: basic software tools that providers quickly outgrow, or enterprise-level platforms that exceed both their current operational needs and budget constraints.

This technology gap forces growing providers into inefficient workarounds, piecing together disconnected tools and relying on manual processes that limit operational efficiency and stall organizational growth. The result is a transportation ecosystem where the organizations most critical to community health access operate with the least sophisticated tools.

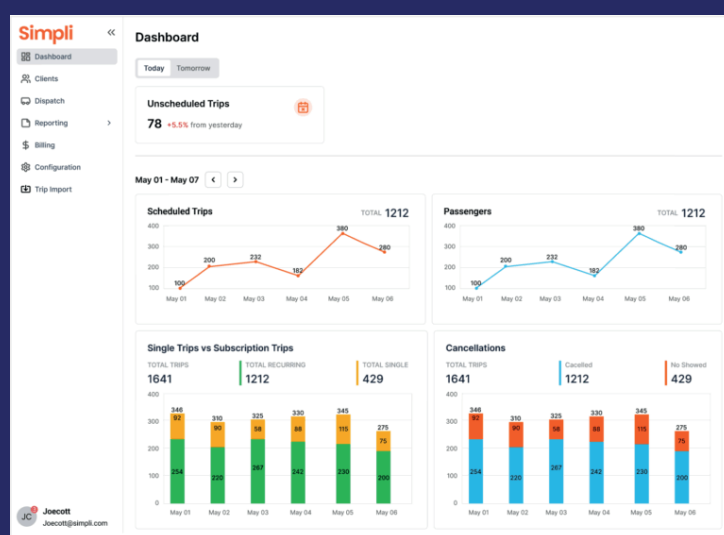
Recognizing this industry challenge, Momentm Technologies set out to create a solution that would eliminate the traditional either-or choice. The vision was clear: develop a platform capable of supporting NEMT operations from day one while providing seamless scalability as organizations expand.

Simpli: Purpose-Built for Growing Operations

Simpli represents a comprehensive approach to addressing the technology accessibility crisis in NEMT. The platform consolidates dispatch, scheduling, billing, reporting, and driver management into a single, intuitive interface. Simpli is designed specifically for new providers, small PACE centers managing in-house transportation, and brokers supporting provide networks.

The platform's key innovations include:

- Unified Operations Management
- Transparent, Vehicle-Based Pricing
- Mobile-First Design
- Rapid Implementation
- Flexible Trip Integration



NEMTAC Transform 2025 Launch Success

The industry debut of Simpli at NEMTAC Transform 2025 generated considerable interest among conference attendees. Live demonstrations showcased the platform's ability to streamline ride scheduling, improve operational workflows, and provide real-time operational reporting. The response exceeded expectations, with numerous providers scheduling post-conference demonstrations to explore implementation opportunities.

The conference launch represented more than a product introduction but rather marked a strategic commitment to supporting underserved market segments. By demonstrating Simpli's capabilities at the industry's premier event, Momentm Technologies reinforced its dedication to strengthening the entire NEMT ecosystem.

Seamless Growth Path Strategy

One of Simpli's most significant innovations lies in its strategic positioning within Momentm's broader technology ecosystem. As organizations scale beyond Simpli's scope, they have a clearly defined upgrade path to NovusMED, Momentm's enterprise-level solution. This approach ensures continuity of

support and eliminates the disruptive technology transitions that typically challenge growing providers.

The scalability strategy addresses a fundamental industry problem: the lack of sustainable technology partnerships. Rather than forcing providers to abandon familiar systems and start over with new vendors, Simpli creates a foundation for long-term organizational growth within a single technology partnership.

Community Impact and Future Vision

The launch of Simpli represents a significant advancement in NEMT technology accessibility, but its impact extends beyond operational efficiency improvements. By empowering small and emerging providers with sophisticated management tools, the platform strengthens community health networks and improves member access to essential transportation services.

The platform's mission—making transportation management simple, affordable, and dependable—directly supports the broader NEMT industry goal of connecting communities to necessary healthcare services. This alignment between technological capability and community need positions Simpli as more than a software solution; it's a tool for strengthening healthcare accessibility.

The NEMTAC Transform 2025 introduction of Simpli marks the beginning of a new chapter in NEMT technology accessibility. By addressing the persistent gap between basic tools and enterprise solutions, Momentm Technologies has created a pathway for sustainable growth that benefits providers, patients, and the communities they serve.

For more information about Simpli and NovusMED, visit simplitransport.com or contact Momentm Technologies directly.



Simple. Affordable. Reliable.

Software Built for Small
and Emerging NEMT
Operations



Simpli

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Why Proper Training Matters When Signing Up for NEMT Software

What a great experience the RoutingBox team had at this year's NEMTAC Conference! Thank you to Peter, Eva, and all who had an impact on executing a great event! That especially includes all the attendees we spoke to. Learning about your operations and your hardships is invaluable information that helps us continue to make RoutingBox a better product to help better serve NEMT operators. We know there can be many stresses day-to-day operators face, but what we learned at NEMTAC is that many of these are experienced because your team, both dispatch and drivers, feel like they didn't receive proper training for their software.

In NEMT, efficiency isn't optional—it's everything. Every missed trip, scheduling error, or billing mistake impacts not just your bottom line but also the passengers who depend on you. That's why when investing in the right NEMT software, proper training is crucial.

At RoutingBox, we've spent over 15 years helping transportation providers simplify operations. One lesson is clear: training isn't an add-on—it's the foundation of success.

Let's start at the beginning. When you choose NEMT software, you're choosing a better way of managing your operation. Proper training ensures your team understands how to apply the tools, avoid errors, and work with confidence through the following:

- **Faster Efficiency**

Training means your staff can use software features effectively right from the start, rather than stumbling through trial and error and suffering pauses to your operation.

- **Fewer Errors**

In NEMT, mistakes are costly. Mistakes don't just slow you down—they affect your clients. Training reduces these risks by establishing best practices early, so if an error occurs you know how to fix it quickly.

- **Confident Teams**

When staff understand both the "how" and the "why," they use the software consistently and correctly. That consistency builds confidence and trust throughout your operation.

Not all training is created equal however. An experienced training team that knows NEMT inside and out is crucial to NEMT operations quickly growing. Look for such things as:

- **Personalized Onboarding**

Tailor the onboarding process to your pain points, guiding you step by step from scheduling your first trip to reconciling your first invoice.

- **Industry Expertise**

Trainers that aren't just employees but true partners in helping you understand the NEMT industry, from brokers to compliance and everything in between. Every training session is simple for the user and immediately relevant.

- **Flexible Learning**

Multiple resources that can help you on your schedule. Live sessions, videos, guides, and real-time support so your staff can learn in the way that works best for them.

- **Support Beyond Day One**

Training doesn't stop at launch. As your team grows or regulations change, a partner who is there with ongoing resources and expert support.

RoutingBox has been leading NEMT for long enough to know when it comes to company growth and proper training, the results speak for themselves. Providers who commit to proper training don't just learn software—they transform their operations. They dispatch more smoothly, bill more efficiently, and serve passengers more reliably. Time and again, our customers tell us that training was the turning point in whether their staff embraced or resisted new technology.

Let's apply this theme to some everyday occurrences. You could learn to drive a car with no training but you'd probably get in a lot more accidents. You could learn to cook a 5-star meal with no training, but you'll probably waste a lot of time making some bad dinners along the way. It's why every video game made has a tutorial, to teach you how to play so you can succeed. Anyone who tells you training is a waste of time when choosing a software is wrong!

That's the difference: to not just provide tools but to empower your team to succeed with them. In NEMT, choosing software is an investment, but choosing the right partner to provide you training is just as important. With proper software training, you should get more than the technology—you should get a team committed to ensuring your success.

Because in the end, proper training isn't about software alone. It's about providing better care, improving lives, and building a stronger, more efficient transportation business.

Thank you all NEMT Operators who attended this years NEMTAC and stopped by the RoutingBox booth to chat. Let's not stop the conversation there though, speak with our team by visiting routingbox.com today.

Three Pillars of NEMT Excellence: Credentialing, Standardization, and Industry Unity

By Cameron Craig, CEO of RouteGenie

Cameron Craig is the CEO of RouteGenie, a leading software platform for non-emergency medical transportation. A seasoned operator and people-first leader, he has led global teams and complex transformations across industries, with extensive experience in the healthcare and transportation sectors. Cameron began his career at KPMG, helped scale operations at Heyday, and holds an MBA from Michigan and a BA from Illinois.



Never has Non-Emergency Medical Transportation been more critical to healthcare access than it is in 2025. Demand is still increasing, regulation is becoming more nuanced, and patients are expecting higher-quality service than ever before. All of this is happening as new technology and evolving payer requirements define increasingly complex ways providers must operate.

This year's NEMTAC Transform 2025 emphasized what all of us are already seeing: the business is evolving quickly, heading toward more stringent standards and increased accountability. While the focus on reducing potential waste in the value chain can bring positive outcomes on healthcare more broadly, it is important for providers to implement thoughtful solutions that keep them compliant but don't overburden their operations. Through dialogue with customers, partners, and colleagues, three priorities consistently stand out as being critical to that progress: **credentialing, standardization, and unity**. They're not lofty concepts. They are practical and measurable steps that define the path forward.

Pillar One: Credentialing

Credentialing is where the trust begins. For far too long, some organizations treated it as a checklist. But now, with Medicaid under closer scrutiny, credentialing is “the Wall”, the safeguard that protects both patients and providers.

The direction as a whole is evident: credentialing is moving from reactive compliance to proactive assurance. It is all about demonstrating reliability and integrity at each step. A well-structured and automated credentialing process streamlines onboarding, enhances payee contracting, and minimizes compliance risk. It also shows professionalism to regulators and builds confidence with healthcare

systems that increasingly see transportation as part of the patient care journey.

At RouteGenie, we watch our customers transform their daily struggles into success stories. Audits become manageable, paperwork flows smoothly, and accreditation transforms from a frightening necessity into a value-added achievement. It's proof that if you have systems that work for you, you can begin building your business instead of just surviving it. Therefore, in a world where credibility dictates opportunity, credentialing has become the first pillar of long-term success.

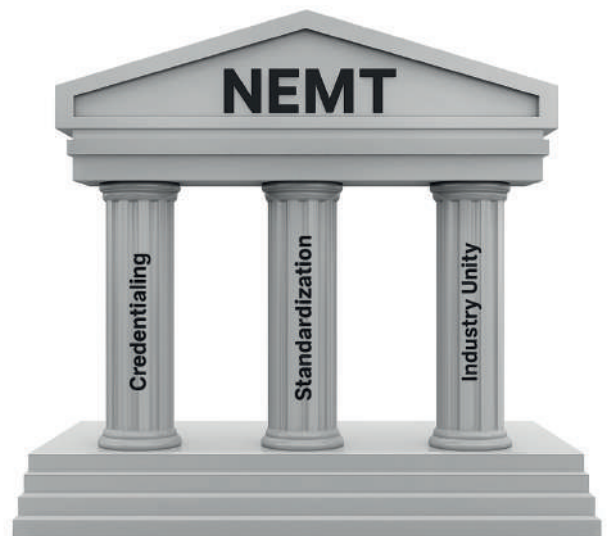
Pillar Two: Standardization Through Automation

Getting credentialed earns you trust, but **standardization through automation** of processes keeps that trust strong every single day. This is the truth that all NEMT providers are all too familiar with: following seemingly infinite sets of payer regulations and state rules is a full-time endeavor that no one enlisted in. It consumes your budget, slows things down, and leaves your team constantly playing catch-up.

But there's good news. More providers are discovering that embracing accreditation and consistent compliance through automation transforms the process from

a box-ticking exercise into a streamlined system. These advanced operators are telling us their days run smoother, audits don't keep them up at night anymore, and their relationships with payers and brokers have never been stronger.

Automated standardization works to the advantage of organizations that implement it, and it elevates the entire system. Patients have better-quality service, brokers have networks to count on, and regulators appreciate the harmony. I touched on this at the Transform Conference: technology is involved here. Automation of credentialing, billing, and monitoring compliance is how software such



Pillar Three: Industry Unity

Unity is the last and hardest pillar to build, but most revolutionary. Traditionally, NEMT has been siloed, with payers, brokers, and providers all working toward individual goals. That strategy undercuts progress and erodes trust.

Partnership is now the defining feature of our business. Where stakeholders share best practices, align them with policy, and commit to customer outcomes, the result is clear: improved service quality, improved compliance, and more sustainable operations. This evolution of NEMT and these types of partnerships is what brought me into the industry and drives RouteGenie every day.

Unity also strengthens our collective voice. When NEMT is in disarray, policy and healthcare leaders view it as an inconsistency. When we present a unified front, backed by standards and credentialing, our industry is recognized as a professional, indispensable part of the healthcare system.

Conclusion

The future of NEMT will not be defined by who has the largest fleet or the most trips. It will be defined by who embraces the fundamentals of excellence. Credentialing ensures trust. Standardization ensures consistency. Unity ensures progress.

What became especially clear at Transform 2025 is that providers who commit to these priorities are already separating themselves from the rest. For RouteGenie, that means building tools and partnerships that help our customers achieve these goals, because when they succeed in serving their communities, the entire industry moves forward.

Here's what I'd say to my fellow NEMT leaders: don't sit around waiting for someone to force your hand with new regulations, and don't just do the bare minimum to get by. I've seen what happens when we actually work together on things such as credentialing and standardization. It's pretty incredible. Our companies do better, we help more people get to the care they need, and suddenly, healthcare systems start seeing us as real partners instead of just a necessary expense.

Driving Toward a Safer Future: NEMTAC and TEEX Redefine Accident Avoidance in NEMT

By NEMTAC Staff

At Transform 2025, NEMTAC announced an important new step in strengthening safety within Non-Emergency Medical Transportation (NEMT): the development of a dedicated Accident Avoidance course in partnership with the Texas Engineering Extension Service (TEEX). Far more than a single training product, this collaboration marks the beginning of a long-term relationship with TEEX to expand safety training pathways designed specifically for NEMT.

A Different Kind of Safety Course

Accident avoidance isn't new, but NEMT requires a different lens. Drivers are responsible for passengers who may use mobility devices, need stretchers, or travel with complex health conditions. The risks are layered—both on the road and during every boarding, securing, and unloading interaction.

Unlike traditional defensive driving courses, this program is being built from the ground up for NEMT, combining preventative online modules, remedial hybrid instruction for drivers who need additional support, and opportunities for more advanced pathways in the future. With TEEX's national reputation in workforce training and NEMTAC's role as the standards-setting body for the industry, the program delivers a level of credibility the field has not seen before.

Why Credibility Matters

We recognize there are other driving courses available, and many serve their purpose well. The difference here is not about replacing them, but about raising the bar. By aligning with a nationally respected institution like TEEX, NEMTAC is delivering a program that brokers, payers, and regulators can confidently endorse as the standard for NEMT driver safety.

This credibility creates ripple effects. Providers can leverage the training to demonstrate compliance, strengthen contract negotiations, and build confidence with patients and communities. Brokers and payers can point to the course as evidence of an industry-wide commitment to accountability. And legislators can reference it as a model of proactive, industry-led safety improvement.

Building a Culture, Not Just a Certificate

The vision goes beyond checking a compliance box. Accident avoidance training through TEEX and NEMTAC is about embedding a culture of safety across the NEMT ecosystem. It creates a common

framework where drivers, providers, brokers, and payers share responsibility for preventing accidents and protecting patients.

- **For drivers**, it means having practical, scenario-based skills that go beyond basic road rules.
- **For providers**, it means reduced risk, stronger insurance positioning, and improved staff retention.
- **For brokers and payers**, it means more reliable networks and measurable safety benchmarks.
- **For policymakers**, it means evidence of an industry working together to prevent harm before it occurs.

Looking Ahead

Development of the Accident Avoidance course is well underway, with pilot content in design and future phases already envisioned. Over time, the NEMTAC–TEEX partnership will expand into multiple tiers of training, from early preventative education to advanced remediative pathways for drivers with safety incidents. This layered approach reflects the reality of the industry: different drivers need different levels of support, and safety is a journey, not a one-time requirement.

As the NEMT industry grows, the call for higher standards is growing louder. By bringing TEEX’s proven safety expertise into the fold, NEMTAC is answering that call—and setting a precedent for how training, compliance, and accountability should look in the years ahead.

MOTER's NEMT Risk Management Program: Driving Innovation and Compliance

By Shereen Hindi, Director of Insurance | MOTER Insurance Services

MOTER entered the NEMT market with the goal of testing our computer vision technology on a rapidly growing segment of commercial auto with that inward and outward facing camera data could help more accurately identify risk and lower premiums for policyholders. We've found our test in the NEMT market to be successful as we have grown GWP more than double from YTD 2025 from 2024 while helping NEMT fleets understand and proactively manage their risk score. We recognized that our risk management service could make a positive impact beyond our own business, so we now offer the same powerful tech and insights we use to power our program to fleet owners and insurance program managers, all in support of our company's mission to make roadways safer for everyone.

Who's the right fit for MOTER's risk management program?

Fleets with over 5 vehicles: If you'd like to administer your own program, it can be a great way to identify risky driving behaviors before they result in accidents and identify better routes for your fleet.

Insurers or MGAs that are interested in improving their existing NEMT program or starting a new one: Enhancing your existing program or starting a new one can be a difficult task but adding in additional oversight into driver behavior allows for more opportunities to write business outside your normal appetite and feel confident of the performance in real time, not at renewal.

For clients insured through MOTER, maintaining the five KPIs (Risk Score, Camera Activity, Camera Deployment, Monthly Report Review, and Portal Usage) may qualify fleets for additional discounts and credits of about 5% to 10%, with the potential for further credits depending on the state.

How does focusing on risk management improve uptime?

Accident avoidance keeps vehicles on the road and out of the shop. Fleets utilizing our in-vehicle driver coaching, dedicated risk manager and real time reporting portal experience fewer preventable incidents, shorter repair cycles, and less unplanned downtime, resulting in measurably higher uptime.

What are the benefits of a risk management program outside of my insurance policy?

Transporting individuals with a range of medical and behavioral needs carries significant liability for

NEMT operators. Cameras facing outward, inward, and into the passenger or cargo area provide clear, time-stamped context in the event of a lawsuit, complaint, or injury. Beyond claims support, a risk management program delivers ongoing operational gains:

- Increase understanding of root causes of risk through incident reviews, trend analysis, and coachable insights
- Increase velocity and frequency of feedback to drivers and creates more opportunities to correct unsafe habits before they become losses and an added layer protection against litigation and fraud
- Keeps vehicles in service longer by reducing preventable incidents and accelerating return-to-service



Interested in learning more?

Contact Shereen Hindi, Director of Insurance

Shereen.Hindi@moter.ai

Every Mile Defensible: Why Compliance-First NEMT Protects Patients and Providers

By NEMTAC Staff

Recap of a session presented by Steve Newman, Owner, 360 Quality Care + Transport Services, at Transform 2025

Hospitals and skilled nursing facilities are under pressure from every angle—rising labor costs, shrinking margins, and the constant specter of payer audits. Transportation, once seen as a simple logistics function, is now one of Medicare’s fastest-growing audit triggers. When a discharge ride is coded as “medically necessary” without airtight proof, the denial doesn’t just sting the NEMT provider—it often boomerangs months later onto the facility itself.

That reality set the stage at this year’s Transform conference, where Steve Newman, owner of 360 Quality Care + Transport Services, delivered a session that reframed non-emergency medical transportation (NEMT) from “rides” to risk management. His message was clear: *If it’s not documented, it didn’t happen.*

Audit Climate: Transportation in the Crosshairs

Nationally, Medicare and Medicaid audits are tightening, with transportation claims increasingly scrutinized for vague necessity notes, missing timestamps, or absent verification signatures. Newman emphasized that even routine discharges can fail under audit if records don’t line up with payer expectations.

This theme echoed discussions at earlier issues of our magazine, where fraud, waste, and abuse (FWA) was spotlighted as a major healthcare risk. The difference here: NEMT is not just implicated—it’s often the *first file pulled*.

Accreditation and Credentials as Strategy

For NEMT operators, compliance isn’t overhead anymore—it’s a competitive advantage. Newman pointed to NEMTAC accreditation, verified driver and vehicle credentials, and published standard operating procedures as ways to reposition transportation as a trust anchor.

Facilities may not always ask for proof, but they reward operators who proactively share a credential vault—digital records of licenses, background checks, insurance, and training currency. One major hospital, he noted, scaled its rides after seeing that documentation consistency could withstand scrutiny.

This emphasis mirrors broader healthcare trends: just as Joint Commission or NCQA status signals reliability, NEMT accreditation increasingly differentiates who facilities partner with.

Documentation: Building an “Audit-Ready Trip Packet”

The practical backbone of Newman’s talk was documentation. GPS geo-stamps, pickup/drop confirmations, and chain-of-custody logs transform every trip into a defensible record. He recommended enforcing a standard trip packet template across all rides and running quarterly self-audits to close gaps early.

The implications go beyond billing. Facilities using these systems cut down on year-old invoice disputes, sped up discharge processes, and gained confidence to redirect ambulance spend toward more appropriate NEMT solutions.

From Vendor to Partner

When transportation is compliance-by-design, hospitals stop treating providers as vendors and start viewing them as partners. Newman urged operators to tie service-level agreements to hospital metrics—on-time percentages, discharge window compliance, readmission rates—rather than just price per mile.

One facility, he shared, retired its own vehicle fleet once they saw that an outside provider could meet standards, deliver transparent reports, and reduce audit anxiety. That level of trust cements loyalty in a way price-cutting never will.

Why It Matters Now

Every conversation at this year’s conference circled back to the same themes: **margin pressure, audit risk, and patient flow**. For healthcare leaders, NEMT done right reduces unnecessary ambulance spend, strengthens discharge reliability, and shields revenue from clawbacks. For NEMT operators, building audit-ready operations creates not only defensible trips but also durable business relationships.

As Newman put it, *“Audit-proof by design—if it’s not documented, it didn’t happen.”*

Key Takeaways

- Accreditation & credentials: Pursue NEMTAC and maintain a shareable credential vault.
- Document every mile: GPS, timestamps, signatures, and payer-aligned fields.
- Educate discharge planners: Clarify when NEMT fits vs. when ambulance is required.
- Operational dashboards: Give facilities concise performance and compliance views.
- Culture counts: Hire for fit, train to standards, and reward safety/documentation rigor.

Final Word

As healthcare faces tighter oversight, compliant NEMT partnerships are no longer optional. They are a frontline defense against denials, an enabler of patient throughput, and a lever for financial resilience.

For providers and NEMT operators alike, the challenge is the same: build systems where every mile is defensible—and let compliance become the engine of trust.

The NEMTAC National Provider Registry™: A Shared Utility for a Smarter Industry

By NEMTAC Staff

At Transform 2025, NEMTAC revealed one of the most ambitious tools ever created for the Non-Emergency Medical Transportation industry: the NEMTAC National Provider Registry™. This single, trusted source for credential verification is more than a database. It's an industry utility—designed to remove waste, reduce costs, and create alignment across the entire healthcare transportation ecosystem.

Eliminating Redundancy, Driving Efficiency

Currently, every broker and payer spends heavily to verify and re-verify provider credentials, while providers themselves are asked to submit the same documents—insurance certificates, driver files, vehicle inspections—over and over again. The process is slow, inconsistent, and expensive.

The NEMTAC National Provider Registry™ changes that equation. Providers upload once; brokers and payers access a verified record many times. The result is not only lower administrative burden but also a consistent, standardized level of trust across the industry.

Importantly, the Registry does not replace the ways stakeholders use credentialing information. Brokers will still apply their own contracting standards. Payers will still measure against their own compliance frameworks. Regulators will still evaluate providers according to their rules. What the Registry does is eliminate the waste of duplicating the same process dozens of times, giving every stakeholder the same starting point: verified, current provider information.

Ripple Effects Across the Ecosystem

The reverberations of this innovation extend well beyond providers:

- **Brokers** can dramatically reduce administrative spend, redirecting resources toward network development, quality oversight, and customer service.
- **Payers** gain confidence in compliance without duplicating costs across multiple contracted networks.
- **Healthcare Systems** can tap into the Registry to identify reliable transportation partners for patient discharge and care coordination.
- **Regulators** gain a transparent, nationally consistent resource to support oversight.

- **Private Consumers and Caregivers** may one day be able to confirm that the provider transporting a loved one meets national standards.

An Industry Utility With Adjacent Potential

The concept of a unified provider registry is not limited to NEMT. Adjacent healthcare and transportation industries—such as patient logistics, mobile integrated health, medical courier services, and even rideshare partnerships—stand to benefit from shared credentialing infrastructure. What begins as a NEMT-focused initiative can scale into a broader healthcare utility, reinforcing efficiency and accountability wherever patient-facing transportation is required.

Why Now

The call for smarter compliance and oversight is louder than ever. Brokers and payers are under pressure to prove accountability while reducing administrative costs. Providers are seeking ways to differentiate themselves without being buried in paperwork. Legislators are looking for models that demonstrate industry-led solutions to oversight. The NEMTAC National Provider Registry™ addresses all three.

Building Trust, Together

At its heart, the Registry is about trust: trust that providers are who they say they are, trust that brokers and payers can rely on a shared standard, and trust that the industry is taking the lead in building the tools it needs for the future.

By creating a common utility, NEMTAC is helping stakeholders spend less time chasing documents and more time focusing on what matters—safe, reliable transportation for patients. The Registry is not just another compliance tool. It is the infrastructure for smarter partnerships, stronger accountability, and a more sustainable industry.

From Sirens to Solutions: How EMS and NEMT Partnerships Expand Access and Equity

By NEMTAC Staff

Recap of a session presented by Kirsten Jensen, JD, MPH, NRP, Manager of Healthcare Relations, M7, at Transform 2025

At the recent NEMTAC Transform conference, Kirsten Jensen, JD, MPH, NRP—Manager of Healthcare Relations at M7—delivered a compelling session on how Mobile Integrated Health (MIH) and Non-Emergency Medical Transportation (NEMT) can partner to change the way communities access care. Her central message was clear: when EMS and NEMT align, the result is better access, improved equity, and healthier outcomes.

Expanding the Role of EMS

For decades, EMS has been defined by crisis response—lights, sirens, and the race to the hospital. Jensen explained that MIH broadens that role into proactive, community-based care. Paramedics, nurses, and social workers now step into homes not just to treat emergencies, but to address the underlying medical and social challenges that too often drive avoidable emergency department visits.

Right-Sized Transport

Ambulances are mini emergency rooms on wheels—powerful, but expensive and limited. That’s where NEMT comes in. By providing safe, professional transport for patients who are stable, NEMT preserves EMS resources for true emergencies while ensuring patients can reach follow-ups, pharmacy pickups, dialysis, and specialty care.

The outcomes are striking. In Baltimore, community paramedics conducting medication-adherence visits reduced 30-day readmissions by 65 percent. Among the Quapaw Nation, an MIH initiative paired with reliable transport cut 911 calls by 17 percent for elders. These results demonstrate not only financial savings but meaningful improvements in quality of life.

Momentum Meets Policy Gaps

MIH is gaining traction nationwide—more than 400 communities across 40 states now operate programs, with growth estimated at 66 percent in recent years. Hospitals and health systems are embracing these models as they transition to value-based care, where prevention and outcomes outweigh volume. Yet reimbursement hasn’t fully caught up. Fee-for-service systems still reward ambulance transports, while undervaluing preventive, community-based alternatives.

Jensen urged attendees to see this gap as an opportunity. By running focused pilots and producing credible data—tracking metrics like avoided no-shows, emergency diversions, and on-time performance—providers can make the case for policy change and sustainable reimbursement.

Starting the Partnership

For NEMT leaders, the first step is understanding the local landscape. EMS agencies, hospital population health teams, and state EMS offices often know where MIH programs are already underway. From there, offering a 60–90 day pilot—such as post-discharge follow-ups or pharmacy transport—creates a pathway to collaboration. Data from those efforts can then be shared with hospitals and payers to expand the partnership.

Raising the Standard

NEMT providers must be ready to meet the demands of MIH. That means culturally sensitive driver training, vehicles equipped for wheelchair and bariatric transport, and clear communication workflows for handoffs with EMS and hospitals. It also requires readiness on the administrative side: tracking denials, logging payer rules, and working with hospital payer-relations teams to reduce friction.

Equity at the Core

Beyond operations and policy, Jensen reminded attendees that this work is about people. Communities with high infant mortality, frequent lift-assist calls, or limited access to specialty services are sending signals of unmet need. MIH and NEMT, working together, can answer those signals with right-sized transport and in-home care.

As she put it: *“NEMT is not just a ride. It’s a professional, person-centered transport service that belongs inside the connected care ecosystem.”*

The takeaway for conference attendees was straightforward. Start local. Launch a pilot. Measure relentlessly. In doing so, NEMT providers not only prove their value but also help reshape the future of care—moving from sirens to solutions, and from disconnected services to connected community health.

NEMT Today is a quarterly digital publication available in the Winter, Spring, Summer, and Fall seasons, measuring 8.5" x 11" in a vertical format that offers an interactive reading experience. Our focus is on educational articles that cover various aspects of Non-Emergency Medical Transportation (NEMT), including business operations, industry trends, regulatory compliance, technology, and customer service. We welcome submissions that highlight these topics.

Submission Deadlines

Final copy for articles and advertisement is due on the following dates:

- Winter issue - January 1st
- Spring issue - April 1st
- Summer issue - July 1st
- Fall issue - October 1st

Each issue will be published approximately one month after the submission deadline.

Article Specifications:

- Furnish articles in Word files format
- 500 to 900 word maximum or less preferred
- All articles must be submitted with author name and title
- All articles must be submitted with a title
- All articles must be submitted with a minimum of 1 photo relevant to the article
- Articles that heavily promote an organization will be considered sponsored content and the editor will contact you for approval and payment

Submit an article by emailing:
NEMTToday@NEMTAC.co

Article Submission

NEMT Today provides an excellent opportunity to advertise and connect with key stakeholders, including NEMT providers and payers. As a magazine dedicated to showcasing best practices, innovation, and developments within the medical transportation industry, advertising with us is an effective way to promote your brand and reach your target audience.

Ad Specifications

- Furnish press ready pdf files
- All fonts must be embedded, and all images must be 200dpi minimum (300 dpi preferred)
- All advertisement will be invoiced and payment must be received prior to edition publication
- Prices and Specifications listed below:

Description	Size/Specs	Price
Full Page Sponsored Content	Up to 1000 words	\$1,950
Full Page Ad	Bleed 8 3/8" x 11" Trim 7 7/8" x 10 3/4" Live Area 7" x 10"	\$1,350
Half Page Ad - Vertical	Vertical 3 3/8" x 10"	\$850
Half Page Ad - Island	Island 4 5/8" x 7 3/8"	\$850
Half Page Ad - Horizontal	Horizontal 7" x 4 7/8"	\$850
Quarter Page Ad - Standard	Standard 3 3/8" x 4 7/8"	\$600
Quarter Page Ad - Horizontal	Horizontal 4 7/8" x 3 3/8"	\$600

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Each issue will be published approximately one month after submission deadline.

**Submit an advertising request
by emailing: NEMTToday@NEMTAC.co**



NEMTAC® Accredited Organizations

The Board of Directors established a strategic alliance with **Professional Credentials Exchange (ProCredEx)**, leading to the creation of a cutting-edge online platform that streamlines the credentialing process. This system has been in place for two years and continues to enhance efficiency, allowing organizations to assess their readiness before requesting an assessment survey. Currently, multiple organizations are actively pursuing accreditation through this platform. All **NEMTAC® Accreditations** remain valid for three (3) years from the date of award by the Board of Directors.

As part of the established process, applicants must submit a **\$600 application fee** when applying. They have the flexibility to pay the accreditation fee either upfront or through monthly installments. This comprehensive fee provides full access to all services offered by **ProCredEx**. Accredited organizations are already fully integrated into the system, ensuring a seamless experience.

Care aVan (AL) 10/6/2020-2023*

Call The Car (CA) 2/16/2021-2027**

Grove Transit (MS) 10/29/2021-2023*

AmeriCare Mobility Van (MN) 11/12/2021-2028**

Black and White Transportation (OH) 05/18/2022-2028**

Superior Shuttle (TX) 6/18/2022-2025*

M7 (CT) 3/21/2023-2026

Clear Choice Express (AZ) 3/21/2023-2026

Secure Medical Transport (KS) 3/21/2023-2026

Ride YourWay (MI) 5/18/2023-2026

360 Care + Transport (MO) 9/7/2023-2026

H&M Transport (VA) 8/23/2024-2027

Seeking Accreditation

Aryv of Wisconsin, LLC

Entrusted

Handi Van

HealthLift

Lift Assist

MTS Transportation, Inc.

Updated: October 10, 2025

Navarre Corporation

On Time Ambulance

Raider Ram, Inc. dba Reliant Transport

Transportation on Demand, Inc.

TLC Transit LLC

*Actively Seeking Renewal

** Renewed Accreditation

[Get Accredited Today](#)

NEMTAC® Advisory Committee/Workgroup

As the ANSI-accredited standards developer for the NEMT sector, NEMTAC® depends on diverse Advisory Committees and Workgroups to guide standards, expand accreditation, and support organizational initiatives. Our volunteers represent the 13 primary NEMT stakeholder groups.

Each member serves in an individual capacity. Commitments include orientation, participation, confidentiality, and COI management

Accreditation

Tom Sikkema*
Joel Smith*
Melissa Jankowski, Consultant
RJ Morrison, NEMT Provider
Evan Rader, NEMT Broker
Dan Reid, NEMT Provider
James Smith, NEMT Provider

Safety & Training

Kelly Addy, NEMT Provider*
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Howard Berkowitz, Educator
Jacqueline Carreno, Educator
Travis Draney, NEMT Provider
Roman Genov, NEMT Provider
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Tony L. Bradshaw, Technology Vendor
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Ruth Miller, Technology Vendor
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Ben Salter, Technology Vendor
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Julie Correll, JD, Compliance Attorney*
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Kacey Dugan, Regulator
Cindy Franklin, NEMT Broker
Tammy Mihm, Regulator
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Tammy Wright, Transportation Broker

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Cris Sierra
Brian Snyder

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Jonathon Anthon
Tanya Copeland
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Yurii Martynov
Steve Newman

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Michael Alexander, Vehicle Modifier
Joseph Borer, NEMT Provider
Justin Lurette, Vehicle Modifier
Stone Pinson, Vehicle Modifier
Kennedy Smith, Standards/Regulator
Chuck Hardy, Standards/Regulator
Ed Bandas, Equipment Manufacturer

Broker & Payer

Michael Adelberg, Regulator*
Tanya Woods-Copeland, Health Plan*
Kirsten Jensen, NEMT Provider
Paul Broussard, NEMT Broker
Nikki Cleary, Managed Care Organization
Jak Groedel, NEMT Broker
Adam Merrick, NEMT Broker
Regulator

Healthcare & Passenger Access

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Bobby Dick, NEMT Provider
Carrie Diamond, Advocate
Matt Koslosky, Tech. Vendor
Valerie Lefler, Advocate
Steve Newman, NEMT Provider
Barbara Rubino, MD, Managed Care Org
Ann Solimon, NEMT Provider
Holly Graham, NEMT Broker
Victor Londono Quintero, NEMT Broker
Patrick McKeon, Healthcare Facility

Insurance & Risk Management

Frank Ciccarella, NEMT Consultant*
Stewart Felvy, Insurance
Butch Kriger, Insurance
Marc Crawford, Insurance
Stacy Smith, PhD, NEMT Provider
Scott Fenton, Vehicle Manufacturer
Corey Rickets, Insurance

Public Transit & Urban Mobility

Lori Bonderowitz, Technology Vendor*
Lisa Bacot, Transit
Dan Resch, NEMT Broker
Brian Synder, NEMT Provider



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