



November 2021

Accident and Incident Reporting Requirements

Effective **January 1, 2022**, all Medicaid-enrolled transportation providers must follow the accident reporting protocol outlined below.

Reportable Events

An "accident" is defined as a vehicle colliding with another vehicle, a physical structure, an object, a person, or an animal.

An "incident" is defined as an occurrence, breakdown, or public disturbance that interrupts the trip causing the driver to stop the vehicle, such as when a passenger or driver becomes unruly or ill.

All accidents and incidents where an enrollee is present (inside or around the vehicle in conjunction with a scheduled trip) must be reported.

Examples of reportable events include, but are not limited to:

- A collision with another vehicle
- A collision with a physical object, structure, person/people, or animal
- A member fall while providing assistance or entering/exiting the vehicle
- An altercation between driver, member, other passengers, bystanders, etc.
- A vehicle malfunction or breakdown

Transportation Provider Responsibilities

Transportation providers must report accidents and incidents to the transportation manager within 48 hours of the event occurring. Those involving a death, ambulance response, or hospitalization must be reported to the transportation manager within two (2) hours.

At a minimum, the transportation provider must submit the NEMT Accident and Incident Report. The Department and the transportation manager may request additional information at any time.

Ambulance providers may submit the BEMS Reportable Incident Form (DOH-4461) in lieu of the NEMT Accident and Incident Report. This form does NOT replace any incident reporting forms required by federal, state, or municipal entities and/or insurance policies.

If a police report or a MV-104A is filed, the transportation provider must provide a copy to the transportation manager within 24 hours of receipt of the report.

The transportation provider must store the NEMT Accident and Incident Report as well as any additional materials for a minimum of six (6) years or three (3) years past the enrollee's eighteenth birthday, whichever is longer.

Transportation Manager Responsibilities

The transportation manager shall document the date and time when the transportation provider reported the event to the transportation manager.

The transportation manager shall notify the Department of an accident or incident within 24 hours of receiving the report from the transportation provider. The transportation manager will provide a detailed report of the accident or incident to the Department within 72 hours of the notification to the Department.

The transportation manager must store the NEMT Accident and Incident Report as well as any additional materials for a minimum of six (6) years or three (3) years past the enrollee's eighteenth birthday, whichever is longer.