



## **Non-Emergency Medical Transportation (NEMT) PT-28 Packet**

In this packet, you will find the following documents:

- Page 2: NEMT Profile
- Page 4: Instructions on how to take the required AHCCCS NEMT Training
- Page 9: Instructions on how to upload the required AHCCCS NEMT Training certificate into AHCCCS Provider Enrollment Portal (APEP).

## NEMT Profile

<b>PROVIDER TYPE PROFILE</b>		
<b>PROVIDER TYPE</b>	28	NON-EMERGENCY TRANSPORTATION PROVIDERS

<b>Effective Date:</b> 10/01/1982	<b>Enrollment Type:</b> Atypical – FAO
<b>Risk Level:</b> High	<b>NPI Required:</b> No
<b>Enrollment Fee Required:</b> Yes	<b>Site Visit Required:</b> Yes
<b>FCBC Required:</b> Yes	
<b>Description:</b> Non-emergency transportation provides transport to and from medically necessary services.	

<b>CATEGORIES OF SERVICE</b>		<b>LICENSE/CERTIFICATION</b>
MANDATORY	31 NON-EMERGENCY TRANSPORTATION	<ul style="list-style-type: none"> <li>Vehicle Insurance</li> <li>Signed and Dated Provider Type 28 Profile Form</li> <li>AHCCCS NEMT Training Certificate</li> <li>Vehicle Registration for Company Vehicles</li> <li>Tribal Business License (*Required by each tribe if rendering services on Arizona Tribal Reservations)</li> <li>Employee/Driver Information (Full legal name, DOB, SSN, employment begin and end dates)</li> <li>Company logo on all vehicles (*Verified at Site Visit)</li> <li>ADOT Vehicle for Hire permit</li> </ul>

As the Owner/Provider, you are responsible for providing CPR and First Aid and HIPAA training for every Employee/Driver.

As part of the application process, including the initial, revalidation and company change applications, the Owner/Provider is required to disclose each Employee/Driver's full legal name, employment begin date, employment end date (if applicable), date of birth, and social security number directly in the AHCCCS Provider Enrollment Portal (APEP).

Any changes regarding the Employee/Driver must be reported within 30 days by submitting a modification in APEP.

As the Owner/Provider, you are responsible for maintaining and providing upon request a valid Arizona driver's license for each Employee/Driver.

**ATTESTATION:**

As the Owner/Provider, you attest through your signature below that all Employee/Drivers hold valid, current HIPAA Training Certificates and CPR and First Aid Certifications.

As the Owner/Provider, you further attest through your signature below to having a process in place to address any violation of state drug laws by an Employee/Driver and provide documentation upon request.

By signing below, you are also attesting through your signature that this information will be kept current, on file, and made available upon request to Arizona Health Care Cost Containment System (AHCCCS).

Signature		Printed Name	
Date			
Provider Name		Provider ID Number	

**SPECIAL INSTRUCTIONS:**

REVISED 4/13/2023

## How To Sign Up To Take The Required AHCCCS NEMT Training

Non-Emergency Medical Transportation (NEMT) Recertification Training for Provider Type (PT28) business owners.

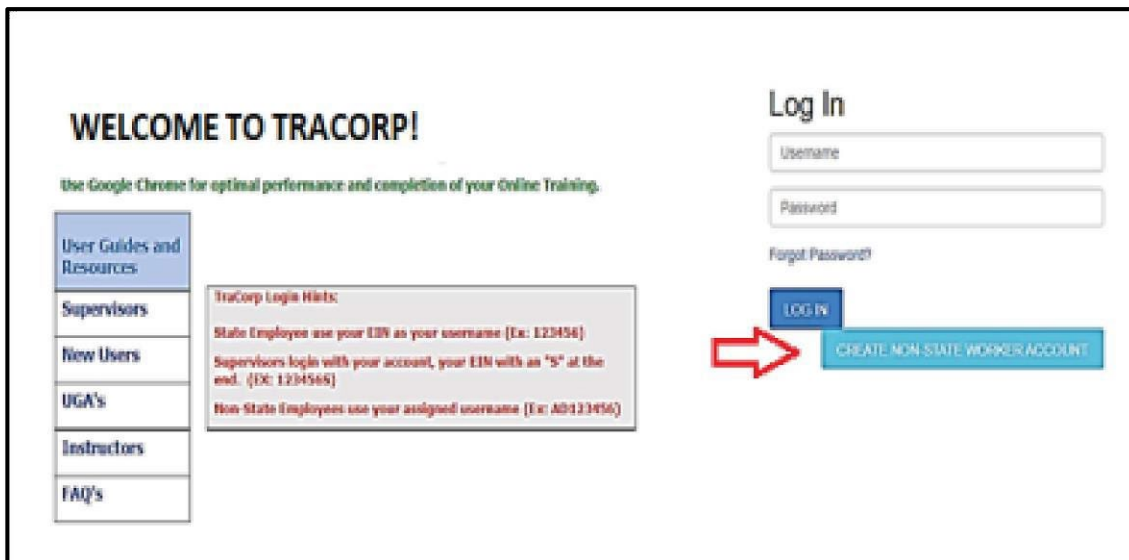
NEMT Certification Training Course ID: **HCNEMT2024**

Dear NEMT business owner,

NEMT business owners are required to complete the NEMT Certification Training for PT28 business owners. Business owners must create a Non-State Worker training account in TraCorp which is the State of Arizona's Learning Platform.

The TraCorp training account is required to provide access to complete the NEMT Certification training for PT28 business owners. Please use the following instructions below to create your Non-State Worker training account. Review each page of this document to ensure you have completed all necessary steps. **This training is to be completed only by the PT28 NEMT business owner.**

1. Go to <https://adoa.server.tracorp.com/novusii/application/login/>
2. Click on the **"Create Non-State Worker Account"** button as shown below.



The screenshot shows the TraCorp login interface. On the left, there is a navigation menu with links for 'User Guides and Resources', 'Supervisors', 'New Users', 'UGA's', 'Instructors', and 'FAQ's'. The main content area features a 'WELCOME TO TRACORP!' heading, a recommendation to use Google Chrome, and a 'TraCorp Login Hints' box. The hints specify login procedures for State Employees, Supervisors, and Non-State Employees. On the right, there is a 'Log In' section with fields for 'Username' and 'Password', a 'Forgot Password?' link, and two buttons: 'LOG IN' and 'CREATE NON-STATE WORKER ACCOUNT'. A red arrow points to the 'CREATE NON-STATE WORKER ACCOUNT' button.

3. The first section to complete is the **Required Information** section. Please complete the fields as indicated in **Red** below. Leave the username field blank. After completion of the TraCorp account set up, you will receive an email with your assigned username.

Required Information

<p><b>Username</b></p> <p>This field must remain blank.</p>	<p><b>Email</b></p> <p>Must enter a valid email address.</p> <p>Value is required and can't be empty</p>
<p><b>First Name</b></p> <p>Business owner first name must be entered in this field.</p> <p>Value is required and can't be empty</p>	<p><b>Last Name</b></p> <p>Business owner last name must be entered in this field.</p> <p>Value is required and can't be empty</p>
<p><b>Password</b></p> <p>Password must be a minimum of 8 characters and must contain at least 1 Uppercase letter(s).</p> <p>Password must contain at least 1 uppercase letter(s).</p>	<p><b>Confirm Password</b></p> <p>Password must be a minimum of 8 characters and must contain at least 1 Uppercase letter(s).</p>

4. Next enter the NEMT 2024 Access Code **EE4EBB1D** in the access code field shown below:

Access Code

**Access Code**

EE4EBB1D

Value is required and can't be empty

5. Next complete the **Additional Registration Information** section. Please leave the agency and division fields blank. It is important to complete the following required fields as noted below. **In the Home Address, Home Phone Number, Mobile Number, City, State and Postal Code fields you must enter the PT28 NEMT business or organization's information in these required fields only.**

Additional Registration Information

<p>Agency  <input type="text" value="Leave this field blank."/></p> <p>Process Level  <input type="text" value="Do not populate this field."/></p> <p>Hire Date  <input type="text" value="mm/dd/yyyy"/> <input type="text" value="Do not populate this field."/></p> <p>Employment Designation  <input type="text" value="Leave this field blank."/> ▾</p> <p>Home Phone Number  <input type="text" value="Enter the PT28 NEMT Business Home Phone Number"/>  <small>Value is required and can't be empty</small></p> <p>City  <input type="text" value="Enter the Business or Organization Information"/>  <small>Value is required and can't be empty</small></p> <p>Postal Code</p>	<p>Division  <input type="text" value="Leave this field blank."/></p> <p>Function (Job Class)  <input type="text" value="Do not populate this field."/></p> <p>Department  <input type="text" value="Leave this field blank."/></p> <p>Home Address  <input type="text" value="Enter the PT28 NEMT Business or Organization Information"/>  <small>Value is required and can't be empty</small></p> <p>Mobile Number  <input type="text" value="Enter the Business or Organization Information"/>  <small>Value is required and can't be empty</small></p> <p>State  <input type="text" value="Enter the Business or Organization Information"/>  <small>Value is required and can't be empty</small></p>
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6. After completing the Additional Registration information fields click on the **“Create Account”** button at the bottom of the page.

Current Settings

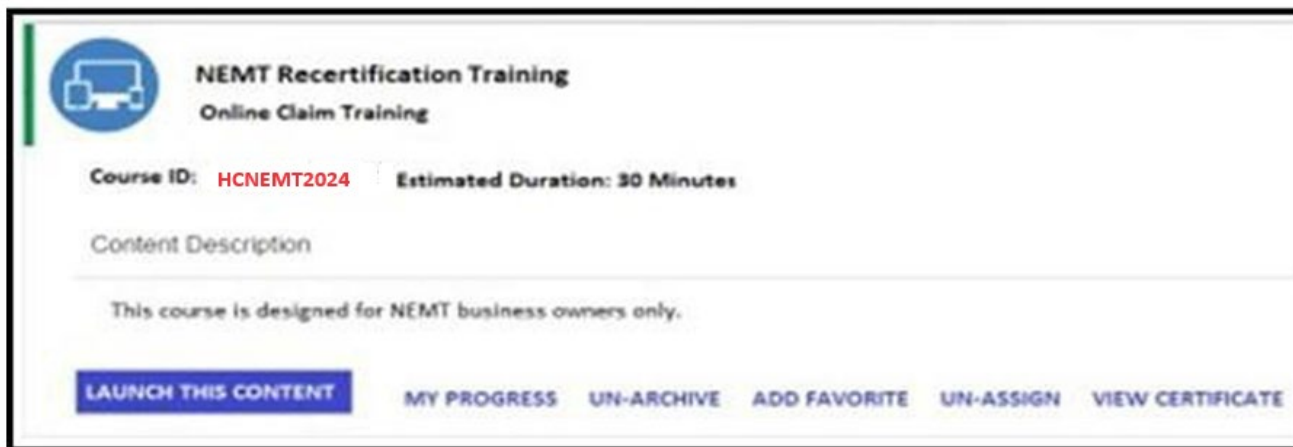
Timezone

7. Congratulations, you have completed the Non-State Worker TraCorp account process.
- You will receive an email notification with your **Username and Password.** ●
- Please note if you *do not* receive this email within 2 hours,
- First- Check your Spam or Junk Mail folder for the email address provided in the steps above. Upon refreshing your email if you still do not see the email ■ Please email the DFSM provider training team: [providertrainingffs@azahcccs.gov](mailto:providertrainingffs@azahcccs.gov)
8. After you receive the confirmation email, return to the TraCorp Login page:  
<https://adoa.server.tracorp.com/novusii/application/login/>.  
 Enter your assigned **Username and Password.**

9. The NEMT Recertification Training module **HCNEMT2024** is automatically assigned to you. Click the **“Assigned Content”** button.

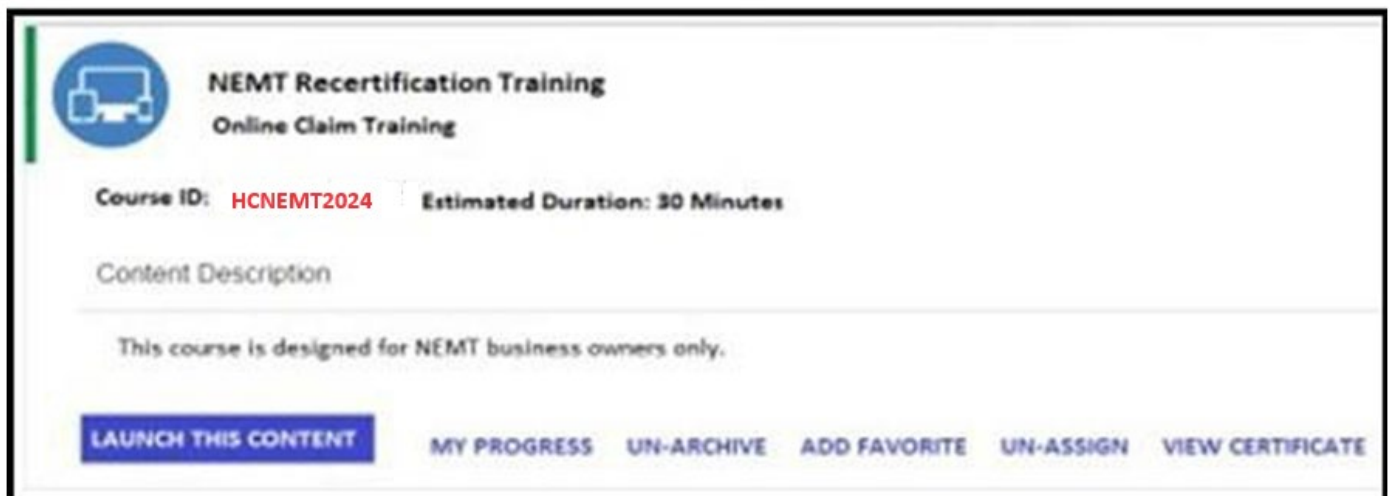


10. The NEMT Recertification Training course **HCNEMT2024** will display. Click on the icon to open the Navigation Bar.
11. The NEMT Recertification Training page will appear with the course ID. Click the **“Launch this Content”** button to begin the NEMT Recertification Training for PT28 business owners.



### How to Obtain a Copy of the Training Certificate

12. After you have completed the NEMT Recertification training, return to the **“Launch This Content”** page and click the **“View Certificate”** button.



13. The Training Certificate will open on your computer. You will have the option to print/save or download a copy of the Certificate to your desktop or computer. A copy of the certificate is required

to upload into the AHCCCS Provider Enrollment Portal (APEP) during the re-validation process for Non-Emergency Medical Transportation PT28 business owners.

If additional assistance is needed with this process email the DFSM Provider Education Team at [providertrainingffs@azahcccs.gov](mailto:providertrainingffs@azahcccs.gov) In the subject line include **NEMT Recertification Training**.

Thank you.



## How to upload the required AHCCCS NEMT training certificate into APEP

- 1) Log in to the AHCCCS Provider Enrollment Portal (APEP) by visiting <https://www.azahcccs.gov/PlansProviders/APEP/Access.html>
- 2) Select Step 13: Upload Documents.

The screenshot shows the 'Enroll Provider - Atypical Agency' wizard. The title is 'Business Process Wizard - Provider Enrollment (Atypical Agency). Click on the Step # under the Step Column.' The table below lists 15 steps with their required status and current status.

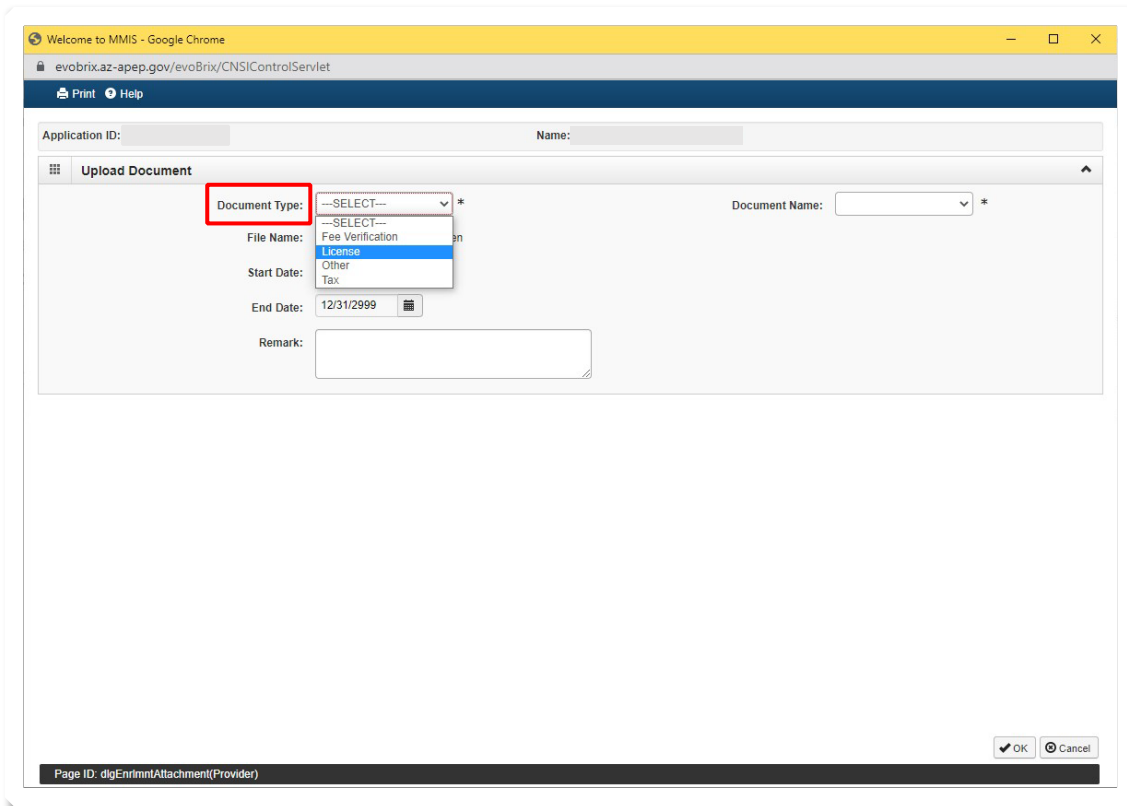
Step	Required	Start Date	End Date	Status	Step Remark
Step 1: Provider Basic Information	Required			Incomplete	
Step 2: Add Locations	Required			Incomplete	
Step 3: Add Correspondence Address	Required			Incomplete	
Step 4: Add Provider Type/Specialties/Subspecialties	Required			Incomplete	
Step 5: Associate Billing Provider/Other Associations	Optional			Incomplete	
Step 6: Add License/Certification/Other	Optional			Incomplete	
Step 7: Add Additional Information	Optional			Incomplete	
Step 8: Add Provider Controlling Interest/Ownership Details	Required			Incomplete	
Step 9: Add Taxonomy Details	Optional			Incomplete	
Step 10: Fee Payment	Optional			Incomplete	
Step 11: Employee Details	Optional			Incomplete	
Step 12: Add Populations Served	Optional			Incomplete	
Step 13: Upload Documents	Optional			Incomplete	
Step 14: Complete Enrollment Checklist	Required			Incomplete	
Step 15: Submit Enrollment Application for Approval	Required			Incomplete	

At the bottom, there are navigation controls: 'View Page: 1', 'Go', 'Page Count', 'SaveToXLS', 'Viewing Page: 1', and navigation buttons for 'First', 'Prev', 'Next', and 'Last'.

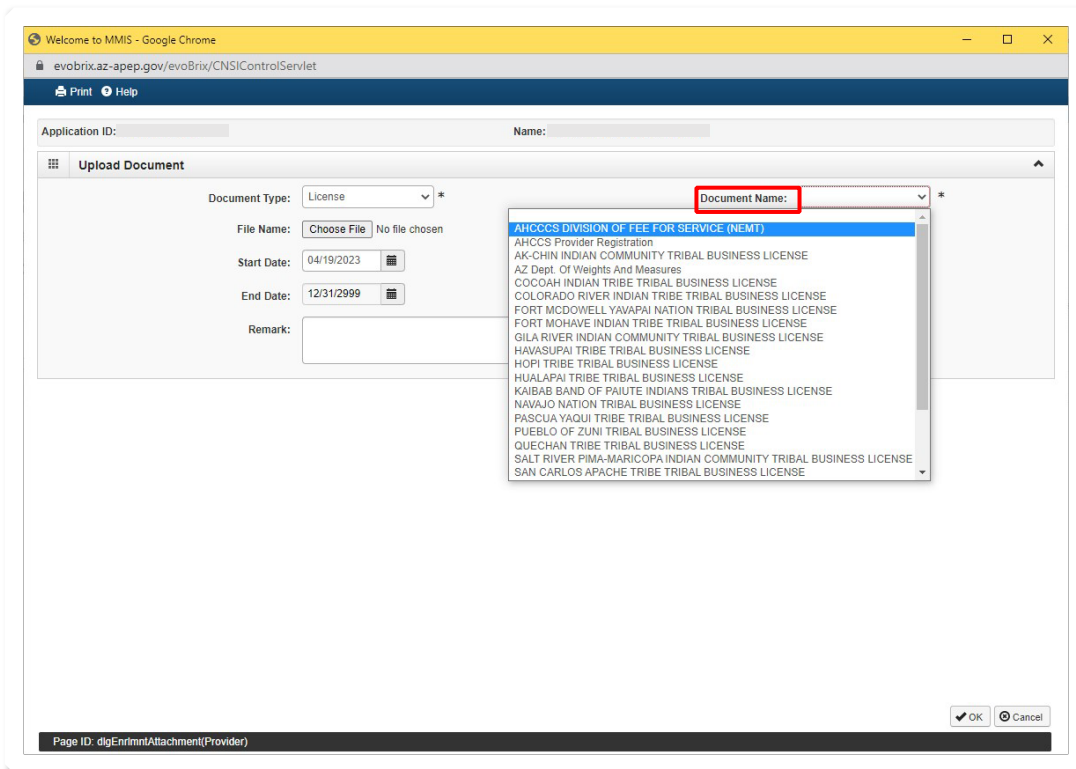
- 3) On the Document List screen, select “Add” to upload the document.

The screenshot shows the 'Document List' screen. At the top, there are fields for 'Application ID:' and 'Name:'. Below these is a 'Close' button. The main title is 'Document List'. A red box highlights the 'Add' button. Below the 'Add' button are filter fields: 'Filter By' with a dropdown, two input boxes, and a 'Go' button. There are also 'Save Filters' and 'My Filters' buttons. Below the filters is a table with columns: Document ID, Document Type, Document Name, File Name, Start Date, End Date, Uploaded By, Uploaded Date, and Document Status. The table is currently empty, with a red message 'No Records Found!' displayed below it.

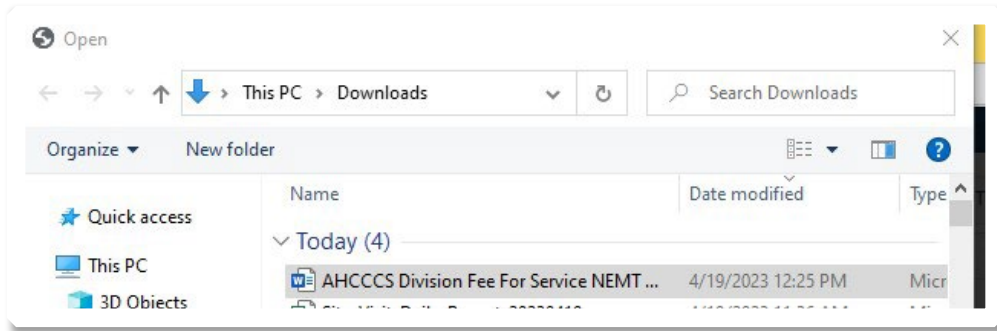
- 4) On the Upload Document screen, go to “Document Type” and select the “License” on the dropdown menu.



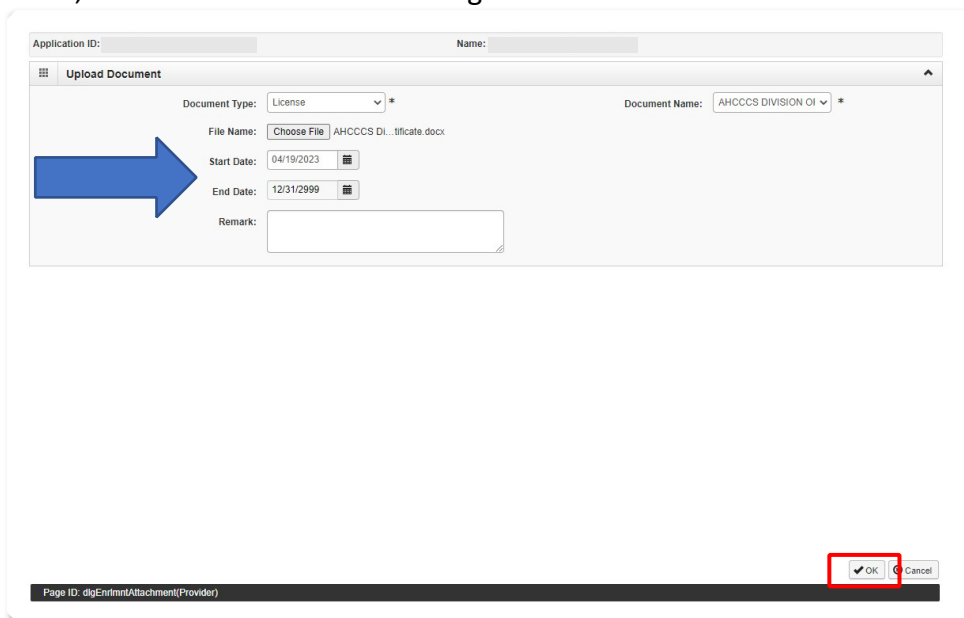
5) Go to “Document Name”, select the dropdown arrow for a list of available documents. Select, AHCCCS Division of Fee for Service (NEMT).



- 6) Go to “File Name”, select the Choose File button to upload the AHCCCS Division of Fee for Service certificate.  
Note: You will need to upload this document from your personal folder.



- 7) “Start Date” will default to the current date and the “End Date” can remain as the default date of 12/31/2999. Select, “Ok” located at the bottom right of the screen.



- 8) Once the upload is complete, the user will be redirected back to the Document List screen and the uploaded document will be displayed. The user can continue to upload documents by selecting the “Add” button on the Document list screen. Select “Close” when uploads are complete.

