ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

# 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 7: Instructions on how to upload the required AHCCCS NEMT Training certificate into APEP

# NEMT Profile

PROVIDER TYPE PROFILE

| | | |
|---|---|---|
| PROVIDER TYPE | 28 | NON-EMERGENCY TRANSPORTATION PROVIDERS |

| | |
|---|---|
| **Effective Date:** 10/01/1982 | **Enrollment Type:** Atypical – FAO |
| **Risk Level:** High | **NPI Required:** No |

**Enrollment Fee Required:** Yes

**Site Visit Required:** Yes

**FCBC Required:** Yes

**Description:**
Non-emergency transportation provides transport to and from medically necessary services.

| CATEGORIES OF SERVICE | | LICENSE/CERTIFICATION |
|---|---|---|
| MANDATORY | 31 NON-EMERGENCY TRANSPORTATION | • Vehicle Insurance<br>• Signed and Dated Provider Type 28 Profile Form<br>• AHCCCS NEMT Training Certificate<br>• Vehicle Registration for Company Vehicles<br>• Tribal Business License (*Required by each tribe if rendering services on Arizona Tribal Lands)<br>• Employee/Driver Information (Full legal name, DOB, SSN, employment begin and end dates)<br>• Company logo on all vehicles (*Verified at Site Visit)<br>• ADOT Vehicle for Hire permit |

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

## How to take the required AHCCCS NEMT Training

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

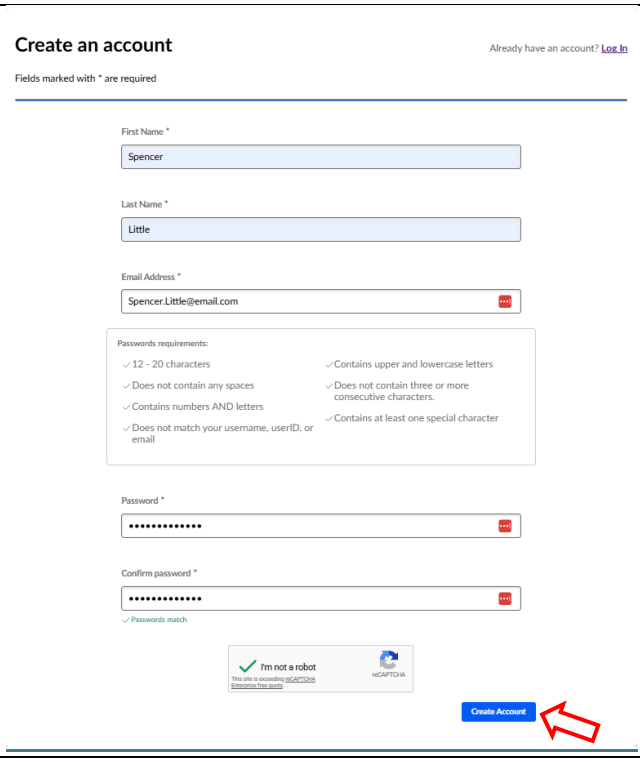
NEMT Certification Training Course ID: **HCNEMT2026**

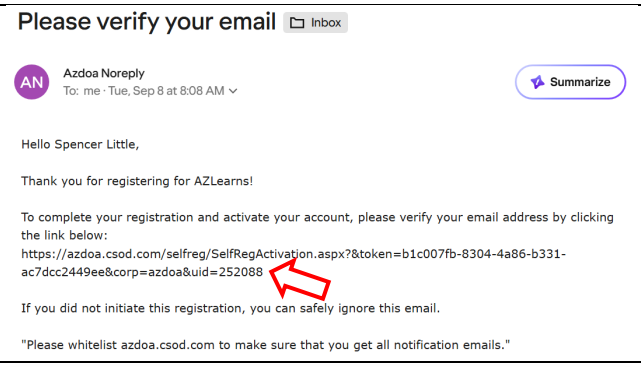
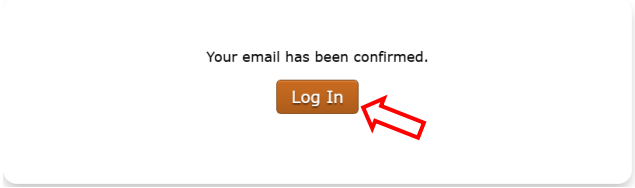
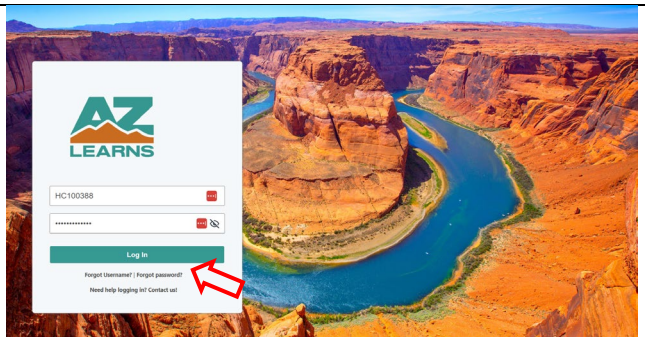
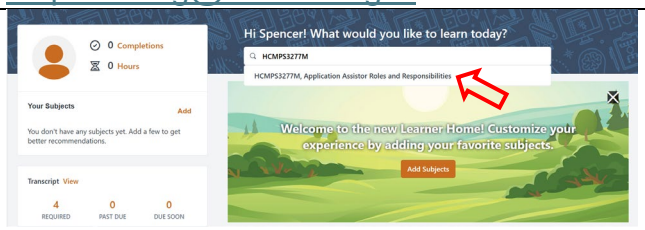
Dear NEMT business owner,
NEMT business owners are required to complete the NEMT Certification Training for PT28 business owners. Business owners must create a Non-State Worker training account in AZLearns which is the State of Arizona's Learning Platform.

The AZLearns 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.**

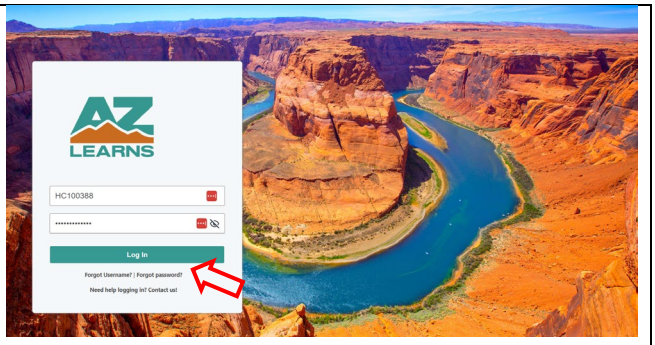
**Click here is you have an existing training account, otherwise follow these steps to create a training account:**

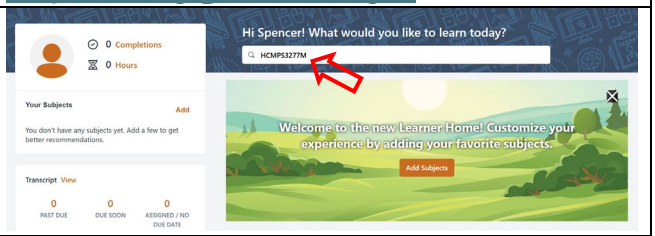
| | |
|---|---|
| 1. Click on the appropriate link to identify your role. | NEMT Provider |
| 2. Submit the following information:<br>• First name<br>• Last name<br>• Email Address<br>• Create a password<br>• Confirm password<br>• Add a check to the CAPCHA field<br>• Click Create Account button |  |

| | |
|---|---|
| 3. Locate the email from AZDOA Noreply. (It may take a few minutes and may be in your spam folder.)<br><br>Click on the link to verify your email. |  |
| 4. Once your email is confirmed, you will receive a confirmation message.<br><br>Click on the button to log into AZLearns. |  |
| 5. From the login page of AZLearns, enter your Username and Password and press the Log In button<br><br>Login Page: https://azdoa.csod.com/<br><br>You can try entering your email in the Username field. |  <br>If the email doesn't contain your Username contact: dmpstraining@azahcccs.gov |
| 6. Perform a search for each course ID you are required to complete.<br><br>When entering the course ID, wait for the course name to display below the search field |  |

| NEMT Providers |
|---|
| **HCNEMT2026 - NEMT Certification Training 2026** |

**Follow these steps if you have an existing training account:**

<table>
<tr>
<td>1. From the login page of AZLearns, enter your Username and Password and press the Log In button<br><br>Login Page:<br>https://azdoa.csod.com/<br><br>You can try entering your email in the Username field.</td>
<td> 

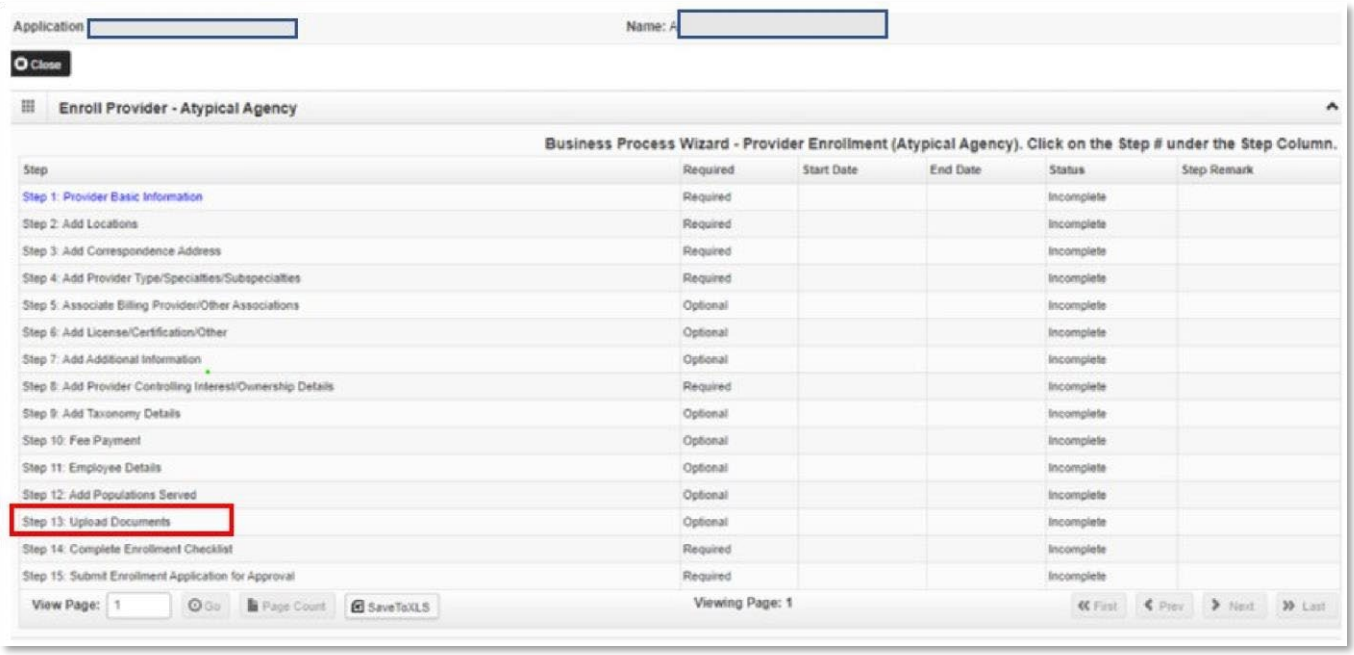
If you don’t know your Username contact: dmpstraining@azahcccs.gov</td>
</tr>
<tr>
<td>2. Perform a search for each course ID you are required to complete.</td>
<td> 
</td>
</tr>
<tr>
<td colspan="2">If you get stuck or need help, please contact: dmpstraining@azahcccs.gov</td>
</tr>
</table>

| **NEMT Providers** |
| --- |
| **HCNEMT2026 - NEMT Certification Training 2026** |

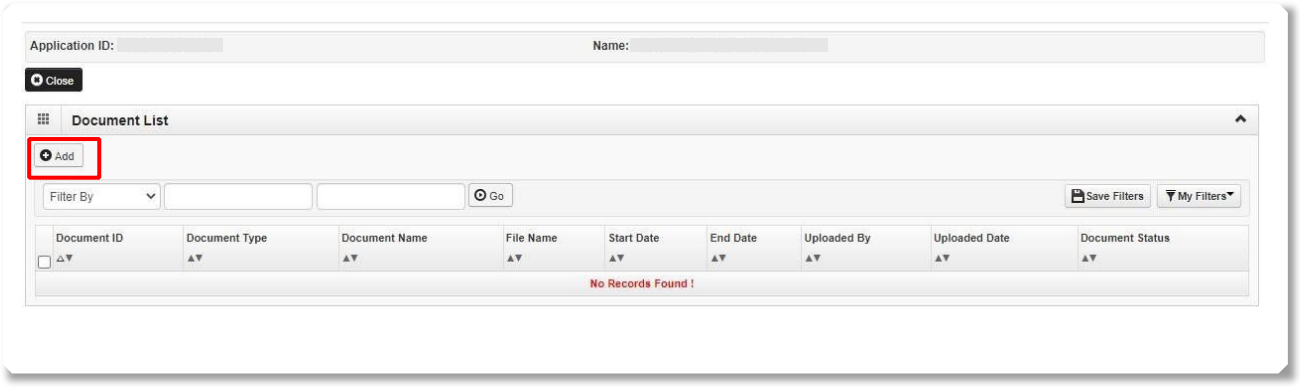
## How to upload the required AHCCCS NEMT Training certificate into APEP

1. Log in to the AHCCCS Provider Enrollment Portal (APEP) by visiting **https://www.azahcccs.gov/PlansProviders/APEP/Access.html**

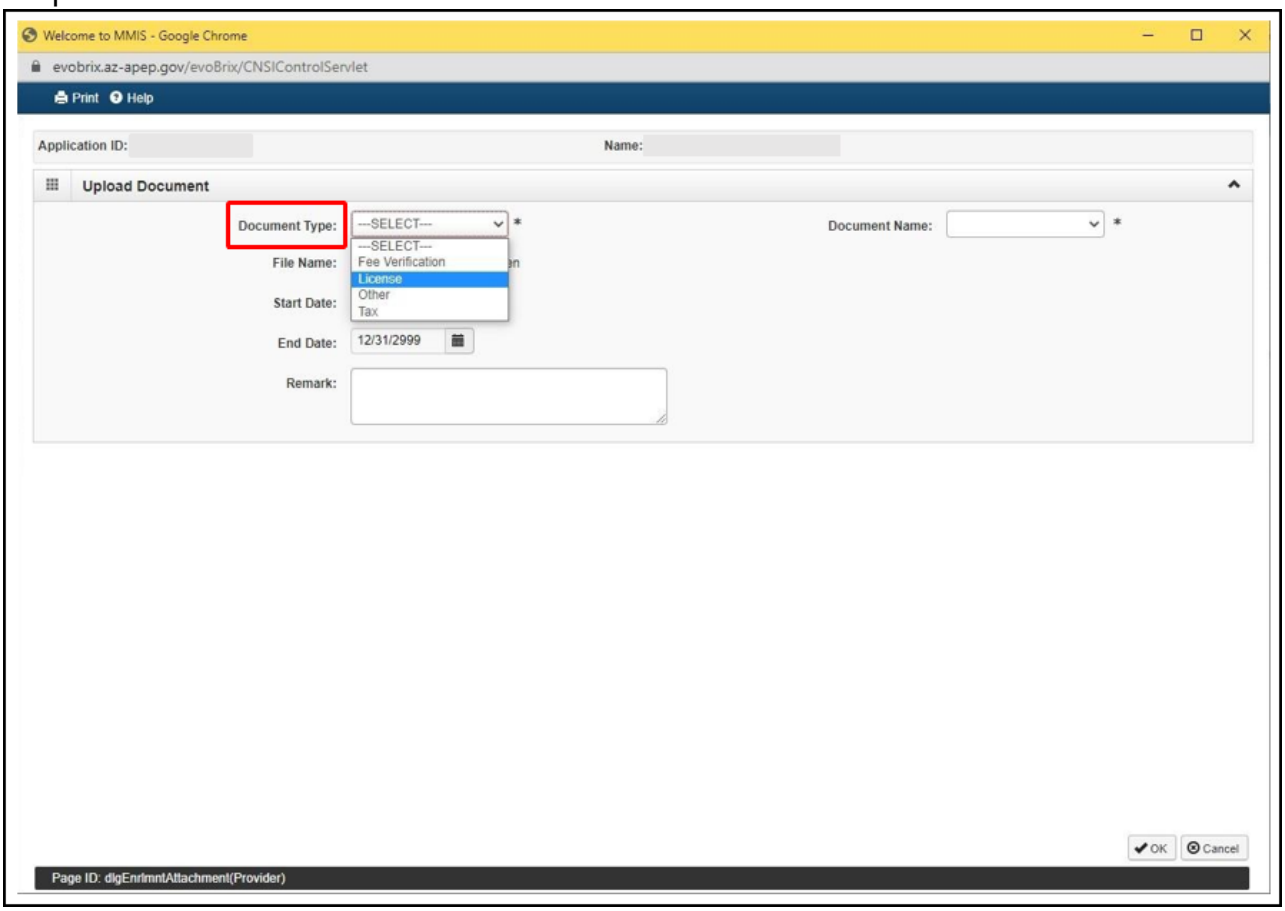
2. Select Step 13: Upload Documents.



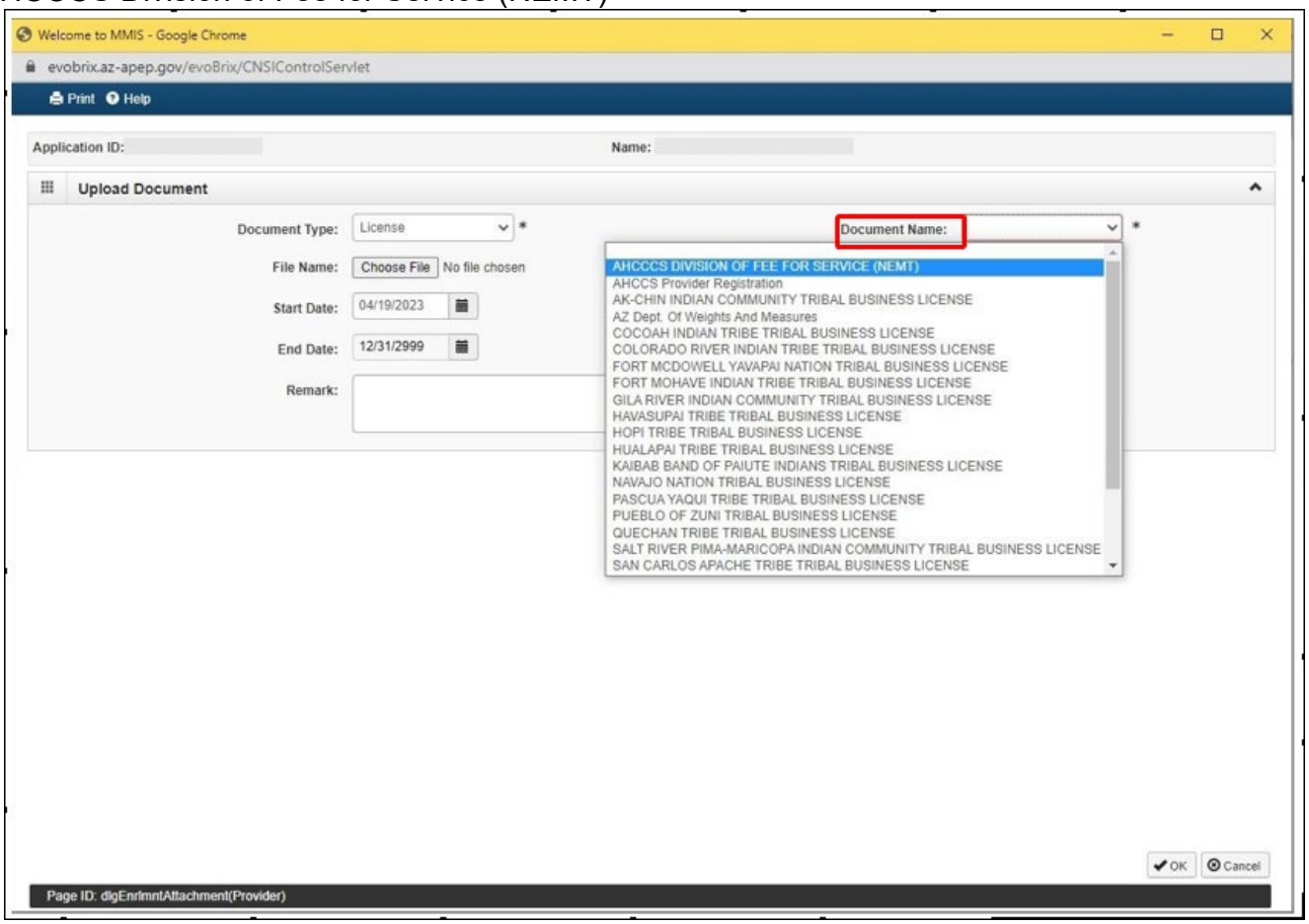

3. On the Document List screen, select “Add” to upload the document.



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

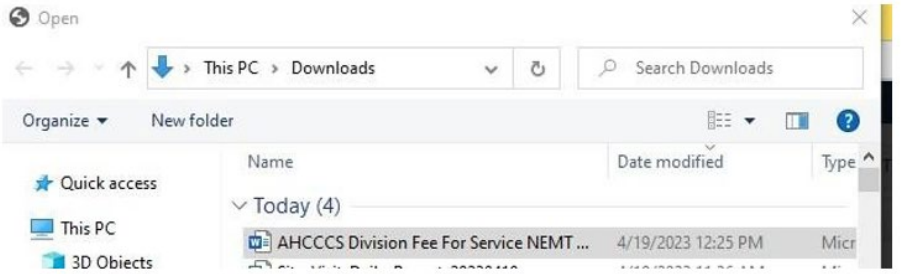


5. Go to “Document Name”, select the dropdown arrow for a list of available documents. Select AHCCCS Division of Fee for Service (NEMT)”

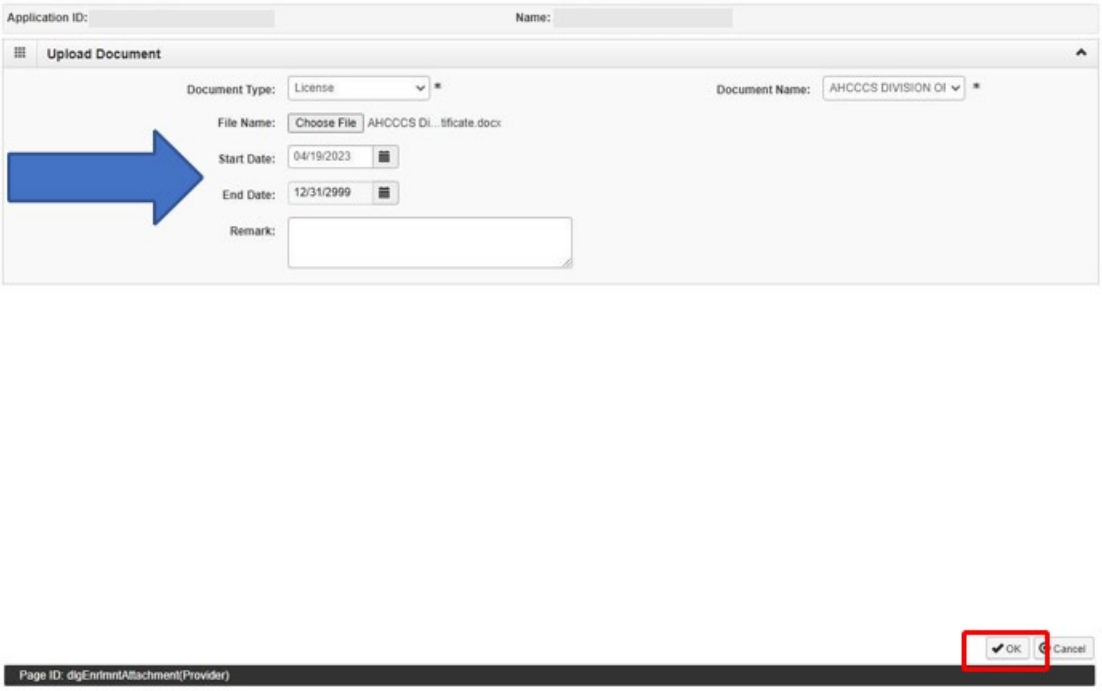


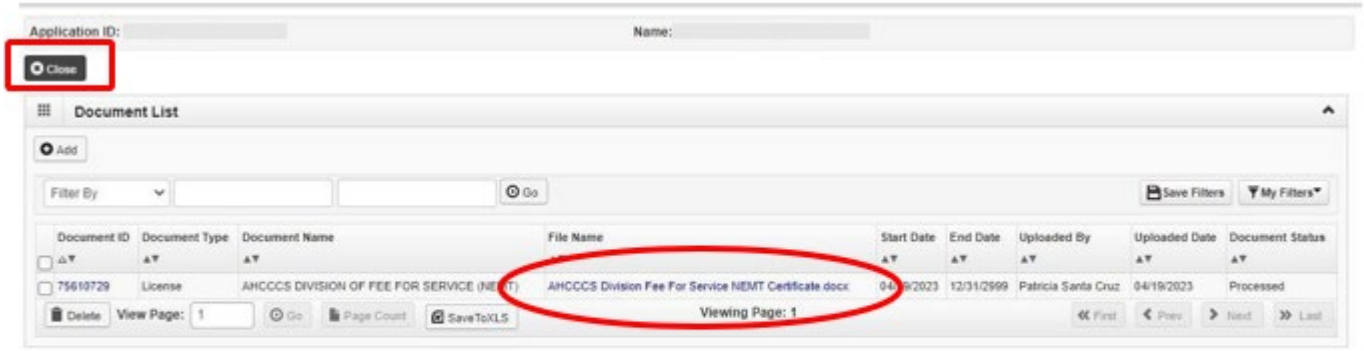

6. Go to “File Name”, select the Choose File button to upload the AHCCCS Division of Fee for Service certificate.

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.




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.