

- 1) I am writing to formally notify you that I wish to amend my application to provide Non-Emergency Medical Transportation (NEMT) services, specifically regarding call or demand services.
- 2) Our company maintains strict hiring standards for all drivers providing Non-Emergency Medical Transportation services in compliance with Title 52 PA Code §29.501-509.

a. **Age Requirements:** All drivers must be at least **25 years of age** at the time of hire, in accordance with PA Code driver qualification requirements for motor carrier services.

- i. **Additional Driver Hiring Standards:**
- ii. Valid Pennsylvania driver's license (or valid out-of-state license if applicable)
- iii. Minimum of 2 years driving experience
- iv. Clean driving record meeting our company standards and regulatory requirements
- v. Successful completion of criminal background checks including:
- vi. PA State Police Criminal History Check
- vii. PA Child Abuse History Clearance
- viii. Completion of our driver training program covering passenger assistance, wheelchair securement, and emergency procedures
- ix. Pre-employment drug screening
- x. **Ongoing Requirements:**
 1. Annual driver record checks
 2. Continuous monitoring of driving privileges

b. **System for Conducting Criminal Background Checks**

Process: All driver applicants must complete the following background checks before hire:

- PA State Police Criminal History Check
- PA Child Abuse History Clearance

c) Record Maintenance: We maintain all criminal background check records in secure personnel files for each driver. Records include:

- Copy of each background check clearance certificate
- Date checks were completed
- Expiration dates for renewals

All records are kept in locked, confidential files at our main office for the duration of employment plus [7 years/duration required by regulation] after separation.

Records are accessible only to authorized management personnel and are available for inspection by the Pennsylvania Department of Health or other regulatory authorities upon request.

Compliance: Background checks are renewed in accordance with Pennsylvania regulations to ensure ongoing compliance.

3) **Vehicle Safety Program - Pre/Post Trip Inspections**

- a. **Yes, drivers complete a safety inspection checklist before and after every trip as required by Pennsylvania regulations.**
- b. **Pre-Trip Checklist:**
- c. Lights, brakes, and tires
- d. Wheelchair lift/ramp and securement equipment (if applicable)
- e. Mirrors and wipers
- f. Fluid levels
- g. First aid kit and fire extinguisher
- h. **Post-Trip Checklist:**
 - i. Document any vehicle issues or damage
 - ii. Note required maintenance
 - iii. Record mileage
- i. **Documentation:** Completed checklists are maintained on file and available for regulatory inspection. Vehicles with safety defects are removed from service until repaired.

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