

Medica Protocols

Special Transportation Services (STS)

STS Facility Provider will comply with the following protocols of Medica:

1. Follow approved billing procedures of Medica.
2. Obtain prior authorization for certain STS as defined by Medica. Prior authorization is not a guarantee of payment.
3. If applicable, provide STS pursuant to a medical treatment plan by and under the direction of a Physician, pursuant to the Member's Benefit Contract. In the event of a medical emergency, a medical treatment plan and prior written authorization will not be required.
4. Be bound by Medica's Administrative Requirements, including Administrative Requirements pertaining to Medicare, Medicaid and state government program products, and be bound to the service, access and quality standards, as modified from time to time by Medica and communicated to STS Facility Provider under the terms and conditions of the Agreement.
5. Refer Members only to other Participating STS Facility Providers, including hospitals and other facilities, unless otherwise authorized by Medica pursuant to the Member's Benefit Contract or required by state law¹.
6. If the Member's Benefit Contract is one that requires the Member to receive all or any STS from or upon referral by a primary care physician, the following additional protocols must be adhered to when those STS are rendered:
 - (a) Referrals to other Participating or non-Participating Providers must first be authorized by the Member's primary care physician; and
 - (b) STS must be provided pursuant to the terms and limitations of the Referral Authorization Form issued by or on behalf of the Member's primary care physician.

STS Facility Provider will comply with all reasonable protocols adopted by Medica. In the event Medica adopts any additional or revised protocols following the Effective Date of the Agreement, Medica will communicate such additional or revised protocols to STS Facility Provider forty-five (45) days prior to their adoption and permit STS Facility Provider forty-five (45) days to comply with such additional or revised protocols, unless a longer period of time is agreed upon by both parties.

Failure to comply with the protocols of Medica is considered a material breach of this Agreement.

¹ 36 O.S. 2011, Section 6055

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Redirection of Services. In the event STS Facility Provider is unable to respond to a call for service in an amount of time determined by Medica, STS Facility Provider will direct the party requesting services to Medica and Medica will refer the party to another provider that will respond to the call more quickly.

Equipment Requirements. STS Facility Provider will, and will cause each driver and employee to fully comply with all equipment requirements as specified in Medica's Requirements, which can be found at www.medica.com.

Personnel Requirements. STS Facility Provider will, and will cause each driver and employee to fully comply with all administrative requirements and protocols of Medica as set forth in Medica's Administrative Requirements, which can be found at www.medica.com.

- (a) As specified in Medica's Administrative Requirements, STS Facility Provider will ensure that the driving record, personal background and experience of each driver and employee demonstrate an ability to safely operate a motor vehicle. STS Facility Provider will conduct background checks before employment of each driver and employee, and annually thereafter, and keep documentation of the background check on file for duration of this contract.
- (b) As specified in Medica's Administrative Requirements, STS Facility Provider will, and will cause each driver and employee to retain and maintain complete documentation as required by Medica and applicable law.
- (c) As specified in Medica's Administrative Requirements, STS Facility Provider and all employees of STS Facility Provider will be required to follow Medica policies and procedures. Such policies and procedures will include, but not be limited to, requiring each employee to:
 - (i) be courteous to Members and maintain a clean and neat appearance;
 - (ii) follow all rules of the road and operate STS Facility Provider's vehicles in a safe and prudent manner;
 - (iii) be properly licensed or certified by the state in which STS Facility Provider is located, to provide the type of STS required by this Agreement;
 - (iv) be prohibited from smoking on or near the transit vehicles;
 - (v) not operate a vehicle while under the influence of alcohol or controlled substance or permit the use of alcohol or controlled substance on the vehicle; and
 - (vi) any other such requirements as the federal government or agency, Medica, or the state in which the STS Facility Provider is licensed or certified in, may see fit to require by law or contract; and
- (d) STS Facility Provider shall retain and maintain all documentation listed as specified in Medica's Administrative Requirements.

Vehicle Insurance. STS Facility Provider will also procure and maintain, in accordance with applicable law, automobile liability and/or umbrella liability insurance in the amount set forth in Medica's Administrative Requirements, which can be found at www.medica.com. Evidence of such insurance will be made available upon request by Medica and a copy of such evidence of coverage must be retained in each vehicle's file.

Compliance and Licensure Requirements. STS Facility Provider will and will cause each person employed by STS Facility Provider to provide STS to maintain, without material restriction, all federal, state, and local licenses and permits required to provide STS under this Agreement, as specified in Medica's Administrative Requirements, which can be found at www.medica.com, and to fully comply with all applicable state and federal statutes and regulations in the provision of such STS.

Such requirements include but are not limited to:

- (a) A person may not provide special transportation services without a current annual certificate of compliance issued by the Minnesota Commissioner of Transportation.
- (b) No vehicle may be used to provide special transportation services until it has been inspected by the Minnesota Department of Public Safety and displays a valid Department of Transportation decal as required by law and Medica's Administrative Requirements.

REV 8/2021

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