RESPONSE SIGNATURE PAGE

Type or Print the following information.

	Verida, Inc.				
Address:	4751 Best Road, Suite 300				
City:	Atlanta	State:	Georgia	Zip Code:	30337
Business Designation*:*	☐ Individual ☐ Partnership	☐ Sole Proprietorship X Corporation		☐ Public Service Corp ☐ Nonprofit	
Minority and WomenOwned Designation**:*	X Not Applicable ☐ American Indian ☐ Service Disabled Veteran ☐ African American ☐ Hispanic American ☐ Women-Owned				
	☐ Asian American ☐ Pacific Islander American				
	AR Certification #: _____* See *Minority and Women-Owned Business Policy*				

PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
Provide contact information to be used for solicitation related matters.			
Contact Person:	Dena Adams-McNeish	Title:	Chief Development Officer
Phone:	404-290-8581	Alternate Phone:	470-819-4374
Email:	deadams@southeastrans.com		

CONFIRMATION OF REDACTED COPY
X YES, a redacted copy of submission documents is enclosed.
☐ NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.
Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Solicitation Terms and Conditions for additional information.

ILLEGAL IMMIGRANT CONFIRMATION
By signing and submitting a response to this *Solicitation*, a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants and **shall not** employ or contract with illegal immigrants during the term of a contract awarded as a result of this solicitation.

ISRAEL BOYCOTT RESTRICTION CONFIRMATION
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel and **shall not** boycott Israel during the term of a contract awarded as a result of this solicitation.
X Prospective Contractor does not and **shall not** boycott Israel.

An official authorized to bind the Prospective Contractor to a resultant contract shall sign below.

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Solicitation* **may cause the Prospective Contractor's response to be rejected.**

Authorized Signature: *Dena Adams-McNeish*
DocuSigned by:
B9C93BAA88B74F1...
Title: Chief Development Officer

Printed/Typed Name: Dena Adam-McNeish   **Date:** 10/12/2022

SECTIONS 1 – 4: VENDOR AGREEMENT AND COMPLIANCE

- *Any requested exceptions to items in this section which are <u>NON-mandatory</u> **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.*

- *Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.*

Requested Exception:

Verida would like to request a modification to *Attachment E: Pro-form Service Contract, 7. Termination & Cancellation Clauses* – which is <u>not</u> marked "non-negotiable". Our requested modification is as follows:

B. For Convenience. The Department may terminate this contract for any reason by giving the Contractor written notice of such termination no less than sixty (60) days prior to the date of termination. Contractor may terminate this contract for any reason by giving the Department written notice of such termination no less than one-hundred twenty (120) days prior to the date of termination.

Explanation:

We request this clause be reciprocal but would be agreeable to accepting a longer notice requirement (i.e., 120 days versus 60 days). Reciprocal termination clauses are standard in these types of contracts. Moreover, a reciprocal clause has become more necessary for purposes of this Agreement given the enhanced potential damages set forth in Attachment C – Performance Based Contracting, along with the Department's recent enforcement history.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

Authorized Signature: *Dena Adams-McNeish*
DocuSigned by:
B0C03DAA88B74F1...
Use Ink Only.

Printed/Typed Name: Dena Adams-McNeish **Date:** 10/12/2022

PROPOSED SUBCONTRACTORS FORM

• **Do not** include additional information relating to subcontractors on this form or as an attachment to this form.

PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

Type or Print the following information

Subcontractor's Company Name	Street Address	City, State, ZIP
501 Non-Emergency Medical Central Transit, LLC	1819 Scott Street	Conway, AR 72034-5120
A.C.T.S	9510 Geyer Springs Rd	Little Rock, AR 72209-7853
AAA of Western Arkansas, Inc, - Region D	524 Garrison Ave	Fort Smith, AR 72901-2507
Access Health Medical Transportation Services LLC	838 Robindale Road	Blytheville, AR 72315-2238
American Mobile Transportation	7901 Stagecoach Road	Little Rock, AR 72204-8783
American Mobile Transportation-Jonesboro	7901 Stagecoach Road	Little Rock, AR 72204-8783
BJ Transportation	12 Peach Tree Pl.	Little Rock, AR 72204-8516
Bridge Builders Transportation	135 CR 397	Mountain Home, AR 72653-8843
Care-A-Van Transport, LLC	209 S. 20th Street	West Memphis, AR 72301-4626
D&B Transportation Services, LLC	96 Abigayle Loop	Morrilton, AR 72110-9359
Delta Medical Transport, LLC	3404 Philco St	Blytheville, AR 72316-5176
DES Transit	617 East Sawyer St	Blytheville, AR 72315-4631
Dugger's Transportation LLC	14605 Clinton Road	North Little Rock, AR 72118-1404
Ealy Transportation LLC	293 Solomon Grove Road	Twin Groves, AR 72039-9217
G Ride Transportation	5300 Charles Ct	Bryant, AR 72022-9255
Heaven Sent Adult Daycare Center	5 Inwood Cir. Ste 110	Little Rock, AR 72211-2499
HKT Transportation, LLC	125 Allen Cove	Marion, A 72364-8001
Inspirations Day Treatment, Inc.	11700 Kanis Rd, Suite 2	Little Rock, AR 72211-3794
Kingdom Harvest Ministries, Inc	9866 Hwy 21 North	Berryville, AR 72616-9057
Larry's Transportation	155 Summit Valley Cr.	Maumelle, AR 72113-6096
Loving Arms Transportation LLC	130 South 18th Street	West Memphis, AR 72301
Med Royal Transportation, LLC	112 Diamond Pointe Dr	Maumelle, AR 72113-6023
Medex Transport	2302 East County Road 230	Blytheville, AR 72315-5122
NATS	108 Sisco Ave	Harrison, AR 72601-2130
No Longer Bound Transit LLC	1715 Duke St	Conway, AR 72032-8598
Northeast AR Community Mental Health Center, Inc	2707 Browns Ln	Jonesboro, AR 72401-7213
Ozark Mobility NEMT, LLC	400 N Coral Canyon Loop #109	Fayetteville, AR 72704-6614
Provisions Transport LLC	11495 Frisco Dr	Farmington, AR 72730-2729
Rock With Us Transportation LLC	8409 Garnet Cove	Sherwood, AR 72120-2387
Sondra's Love and Care	3969 Eastern Slope Dr	Alexander, AR 72002-1773

Subcontractor's Company Name	Street Address	City, State, ZIP
Transportation, LLC		
The Guidance Center	3111 South 70th Street	Fort Smith, AR 72903-5017
TOC Transportation Corp	1100 E Kiehl Ave, Ste 6	Sherwood, AR 72120-9998
V&S Xpress	719 Sedgefield Dr	Bryant, AR 72022-8336

Authorized Signature: _Dena Adams-McNeish_

Printed/Typed Name: <u>Dena Adams-McNeish</u>   Date: <u>10/12/2022</u>

☐ **PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICE**

Contents

E.1 Qualifications

A. Describe Broker's prior experience providing day treatment transportation including the number of years of experience

Verida (formerly Southeastrans) has been serving NEMT beneficiaries for more than 22 years. Currently we serve 15 NEMT contracts with 11 clients in seven states and the District of Columbia. During the past two decades, we have gained specific experience managing trips for high-risk populations for both state and MCO clients. Here is a snapshot of our experience providing day treatment transportation and NEMT for other programs serving individuals with developmental disabilities or other special needs.

Arkansas

Our contract with the Arkansas Department of Human Services (DHS) along with the Division of Developmental Disabilities Services (DDS) features a significant population of high-risk individuals requiring daily transport to Early Intervention Day Treatment (EIDT) and Adult Developmental Day Treatment (ADDT) facilities across regions A, B, C, D and G of the state. For the last twelve-month period, (September 1, 2021, to September 30, 2022) we have provided 122,533 NEMT trips for adult and 233,907 for child day treatment/care programs. The contract requires that all vehicles transporting individuals for DTT services feature a camera for continuous passenger monitoring, as well as a safety alarm device requiring vehicle sweeps of the passenger compartment to confirm no child is left on the vehicle.

Arkansas

In 2013, the Arkansas Department of Human Services/Division of Medical Services contracted with Verida as the NEMT broker for two of the state's Medicaid regions. Currently, we provide NEMT services to Medicaid recipients in five of the seven regions. Populations served include eligible low-income adults, children, pregnant women, elderly adults, and people with disabilities. Collectively, we provide Medicaid NEMT services for approximately 700,000 beneficiaries throughout the five regions. We maintain a call center in Little Rock that handled more than 224,827 calls in 2021.

Georgia

Verida has contracted with Peach State Health Plan since 2006 to manage statewide NEMT services for their PeachCare for Kids Health Plan, a Georgia CHIP health plan. In addition, we transport adolescents from Bartow, Carroll, Cobb, Douglas, Haralson, Paulding, and Polk counties to behavioral health programs at the Tanner Health System, Willowbrook facilities in West Georgia. In pre-pandemic 2019, we managed over 4,487 trips supporting these programs. Verida provides call center services, transportation provider network development and oversight, NEMT compliance, NEMT training, quality management, utilization review, claims administration, information technology services, and data management/reporting.

Georgia

The Georgia Department of Health and Human Services (DCH) is Verida's largest client. The program features five Medicaid NEMT regions throughout the state. Verida has operated a full-service Medicaid NEMT program, in multiple regions, for 22 years. Currently we provide NEMT services for more than 992,000 beneficiaries in the Atlanta and North regions. We offer a full complement of NEMT broker services. We maintain two call centers in the state of Georgia, one in Atlanta and the other, which serves as a back-up call center for all of our programs, in Villa

Rica. These two call centers handled more than 987,441 calls in 2021.

Indiana

The Indiana Family and Social Services Administration (FSSA) contracts with Verida to manage NEMT services for its statewide Medicaid fee-for-service population. This contract represents the first NEMT brokerage program in Indiana's history. Verida began providing full-service brokerage services on June 1, 2018, which call center services, transportation provider network development and oversight, NEMT compliance, NEMT training, quality management, utilization review, claims administration, information technology services, and data management and reporting. Currently we manage trips for approximately 234,654 members.

Under this contract with the FSSA, we also serve approximately 940 long-term care (LTC) facilities in the state of Indiana, which includes nursing homes, skilled nursing, and rehabilitation facilities. In 2021 we transported 8,189 Medicaid beneficiaries for a total of 110,334 legs. Year to date we have transported 18,643 Medicaid beneficiaries for a total of 381,678 legs. The state of Indiana recently created a "Nursing Facility" provider type that allows nursing facilities to provide transportation for their residents and receive reimbursement from Verida/Medicaid for providing the transport. The LTC facility schedules the trips by calling our call center, scheduling through our facility portal, or via secure fax using a scheduling form. The trips are dispatched to them. Once the transport is complete, the claim is submitted for reimbursement.

Louisiana

Verida first partnered with the Louisiana Department of Health (LDH) in 2014 to manage prior authorization services for the Department's Medicaid NEMT program. When NEMT services were carved into the Managed Care Organization (MCO) contracts in 2015, we assumed responsibility for all NEMT services for the Department's remaining fee-for-service (FFS) beneficiaries. Today, we provide NEMT services for approximately 100,000 FFS beneficiaries throughout the state. We manage every aspect of the NEMT programs in Louisiana. We maintain a call center in Baton Rouge that handled more than 155,845 calls in 2021.

Louisiana

Since 2018, we have provided NEMT services for AmeriHealth Caritas of Louisiana (ACLA), an authorized Healthy Louisiana Medicaid health plan. Under our contract with ACLA, we provide the management of NEMT services for their statewide Medicaid and CHIP beneficiary populations. Today we serve more than 225,000 plan beneficiaries. Verida maintains a regional office and call center in Baton Rouge to support this full-service brokerage contract.

Tennessee

BlueCare Tennessee is an authorized TennCare Medicaid health plan. Since 2008, BlueCare has contracted with Verida to manage NEMT services for TennCare beneficiaries enrolled in the MCO's BlueCare and TennCareSelect health plans on a statewide basis. We also manage NEMT services for their Dual Special Needs Plan (DNSP). This contract was re-awarded to Verida in 2014 through a competitive procurement. Currently, we manage NEMT services for more than 640,000 BlueCare Tennessee beneficiaries.

Virginia

Optima Health Plan contracts with Verida to manage NEMT services for its Medicaid and dual

eligible health plan beneficiaries on a statewide basis. Optima Health Plan is a Virginia Medicaid managed-care health plan. We have held this contract since 2017. Currently, we manage NEMT services for nearly 300,000 Optima Health Plan beneficiaries. Verida provides call center services, transportation provider network development and oversight, NEMT compliance, NEMT training, quality management, utilization review, claims administration, information technology services, and data management/reporting.

Virginia

Virginia Premier Health Plan contracts with Verida to manage NEMT services for its Medicaid and Medicare Advantage health plans. Our contract with Virginia Premier started in April 2020. Currently, we provide NEMT services for more than 251,000 Virginia Premier beneficiaries.

Washington, DC

Verida has managed the NEMT program for Health Services for Children with Special Needs, Inc (HSCSN) in the metro Washington D.C. area since 2011. This Medicaid health plan coordinates physical, mental, behavioral, developmental, and care services for special needs children and young adults up to age 25. In 2019, under this contract, Verida transported more than 5,000 individuals and managed more than 72,000 calls in our HSCSN call center.

WellCare – Arkansas, Tennessee Georgia, and Mississippi

Verida contracts with WellCare (acquired by Centene) to manage NEMT services for their Medicare Advantage health plans in Arkansas, Tennessee Georgia, and Mississippi. The contracts for Arkansas and Tennessee started in 2016. In 2019, we contractually agreed to manage NEMT for WellCare Medicare Advantage Plan participants in Georgia and Mississippi. Collectively, we manage trips for more than 77,000 beneficiaries.

Verida's priority is to enable safe and comfortable transportation for Arkansas' eligible NEMT beneficiaries using the lowest cost transportation that meets the beneficiary's needs. During the reservation intake, our customer service representative (CSR) reviews the age of all beneficiaries and applies stringent rules regarding child transport to reservations for children. As part of our scheduling process, we advise the contracted transportation provider when additional seating is required for an attendant.

B. Provide resumes for the Project Director responsible for management of day-to-day operations.

With more than nine years of experience serving Arkansas NEMT program beneficiaries, Cynthia Washington will continue to serve as our Arkansas Project Director under this new contract. In this role, Cynthia will have responsibility for the fulfillment of all of DHS/DDS' contractual requirements for the Day Treatment Transportation (DTT) services program in the regions for which we are awarded. This includes day-to-day oversight of all internal functions, call center operations, provider network management and development, compliance, quality control, risk management, information technology, training, and the business office.

> It has been my pleasure to support our work with DHS through the years to provide critical transportation resources for some of Arkansas' most vulnerable citizens. It has been so rewarding to know I am helping individuals with disabilities get to and from their day treatment facilities in a safe and timely manner. - Cynthia Washington, Arkansas Project Director

Currently, Cynthia oversees the safe and timely transport of DTT services for Medicaid beneficiaries to and from Early Intervention Day Treatment (EIDT) and Adult Developmental Day Treatment (ADDT) facilities in Regions A, B, C, D and G. Additionally, she helps facilitate relationships between our clients, transportation providers, health care professionals, and beneficiaries and their authorized representatives.

Cynthia personifies Verida's development of talent from within. She began working at Verida (formerly Southeastrans) in 2013 as an administrative assistant and has held several positions including compliance coordinator, call center manager, IT mobile technician, and finally, her current role as the Arkansas Project Director.

Prior to joining Verida, Cynthia worked with Ally Financial for more than 10 years as a call center supervisor. For more than eight years, Cynthia served in the United States Air Force and earned the rank of Sergeant. She is a veteran of the Gulf War.

Cynthia's resume' is provided below.

CYNTHIA WASHINGTON
PROJECT DIRECTOR

SUMMARY OF QUALIFICATIONS

Twenty-seven years of customer relations experience in various sectors. Served as a State Director, Customer Service Manager, Compliance and Collections professional, Quality Assurance professional, Operations/Call Center Supervisor, and Sergeant in the United States Air Force.

EXPERIENCE

SOUTHEASTRANS, INC.   **2013 - PRESENT**

Arkansas State Director

Responsible for management of all business operations related to contracted services including but not limited to, oversight of all internal functions, provider network management, compliance, reconciliation, quality control, risk management, information technology, training, and business office management.

- Establish and maintain relationships with DHS, Providers, Medical Facilities and new contracted entities.
- Establish and maintain appropriate systems for monitoring, measuring and reporting operational performance.
- Oversee complaint resolution and documentation.
- Launch operational policies, procedures and strategic action plans while using root cause analysis to correct and improve efficiencies.
- Manage and control departmental expenditures within approved budgets.
- Conduct and help management level meetings and trainings to insure effective organizational communication and performance with client, providers and facilities.

Technology Support Specialist

- Provided support to end users on a variety of technology and process issues.
- Identifies, researched and resolved problems associated with website access, claims, trips, and internal processes.
- Responded to telephone calls, email and help desk requests for support.
- Documented, tracked and monitored problems to ensure a timely resolution.
- Applied knowledge of commonly used concepts, practices, and procedures within to streamline processes

Call Center Operations

Responsible for operational supervision of call center activities for Verida's Arkansas contracts through the following roles.

Customer Service Supervisor

- Coordinated department activities and special projects to ensure quality to meet deliverable dates.
- Evaluated department processes and implemented solutions.

- Recommended and coordinated needed changes based on process analysis.
- Directed staff in the development, analysis and preparation of reports.
- Supervised staff in accordance with company policies and procedures.
- Assisted staff with other duties including responding to inquiries and complaints.
- Resolved complex or out of policy operational problems.
- Conducted interviews, hired new staff and provided employee orientation.
- Completed human resource paperwork.
- Coached and provided career development advice to staff.
- Established employee goals and conducted employee performance reviews.
- Responsible for staff scheduling to include work assignments/rotations, employee training, employee vacations, employee breaks, overtime assignments, back-up for absent employees, and shift rotations.
- Scheduled and conducted staff meetings.
- Collaborated with Supervisors and Managers to provide maximum program efficiency.
- Served on committees and teams as department representative.

Compliance Coordinator/Officer

- Interacted with providers to obtain compliance information and coordinated vehicle inspections.
- Conducted vehicle inspections and facility observations.
- Worked with compliance officers to coordinate their daily activities.
- Conducted regularly scheduled and unscheduled field inspections on provider vehicles to ensure safety, cleanliness, and functionality to meet contractual requirements.
- Complete random customer service surveys and monitor transportation providers' compliance with their contractual obligations.

GMAC/Nuvell/Ally Financial   1995 – 2012

Supervisor

- Lead, managed, and trained a group of collectors.
- Directed collector's efforts to attain maximum collections while complying with company policies and procedures.
- Assisted in interviewing and hiring of new employees.
- Prepared daily and monthly reports.
- Assigned work to collectors – reviewed and evaluated work performed.
- Reviewed and approved time sheets.
- Coordinated assigned activities to ensure management's goals were obtained.
- Monitored policy compliance and initiated corrective measures when needed.

E.2 Call Center

A. Describe the process(es), equipment, and capabilities to meet the requirements outlined in Section 2.3.3.B including, without limitation, the following:

1. Calls
2. Call Monitoring
3. Complaints
4. Scheduling
5. Translation and Interpreter Accommodations
6. Technology

Verida has an established non-residential business office and call center in Little Rock that maintains normal business hours of at least 8:00 a.m. until 5:00 p.m. Central Time, Monday through Friday, except on State holidays. Calls are received by live operators who are always available while DTT services are in progress (e.g., from time of first pick-up until time of last drop-off for the day.) We understand that DHS may request to modify hours of operations. Our Little Rock call center is staffed with a sufficiency of customer service representatives (CSRs), special services representatives (SSRs), team leads, and supervisors to facilitate timely, responsive, and courteous service for beneficiaries and their representatives. Our call center team is trained to treat each caller with dignity and to respect the caller's right to privacy and confidentiality.

Calls received after-hours and on holidays are answered by CSRs in Georgia who are available 24 hours a day, seven days a week. That means Arkansas beneficiaries always have access to an actual person, rather than having to leave a message and wait for a call back. Verida call center services, and all business functions, are based stateside and calls will always be answered in the United States.

Calls

We receive and process all requests for NEMT services for beneficiaries using a straightforward and simple reservation process. This includes offering intuitive technology solutions as well as established processes and procedures.

- **Toll-Free Number:** Under a new contract, we will establish and maintain a dedicated toll-free number that is publicly disseminated and advertised as the public's helpline for scheduling DTT services and assistance. This toll-free number will be provided to all eligible beneficiaries, guardians, and ADDT and EIDT providers.

- **Speech/Hearing Impaired:** Beneficiaries who have a speech or hearing impairment can contact us using our TTY/TTD lines or via the Federal Communications Commission's Telecommunications Relay Service or 711.

- **Fax:** As a backup to all other preferred avenues, a well-monitored, dedicated fax line is maintained to receive requests for NEMT services and exchange documentation. The requesting entity simply completes a trip request form and faxes it to our call center.

Regardless of the method in which a beneficiary or their authorized representative makes a reservation request, our call center team will vet the request using our defined gatekeeping processes. Details of scheduled trips are confirmed at the time the reservation is made. Once necessary information is entered into our patented transportation management system, Net InSight™, the CSR verifies accuracy with the caller and saves the reservation. A confirmation number is automatically assigned to each reservation, which the CSR communicates to the beneficiary or authorized representative before ending

the call.

Gatekeeping Process

Approving a beneficiary to receive transportation services is often referred to as "the gatekeeping function". Verida's CSRs must obtain specific information from callers to assure that only eligible EIDT and ADDT program beneficiaries are approved for covered services.

The following steps are included in the gatekeeping process:

- Receive calls for NEMT services.

- Determine eligibility through the proper channels.

- Determine that the beneficiary is requesting transportation to a covered service and determine if the facility is participating within the DTT services network.

- Determine the age of beneficiary.

- Determine the beneficiary's special needs that must be accommodated such as wheelchair, canes or walkers, service animals, etc. With every request, our CSR considers each beneficiary's permanent and temporary special needs and any special instructions to facilitate appropriate and safe transportation.

- Determine the most appropriate mode of transportation based on the beneficiary's needs. This includes asking:

    o Is there is an operational vehicle in the household available to the beneficiary?

    o Is there public transit available to the beneficiary?

    o Are there other means of transportation available to the beneficiary?

- Assign the trips to the most appropriate NEMT provider if the answer to any of the above questions is "no."

    To further define the transportation options possibly available to the beneficiary, the CSR will ask additional questions if the caller responded "yes" to any of the above questions.

Operational Vehicle

To determine if there is an operational vehicle available to the beneficiary, the CSR will ask:

- Is there a vehicle in your home?

- Is the vehicle drivable?

- Are you physically able to drive the vehicle?

- Is there someone available to drive your vehicle for you?

- Is the vehicle available at the time of the appointment?

- Do you have funds available to operate the vehicle?

Public Transit

To determine if there is public transit available to the beneficiary, the CSR will ask:

- Is public transit available?

- Do you have the funds to pay to use public transit?

In other similar programs, we also ask:

- How far is the closest bus stop to your residence?

We do this to make sure the beneficiary is a good candidate for public transit and lives close enough to a convenient stop for it to be a viable option.

Other Means of Transportation

To determine if there are other means of transportation available, the CSR will ask:

- Are there other means of transportation available to you such as:
  - Your relatives
  - Neighbors
  - Friends
  - Community organizations
  - And/or including medical providers?

If a beneficiary refuses to answer questions related to the need for transportation, our CSRs are trained to inform the caller that transportation will not be provided, per program requirements.

Using our call management platform, Verida maintains a call tracking and retrieval system that records each individual call received in our call center. Our call management platform records the questions our CSRs ask and the caller's responses. We will maintain both inbound and outbound telephone recordings for a minimum of one year. The recordings will be available to DHS/DDS or the DTT Monitoring Contractor within five business days of a request.

Call Monitoring

Our monitoring systems and processes are top of the line, to safeguard that the standards and the quality of our services are maintained consistently throughout call center staff.

Observe AI

Call center team members are the front-line representatives of Verida, and their performance is crucial to the overall delivery of quality beneficiary service. Along with our call center management system, our Call Center features Observe.AI, a real-time quality management and artificial intelligence analytics tool. Using this tool, 100 percent of all calls are recorded and analyzed. With Observe.AI, our call center managers and quality assurance staff can monitor calls while they are happening, listen to calls after they have concluded, or conduct keyword searches from transcribed calls.

> **With Observe.AI, 100 percent of all calls are recorded and analyzed.**

Additionally, the software tags those moments that the artificial intelligence considers "negative" and grades each call. The call center manager can easily run reports on various metrics, words, or other performance indicators. Shifts in data and other anomalies are automatically flagged so the manager can dig deeper. Using this information, the manager will know when a CSR needs additional training or mentoring. The tool, as shown below, also identifies positive attributes and behaviors of call takers so they can be recognized and rewarded.

Figure E.2-1. *This is one of the screens available in Observe.AI, a real-time call center quality management and artificial intelligence analytics tool. Proprietary and Confidential*

Workforce optimization enables the organization to capture, analyze, and act on data to improve workforce performance, customer interactions, and customer service processes. Of the many ways in which call center performance is monitored, call recording and service level monitoring are a key focus of our clients and therefore, closely monitored by our Quality Management Committee.

CSR Report Card

Because our management system and Observe.AI capture the nuances of every phone interaction, our Call Center Managers can easily monitor each individual CSR's call center performance. A monthly report card for every CSR in our center is compiled, including benchmarks such as: schedule adherence, quality assurance, inbound calls handled, average handle time, average time in after-call, and more. These reports are reviewed with each CSR by their supervisor. If appropriate, the CSR is scheduled for additional training and mentoring. For CSRs with recurring performance concerns, a performance improvement plan is developed, detailing the opportunities for improvement, and outlining a clear list of goals the CSR needs to achieve and a timeline for reaching them. The following (Figure E.2-2) is an example of a CSR Report Card.

Figure E.2-2: *Report Cards are reviewed with each CSR for coaching/positive feedback.*
Proprietary and Confidential

Surveying

Verida manages more than five million trips annually, and we are proud of our overall **99.9 percent complaint free** trip rating. We strive for stakeholder satisfaction in all areas of our service. Program stakeholders may file a complaint or grievance in multiple ways. They may call us directly through our toll-free complaint line, file a complaint in writing, or through the Verida website.,

Verida also employs a third-party firm to conduct monthly, telephonic beneficiary satisfaction surveys using a measurement tool which asks beneficiaries or their authorized representative to report and evaluate their experiences with NEMT in the areas of customer and transportation provider services. The tool queries participants about their interactions with customer service agents and transportation providers and drivers, the timeliness of services, the condition of the vehicles in which they were transported, their overall trip experience, as well as their overall experience with NEMT.

Current Survey Satisfaction Rates:
Call Center – 98%
Transportation – 94%

In addition to the live telephonic participant satisfaction surveys, Verida also conducts, with the caller's consent, an IVR based post trip survey. This technology provides Verida with instant trip feedback from the caller. Survey feedback is provided via an automated report to the Quality Assurance team each morning. To uphold our mission to our clients and to the individuals we serve, we strive to weave quality into the fabric of our culture.

Complaints

Verida has a comprehensive process for receiving, documenting, and responding to complaints from all stakeholders. Each complaint is entered into Net InSight and assigned a unique tracking number that links it to the beneficiary and/or trip record.

- The call center will maintain a log of the number of complaints received through the call center and a description of the complaint.

- Complaints received through the call center must be referred to the DTT Monitoring Contractor the next business day for tracking and investigation.

Scheduling

Communication is a vital aspect of a successful NEMT program, so Verida provides multiple ways for beneficiaries and facilities to access NEMT services. For the DTT services program, we offer traditional methods for scheduling rides via phone, fax, and secure email.

With DHS/DDS' approval, we can also implement the following tools that would offer convenient online scheduling options:

- A Facility Website/Portal that allows authorized facility personnel, or their designees, to make a request for transportation on behalf of a program beneficiary. We provide more details on the features and benefits of this portal under the subheading "Separate Scheduling Process for Medical Personnel," which can be found below.

- A Member Website/Portal that allows Medicaid beneficiaries or their authorized representatives to login securely and request transportation and manage trip requests.

- A free Member App, which is available in the Apple App Store and the Google Play Store. This technology empowers users to efficiently make reservations and manage their NEMT benefit from the convenience of their smartphone or tablet.

Our goal is to enhance the experience of program stakeholders, and to provide them with greater flexibility and control over scheduling.

Authorized Representatives

If the beneficiary relies on the assistance of a representative to schedule DTT services, the CSR will ask the beneficiary "Would you like to provide at least two authorized representatives that will be allowed to schedule DTT services on your behalf?" If so, the beneficiary will be prompted to provide the first and last names, relationship, and contact numbers of the representative(s).

Verida will only take transportation requests from or discuss the beneficiary's DTT services with the beneficiary, legal guardian, or representative as listed in the beneficiary's record in Net InSight.

The most common way for Arkansas Medicaid beneficiaries or their authorized representatives to make trip requests is by calling the Verida call center via our dedicated toll-free line. We will help educate beneficiaries on how to request and schedule DTT services through our call center and a member guide. Our staff will instruct beneficiaries that DTT service requests should be made at least three business days before the service is needed.

As an added convenience, with the Department's approval, we could implement our Beneficiary Portal and its complementary app to enable beneficiaries and their caregivers to easily access online resources. It would allow them to access important program messaging, forms, and educational videos. Additionally, beneficiaries would be able to schedule and manage their trip requests, view transportation provider assignments, and quickly request help.

During the call, the CSR uses a Department-approved call script to ask the beneficiary, or an authorized representative, a series of questions pertaining to the beneficiary's medical, physical, and cognitive abilities. This helps the agent determine the beneficiary's level of mobility, personal capabilities, and any special transport requirements (e.g., cognitive or physical limitations).

Separate Scheduling Process for Medical Personnel

Verida understands the importance of working closely with health care facilities to streamline the scheduling process, perform vital gatekeeping functions, and answer questions. To facilitate communication between Verida and Arkansas' day treatment facilities, we provide several convenient communication options.

- **Toll-Free Facility Phone Line:** Arkansas day treatment facilities have a dedicated line to reach Verida's Special Service Representatives (SSRs). SSRs are responsible for collaboratively working with facility personnel to establish standing order (recurring) trips for eligible beneficiaries. This toll-free number offers Arkansas' day treatment providers convenient and direct access to SSRs.

- **Facility Web Portal:** With the Department's approval, we can also implement our secure, HIPAA-compliant facility portal. This web-based resource offers day treatment providers access to critical applications and tools while protecting sensitive beneficiary information (e.g., PHI). Using our facility portal, facility representatives can access comprehensive self-service tools without the extra step of making a phone call. This site provides a secure exchange of information between

the day treatment provider and Verida. Additionally, facility staff can receive educational messages, schedule standing orders, and monitor transportation (Figure E.2-3). We welcome the opportunity to demonstrate this portal to DHS/DDS. Following are the ways in which a facility might use the portal:

Information

- o View Verida contact information such as toll-free numbers, business office mailing address, and email addresses
- o Link to forms and documents

Tasks

- o Securely request transportation for a beneficiary
- o Renew standing orders
- o Monitor scheduled arrivals and departures from the facility
- o Cancel beneficiary trips
- o Verify beneficiary attendance

Figure E.2-3: The portal is a simple interface for facility personnel to point and click for reservations, cancellations, and tracking. Proprietary and Confidential

Our Net InSight platform captures and tracks the trip information including the date, time, name and address of the facility and any special needs that affect the mode of transportation used.

Translation and Interpreter Accommodations

Verida has a comprehensive Diversity, Equity, and Inclusion (DEI) Plan that describes how we assure that

all beneficiaries including, but not limited to, those with limited English proficiency, a hearing impairment, a speech or language disorder, physical disabilities, developmental disabilities, or diverse cultural and ethnic backgrounds, have access to interpreter services as well as to bi-lingual staff and other support services.

A third-party vendor is employed to translate calls between non-English speaking callers and our representatives. Interpreters provide over-the-phone translation services in more than 140 languages. This service is available to beneficiaries and their representatives at no charge, whenever they are needed, with no limit on the number of times a beneficiary can use the service. Employing an interpretation service is an easy process that does not require multiple calls. During initial contact, the caller is connected to an experienced interpreter who will listen to the caller, analyze the message, and accurately convey the beneficiary's need to our CSR. The CSR's response will likewise be translated and relayed to the caller by the interpreter.

Our call centers will also work with Arkansas Relay, which offers reliable, full telephone accessibility to everyone, including people who are deaf, hard of hearing, and/or have difficulty speaking. Arkansas Relay is available 24 hours a day, 365 days a year. With relay services, specially trained communication assistants complete all calls and stay on the line to relay messages either electronically over a telecommunications device, teletypewriter (TDD/TTY), or verbally to Verida's CSRs.

Technology

Verida is at the forefront of innovative technology that is implemented in our call centers to seamlessly transition into any area we serve.

Call Management System

Our call management system is a complete call center suite that allows us to engage with beneficiaries through secure communication channels at any work location. Because the system is built upon a cloud infrastructure, calls can be managed no matter where CSRs, beneficiaries, facilities, or transportation providers are located. This offers great flexibility and continuity during unexpected events such as severe weather (e.g., snowstorms, ice storms), or the unprecedented move of staff to work from home in response to the pandemic.

The system operates on a secure platform, including end-to-end data encryption, which safeguards protected health information. These systems and tools manage the flow of all incoming calls to Verida 24 hours a day, seven days a week. Arkansas EIDT and ADDT program beneficiaries will benefit from our intelligent Automated Call Distribution (ACD) system because it seamlessly routes calls to live operators based on agent skill and proficiency. Our ACD assures consistency and accurate information by ensuring that the most appropriate staff member is selected to assist the needs of each beneficiary.

While the system does provide a voice mailbox for callers to leave messages and provide information regarding when the call will be returned, our call centers (primary call center in Arkansas and the backup center in Georgia) are sufficiently staffed all day and night, every day of the year. The need for a caller to leave a voicemail message is rare and those calling our centers simply do not encounter a busy signal.

Transportation Management System

Our proprietary transportation management system, Net InSight, is HIPAA-compliant, stable, scalable, and flexible enough to adapt to technology advances and Arkansas NEMT specific contractual requirements. Verida currently serves 15 NEMT contracts with 11 clients in seven states and the District

of Columbia and Net InSight is used for day-to-day operations for each client contract.

Through Net InSight, our CSRs have easy access to all resources needed to assure that they offer the most up-to-date and accurate information and services to beneficiaries. Net InSight gives our CSRs access to the Beneficiary Profile Module, which is the repository for everything they need to know about a beneficiary in order to assist them with their NEMT request **(Figure E.2-4)**. The screens within this module enable our CSRs to capture all required beneficiary data elements in accordance with DHS/DDS policy. The data captured includes, but is not limited to beneficiary specific information such as:

- Eligibility
- Special Needs
- Contact Information
- Address History

Once the beneficiary's data is in the system, the CSR can quickly retrieve their information based on a variety of search criteria such as Medicaid ID, beneficiary's name, date of birth, or address. The Net InSight is the platform used to schedule, dispatch, monitor, and ultimately bill for NEMT services.

Figure E.2-4: Net InSight's Beneficiary Profile Module captures and stores all beneficiary specific information needed to support the scheduling of their NEMT services. Proprietary and Confidential

B. Provide a detailed summary of how Broker will ensure DTT services are provided for requests without sufficient advance notice:

Verida's mission is to deliver services of the highest quality to beneficiaries, while offering exceptional value, performance and responsiveness to our contracting agencies. Our single most important function as an NEMT broker is to facilitate the safe, timely, and comfortable transportation of beneficiaries to and/or from their day treatment programs. To that end, we adhere to an overall framework of quality assurance in which each operational component of our enterprise is designed to include an emphasis on quality, efficiency, risk management, fraud and abuse prevention, and contractual compliance, as well as accountability for implementing quality focused initiatives.

Quality Assurance and Monitoring Plan

Verida has developed and implemented a quality assurance program that is driven by our Corporate Quality Assurance Plan. We developed our program based upon best practices identified by the Utilization Review Accreditation Commissions (URAC). Verida is certified by URAC under its Certification of Organizational Management program, through December 1, 2023. URAC is considered the "gold standard" of quality focused accreditation entities. We believe the process of becoming certified and the responsibilities associated with maintaining that status is just one more way to assure that we are accountable for implementing and sustaining quality focused programs.

Certification of
Organizational
Management
Expires 12/01/2023

Relying upon URAC's principles, our quality assurance program is spearheaded by the Quality Management Committee (QMC), which has implemented and manages a Quality Assurance Plan (QAP) for the enterprise.

Call Center Performance Monitoring

Call center team members are the front-line representatives of Verida, and their performance is crucial to the overall delivery of quality beneficiary service. Workforce optimization enables the organization to capture, analyze, and act on data to improve workforce performance, customer interactions, and customer service processes. Of the many ways in which call center performance is monitored, call recording and service level monitoring are a key focus of our clients and therefore, closely monitored as a component of the QAP.

Call Monitoring - Our telecommunications platform provides the capability to record, store, and playback voice interactions, and is used to record all calls for evaluation.

Call Center Service Level Monitoring — Our call center system allows us to monitor service levels through many available data points. Call center performance metrics are closely tracked and reported to program leadership daily by the Vice President of Client Relations, through an extensive dashboard of tools and reports. This information is also reviewed with the Executive Management Committee (EMC) weekly, where areas of concern and solutions are identified and evaluated. Compliant performance is expected at the individual, team, and department level.

Our systems, tools and processes are used to confirm we are adhering to the key performance indicators (KPIs) established for each contract. For the new DTT contract, we will comply with the following KPIs and requirements:

    i.   Ninety-five percent (95%) of all calls must be answered within three (3) rings or fifteen (15) seconds.

ii.   The number of busy signals must not exceed five percent (5%) of the total incoming calls.

iii.   The wait time in the queue must not be longer than three (3) minutes for ninety-five percent (95%) of all incoming calls.

iv.   All calls requiring a call back must be returned within one (1) business day.

v.   The abandoned call rate must not exceed twenty percent (20%) for any month.

vi.   All calls received during business hours must be answered or returned before close of business the same day.

vii.   For calls received during non-business hours, return calls to clients and providers must be made on the following business day.

viii.   Call center operators assigned to the telephone must be adequately trained (as described in the training plan) and maintain a courteous and polite attitude in all dealings with the public.

ix.   Call center operators must identify Verida and themselves by name when initially answering a call.

x.   Verida must have a system in which phone calls are recorded and maintained for one (1) year from the date of the call. Call center operators must state that calls are monitored and recorded for quality assurance purposes when the calls are initially answered.

xi.   Verida will establish and maintain a log of complaints and issues.

xii.   Verida must provide an electronic system that allows call center operators to document calls in sufficient detail for reference, tracking, and analysis.

xiii.   In the event of a power failure or outage, Verida must have a battery back-up system capable of operating the telephone system for a minimum of eight (8) hours, at full capacity, with no interruption of data collection.

xiv.   Corrective actions addressing missed KPIs include workforce adjustments to staffing levels, as well as individual training, coaching, and individual agent report cards.

It should be noted that instead of relying upon a battery-backup system, we use a cloud-based call center platform that is easily configurable, allowing us to quickly leverage call centers in another area if an extensive local outage occurs, assuring there is no loss of data.

Training

Our extensive Call Center Training Program affords our employees the knowledge to develop and support the skills needed to provide consistently exceptional customer service but do so with a keen understanding of Arkansas DTT program beneficiaries' specific issues, needs, and barriers. Most call center employees come to us with little knowledge of NEMT services or the nuances of Medicaid regulations. We offer a comprehensive orientation module called "All About Non-Emergency Medical Transportation", which covers NEMT in general and will include the specifics of DHS/DDS' day treatment transportation program.

Arkansas Customer Service Training

Our two-week training class includes the following modules, which will be customized to incorporate the

DTT program rules, regulations, guidelines, and nuances. These modules are essentially captured in a Customer Service Call Handling Manual, developed specifically for the Department's program, and used as an ongoing reference by our associates.

Training Module	Training Topics
Module 1: Creating a High Performing Call Center	This module will train call center professionals to understand: • The NEMT brokerage model • DTT's NEMT program • Employee's role in maintaining a positive work environment • The importance of data use and application for the program • Adhering to confidentiality and HIPAA guidelines
Module 2: Understanding the Components of Quality Performance	This module will train call center professionals to: • Exhibit cultural/diversity sensitivity • Promote customer satisfaction by maintaining control of each beneficiary/caller interaction • Use effective listening skills and a helpful tone • Use key words to diffuse difficult situations • Manage conflict/crisis calls • Bring conflict crisis calls to the attention of a supervisor • Contribute to ongoing quality improvements
Module 3: Observations and Expectations	This module will train call center professionals to: • Properly greet, transfer, and hold calls • Be observant • Be thorough • Meet service delivery expectations • Take advantage of employee coaching and counseling sessions
Module 4: Qualifying the Request	This module will train call center professionals to: • Understand beneficiary rights • Verify beneficiary status and NEMT eligibility • Identify any special need of beneficiaries • Identify and report fraud and abuse • Prior authorize transportation services
Module 5: Additional Tools	This module will train call center professionals to: • Use translation services • Use Arkansas Relay TTY services • Work specifically with the aged and disabled populations • Document beneficiary/caller notes
Module 6: Processing the Call	This module will train call center professionals to: • Use the Net InSight trip management system • Enter data elements in Net InSight • Determine eligibility using the Web-based eligibility verification system • Determine appropriateness of service request • Display sensitivity to beneficiary's diversity

Training Module	Training Topics
Module 7: Managing Complaints / Grievances	This module will train call center professionals to: • Enter a complaint/grievance into the Inquiry Module • Reassure the caller • End the call positively • Provide agent's name at the end of each call
Module 8: Ending the Call	This module will train call center professionals to: • Review and confirm all trip details • Offer further assistance and close the call professionally • Confirm satisfaction with their service experience

This two-week course is followed by an additional nesting period where newly trained CSRs handle a reduced number of calls with intense oversight and support by supervisors and leads. This offers time for new associates to acclimate to the rigors of the call center environment and develop their own rhythm of call taking. After the nesting period, the new CSRs transition to a full call load. However, this transition will only occur if a CSR is confident in their ability and feels ready for the transition. We do allow for an extended nesting period when needed, as we all learn at different paces. The CSR is one of the most important yet difficult and often stressful roles in any NEMT program. We take care to assure that our associates are not only well trained but supported to assure their ongoing success.

On-going Training

While navigating the COVID-19 pandemic, it became even more clear that it was important for our company to offer as much support to employees as possible. Verida traditionally offered in-person, classroom training but modified our training program to include a blend of virtual and in-person instruction. To facilitate a variety of delivery methods we use a Learning Management System (LMS). The LMS stores online training modules and integrates with our Human Resources Management system (HRM) to develop, deliver, and manage our training curricula enterprise wide. Our LMS is a cloud-based solution that allows our curriculum and content to be accessible anywhere, at any time, and by every registered user. Modules within this extremely flexible platform can be organized in multiple ways. In-person instructors can use the platform in a classroom environment or employees can participate virtually through live webinars. As an added convenience, some modules or recorded webinars are available online 24 hours a day, seven days a week.

E.3 Service Requirements

C. Describe the process for reservation and trip assignments including scheduling and dispatch capabilities

As described previously, we will process requests for transportation in accordance with DHS/DDS' requirements for the DTT program. Using Net InSight, our scheduling staff will receive and electronically record each transportation request for eligible beneficiaries for day treatment services to EIDT or ADDT facilities.

Reservation Process

Callers contacting Verida to schedule transportation services are presented with a simple menu of IVR choices that direct them to the appropriate call center queue. Callers are assisted by our CSRs or SSRs. CSRs are responsible for answering questions related to established NEMT trips, while SSRs manage beneficiaries and facility requests for establishing a new standing order request. Each SSR will be

assigned specific facilities that they will work with on an ongoing basis to assure continuity and consistent service for facilities and the individuals they serve.

The Net InSight Beneficiary Profile Screen (**Figure E.3-1)** enables our personnel to view beneficiary specific information such as eligibility, special needs, contact information, and address history at the beginning of the call intake process. Once the beneficiary is in the system, the CSR can quickly retrieve their information based on a variety of search criteria such as Medicaid ID, beneficiary's name, date of birth, or address.

Figure E.3-1*: InSight Beneficiary Profile Screen.   Proprietary and Confidential*

Net InSight has the capability to record all aspects of a beneficiary's trip by capturing its complete life cycle from scheduling to dispatch to claims payment. The system uses trip status information and advanced auditing functionality to record trip denials, cancellations, and re-route requests. All data is stored within our data warehouse and accessed using advanced business intelligence and reporting tools. Verida uses SQL Server reporting services for report development and statistical analysis.

Transportation requests follow a standardized process, as described below:

Trip Assignments

The Net InSight Dispatch Module enables our dispatchers to assign trips to transportation providers

based on geographic location, fleet capabilities and other assignment rules. For recurring trips/standing orders, we work to assign beneficiaries to the same transportation provider for continuity of care. Once the appropriate transportation provider is selected, Net InSight transmits the trip assignment to the transportation provider's portal. We can also use a fax server to transmit a manifest to the transportation provider on the schedule in the adjacent table. This process assures that there is enough time for the transportation provider to "send back" the trip if unable to fulfill the assignment.

Scheduling

To facilitate the scheduling process, Verida staff does the following:

- Educates beneficiaries on how to request and schedule DTT services through our call center.
- Informs beneficiaries or their representatives that DTT service requests should be made at least three (3) business days before the service is needed.
- Establishes a scheduled pick-up date and time at the time the request for DTT services is made.
- Confirms that the average wait time for pick-up does not exceed fifteen (15) minutes. As part of our Transportation Provider Agreement, we inform transportation providers and their drivers that they are not required to wait for the beneficiary more than fifteen (15) minutes after the scheduled pick-up time. Scheduled pick-up times may only be changed by the beneficiary, legal guardian, or authorized representative.

Dispatch

Trips are scheduled and dispatched to confirm that the average waiting time for scheduled pick-ups does not exceed 15 minutes. In addition to streamlining the overall scheduling and dispatch process, our technology platform combines web and mobile technologies to present users with a comprehensive fleet management console. The console uses GPS locations of vehicles running Verida's apps on tablets to enable transportation providers and Verida personnel to see vehicle locations. Transportation providers can access our free, HIPAA secure Transportation Provider Portal and apps to better manage their transportation operations.

Figure E.3-3: *Mapped Trip Search with Icons*   *Proprietary and Confidential*

Providers can view the actual pickup and drop off locations mapped in real-time for up to eight (8) trips, as shown in **Figure E.3-3**. Users can click on a vehicle icon to display additional trip details.

Combined with messaging, turn by turn directions, traffic alerts, and more this tool is helping drive on-time performance and vehicle routing efficiencies.

B. Provide a detailed summary of how Broker will ensure DTT services are provided for requests without sufficient advance notice.

The consistent delivery of high-quality customer service is a hallmark of our call center service model. CSRs receive thorough training, including training on our written policies and procedures for processing requests for service. Because our platform is highly configurable, we set up contract specific business rules and restrictions, which results in consistent determinations for authorizing services. When a ride is being requested, our logic checks eligibility as well as the contract-specific criteria to auto approve or not authorize requests. This automates the gatekeeping process, streamlines scheduling, and confirms benefits are appropriately applied.

For DTT services, requests should be made at least three (3) business days before the service is needed. If the beneficiary or their representative calls to schedule transportation without the sufficient advance notice, our staff uses the reservation process to re-educate the beneficiary on their responsibilities. While the beneficiary is reminded of their accountabilities, the CSR can also direct them to available educational materials on our website, or we educate beneficiaries through Department-approved notification letters.

Since the DTT services transportation requests are not urgent in nature, the CSR captures sufficient information to make a decision regarding the beneficiary's need for DTT services, which involves asking a series of questions, and then will schedule the service to account for the three-day's notice. For example, if a beneficiary calls on Monday, for day treatment services authorized for Monday, Wednesday and Friday, the CSR will schedule the first trip for Friday. That is because Friday is the first day treatment visit after the required three business days' notice. Under this example, a denial letter would be generated for the trips requested on Monday and Wednesday due to insufficient notice. The DTT Monitoring Contractor and the beneficiary would receive a copy of the denial letter.

Before ending the call, the CSR will refer the caller to an SSR to establish a three-month standing order transportation schedule, if applicable. If the caller insists on an exception, our staff will contact the DTT Monitoring Contractor for an exception authorization. Such approval will be documented in Net InSight.

E.4 Operational Requirements

A. Describe procedures for oversight of day-to-day operation including the following:

1. Annual and ongoing safety training for vehicle operators

To offer the highest quality of service to Arkansas' DTT program beneficiaries, Verida provides a comprehensive training curriculum that all our Arkansas vehicle operators (drivers) must complete before providing DTT services and every two years thereafter, with refresher courses offered throughout the year. Our comprehensive driver training curriculum features Community Transportation Association of America's (CTAA) Passenger Assistance Sensitivity and Safety (PASS) trainer and driver certification program. It provides assurances that our own drivers, as well as those employed within our transportation provider network, have expertise in defensive driving as well as passenger assistance techniques and sensitivity skills appropriate for serving persons in the DTT environment, specifically children and those with disabilities. In addition, drivers are trained to deliver the level of service required by the beneficiaries (curb-to-curb, door-to-door, door-through-door, and hand-to-hand). Our driver training consists of four main components:

Driver Training Module (Examples)

- Orientation
- Claims and iPad training
- Behavioral Awareness
- Transporting Children
  - Child Safety Seats and Securement
  - Legal Requirements
  - Contractual Requirements
  - Stages
  - Expiration
  - Installing Child Safety Seats (via a Certified Child Passenger Safety Technician)
  - Duties and Responsibilities
    - Generally
    - Driver Duties
    - Attendant Duties
    - Joint Duties (Driver & Attendant)
    - Facility Duties

- ▪ Delivery of Children
- ▪ Unloading Process
- ▪ Documentation
- ▪ Alarms and Vehicle Sweeps
- ▪ Legal Requirements
- ▪ Vehicle Sweeps
- Wheelchair Securement

Passenger Assistance Safety and Sensitivity (PASS)

This is our primary driver certification curriculum developed by the Community Transportation Association of America (CTAA). This best-in-class training offers assurances that our network drivers have expertise in providing safe and reliable transportation, as well as passenger assistance techniques and sensitivity skills appropriate for serving persons in the program's environment, especially young children and those who are frail, elderly, or have disabilities.

Coaching System Defensive Driving Course

This training details best practices for reducing traffic crashes and traffic violations. Additionally, it includes instruction on training drivers to safely navigate driving larger vehicles, such as a multi-passenger van; handling visibility problems due to adverse weather conditions; applying best practices for driving on open roadways versus congested, city driving environments; and understanding stopping distances and blind spots.

Medic 1st Aid/AED/CPR Course

This program is a combined first aid, automated external defibrillator (AED) and CPR certification course designed specifically for the occupational first aid provider. This extremely flexible program helps transportation providers meet OSHA and other federal and state regulatory requirements for training drivers on how to respond and care for medical emergencies at work.

Verida employs a full-time trainer in our Arkansas facility, who is supported by our Corporate PASS Master Trainer. The Master Trainer designation is the highest level of certification offered by CTAA. Additionally, our Corporate Fleet and Training Manager earned the Master Trainer certification. Our Master Trainer is available to assist the local trainer when required.

Training Delivery Methods

Verida offers a blend of virtual and in-person instruction. Our LMS enables us to couple online training modules with an instructor led experience for CPR, first aid, child safety, and wheelchair securement components. This year, we have trained over 100 drivers and attendants in Arkansas – through this hybrid model. Using a secure username and password, drivers are granted access to the training platform. All training required for their region is easily accessible and navigation is intuitive. We also send out a quarterly Transportation Provider newsletter and use email, and fax blast to reinforce training.

Ongoing Training

Training is not simply "one and done" – it is an ongoing process. Refresher training is required when provider report cards indicate supplemental education is in order. Additionally, transportation complaints are stringently monitored, and training needs identified accordingly. Finally, complete retraining is required for all providers and drivers every two years.

2. Field Observations of Operations

Our Compliance Officers have the responsibility of documenting that all vehicles and drivers remain in compliance with Arkansas DTT transportation requirements. They monitor transportation provider compliance through record review and maintenance verification, scheduled inspections, and **periodic field observations** to confirm compliance with all vehicle requirements. They complete their work via iPhone, using the vehicle inspection application.

Field observations are conducted monthly, during a regular driver/vehicle workday and are not scheduled in advance. These "on the spot" inspections evaluate the general condition of the vehicle, the driver and attendant behavior, and the presence of required documentation. They also confirm on-time performance and verify the required number of attendants are present. These unannounced inspections take only a few minutes to complete while drivers are loading or unloading their vehicles, so drivers are not excessively delayed.

Additionally, we focus a portion of monthly field inspections on proper wheelchair securement. These inspections include examining the condition of the wheelchair securement mechanism and an assessment of the driver actually securing a passenger. Verida conducted 455 initial and annual Arkansas inspections in 2021.

3. Monitoring Staff Levels

Verida is keenly aware of the need for attendant care when transporting many beneficiaries of the DTT program, particularly children. With DHS' new requirement for minimum beneficiary to attendant ratio of three to one for passengers three years of age or younger, monitoring vehicle staff levels will be even more crucial. We take the following steps to monitor and assure that the required level of attendant service on each vehicle is met:

- Verida maintains a current list of drivers and attendants within our transportation network and assesses those staffing levels monthly to assure a sufficiency of resources to support the program.

- When Verida's own vehicles, drivers, and attendants are deployed to deliver trips, our dispatchers directly assign the specific driver and attendants, assuring Verida provided trips are always staffed according to Arkansas DTT protocol.

- When trips are dispatched to our subcontracted transportation provider network, the manifest includes the number of required attendants that must be supplied in addition to the driver. It is the transportation providers' responsibility to dispatch the appropriate vehicle, staffed with sufficient personnel.

- As described above, unscheduled field observations are employed to verify vehicle staffing at beneficiary pick-up and drop-off locations.

- While retroactive, we do address reports of inadequate vehicle staffing levels that come to light through the complaint and beneficiary survey processes. If inadequate staffing levels are reported, they are investigated by our quality assurance team and remedial training is required for associated transportation providers.

4. Vehicle Repairs and Preventative Maintenance (5 points)

Our trained Compliance Officers perform initial, annual, and unannounced inspections to make certain

every vehicle consistently complies with all local, state, and federal requirements, and manufacturer's safety, mechanical, operating, and maintenance standards. Unlike other brokers that conduct remote vehicle inspections via video conferencing, we conduct in-person examinations of each vehicle's interior and exterior, and physically test their apparatuses, such as wheelchair lifts and communication equipment. During the inspection, the Compliance Officer uses the appropriate electronic inspection form on our Mobile App, as presented in our response to E.12. This process enables us to capture, report findings, and collect photographic evidence of a vehicle's condition (e.g., frayed seat belt, worn tires, dirty interior, etc.) The form, associated files, and photographs are uploaded to our database and stored by VIN in the Provider Profile.

B. Describe procedures to screen driving records of each prospective vehicle operator prior to hiring and the process used to monitor and report traffic violations.

Our Arkansas Compliance Team makes sure all vehicle operators, whether our own employees or those of our contracted transportation providers, are thoroughly screened and credentialed before they are ever allowed to transport beneficiaries. This includes the screening of driving records. During the on-boarding process, each transportation provider must obtain and provide to Verida a current three-year Motor Vehicle Report (MVR) from the Arkansas State Police or Information Network of Arkansas (INA) for every driver in their organization. Thereafter, they must obtain and supply a current MVR annually.

We enforce the following Arkansas driver credentialing standards:

- Drivers whose MVR reflects any combination of two or more moving violations or accidents during the immediately preceding 12 months where the driver was at fault is prohibited from driving for any purpose.

- Drivers whose MVR reflects any violations for Driving While Intoxicated within the immediately preceding three years are prohibited from driving for any purpose.

- Drivers who have had a suspended or revoked driver's license within the past five years, commercial or otherwise, are prohibited from driving.

Monitoring Compliance

Driver records are entered into Verida's credentialing portal, where they are digitally stored, and expiration dates are tracked. Our system automatically notifies our network staff of any credentials that are expiring, including annual MVR/INA. Transportation providers are given appropriate advance notice at 60 days, 45 days, 30 days, 15 days, and 10 days when credentials are expiring.

Our Compliance team also employs a real time license monitoring and fleet safety management solution called SuperVision (Figure E.4-1). The application continuously monitors drivers' motor vehicle records and alerts us, in real time, of any violations that occur such as speeding, license suspensions, DUIs, and at-fault accidents. Verida has made a significant investment in this product, even though it is not a contractual requirement, because it provides a safer network of drivers.

Figure E.4-1: *SuperVision continuously monitors drivers' motor vehicle records and alerts us, in real time, of violations.*

C. Describe the process and equipment used for verifying eligibility to receive DTT services.

Our Call Center professionals access the Arkansas Medicaid eligibility portal to verify the beneficiary's eligibility and that the requested transportation is to a DTT covered service/facility prior to every trip. Alternatively, Verida does have the capability to exchange eligibility and enrollment information accurately and timely via an electronic process. We can load eligibility files the same day they are received. Doing so would allow our Net InSight transportation management system to automatically verify eligibility without the CSR needing to access the Arkansas portal. This is the process we employ in most of our contracts and is an available option, should the DHS so desire. Additionally, our Net InSight platform is highly configurable to set up contract specific business rules and restrictions around covered services. When a reservation is requested, the platform immediately references the most current beneficiary eligibility information on file. However, our CSRs verify the beneficiary's eligibility via the Arkansas portal every time a trip is requested.

Our CSRs will ask the beneficiary, or their designated representative calling on their behalf, a series of questions pertaining to the ride request. The Beneficiary Profile is configured to follow a DHS-approved call script, which systematically helps guide the CSR through the gatekeeping process and recording beneficiary responses. We verify that the beneficiary meets Arkansas eligibility standards by asking the following questions:

- Is there a vehicle in your home?
- Is the vehicle drivable?
- Are you physically able to drive the vehicle?
- Is there someone available to drive your vehicle for you?
- Is the vehicle available at the time of the appointment?
- Do you have funds available to operate the vehicle?

If the answers to all the questions above are "no", the beneficiary is considered eligible for transportation and the CSR will proceed with the arrangements. If the answers to any of the questions are "yes", the CSR will deny the request.

To determine if there is public transit available to the beneficiary, the CSR asks:

- Is public transit available?

- Do you have the funds to pay to use public transit?

- To determine if there are other means of transportation available to the beneficiary, the CSR asks:

- Are there other means of transportation available to you such as?

  - Relatives

  - Neighbors

  - Friends

  - Community organizations and/or medical providers

Because our Net InSight platform is highly configurable, we are able to set up contract-specific business rules and restrictions around covered transportation services. These system parameters help safeguard consistency and continuity. Once eligibility is confirmed, the CSR moves to the next step in the process and obtains the needed information to schedule appropriate transportation.

E.5 Trip Information

Describe the Contractor's ability to track and monitor trip information for each beneficiary.

We track and monitor trip information for each beneficiary through Net InSight. It serves as the repository for all information related to beneficiary and transportation providers and is used to schedule, dispatch, monitor, and ultimately account for all beneficiary services.

Net InSight houses a Beneficiary Profile (Figure E.11-1) for each beneficiary and their transportation requests. Every action related to a beneficiary and their trips is recorded and maintained within their Net InSight profile. This includes trips requested, trips completed, trips denied, standing order trips, facility addresses, trip modifications, complaints – simply every aspect of a beneficiary's trip history.

E.6 Quality Assurance

Provide a detailed quality assurance plan for the reporting and monitoring of transportation operators regarding health and safety standards, vehicle maintenance, operation, vehicular inspections, vehicle licenses, and registration for each vehicle operated.

Our quality assurance plan relative to transportation operators is designed to assure that the core transportation provider network services are delivered are consistent with our mission and core values, in a manner that meets or exceeds Arkansas' standards. We take a systematic approach to analyzing and monitoring transportation operators regarding health and safety standards, vehicle maintenance, operation, vehicular inspections, and vehicle licenses and registrations.

The tables below reflect the RFP requirements relative to the topics covered in E.6, as well as the methods by which we will monitor and document transportation operator compliance.

Health and Safety Standards

RFP Requirement/Standard	Method for Monitoring/Reporting
Child Passenger Transportation Safety	
1. Broker shall ensure that safety certified child passenger restraints are provided in accordance with federal and state laws.	Verida monitors child passenger transportation safety requirement compliance in a number of ways, including:
2. Broker shall require that any person installing a child restraint has received appropriate training from a certified child passenger safety technician.	- Initial vehicle inspection - Annual vehicle inspection, and - Unscheduled field inspections
3. Broker shall provide all child safety seats necessary to safely provide DTT services.	- Two daily vehicle inspections (driver walkthrough) - Camera footage review
4. Each beneficiary under six (6) years of age or weighing less than sixty (60) pounds must be restrained in a child passenger seat secured in accordance with the manufacturer's guidelines.	Compliance Officers document inspections via a digitized form, and all data including photos, are stored on our platform for ongoing tracking and reporting.
5. Child safety seats must be sanitary and remain in good working order.	Our driver training features child restraint installation. We acknowledge the new requirement for this training to be provided by a certified child passenger safety technician. Driver training is documented and tracked through our Learning Management System, and Net InSight.
Vehicle Safety	
1. Vehicle floors must be covered with commercial anti-skid, ribbed rubber flooring or carpeting.	Verida monitors vehicle safety requirement compliance through:
2. Ribbing shall not interfere with wheelchair movement.	- Initial vehicle inspection - Annual vehicle inspection, and
3. Vehicles and attached components must follow or exceed standards as set by the manufacturer, state, and federal regulating authorities.	- Unscheduled field inspections - Two daily vehicle inspections (driver walkthrough) - Camera footage review
4. Each vehicle used to provide DTT services must have, at minimum, the following safety equipment on board: a. Fire extinguisher b. First-aid kit c. Reflective triangles d. Flashlight e. Reflective safety vest	Compliance Officers document inspections via a digitized form, and all data including photos, are stored on our platform for ongoing tracking and reporting.
5. Each vehicle used to provide DTT services must be maintained in a sanitary and safe condition, which includes without limitation: a. A heating and air conditioning system that is in good working condition b. Each beneficiary must have their own seating space with a functioning seat belt or other appropriate safety restraint in accordance with federal and state	

	law and manufacturer's guidelines. c. All vehicles must have an easily visible interior sign that states: "ALL PASSENGERS must USE SEAT BELTS". Seat belts must be stored off the floor when not in use.	

Boarding		
1.	Vehicles with a floor threshold of higher than twelve (12) inches off the ground must include a retractable step or a step stool to aid in passenger boarding.	Verida monitors boarding safety requirements through: - Initial vehicle inspection - Annual vehicle inspection, and - Unscheduled field inspections - Two daily vehicle inspections (driver walkthrough) - Camera footage review Compliance Officers document inspections via a digitized form, and all data including photos, are stored on our platform for ongoing tracking and reporting.
2.	The step stool must be used to minimize ground-to-first step.	
3.	Any step stool used must have four (4) legs with anti-skid tips.	

Cleanliness		
1.	Vehicle interiors must be free of dirt, oil, grease, litter, torn upholstery, torn ceiling coverings, damaged seats, protruding sharp edges, hazardous debris, and unsecured items.	Verida monitors vehicle cleanliness through: - Initial vehicle inspection - Annual vehicle inspection, and - Unscheduled field inspections - Two daily vehicle inspection (driver walkthrough) - Camera footage review Compliance Officers document inspections via a digitized form, and all data including photos, are stored on our platform for ongoing tracking and reporting.
2.	Vehicle exteriors must be clean and free of broken windshields, mirrors, and windows, and excessive grime, dirt, dents, and damage.	
3.	Vehicles involved in an accident must be repaired before the vehicle can be put back in service.	

Buzzers		
1.	Any vehicle with a maximum capacity of seven (7) or more passengers and one (1) driver that is used for DTT services must have a safety alarm device.	Verida monitors buzzer safety requirements through: - Initial vehicle inspection - Annual vehicle inspection, and - Unscheduled field inspections - Two daily vehicle inspections (driver walkthrough) - Camera footage review Compliance Officers document inspections via a digitized form, and all data including photos, are stored on our platform for ongoing tracking and reporting.
2.	The safety alarm device must, at minimum: a. Always be in working order and properly maintained b. Installed so that the driver is required to walk to the very back of the vehicle to reach the switch that deactivates the alarm c. Be installed in accordance with the device manufacturer's recommendations and sound the alarm for at least one (1) minute after the activation of the safety alarm device.	

Cameras		
1.	Any vehicle used for DTT services must have a camera system installed.	Verida monitors camera safety requirements through:
2.	The camera system must, at minimum:	

	a. Be in working order at all times that a vehicle is used to transport clients b. Be properly maintained c. Have at least a 720p resolution camera(s) d. A minimum forty-five (45) calendar day playback/viewing. Any footage related to an incident or accident must be maintained until DHS approves of discard. e. Include GPS tracking; and f. Record the interior of the vehicle to monitor passenger activity including onboarding and offloading of beneficiaries.	- Initial vehicle inspection - Annual vehicle inspection, and - Unscheduled field inspections Compliance Officers document inspections via a digitized form, and all data including photos, are stored on our platform for ongoing tracking and reporting. Vehicles identified with inoperable cameras are immediately flagged in Net InSight as ineligible for service. Camera issues must be corrected or repaired, reinspected, and cleared by a Compliance Officer before the service flag is removed.
3.	If the video camera is not fully operable, then the vehicle may not be used DTT services until the video camera is in good working order.	

Vehicle Maintenance and Safety Standards

RFP Requirement/Standard	Method for Monitoring/Reporting
1. Broker must ensure vehicles and all components comply with or exceed the manufacturer's, state, and federal safety and mechanical operating and maintenance standards	Verida monitors vehicle maintenance and safety requirements through: - Initial vehicle inspection - Annual vehicle inspection - Unscheduled field inspections - Two daily vehicle inspections (driver walkthrough)
2. Unless otherwise determined by DHS, a vehicle must be removed from service if not in compliance with all requirements in this RFP and the DTT contract.	Compliance Officers document inspections via a digitized form, and all data including photos, are stored on our platform for ongoing tracking and reporting.
3. The number of persons in the vehicle shall not exceed the vehicle manufacturer's approved seating capacity.	Vehicles with service issues are flagged for non-compliance. Vehicle issues must be corrected or repaired, reinspected, and cleared by a Compliance Officer before a service flag is removed.

Vehicular Inspections

RFP Requirement/Standard	Method for Monitoring/Reporting
1. Broker must develop and implement an annual inspection process to verify that the vehicles meet the requirements specified in the RFP.	Verida has a robust vehicle inspection process in place that includes initial, annual, field, and daily inspections. Annual and field inspections are conducted by our Compliance Officers and documented in our digital inspection form. Inspection findings are transmitted to Net InSight and vehicles with service issues are flagged for non-compliance. Vehicle issues must be corrected or repaired, reinspected, and cleared by a Compliance Officer before a service flag is removed.
2. Broker's vehicles must be available to DHS or its agent for inspection at any time. DHS reserves the right to conduct random inspections throughout the year.	
3. Any defect or deficiency impacting the safety of the vehicle that is identified as part of an inspection must be repaired prior to the operation of the vehicle. The vehicle cannot be used provide DTT services until repaired, and Broker must provide an alternate vehicle for use.	

| | | Daily inspections are conducted by the vehicle driver at the start and end of the workday using a standardized Daily Inspection Form. Transportation providers are required to maintain the signed forms in their files for audit purposes. Verida is working to digitize the Daily Inspection Form, which will help reduce the burden on transportation providers and drivers while enabling quick access to Verida, DHS/DDS, and the DTT Monitoring Contractor for audits or ad hoc requests.

Verida's vehicles, and those of our subcontracted transportation providers are available for DHS inspection, pursuant to the contract and our Transportation Provider Agreement. |

Vehicle Licenses and Registrations

RFP Requirement/Standard	Method for Monitoring/Reporting

1. The following records must be retained by Broker for each vehicle:
  a. Manufacturer, make, model, and model year
  b. Vehicle Identification Number (VIN)
  c. Odometer reading at the time the vehicle entered service under the DTT contract
  d. Type of vehicle (ambulatory, wheelchair, multi-passenger van, etc.)
  e. Capacity (Number of passengers)
  f. License Plate Number
  g. Insurance Certifications
  h. Registration permit and a vehicle stamp issued by the Department of Finance and Administration
  i. Special equipment (Lift, etc.)
	The listed vehicle records are collected, screened and stored within our document management system when a transportation provider applies to join our network or when a new vehicle is added to an existing fleet.
	
	Vehicle documents are inspected during the annual vehicle inspection, as well as unscheduled field inspections. Missing or expired records are documented for tracking and the vehicle is precluded from delivering service until their records are verified as current.
	
	Our system tracks vehicle records with expiration dates (license plate, registrations, and insurance) and automatically notifies our network staff of any records that are expiring. Transportation providers are automatically notified at 60 days, 45 days, 30 days, 15 days, and 10 days in advance of expiration dates.

E.7 Driver and Attendant Conduct

Describe how the Contractor will ensure that drivers and attendants abide by the requirements stated in Section 2.3.10 of the RFP.

Verida considers each driver, whether a direct Verida employee or a subcontractor's employee, to be a direct extension of our organization and the most important safety feature we have. Therefore, during the driver and attendant training and orientation process, all drivers and attendants will be provided with the standards of conduct based on the requirements outlined in Section 2.3.10 of the RFP. Each

driver/attendant must sign an attestation indicating their understanding and willingness to comply with each standard. Our Compliance Officers and Coordinators will monitor adherence to standards during field observations. In the event of a complaint that indicates a standard has been compromised, a focused field observation will be conducted to determine the need for corrective action or if removal from the network is necessary. We will require drivers/attendants providing DTT services to comply with the following:

RFP Requirements	
Minimum Qualifications	**Agree (X)**
All drivers and attendants must successfully pass the following: a. Criminal background checks as required pursuant to Ark. Code Ann. § 20-38-101, et seq. b. An Arkansas Child Maltreatment Central Registry check prior to hiring and at least every two (2) years thereafter. c. An Adult and Long-term Care Facility Resident Maltreatment Central Registry check prior to hiring and at least every two (2) years thereafter. d. A drug screen that tests for the use of illegal drugs prior to hiring. e. An Arkansas Sex Offender Central Registry search prior to hiring and at least every two (2) years thereafter.	X
Verida must upload all completed screens and check results to the DTT Monitoring Contractor portal within five (5) business days.	X
Verida must not employ drivers who have a verifiable, documented history of alcohol abuse or of consuming narcotics or other drugs that could impair their ability to perform their duties.	X
If Verida suspects a driver to be driving under the influence of alcohol, narcotics or other drugs, a supervisor trained per USDOT Drug and Alcohol Regulations must immediately make a documented reasonable suspicion determination, and if necessary, a reasonable suspicion drug or alcohol test must be conducted.	X
Verida must verify drivers and attendants meet all minimum qualification requirements: a. Upon the request of DHS; and b. Whenever Verida receives information after hiring, if the information would create a reasonable belief that a driver or attendant no longer meets all requirements under RFP.	X
Driver Qualifications	**Agree (X)**

1. Each driver of a vehicle providing DTT services must meet the following requirements:
    a. Meet the higher of the following age requirements:
      i. Twenty-one (21) years of age; or
      ii. The minimum age required by the applicable vehicle insurance;
    b. Hold a current valid driver's license;
    c. If required by state law for the transporting vehicle, hold a commercial driver's license;
    d. Obtain and maintain in good standing the following credentials:
	X

	Agree (X)

i. CPR certification from:
    • American Heart Association;
    • Medic First Aid; or
    • American Red Cross; and
ii. First aid certification from:
    • American Heart Association;
    • Medic First Aid; or
    • American Red Cross; and
e. Have successfully completed training courses and remain up to date on:
    i. Defensive driving;
    ii. Child passenger safety; and
    iii. If applicable:
        • Lift operation; and
        • Wheelchair securement.	

2. The following individuals are prohibited from driving a vehicle providing DTT services under the terms of this RFP:
    a. Individual who has had a suspended or revoked driver's license for a moving violation within the last five (5) years; and
    b. Individual who has been convicted of an alcohol, drug, or substance abuse offense within the last five (5) years.
	X

3. If an individual has been convicted of a charge listed under ACA 21-15-102(f), until the conviction has been vacated or reversed, the individual is prohibited from providing services under this solicitation.	X
4. Any individual who during the previous twelve (12) month period received any combination of two (2) moving violations or accidents where the individual was deemed at fault is prohibited from driving a vehicle providing DTT services. This includes violations that occurred when the individual was driving personal vehicles.	X

Attendant Qualifications	Agree (X)

1. Each attendant on a vehicle providing DTT services must meet the following requirements:
    a. Be at least eighteen (18) years of age
    b. Obtain and maintain in good standing the following credentials:
        i. CPR certification from:
            • American Heart Association;
            • Medic First Aid; or
            • American Red Cross; and
        ii. First aid certification from:
            • American Heart Association;
            • Medic First Aid; or
            • American Red Cross; and
    c. Have successfully completed training courses and remain up to date on:
        i. Child passenger safety; and
        iii. If applicable:
            • Lift operation; and
            • Wheelchair securement.
	X

Conduct	Agree (X)

1. Drivers and attendants must abide by the following requirements:
    a. Wear or have visible easily readable identification demonstrating affiliation with Verida
    b. Carry a valid driver's license, or, if not driving, a government issued identification
    c. Follow applicable guidance and directives from the Arkansas Department of Health related to infection control
    d. Drivers and attendants must maintain a professional and well-groomed appearance, and
    e. Jewelry or other accessories that may interfere with duties are prohibited.
	X

2. When picking up or dropping off a beneficiary, a driver or attendant must:
    a. Identify and announce their presence upon arrival if the beneficiary is not waiting curbside
    b. Assist a beneficiary, as necessary, in transitioning between the vehicle and pick-up or drop off location
    c. If necessary, assist a beneficiary in boarding, seating, fastening seatbelt, and otherwise safely securing the beneficiary prior to departure.
	X

3. The driver or an attendant shall confirm, prior to departure, that wheelchairs and mobility aids are properly secured and stowed away.	X
4. The driver or an attendant shall confirm, prior to departure, that all passengers, including wheelchair passengers, are properly secured and seat belts are fastened.	X
5. The driver or an attendant must assist wheelchair and mobility-limited beneficiaries as they enter or exit the vehicle.	X
Walk-throughs	**Agree (X)**
1. Any vehicle with a maximum capacity of seven (7) or fewer passengers and one (1) driver, that is used to provide DTT services must have the driver or an attendant walk through the vehicle and conduct a visual inspection of each seat on the vehicle upon arrival at the final unloading destination	X
2. Any vehicle, with a maximum capacity of more than seven (7) passengers and one (1) driver, that is used to provider DTT services must have the driver or an attendant complete a walk-through inspection of each seat on the vehicle in one (1) of the following ways upon arrival at the final unloading destination:	X

The driver or an attendant must:
    a. Unload all beneficiaries from the vehicle
    b. Walk or otherwise move through the interior of the vehicle to ensure that no beneficiary remains on board; and
    c. Deactivate the vehicle's safety alarm device upon reaching the back of the vehicle; or
	X

An attendant supervises the beneficiaries while:
    a. The driver remains on the vehicle to walk through the interior of the vehicle to ensure that no beneficiaries remain on board; and
    b. The driver deactivates the safety alarm device upon reaching the back of the vehicle; or
    c. The driver or an attendant deactivates the safety alarm device and unloads all beneficiaries immediately upon arrival.
    d. Immediately after unloading, the driver must start the vehicle and move it to a
	X

	Agree (X)
different location for final parking, which must reactivate the safety alarm device; or	

Once parked, the driver:
    a. Walks or otherwise moves through the interior of the vehicle to ensure that no beneficiaries remain on board; and
    b. Deactivates the safety alarm device upon reaching the back of the vehicle.
	X

3. The driver or attendant who conducts the walk-through inspection upon arrival must sign the transportation log required to be maintained under 2.3.12.	X
Driving Compliance Documents	**Agree (X)**

1. Verida must maintain the following documentation for each employee providing DTT transportation services:
    a. Detailed job description
    b. All required criminal background checks
    c. All required child maltreatment registry checks
    d. All required adult maltreatment registry checks
    e. All conducted drug screen results
    f. A copy of a current state or federal identification
    g. A copy of a valid state-issued driver's license, if driving is required in the job description, and documentation of the completion of any required driver safety courses
    h. Documentation that the employee received all certifications and training required in Section 2.3.11
    i. A copy of an employee's driving record for the previous three (3) years from the Arkansas State Police or Information Network of Arkansas that is updated annually
    j. Documentation of all reported complaints involving the employee; and
    k. Documentation of all accidents or moving violations involving the employee (i.e., for example: copies of tickets, or police reports, etc.)
	X

Our Compliance Officers are our eyes and ears on the ground to make sure that beneficiaries receive safe, compliant transportation. They will participate in scheduled and unscheduled vehicle inspections, as well as perform periodic field observations to confirm compliance with all requirements, which are included in the Transportation Provider Service Agreement.

As a further precaution against unlicensed drivers or vehicles, Verida will deactivate the driver and/or vehicle in Net InSight and deny payment for any trip made by a non-compliant driver/attendant.

E.8 Safety Violations

Describe the Broker's approach for monitoring for Safety Violations.

We are stringent regarding the credentialing and risk management of our transportation providers, their drivers/attendants, and their vehicles. Our Transportation Provider Service Agreement precisely details every safety, quality, training, and service delivery requirement and qualification to which our network providers, their drivers/attendants, and vehicles will be held accountable. This agreement incorporates not only Verida's specific requirements, but was developed pursuant to DHS/DDS, state, federal, and local jurisdictional requirements.

Our compliance department has the responsibility of appropriately documenting and verifying that all transportation providers remain in compliance with NEMT requirements throughout the term of the contract. Their responsibilities include oversight of the inspection of provider vehicle fleets, unannounced vehicle and driver inspections, and monitoring the NEMT network for compliance. Our platform captures the specifics of each vehicle and its license and registration information, as well as the initial inspection and all subsequent inspection information. Verida has various processes, systems, and tools in place to monitor for safety violations.

Real Time License Monitoring

The Compliance team employs a real time license monitoring and fleet safety management solution called SuperVision. The application continuously monitors drivers' motor vehicle records and alerts us, in real time, of any violations that occur such as speeding, license suspensions, DUIs, and at-fault accidents. Verida has made a significant investment in this product, even though it is not a contractual requirement, because it elevates the beneficiaries' experience and provides a safer network of drivers.

Complaint Tracking

Verida has a comprehensive process for receiving, documenting, and responding to complaints from all stakeholders. Each complaint is entered into Net InSight and assigned a unique tracking number that links it to the beneficiary and/or trip record. Our Quality Assurance (QA) Specialists are responsible for determining the appropriate severity level for the complaint and whether or not a complaint needs to be escalated. Our robust data analytics capabilities enable our team to pinpoint issues with specific transportation providers, drivers, or vehicles. Complaints received through the call center will be referred to the DTT Monitoring Contractor the next business day for tracking and investigation. While we will compile and analyze complaints monthly, we also will send a written report – including the number of complaints by type and a description of corrective actions taken – to the DTT Monitoring Contractor by the 15th day of the month following the end of the reporting month and upon request.

On-site Field Observations

Compliance Officers conduct random on-site visits to facilities to observe the actual pick-up and delivery of beneficiaries. As an added safeguard, our Compliance Officers focus a portion of monthly unannounced inspections on proper wheelchair securement. If the beneficiary is being transported in a wheelchair, the securement mechanism is inspected for proper procedure.

Vehicle Safety

During the initial, annual, and random onsite inspections, our Compliance Officers check for the overall condition of the vehicle and key safety items, such as:

- Vehicle floors must be covered with commercial anti-skid, ribbed rubber flooring or carpeting.

- Ribbing shall not interfere with wheelchair movement.

- Vehicles and attached components must follow or exceed standards as set by the manufacturer, state, and federal regulating authorities.

- Each vehicle used to provide DTT services must have, at minimum, the following safety equipment on board:

  o Fire extinguisher

- First-aid kit

- Reflective triangles

- Flashlight

- Reflective safety vest

- Each vehicle used to provide DTT services must be maintained in a sanitary and safe condition, which includes without limitation:

  - A heating and air conditioning system that is in good working condition

  - Each beneficiary must have their own seating space with a functioning seat belt or other appropriate safety restraint in accordance with federal and state law and manufacturer's guidelines.

  - All vehicles must have an easily visible interior sign that states: "ALL PASSENGERS MUST USE SEAT BELTS". Seat belts must be stored off the floor when not in use.

- Safety violations can result in immediate termination and possible criminal charges against an offending driver or attendant.

Verida's Compliance Officers maintain an inventory of required vehicle supplies (e.g., spill kit, first aid kit) that can be used to replace missing items or items found to be damaged. This practice prevents the vehicle from being removed from service, causing an interruption in service delivery.

Any vehicle that fails inspection due to non-compliance is immediately changed to "inactive" in our Net InSight system to help facilitate appropriate trip assignments and prevent claims from being paid for unauthorized trips. The vehicle is only returned to an "active" status once our Compliance Officer verifies that the vehicle's deficiencies have been addressed. After a successful re-inspection, the vehicle will be eligible to resume transporting DTT beneficiaries.

Accidents, Incidents, and Moving Violations

It is the responsibility of the transportation providers and drivers to report all accidents and incidents in a timely manner. Verida provides a written procedure for completing an Accident/Incident report that the involved driver must complete. Documentation includes all communication regarding the event, statements, photographs, and police reports, if applicable.

The tracking of accidents, incidents, or moving violations involving drivers and vehicles is a critical responsibility of our compliance team. Upon notification of an accident or incident, our Compliance Officer conducts a thorough investigation, and all findings are entered into our Net InSight platform for tracking. Additionally, the Compliance Officer, or members of the Verida team will:

- Be responsible for reporting incidents and accidents to DHS/DDS and the DTT Monitoring Contractor within one (1) business day in the format specified by DHS/DDS.

- Notify each beneficiary's emergency contact of any injury or accident involving a beneficiary. Verida will maintain documentation evidencing the required notification(s) was made.

- File a written accident report with the DTT Monitoring Contractor within three (3) working days of the accident. Verida will file the written police report with the DTT Monitoring

Contractor as soon as it becomes available.

- Cooperate with DHS during any investigation.

- Notify the DTT Monitoring Contractor within twenty-four (24) hours of any moving violations that occur while providing DTT services.

- Upload a copy of any driving or other vehicular violation or citation to the DTT Monitoring Contractor portal within ten (10) working days of the violation.

- Maintain copies of each accident report in the files of both the vehicle and the driver involved in the accident.

- Maintain the police reports associated with moving violations in the file of the responsible driver.

The Compliance Officer will confirm that vehicles involved in an accident are repaired before the vehicle can be put back in service. In compliance with RFP Section 2.3.8-G, any footage related to an incident or accident will be maintained until DHS approves of discard.

Any individual who during the previous twelve (12) month period received any combination of two (2) moving violations or accidents where the individual was deemed at fault is prohibited from driving a vehicle providing DTT services. This includes violations that occurred when the individual was driving personal vehicles.

E.9 Business Continuity and Disaster Recovery

Provide a Business Continuity and Disaster Recovery plan that details procedures in place to continue operations in the event of a failure and to minimize any disruption in services.

With decades of experience managing NEMT services for some of the most fragile Medicaid beneficiaries, we understand the critical nature of the services we provide and the serious impact even a minor interruption can cause. To safeguard the programs we serve, Verida has very detailed Disaster Recovery and Business Continuity (DR/BC) plans for each of our operational locations. These plans are based on extensive policies and procedures that define the business requirements for each location and the plans for continuation of the business processes in times of operations failure, natural disaster (e.g., earthquake), adverse weather conditions (e.g., flood, tornado, ice storm), or other unexpected interruption of services. We have a DHS-approved DR/BC plan for Arkansas.

Minimizing the Threat of a Disaster at our Offices

Call center operations are the most critical internal function of our business. That is why our processes and platform were designed to mitigate the impact of events that could disrupt our services. To minimize the effects of any disaster at Verida's call center or any of our business offices, we have implemented the following measures:

1. Verida's call centers and administrative offices are in secure buildings with 24-hour security, electronic key access after business hours and monitored access to offices during normal business hours.

2. If an event causes acute reductions in call center staff, we activate one or more of the

following options to assure continuity of essential operations: using supplemental staff, routing calls to unaffected centers; allowing employees to work remotely.

3. Verida's call centers and administrative offices have smoke and heat detectors, sprinkler systems, and portable fire extinguishers. In addition, emergency procedures are posted, and employees are instructed how to respond to smoke or fire emergencies.

4. The network database, application and domain servers are located in an Equinix data center in Atlanta. Our secure data center infrastructure is connected to powerful Uninterruptible Power Supplies (UPS) that are automatically activated in the event of a loss of electrical power. The data center also provides generated power in the event of a prolonged power outage. This allows the servers to run for a nearly unlimited period without any impact to our operation centers.

5. Our cloud-based call center platform is hosted in multiple data centers, providing geographic redundancy. There is no longer a need to re-route telephone and communications traffic. The system provides N+1 redundancy for added resiliency. In the event of a carrier outage, we are able to route calls to a secondary telecommunications provider by activating our disaster protocol.

6. Verida installs only fault-tolerant servers working on our network. These servers are installed with multiple SSD hard drives that are formatted with Raid Level 10. If one hard drive fails, a spare hard drive is automatically activated, and the data is re-written across this drive as well. All of this is done with no human interaction and reduces the risk of data loss due to hard drive failure. We also use server virtualization from VMware to virtualize our most critical systems. Virtual servers use less physical equipment allowing quicker recovery, easier management, and less power consumption.

7. In addition to our back-up process and redundancy, hardcopy documents, or an exact duplicate, are converted to another form (e.g., scanned, computer image, microfiche), and stored at a secure off-site facility.

Provisions for Accepting Member Telephone Calls/Scheduling Transportation

To stay on the cutting edge of technology and assure appropriate call center staff availability, we have recently made significant investments in our call center technologies. Verida operates call center facilities in Little Rock, Arkansas; Atlanta and Villa Rica, Georgia; Indianapolis, Indiana; Baton Rouge, Louisiana; Chattanooga, Tennessee; and Richmond, Virginia using a state-of-the-art telephony platform.

A benefit of our advanced, HIPAA-compliant, telephony system is that it intelligently routes calls in the event of a local outage through a secure and geographically redundant private cloud architecture. That means we can easily use any one of our other centers as a backup in the event of failure or emergency. The transition to another Verida call center happens immediately and is a seamless experience for callers. The CSRs who answer calls are employees of Verida, and we do not outsource or offshore our call center services.

Under the current DTT contract, we have never had to route calls to a backup call center location.

While our CSRs serving Arkansas are thoroughly trained and familiar with the DTT program rules, our platform minimizes potential mistakes because the program rules are configured into our Net InSight transportation management

system. During a situation when Arkansas calls get routed to one of our other call centers, Net InSight will display the DHS-approved call script, so all CSRs, regardless of where they are located, are able to continue to assist callers with transportation requests and other information until functionality is restored and calls can again be routed to the Little Rock call center. However, the simplicity of our telecommunications platform also makes it easy for us to enable our call center employees to work from home during severe weather events, when employee absenteeism is typically high, instead of employees having to risk navigating dangerous conditions.

Minimizing the Impact to Beneficiaries and Transportation Providers

Our staff takes extra steps to communicate with beneficiaries, their authorized representatives, transportation providers, and medical facilities during a disaster or unexpected disruption to minimize the impact. For instance, we reach out to beneficiaries with appointments at facilities that are closed or operating on a limited schedule to cancel trips, when necessary.

Beneficiaries or their authorized representatives will be notified via their preferred communication method (phone call or text). We will change the IVR message so those calling our toll-free number will receive information without having to speak with a CSR. Drivers will be notified via our driver app, sent directly to their mobile device. Dispatch staff will communicate road closures and trip cancellations to transportation providers according to their manifest delivery profile (email or portal); the message center on the provider portal will be updated to include the latest advisory statements. Our team will communicate with medical facilities via the phone, email, text, or if approved, the facility portal.

Disaster Recovery/Business Continuity Plan Testing

Our plan is tested annually by program staff using a variety of test techniques, including tabletop (practical or simulated exercise), structured walk-through (functional), large or full-scale (live or real-life exercise) and emergency response. Based on the outcome of the annual testing, we will update our plan, if necessary. Additionally, we will revise our plan as part of a "lessons learned" exercise after it has been put to the test under real scenarios.

We agree to make our Business Continuity and Disaster Recovery plan available to DHS upon request. Any request not otherwise stipulated within the solicitation will be provided within 48 hours of the request.

Here is an example of how we successfully navigated our operations during back-to-back weather events in Georgia.

Disaster Recovery Case Study: Operating During Snowmageddon

During the 22 years we have managed NEMT for Georgia residents, the thoroughness of our plan has been tested a number of times. However, one significant event that affected both the North and Atlanta regions we serve, occurred in January 2014. A snowstorm (commonly referred to as "Snowmageddon 2014") crippled metro Atlanta for almost a week, causing extreme chaos on the city's main interstates and highways. Hundreds of vehicles were left stranded after the storm created massive gridlock on the roads (Figure E.9-1). Despite the treacherous conditions, we

E.9-1 *The Atlanta Journal-Constitution captured the chaos on Georgia's roads in 2014 during Snowmegeddon.*

worked tirelessly to minimize the disruption of service to members, especially those requiring critical treatments such as dialysis, radiation, or chemo.

Here are the steps we took to mitigate disruption and safeguard the well-being of members, employees, and our transportation providers:

- Proactively monitored the weather forecasts and prepared employees for working late, staying in near-by hotels, or enabling them to work from home.

- Implemented our Emergency Response Team protocols, a process which clearly defines key management personnel needed on-site during the weather emergency.

- Prioritized NEMT services for critical care members (e.g., those requiring dialysis, radiation or chemotherapy) and directly communicated with transportation providers in affected areas to identify their availability (volume of vehicles, drivers, etc.) for urgent trips to aid in the prompt assignment and needed trip recovery.

- Worked closely with critical care facilities to make sure they were open and available to accommodate members and partnered with them to change appointment times so that members were not being transported in the very early morning on frozen roads and in the dark. We moved appointments to daylight when the driver could better see road conditions, and temperatures increased to a safer level.

- Created a plan to reschedule appointments to a different day, time, or location for non-critical care members, while working diligently with all medical facilities to determine availability and capacity.

- Used as many methods as possible to communicate with NEMT stakeholders, including posting advisories on our website and portals; using our IVR system to customize the message a caller heard when they called our toll-free number; emailing, and text messaging.

Because certain areas within the regions we serve took longer to thaw and return to normal operations, we identified three statuses that transportation providers or facilities would have:

1. Completely closed

2. Open with modification to shifts, schedules, or any other operations and,

3. Open with no changes.

As Verida's local operations staff identified the status of each of the major facilities (e.g., life sustaining medical providers) we began notifying all stakeholders and arranging NEMT services accordingly. This constant communication between Verida, members, medical facilities, and transportation providers helped safeguard that all life-sustaining trips continued or were minimally impacted. Documentation of these statuses have been incorporated as a best practice in our Adverse Weather Plan.

Furthermore, due to our size, scale, and redundant systems, we had the flexibility to route calls to any one of our call centers outside the affected area. This enabled us to spread the call volume as needed to provide timely, courteous, and relevant customer service. As part of our DR/BC plan, call center staff are cross trained to manage calls across contracts.

Working collaboratively with our clients is vital in a weather emergency to minimize service disruption. Timely and frequent communication is imperative. Whether dealing with severe storms in Arkansas, Mississippi, Tennessee, or Georgia or, snow and ice in Indiana, Virginia or Washington, D.C., we use the same methodologies as described in our above Snowmageddon example to safeguard services for the most vulnerable program participants.

E.10 Subcontractor Information

Describe the Broker's process for monitoring subcontractor(s) performance.

The relationships Verida builds with our network of transportation providers is vital to the overall success of our organization and the programs we manage. The transportation delivery system consists of all the components required to transport an eligible beneficiary to and from the appropriate destination in an efficient, safe, and comfortable manner. While the contracted provider is responsible for the actual transportation function, we are responsible for making certain the provider operates within the guidelines and requirements of local, state, and federal laws, and in compliance with the client and provider contract.

Verida currently monitors transportation provider performance using prospective and retrospective procedures. Prospective procedures are measurements of performance that are observed as they occur; while retrospective procedures involve the compilation, analysis, and reporting of recorded information or observations. Verida uses both monitoring techniques to provide a broad spectrum of quality analysis. Each quality assurance function is listed below by procedure type:

Prospective Procedures

1. Scheduled vehicle inspections

2. Field observations of services – unannounced inspections of provider vehicles and drivers

3. Unannounced wheelchair securement inspections of provider vehicles

Retrospective Procedures

1. Statistical reports analysis (on-time performance, missed trips, cancelled trips, etc.)

2. Complaint investigation and resolution procedures

3. Beneficiary satisfaction surveys

4. Claim/Trip Log reconciliations

5. Facility attendance reports

Key Indicator Reports

Verida also monitors provider performance based on key indicator reports that are analyzed to safeguard that service levels meet contractual requirements. Examples of Transportation Provider Performance reports include the Pick-up and Delivery Standards and Quarterly Complaint reports described below.

The Pick-up and Delivery Standards Report contains the following data elements:

1. Number of trips provided by type of transportation

2. Percentage of pick-ups and deliveries completed on time

3. Percentage of trips meeting the ride time performance measure

4. Number of missed trips

The Quarterly Complaint Report contains complaint data elements, as well as trend charts and analysis:

1. Number and type of complaints

2. Historical trend charts

3. Top complaint groups

Provider Scorecard

Verida also employs a Provider Scorecard **(Figure E.10-1)** to measure and track transportation provider performance. On a monthly basis, providers receive a performance scorecard that benchmarks their performance compared to other providers and factors in tracked complaints, on-time performance, credentialing compliance, cancellations, re-routes, no shows, and the number of trips provided. When transportation providers do not maintain high quality scores, per their contracted metrics with Verida, our network team will meet with the provider to discuss areas where their performance falls below our quality standards and will institute an agreed upon action plan and timeframe to resolve issues. Provider scorecards are reviewed every month within the operation and with each transportation provider. Reviews consist of a comparison between the current and previous month's performance.

Figure E.10-1: *Our transportation providers receive a monthly scorecard reporting their performance on key metrics.* *Proprietary and Confidential*

When a provider exhibits consistent performance issues, the Network Development Team meets with them to evaluate the cause and develop a resolution plan. The provider may be placed on a Corrective Action Plan (CAP) if the issue is significant or if more than a temporary, underlying cause is determined. The CAP will include benchmarks that the provider must meet within a specified timeframe (generally 90 days) and the consequences for failure to meet the benchmarks. The Provider Relations Managers meet with the underperforming provider at set intervals to discuss their progress and review both the CAP and provider scorecard, so the provider is clear on expectations and their status.

E.11 Appropriate Mode of Transportation

A. Provide a transportation plan that includes how the Contractor will provide transportation such as using fleet, subcontractor(s), or service agreements.

Verida has over two decades of experience in the NEMT space, developing transportation networks with diverse transportation resources. We work hard to develop and sustain relationships with traditional transportation providers, Counsels on Aging, day treatment facilities, transit agencies, and beneficiaries to assure that we explore all options for delivering service.

We currently broker, as well as provide, NEMT for DTT beneficiaries in five of Arkansas' seven regions with a network comprised of transportation providers, AAAs, facilities, and our own fleet of vehicles that we employ in areas where there is a shortage of traditional transportation options. Additionally, we encourage the use of public transportation when appropriate for the beneficiary and offer mileage

reimbursement when applicable to the beneficiary's situation. Our current network includes vehicles that support ambulatory and wheelchair levels of service.

Transportation Resource	Description	Availability
Fleet Vehicles	Verida currently operates a fleet of 80 vehicles in Arkansas, with the capacity to expand and relocate vehicles as needs arise throughout the regions served.	Verida's fleet is predominantly serving Region A and Region G today.
Subcontracted Transportation Providers	Traditional Arkansas transportation providers who work under a service agreement with Verida, currently deliver 65% of transports for adults, and 51% of transports for children. They offer both ambulatory and wheelchair accessible vehicles.	Subcontracted Transportation Providers are currently operating in all five regions we serve (A, B, C, D, E, G). Our network development team is continuously working to expand this transportation resource.
Area Agencies on Aging (AAA)	AAAs transport their served beneficiaries throughout Arkansas.	Verida currently works with one AAA operating more than 50 vehicles in Region D.
Facility Transports	Some facilities with fleets transport the beneficiaries they serve by working with Verida or through a direct relationship with DHS.	Today, three facilities work with us to deliver DTT transportation.
Public Transit	Verida encourages the use of public transportation when available and appropriate for a beneficiary's condition.	We schedule public transit trips for DTT in Region G. For the last 12 months, (September 1, 2021 – September 30, 2022) beneficiaries have taken 119,042 public transit trips.
Mileage Reimbursement	Mileage reimbursement is one of the most cost-effective means of transportation within any NEMT program. Verida offers this option to DTT beneficiaries when a vehicle is available to them, but they cannot afford fuel.	From September 1, 2021, to September 30, 2022, DTT beneficiaries completed 68,695 trips via mileage reimbursement. Over all five Regions we serve today, 35% of children and 14% of adults are using this method of transportation. Following is the breakdown of by Region. **Region A** Adults – 28.90% Children – 10.90% **Region B**

		Adults 7.81% Children − 12.46%
		Region C Adults − 2.53% Children − 20/16%
		Region D Adults − 7.81% Children − 12.10%
		Region G Adults − 53 .95% Children − 42.39%
		Under a new contract, we understand mileage reimbursement will be limited to 30 days until a Verida fleet or network vehicle can be assigned for a beneficiary. Any use of mileage reimbursement beyond 30 days will need to be approved by DHS.

B. Provide a table that includes, without limitation, the following:

1. **Provide the proposed number of vehicles that will be used per region for DTT services include types of vehicles, number of passengers, safety, and accommodation features.**

Today, Verida employs the following vehicles to deliver DTT services in Regions A, B, C, D, E, and G. These numbers will increase due to the changes DHS is requiring regarding mileage reimbursement and attendant to beneficiary ratios. This is because the average trip length for a transport leg is seven miles, while the average length for a mileage reimbursement trip is 17 miles – reflecting the more rural nature of those trips. With the required mileage reimbursement changes, 90 percent of mileage reimbursement trips will likely need to be absorbed ty the transportation provider network.

Region A	No. of Vehicles	AMB Seat Capacity	WC Seat Capacity
AMB	16	113	-
AMB/WC	22	85	21
Total	**38**	**198**	**21**

Region B	No. of Vehicles	AMB Seat Capacity	WC Seat Capacity
AMB	5	32	-
AMB/WC	1	0	5
Total	**6**	**32**	**5**

Region C	No. of Vehicles	AMB Seat Capacity	WC Seat Capacity
AMB	34	326	-
AMB/WC	11	47	12
Total	**45**	**373**	**12**

Region D	No. of Vehicles	AMB Seat Capacity	WC Seat Capacity
AMB	38	360	-
AMB/WC	28	167	42
Total	**66**	**527**	**42**

Region E	No. of Vehicles	AMB Seat Capacity	WC Seat Capacity
AMB	5	28	-
Multi-passenger Van	2	29	-
Total	**7**	**57**	**-**

Region G	No. of Vehicles	AMB Seat Capacity	WC Seat Capacity
AMB	88	698	9
AMB/WC	45	166	81
Multi-passenger Van	3	45	-
Total	**136**	**909**	**90**

To build upon our existing network, once we have a better understanding of the impact of these changes, we will employ a systematic methodology for determining the size and vehicle capacity of the transportation network needed, by mode of service and region. Through our network development algorithms, we can customarily predict the number of trips per month by day.

Safety and Accommodation Features

Our network is comprised of various vehicle types (e.g., sedans, multi-passenger vans, wheelchair vans) that are equipped with different safety and accommodation features as noted in the table below.

Vehicle Type	Safety/Accommodation Features
Sedan	• Two-way communication system • Camera system • Functioning heating and air conditioning system • Functioning seatbelts and restraints • Seatbelt extensions • Appropriate child safety seats • Fire extinguisher • First Aid/Spill Kit • Safety equipment (Flashlight, vest, reflective triangles, etc.)
Multi-passenger Van	• Child safety buzz/alarm device

	• Retractable step, fixed sideboard (running board), or a step stool • Camera systems • Two-way communication system • Functioning heating and air conditioning system • Functioning seatbelts and restraints • Seatbelt extensions • Appropriate child safety seats • Fire extinguisher • First Aid/Spill Kit • Safety equipment (Flashlight, vest, reflective triangles, etc.)
Wheelchair Van	• Child safety buzz/alarm device • Engine-wheelchair lift interlock system • Wheelchair lifts meeting regulatory requirements (when applicable) • Wheelchair securement devices • Two-way communication system • Functioning heating and air conditioning system • Functioning seatbelts and restraints • Seatbelt extensions • Appropriate child safety seats • Fire extinguisher • First Aid/Spill Kit • Safety equipment (Flashlight, vest, reflective triangles, etc.)

2. Process for determining the most appropriate mode of transportation

To make certain that beneficiaries are provided with the most appropriate mode of transportation to meet their health and safety needs, CSRs employ our DHS approved gatekeeping process and call script to ask a series of questions pertaining to the ride request. In addition to verifying the beneficiary's eligibility, the CSR captures information regarding their medical, physical, and cognitive abilities. These are the decisive factors when assigning the most appropriate mode of transportation after the trip request has met criteria for approval. Our process helps the agent determine the beneficiary's level of mobility, personal capabilities, and any special transport requirements (e.g., cognitive or physical limitations, need for an attendant). For instance, if a beneficiary uses a wheelchair, the CSR will indicate with a simple click in the Net InSight system that a wheelchair accessible vehicle that includes a wheelchair restraint system must be assigned for the trip.

3. Process for determining and accommodating any client specific health or safety needs.

The process for determining and accommodating any specific health or safety needs of a beneficiary is incorporated in the process for determining the appropriate mode, described above. During the intake process CSRs will inquire about any special needs a beneficiary has, which may influence the mode of transportation assigned. For example, the CSR can document if a beneficiary is in a wheelchair or has a guide dog that needs to be accommodated. These special needs will be documented in Net InSight and remain in the system for reference during subsequent reservation requests. Any notes regarding the special needs of a beneficiary will also appear on the transportation provider's trip manifest to assure the appropriate type of vehicle is dispatched and to alert the driver of any assistance that may be necessary for that beneficiary.

Figure E.11-1: *The Beneficiary Profile allows the CSR to indicate a beneficiary's special needs with the click of a button and provide special case notes for the driver.* Proprietary and Confidential

E.12 Vehicle Maintenance, Safety, and Inspections

A. Describe the Broker's annual inspection process and daily inspection report.

Verida will protect the safety of Arkansas DTT beneficiaries through strict safety standards and procedures for vehicles. Our Compliance Officers have the responsibility of documenting and confirming that all transportation provider vehicles remain in compliance with NEMT requirements throughout the term of the contract. We always inspect vehicles in our network in person. To make certain each vehicle in our network meets the qualifications and requirements of the Arkansas DTT program, we use various types of inspections.

Initial Inspection

The initial inspection occurs prior to, but not more than 60 days in advance of the execution of a service agreement and a provider's vehicles being placed into service. This is an extensive inspection covering all aspects of the vehicle, in compliance with Arkansas' requirements. Once the vehicle passes inspection, a visible inspection sticker is applied to the vehicle.

Annual Inspections

The annual inspection occurs every 12 months after the initial inspection, based on the expiration date of the prior inspection. After each inspection, the Compliance Officer places a Verida inspection sticker on the vehicle. The Verida inspection sticker includes the VIN and license plate number of the approved vehicle.

Unannounced Inspections

These inspections are conducted monthly, during a driver/vehicle workday, and are not scheduled in advance. These quick, "on the spot" inspections evaluate the general condition of

the vehicle, the driver and attendant behavior, the presence of required documentation, as well as on-time performance. Unannounced inspections require only a few minutes to complete so drivers are not excessively delayed.

Wheelchair Van Inspections

Verida Compliance Officers focus a portion of monthly spot inspections on proper wheelchair securement. If the beneficiary is being transported in a wheelchair, the securement mechanism is inspected to assure that proper securement procedures were followed. All vehicles used to transport wheelchair passengers must meet the program requirements as well as Arkansas Highway and Transportation Department safety standards, ADA regulations, or other State or Federal laws or regulations.

Our Compliance Officers oversee transportation provider compliance through these scheduled and unscheduled vehicle inspections, which also include record reviews, among many other specific compliance check points.

Today, Verida employs one Compliance Officer in each of the five Arkansas regions we serve. While inspections are rigorous, the documentation process is completed with ease. Compliance Officers carry an iPhone, which contains our Mobile App with an inspection form. Using this application technology, Compliance Officers can easily document their inspection findings, which includes the ability to upload photographs and other documentation.

Additionally, our Compliance Officers employ our license plate matching technology to verify the vehicle identification by entering the license plate number via the vehicle look-up app. All data elements associated with the number will populate their iPhone, allowing them to confirm the vehicle's status, make, model, year, color, vehicle identification number (VIN), etc.

Whether an initial onboarding inspection, an annual inspection, a spot inspection, or a wheelchair van inspection, the Compliance Officer uses the appropriate electronic inspection form on our Mobile App. The form, associated files, and photographs are uploaded to our Net InSight database and stored by VIN in the Provider Profile.

We understand that vehicles in our network must be available to DHS or its agent for inspection at any time, and that DHS reserves the right to conduct random inspections throughout the year. Any defect or deficiency impacting the safety of the vehicle that is identified as part of an inspection must be repaired prior to the operation of the vehicle. The vehicle cannot be used to provide DTT services until repaired, and Verida will provide an alternate vehicle for use.

Daily Vehicle Inspections

Each driver is responsible for conducting two daily vehicle inspections for each vehicle used to provide DTT services. The first is a pre-trip inspection that must occur before the first trip of the day. The second is a post-trip inspection that must occur after the final trip is completed for the day. Drivers have a standardize form to use for both inspections. A copy of the inspection form is presented in Figure E.12-2 and complies with all the requirements listed in Section 2.3.11 of the RFP.

DAILY VEHICLE INSPECTION FORM   ※ VERIDA

Date		Vehicle #		Mileage		Vehicle type		Region	
Driver's Name (Printed)						VIN (last 6)		Vehicle Tag Number	
Mark "S" if Satisfactory	Mark "U" if Unsatisfactory	Mark "X" if Item requires repair before safe operation continues				Provider		SETI Inspection Decal #	

ITEM	Pre Trip	Post Trip	Notes	ITEM	Pre Trip	Post Trip	Notes
Insurance and Registration Card*				Seatbelts Operational (no fraying)			
Intrastate Operating Permit*				Seatbelt (Web) Cutter*			
Signage (Seat Belt Required)				Seatbelt Extensions			
Signage (No Smoking/Vaping)				Fire Ext (secured) *			
Horn (operational)				Fire Ext (expired)*			
Emergency Exit Marking Light / Sign				Fire Ext (Gauge should be in the green)*			
Vehicle Camera Operable*				First Aid Kit *			
Two-Way Radio or Cell Phone				Flashlight (operational)*			
Directional / Hazard Signal Lights				Bio Hazzard Spill Kit*			
High and Low Beam Head Lamps				Emergency Safety Triangles*			
Brake and Tail Lamps (damaged)			If yes, mark on diagram	Step Stool if step is >12" (secured)			
Brake and Tail Lamps (operational)			If yes, mark on diagram	Reflective Safety Vest*			
Clearance / Marker Lamps - Reflector				Child Seat Properly Secured in Vehicle			
All Windows Operational Side / Vent			If no, mark on diagram	Child Safety Seat, Expiration Date			
Windshield Wipers Operational				Engine in Good Running Condition			
Windshield Free of Cracks / Chips*			If yes, mark on diagram	Exterior Clean / Free of Damage*			If no, mark on diagram
Rearview and Side Mirrors				W/C Lift / Ramp Operational			
Gauges, Switches, Warning Lamps				W/C Tie Down / Restraints			
Interior Clean / No Loose items*				W/C Securement Belt on Lift (no fraying)			
No torn Upholstery, Floor or Ceiling*				W/C Anti-roll Off Operational			
Emergency / Parking Brake				SETI Inspection Decal			
Heating System Operational*				Medicaid Bumper Sticker*			
Air Conditioner Operational*				Spare Tire, Jack, and Tools Secured			
Child Safety Alarm tested (if							
Emergency Exits - All doors							
Tire Condition / Wear Pattern:							

Tire Tread Depth (AM)	32nds	Tire Tread Depth (PM)	32nds	
Left Front		Right Front		
Left Rear		Right Rear		
Left Rear Inside DRW		Right Rear Inside DRW		*Indicates Contract Requirement

Please mark below any visible damage to the exterior and windshield of the vehicle with an X*

Additional Comments:

Per the contract, "The daily inspection sheets are a driver's report, commonly referred to as a Driver's Vehicle Inspection Report, prepared at the beginning (pre-trip) and completion of each days' work on each vehicle operated."

Driver's Signature		Date Signed	

Figure E.12-2. Daily Vehicle Inspection Form - This form is used for the daily pre- and post-trip inspections for each vehicle used to provide DTT services.   Proprietary and Confidential

Transportation providers are required to maintain the signed and dated Daily Inspection Forms in their files for auditing purposes. To help reduce the amount of paper storage required and comply with the retention period of six years after contract expiration, Verida is working to digitize the Daily Inspection Form. This will help reduce the burden on transportation providers and drivers while enabling quick access to Verida, DHS/DDS, and the DTT Monitoring Contractor for audits or ad hoc requests.

Transportation Log

Using our proprietary, GPS-enabled mobile technology, a digital driver transportation log lives within the platform for every single trip, showing GPS tracking and actual pick-up and drop-off times. To facilitate this, Verida provides mobile devices (tablets) and an airtime service plan to each contracted transportation provider/driver, at **no cost** to them. If a provider prefers to use their own devices, we offer a free, easy-to-install app. For drivers not using our technology or app, they are required to maintain a paper log for each trip performed for DTT services. At a minimum, the digital and paper logs include the following information:

1. Each transported beneficiary's
   a. Name
   b. Age
   c. Date of birth
   d. Medicaid ID number
   e. Scheduled pick up time
   f. Exact address of pickup and drop off
   g. Exact time of pickup and drop off
2. The driver of the vehicle
3. Each attendant or any other persons transported; and
4. Odometer reading for vehicle at a trip's:
   a. Initial pick up; and
   b. Final drop-off

   The driver of each vehicle must sign and date the transportation log to confirm each beneficiary was safely transported to and from:
   a. The beneficiary's home (or other scheduled pick up or drop off location); or
   b. The ADDT or EIDT facility

Our mobile technology captures all required transportation log information, including the driver's signature, in an electronic format that is immediately transmitted to Verida via the free tablets we provide. Transportation providers not using our app, or compatible technology, are required to submit their paper transportation logs to Verida for claims processing. We will retain the transportation logs for six years after contract expiration and will provide them to DHS in a timely manner upon request.

Contents

E.1 Qualifications

A. Describe Broker's prior experience providing day treatment transportation including the number of years of experience

Verida (formerly Southeastrans) has been serving NEMT beneficiaries for more than 22 years. Currently we serve 15 NEMT contracts with 11 clients in seven states and the District of Columbia. During the past two decades, we have gained specific experience managing trips for high-risk populations for both state and MCO clients. Here is a snapshot of our experience providing day treatment transportation and NEMT for other programs serving individuals with developmental disabilities or other special needs.

Arkansas

Our contract with the Arkansas Department of Human Services (DHS) along with the Division of Developmental Disabilities Services (DDS) features a significant population of high-risk individuals requiring daily transport to Early Intervention Day Treatment (EIDT) and Adult Developmental Day Treatment (ADDT) facilities across regions A, B, C, D and G of the state. For the last twelve-month period, (September 1, 2021, to September 30, 2022) we have provided 122,533 NEMT trips for adult and 233,907 for child day treatment/care programs. The contract requires that all vehicles transporting individuals for DTT services feature a camera for continuous passenger monitoring, as well as a safety alarm device requiring vehicle sweeps of the passenger compartment to confirm no child is left on the vehicle.

Arkansas

In 2013, the Arkansas Department of Human Services/Division of Medical Services contracted with Verida as the NEMT broker for two of the state's Medicaid regions. Currently, we provide NEMT services to Medicaid recipients in five of the seven regions. Populations served include eligible low-income adults, children, pregnant women, elderly adults, and people with disabilities. Collectively, we provide Medicaid NEMT services for approximately 700,000 beneficiaries throughout the five regions. We maintain a call center in Little Rock that handled more than 224,827 calls in 2021.

Georgia

Verida has contracted with Peach State Health Plan since 2006 to manage statewide NEMT services for their PeachCare for Kids Health Plan, a Georgia CHIP health plan. In addition, we transport adolescents from Bartow, Carroll, Cobb, Douglas, Haralson, Paulding, and Polk counties to behavioral health programs at the Tanner Health System, Willowbrook facilities in West Georgia. In pre-pandemic 2019, we managed over 4,487 trips supporting these programs. Verida provides call center services, transportation provider network development and oversight, NEMT compliance, NEMT training, quality management, utilization review, claims administration, information technology services, and data management/reporting.

Georgia

The Georgia Department of Health and Human Services (DCH) is Verida's largest client. The program features five Medicaid NEMT regions throughout the state. Verida has operated a full-service Medicaid NEMT program, in multiple regions, for 22 years. Currently we provide NEMT services for more than 992,000 beneficiaries in the Atlanta and North regions. We offer a full complement of NEMT broker services. We maintain two call centers in the state of Georgia, one in Atlanta and the other, which serves as a back-up call center for all of our programs, in Villa

Rica. These two call centers handled more than 987,441 calls in 2021.

Indiana

The Indiana Family and Social Services Administration (FSSA) contracts with Verida to manage NEMT services for its statewide Medicaid fee-for-service population. This contract represents the first NEMT brokerage program in Indiana's history. Verida began providing full-service brokerage services on June 1, 2018, which call center services, transportation provider network development and oversight, NEMT compliance, NEMT training, quality management, utilization review, claims administration, information technology services, and data management and reporting. Currently we manage trips for approximately 234,654 members.

Under this contract with the FSSA, we also serve approximately 940 long-term care (LTC) facilities in the state of Indiana, which includes nursing homes, skilled nursing, and rehabilitation facilities. In 2021 we transported 8,189 Medicaid beneficiaries for a total of 110,334 legs. Year to date we have transported 18,643 Medicaid beneficiaries for a total of 381,678 legs. The state of Indiana recently created a "Nursing Facility" provider type that allows nursing facilities to provide transportation for their residents and receive reimbursement from Verida/Medicaid for providing the transport. The LTC facility schedules the trips by calling our call center, scheduling through our facility portal, or via secure fax using a scheduling form. The trips are dispatched to them. Once the transport is complete, the claim is submitted for reimbursement.

Louisiana

Verida first partnered with the Louisiana Department of Health (LDH) in 2014 to manage prior authorization services for the Department's Medicaid NEMT program. When NEMT services were carved into the Managed Care Organization (MCO) contracts in 2015, we assumed responsibility for all NEMT services for the Department's remaining fee-for-service (FFS) beneficiaries. Today, we provide NEMT services for approximately 100,000 FFS beneficiaries throughout the state. We manage every aspect of the NEMT programs in Louisiana. We maintain a call center in Baton Rouge that handled more than 155,845 calls in 2021.

Louisiana

Since 2018, we have provided NEMT services for AmeriHealth Caritas of Louisiana (ACLA), an authorized Healthy Louisiana Medicaid health plan. Under our contract with ACLA, we provide the management of NEMT services for their statewide Medicaid and CHIP beneficiary populations. Today we serve more than 225,000 plan beneficiaries. Verida maintains a regional office and call center in Baton Rouge to support this full-service brokerage contract.

Tennessee

BlueCare Tennessee is an authorized TennCare Medicaid health plan. Since 2008, BlueCare has contracted with Verida to manage NEMT services for TennCare beneficiaries enrolled in the MCO's BlueCare and TennCareSelect health plans on a statewide basis. We also manage NEMT services for their Dual Special Needs Plan (DNSP). This contract was re-awarded to Verida in 2014 through a competitive procurement. Currently, we manage NEMT services for more than 640,000 BlueCare Tennessee beneficiaries.

Virginia

Optima Health Plan contracts with Verida to manage NEMT services for its Medicaid and dual

eligible health plan beneficiaries on a statewide basis. Optima Health Plan is a Virginia Medicaid managed-care health plan. We have held this contract since 2017. Currently, we manage NEMT services for nearly 300,000 Optima Health Plan beneficiaries. Verida provides call center services, transportation provider network development and oversight, NEMT compliance, NEMT training, quality management, utilization review, claims administration, information technology services, and data management/reporting.

Virginia

Virginia Premier Health Plan contracts with Verida to manage NEMT services for its Medicaid and Medicare Advantage health plans. Our contract with Virginia Premier started in April 2020. Currently, we provide NEMT services for more than 251,000 Virginia Premier beneficiaries.

Washington, DC

Verida has managed the NEMT program for Health Services for Children with Special Needs, Inc (HSCSN) in the metro Washington D.C. area since 2011. This Medicaid health plan coordinates physical, mental, behavioral, developmental, and care services for special needs children and young adults up to age 25. In 2019, under this contract, Verida transported more than 5,000 individuals and managed more than 72,000 calls in our HSCSN call center.

WellCare – Arkansas, Tennessee Georgia, and Mississippi

Verida contracts with WellCare (acquired by Centene) to manage NEMT services for their Medicare Advantage health plans in Arkansas, Tennessee Georgia, and Mississippi. The contracts for Arkansas and Tennessee started in 2016. In 2019, we contractually agreed to manage NEMT for WellCare Medicare Advantage Plan participants in Georgia and Mississippi. Collectively, we manage trips for more than 77,000 beneficiaries.

Verida's priority is to enable safe and comfortable transportation for Arkansas' eligible NEMT beneficiaries using the lowest cost transportation that meets the beneficiary's needs. During the reservation intake, our customer service representative (CSR) reviews the age of all beneficiaries and applies stringent rules regarding child transport to reservations for children. As part of our scheduling process, we advise the contracted transportation provider when additional seating is required for an attendant.

B.   Provide resumes for the Project Director responsible for management of day-to-day operations.

With more than nine years of experience serving Arkansas NEMT program beneficiaries, Cynthia Washington will continue to serve as our Arkansas Project Director under this new contract. In this role, Cynthia will have responsibility for the fulfillment of all of DHS/DDS' contractual requirements for the Day Treatment Transportation (DTT) services program in the regions for which we are awarded. This includes day-to-day oversight of all internal functions, call center operations, provider network management and development, compliance, quality control, risk management, information technology, training, and the business office.

> It has been my pleasure to support our work with DHS through the years to provide critical transportation resources for some of Arkansas' most vulnerable citizens. It has been so rewarding to know I am helping individuals with disabilities get to and from their day treatment facilities in a safe and timely manner. - Cynthia Washington, Arkansas Project Director

Currently, Cynthia oversees the safe and timely transport of DTT services for Medicaid beneficiaries to and from Early Intervention Day Treatment (EIDT) and Adult Developmental Day Treatment (ADDT) facilities in Regions A, B, C, D and G. Additionally, she helps facilitate relationships between our clients, transportation providers, health care professionals, and beneficiaries and their authorized representatives.

Cynthia personifies Verida's development of talent from within. She began working at Verida (formerly Southeastrans) in 2013 as an administrative assistant and has held several positions including compliance coordinator, call center manager, IT mobile technician, and finally, her current role as the Arkansas Project Director.

Prior to joining Verida, Cynthia worked with Ally Financial for more than 10 years as a call center supervisor. For more than eight years, Cynthia served in the United States Air Force and earned the rank of Sergeant. She is a veteran of the Gulf War.

Cynthia's resume' is provided below.

E.2   Call Center

A. Describe the process(es), equipment, and capabilities to meet the requirements outlined in Section 2.3.3.B including, without limitation, the following:

1. Calls
2. Call Monitoring
3. Complaints
4. Scheduling
5. Translation and Interpreter Accommodations
6. Technology

Verida has an established non-residential business office and call center in Little Rock that maintains normal business hours of at least 8:00 a.m. until 5:00 p.m. Central Time, Monday through Friday, except on State holidays. Calls are received by live operators who are always available while DTT services are in progress (e.g., from time of first pick-up until time of last drop-off for the day.) We understand that DHS may request to modify hours of operations. Our Little Rock call center is staffed with a sufficiency of customer service representatives (CSRs), special services representatives (SSRs), team leads, and supervisors to facilitate timely, responsive, and courteous service for beneficiaries and their representatives. Our call center team is trained to treat each caller with dignity and to respect the caller's right to privacy and confidentiality.

Calls received after-hours and on holidays are answered by CSRs in Georgia who are available 24 hours a day, seven days a week. That means Arkansas beneficiaries always have access to an actual person, rather than having to leave a message and wait for a call back. Verida call center services, and all business functions, are based stateside and calls will always be answered in the United States.

Calls

We receive and process all requests for NEMT services for beneficiaries using a straightforward and simple reservation process. This includes offering intuitive technology solutions as well as established processes and procedures.

- **Toll-Free Number:** Under a new contract, we will establish and maintain a dedicated toll-free number that is publicly disseminated and advertised as the public's helpline for scheduling DTT services and assistance. This toll-free number will be provided to all eligible beneficiaries, guardians, and ADDT and EIDT providers.

- **Speech/Hearing Impaired:** Beneficiaries who have a speech or hearing impairment can contact us using our TTY/TTD lines or via the Federal Communications Commission's Telecommunications Relay Service or 711.

- **Fax:** As a backup to all other preferred avenues, a well-monitored, dedicated fax line is maintained to receive requests for NEMT services and exchange documentation. The requesting entity simply completes a trip request form and faxes it to our call center.

Regardless of the method in which a beneficiary or their authorized representative makes a reservation request, our call center team will vet the request using our defined gatekeeping processes. Details of scheduled trips are confirmed at the time the reservation is made. Once necessary information is entered into our patented transportation management system, Net InSight™, the CSR verifies accuracy with the caller and saves the reservation. A confirmation number is automatically assigned to each reservation, which the CSR communicates to the beneficiary or authorized representative before ending

the call.

Gatekeeping Process

Approving a beneficiary to receive transportation services is often referred to as "the gatekeeping function". Verida's CSRs must obtain specific information from callers to assure that only eligible EIDT and ADDT program beneficiaries are approved for covered services.

The following steps are included in the gatekeeping process:

- Receive calls for NEMT services.

- Determine eligibility through the proper channels.

- Determine that the beneficiary is requesting transportation to a covered service and determine if the facility is participating within the DTT services network.

- Determine the age of beneficiary.

- Determine the beneficiary's special needs that must be accommodated such as wheelchair, canes or walkers, service animals, etc. With every request, our CSR considers each beneficiary's permanent and temporary special needs and any special instructions to facilitate appropriate and safe transportation.

- Determine the most appropriate mode of transportation based on the beneficiary's needs. This includes asking:

    o Is there is an operational vehicle in the household available to the beneficiary?

    o Is there public transit available to the beneficiary?

    o Are there other means of transportation available to the beneficiary?

- Assign the trips to the most appropriate NEMT provider if the answer to any of the above questions is "no."

    To further define the transportation options possibly available to the beneficiary, the CSR will ask additional questions if the caller responded "yes" to any of the above questions.

Operational Vehicle

To determine if there is an operational vehicle available to the beneficiary, the CSR will ask:

- Is there a vehicle in your home?

- Is the vehicle drivable?

- Are you physically able to drive the vehicle?

- Is there someone available to drive your vehicle for you?

- Is the vehicle available at the time of the appointment?

- Do you have funds available to operate the vehicle?

Public Transit

To determine if there is public transit available to the beneficiary, the CSR will ask:

- Is public transit available?

- Do you have the funds to pay to use public transit?

In other similar programs, we also ask:

- How far is the closest bus stop to your residence?

We do this to make sure the beneficiary is a good candidate for public transit and lives close enough to a convenient stop for it to be a viable option.

Other Means of Transportation

To determine if there are other means of transportation available, the CSR will ask:

- Are there other means of transportation available to you such as:
  - Your relatives
  - Neighbors
  - Friends
  - Community organizations
  - And/or including medical providers?

If a beneficiary refuses to answer questions related to the need for transportation, our CSRs are trained to inform the caller that transportation will not be provided, per program requirements.

Using our call management platform, Verida maintains a call tracking and retrieval system that records each individual call received in our call center. Our call management platform records the questions our CSRs ask and the caller's responses. We will maintain both inbound and outbound telephone recordings for a minimum of one year. The recordings will be available to DHS/DDS or the DTT Monitoring Contractor within five business days of a request.

Call Monitoring

Our monitoring systems and processes are top of the line, to safeguard that the standards and the quality of our services are maintained consistently throughout call center staff.

Observe AI

Call center team members are the front-line representatives of Verida, and their performance is crucial to the overall delivery of quality beneficiary service. Along with our call center management system, our Call Center features Observe.AI, a real-time quality management and artificial intelligence analytics tool. Using this tool, 100 percent of all calls are recorded and analyzed. With Observe.AI, our call center managers and quality assurance staff can monitor calls while they are happening, listen to calls after they have concluded, or conduct keyword searches from transcribed calls.

With Observe.AI, 100 percent of all calls are recorded and analyzed.

Additionally, the software tags those moments that the artificial intelligence considers "negative" and grades each call. The call center manager can easily run reports on various metrics, words, or other performance indicators. Shifts in data and other anomalies are automatically flagged so the manager can dig deeper. Using this information, the manager will know when a CSR needs additional training or mentoring. The tool, as shown below, also identifies positive attributes and behaviors of call takers so they can be recognized and rewarded.

Workforce optimization enables the organization to capture, analyze, and act on data to improve workforce performance, customer interactions, and customer service processes. Of the many ways in which call center performance is monitored, call recording and service level monitoring are a key focus of our clients and therefore, closely monitored by our Quality Management Committee.

CSR Report Card

Because our management system and Observe.AI capture the nuances of every phone interaction, our Call Center Managers can easily monitor each individual CSR's call center performance. A monthly report card for every CSR in our center is compiled, including benchmarks such as: schedule adherence, quality assurance, inbound calls handled, average handle time, average time in after-call, and more. These reports are reviewed with each CSR by their supervisor. If appropriate, the CSR is scheduled for additional training and mentoring. For CSRs with recurring performance concerns, a performance improvement plan is developed, detailing the opportunities for improvement, and outlining a clear list of goals the CSR needs to achieve and a timeline for reaching them. The following (Figure E.2-2) is an example of a CSR Report Card.

Surveying

Verida manages more than five million trips annually, and we are proud of our overall **99.9 percent complaint free** trip rating. We strive for stakeholder satisfaction in all areas of our service. Program stakeholders may file a complaint or grievance in multiple ways. They may call us directly through our toll-free complaint line, file a complaint in writing, or through the Verida website.,

Verida also employs a third-party firm to conduct monthly, telephonic beneficiary satisfaction surveys using a measurement tool which asks beneficiaries or their authorized representative to report and evaluate their experiences with NEMT in the areas of customer and transportation provider services. The tool queries participants about their interactions with customer service agents and transportation providers and drivers, the timeliness of services, the condition of the vehicles in which they were transported, their overall trip experience, as well as their overall experience with NEMT.

Current Survey Satisfaction Rates:
Call Center – 98%
Transportation – 94%

In addition to the live telephonic participant satisfaction surveys, Verida also conducts, with the caller's consent, an IVR based post trip survey. This technology provides Verida with instant trip feedback from the caller. Survey feedback is provided via an automated report to the Quality Assurance team each morning. To uphold our mission to our clients and to the individuals we serve, we strive to weave quality into the fabric of our culture.

Complaints

Verida has a comprehensive process for receiving, documenting, and responding to complaints from all stakeholders. Each complaint is entered into Net InSight and assigned a unique tracking number that links it to the beneficiary and/or trip record.

- The call center will maintain a log of the number of complaints received through the call center and a description of the complaint.

- Complaints received through the call center must be referred to the DTT Monitoring Contractor the next business day for tracking and investigation.

Scheduling

Communication is a vital aspect of a successful NEMT program, so Verida provides multiple ways for beneficiaries and facilities to access NEMT services. For the DTT services program, we offer traditional methods for scheduling rides via phone, fax, and secure email.

With DHS/DDS' approval, we can also implement the following tools that would offer convenient online scheduling options:

- A Facility Website/Portal that allows authorized facility personnel, or their designees, to make a request for transportation on behalf of a program beneficiary. We provide more details on the features and benefits of this portal under the subheading "Separate Scheduling Process for Medical Personnel," which can be found below.

- A Member Website/Portal that allows Medicaid beneficiaries or their authorized representatives to login securely and request transportation and manage trip requests.

- A free Member App, which is available in the Apple App Store and the Google Play Store. This technology empowers users to efficiently make reservations and manage their NEMT benefit from the convenience of their smartphone or tablet.

Our goal is to enhance the experience of program stakeholders, and to provide them with greater flexibility and control over scheduling.

Authorized Representatives

If the beneficiary relies on the assistance of a representative to schedule DTT services, the CSR will ask the beneficiary "Would you like to provide at least two authorized representatives that will be allowed to schedule DTT services on your behalf?" If so, the beneficiary will be prompted to provide the first and last names, relationship, and contact numbers of the representative(s).

Verida will only take transportation requests from or discuss the beneficiary's DTT services with the beneficiary, legal guardian, or representative as listed in the beneficiary's record in Net InSight.

The most common way for Arkansas Medicaid beneficiaries or their authorized representatives to make trip requests is by calling the Verida call center via our dedicated toll-free line. We will help educate beneficiaries on how to request and schedule DTT services through our call center and a member guide. Our staff will instruct beneficiaries that DTT service requests should be made at least three business days before the service is needed.

As an added convenience, with the Department's approval, we could implement our Beneficiary Portal and its complementary app to enable beneficiaries and their caregivers to easily access online resources. It would allow them to access important program messaging, forms, and educational videos. Additionally, beneficiaries would be able to schedule and manage their trip requests, view transportation provider assignments, and quickly request help.

During the call, the CSR uses a Department-approved call script to ask the beneficiary, or an authorized representative, a series of questions pertaining to the beneficiary's medical, physical, and cognitive abilities. This helps the agent determine the beneficiary's level of mobility, personal capabilities, and any special transport requirements (e.g., cognitive or physical limitations).

Separate Scheduling Process for Medical Personnel

Verida understands the importance of working closely with health care facilities to streamline the scheduling process, perform vital gatekeeping functions, and answer questions. To facilitate communication between Verida and Arkansas' day treatment facilities, we provide several convenient communication options.

- **Toll-Free Facility Phone Line:** Arkansas day treatment facilities have a dedicated line to reach Verida's Special Service Representatives (SSRs). SSRs are responsible for collaboratively working with facility personnel to establish standing order (recurring) trips for eligible beneficiaries. This toll-free number offers Arkansas' day treatment providers convenient and direct access to SSRs.

- **Facility Web Portal:** With the Department's approval, we can also implement our secure, HIPAA-compliant facility portal. This web-based resource offers day treatment providers access to critical applications and tools while protecting sensitive beneficiary information (e.g., PHI). Using our facility portal, facility representatives can access comprehensive self-service tools without the extra step of making a phone call. This site provides a secure exchange of information between

the day treatment provider and Verida. Additionally, facility staff can receive educational messages, schedule standing orders, and monitor transportation (Figure E.2-3). We welcome the opportunity to demonstrate this portal to DHS/DDS. Following are the ways in which a facility might use the portal:

Information

- o View Verida contact information such as toll-free numbers, business office mailing address, and email addresses
- o Link to forms and documents

Tasks

- o Securely request transportation for a beneficiary
- o Renew standing orders
- o Monitor scheduled arrivals and departures from the facility
- o Cancel beneficiary trips

  Verify beneficiary attendance

Our Net InSight platform captures and tracks the trip information including the date, time, name and address of the facility and any special needs that affect the mode of transportation used.

Translation and Interpreter Accommodations

Verida has a comprehensive Diversity, Equity, and Inclusion (DEI) Plan that describes how we assure that

all beneficiaries including, but not limited to, those with limited English proficiency, a hearing impairment, a speech or language disorder, physical disabilities, developmental disabilities, or diverse cultural and ethnic backgrounds, have access to interpreter services as well as to bi-lingual staff and other support services.

A third-party vendor is employed to translate calls between non-English speaking callers and our representatives. Interpreters provide over-the-phone translation services in more than 140 languages. This service is available to beneficiaries and their representatives at no charge, whenever they are needed, with no limit on the number of times a beneficiary can use the service. Employing an interpretation service is an easy process that does not require multiple calls. During initial contact, the caller is connected to an experienced interpreter who will listen to the caller, analyze the message, and accurately convey the beneficiary's need to our CSR. The CSR's response will likewise be translated and relayed to the caller by the interpreter.

Our call centers will also work with Arkansas Relay, which offers reliable, full telephone accessibility to everyone, including people who are deaf, hard of hearing, and/or have difficulty speaking. Arkansas Relay is available 24 hours a day, 365 days a year. With relay services, specially trained communication assistants complete all calls and stay on the line to relay messages either electronically over a telecommunications device, teletypewriter (TDD/TTY), or verbally to Verida's CSRs.

Technology

Verida is at the forefront of innovative technology that is implemented in our call centers to seamlessly transition into any area we serve.

Call Management System

Our call management system is a complete call center suite that allows us to engage with beneficiaries through secure communication channels at any work location. Because the system is built upon a cloud infrastructure, calls can be managed no matter where CSRs, beneficiaries, facilities, or transportation providers are located. This offers great flexibility and continuity during unexpected events such as severe weather (e.g., snowstorms, ice storms), or the unprecedented move of staff to work from home in response to the pandemic.

The system operates on a secure platform, including end-to-end data encryption, which safeguards protected health information. These systems and tools manage the flow of all incoming calls to Verida 24 hours a day, seven days a week. Arkansas EIDT and ADDT program beneficiaries will benefit from our intelligent Automated Call Distribution (ACD) system because it seamlessly routes calls to live operators based on agent skill and proficiency. Our ACD assures consistency and accurate information by ensuring that the most appropriate staff member is selected to assist the needs of each beneficiary.

While the system does provide a voice mailbox for callers to leave messages and provide information regarding when the call will be returned, our call centers (primary call center in Arkansas and the backup center in Georgia) are sufficiently staffed all day and night, every day of the year. The need for a caller to leave a voicemail message is rare and those calling our centers simply do not encounter a busy signal.

Transportation Management System

Our proprietary transportation management system, Net InSight, is HIPAA-compliant, stable, scalable, and flexible enough to adapt to technology advances and Arkansas NEMT specific contractual requirements. Verida currently serves 15 NEMT contracts with 11 clients in seven states and the District

of Columbia and Net InSight is used for day-to-day operations for each client contract.

Through Net InSight, our CSRs have easy access to all resources needed to assure that they offer the most up-to-date and accurate information and services to beneficiaries. Net InSight gives our CSRs access to the Beneficiary Profile Module, which is the repository for everything they need to know about a beneficiary in order to assist them with their NEMT request **(Figure E.2-4)**. The screens within this module enable our CSRs to capture all required beneficiary data elements in accordance with DHS/DDS policy. The data captured includes, but is not limited to beneficiary specific information such as:

- Eligibility
- Special Needs
- Contact Information
- Address History

Once the beneficiary's data is in the system, the CSR can quickly retrieve their information based on a variety of search criteria such as Medicaid ID, beneficiary's name, date of birth, or address. The Net InSight is the platform used to schedule, dispatch, monitor, and ultimately bill for NEMT services.

B. Provide a detailed summary of how Broker will ensure DTT services are provided for requests without sufficient advance notice:

Verida's mission is to deliver services of the highest quality to beneficiaries, while offering exceptional value, performance and responsiveness to our contracting agencies. Our single most important function as an NEMT broker is to facilitate the safe, timely, and comfortable transportation of beneficiaries to and/or from their day treatment programs. To that end, we adhere to an overall framework of quality assurance in which each operational component of our enterprise is designed to include an emphasis on quality, efficiency, risk management, fraud and abuse prevention, and contractual compliance, as well as accountability for implementing quality focused initiatives.

Quality Assurance and Monitoring Plan

Verida has developed and implemented a quality assurance program that is driven by our Corporate Quality Assurance Plan. We developed our program based upon best practices identified by the Utilization Review Accreditation Commissions (URAC). Verida is certified by URAC under its Certification of Organizational Management program, through December 1, 2023. URAC is considered the "gold standard" of quality focused accreditation entities. We believe the process of becoming certified and the responsibilities associated with maintaining that status is just one more way to assure that we are accountable for implementing and sustaining quality focused programs.

Relying upon URAC's principles, our quality assurance program is spearheaded by the Quality Management Committee (QMC), which has implemented and manages a Quality Assurance Plan (QAP) for the enterprise.

Call Center Performance Monitoring

Call center team members are the front-line representatives of Verida, and their performance is crucial to the overall delivery of quality beneficiary service. Workforce optimization enables the organization to capture, analyze, and act on data to improve workforce performance, customer interactions, and customer service processes. Of the many ways in which call center performance is monitored, call recording and service level monitoring are a key focus of our clients and therefore, closely monitored as a component of the QAP.

Call Monitoring - Our telecommunications platform provides the capability to record, store, and playback voice interactions, and is used to record all calls for evaluation.

Call Center Service Level Monitoring – Our call center system allows us to monitor service levels through many available data points. Call center performance metrics are closely tracked and reported to program leadership daily by the Vice President of Client Relations, through an extensive dashboard of tools and reports. This information is also reviewed with the Executive Management Committee (EMC) weekly, where areas of concern and solutions are identified and evaluated. Compliant performance is expected at the individual, team, and department level.

Our systems, tools and processes are used to confirm we are adhering to the key performance indicators (KPIs) established for each contract. For the new DTT contract, we will comply with the following KPIs and requirements:

i. Ninety-five percent (95%) of all calls must be answered within three (3) rings or fifteen (15) seconds.

ii. The number of busy signals must not exceed five percent (5%) of the total incoming calls.

iii. The wait time in the queue must not be longer than three (3) minutes for ninety-five percent (95%) of all incoming calls.

iv. All calls requiring a call back must be returned within one (1) business day.

v. The abandoned call rate must not exceed twenty percent (20%) for any month.

vi. All calls received during business hours must be answered or returned before close of business the same day.

vii. For calls received during non-business hours, return calls to clients and providers must be made on the following business day.

viii. Call center operators assigned to the telephone must be adequately trained (as described in the training plan) and maintain a courteous and polite attitude in all dealings with the public.

ix. Call center operators must identify Verida and themselves by name when initially answering a call.

x. Verida must have a system in which phone calls are recorded and maintained for one (1) year from the date of the call. Call center operators must state that calls are monitored and recorded for quality assurance purposes when the calls are initially answered.

xi. Verida will establish and maintain a log of complaints and issues.

xii. Verida must provide an electronic system that allows call center operators to document calls in sufficient detail for reference, tracking, and analysis.

xiii. In the event of a power failure or outage, Verida must have a battery back-up system capable of operating the telephone system for a minimum of eight (8) hours, at full capacity, with no interruption of data collection.

xiv. Corrective actions addressing missed KPIs include workforce adjustments to staffing levels, as well as individual training, coaching, and individual agent report cards.

It should be noted that instead of relying upon a battery-backup system, we use a cloud-based call center platform that is easily configurable, allowing us to quickly leverage call centers in another area if an extensive local outage occurs, assuring there is no loss of data.

Training

Our extensive Call Center Training Program affords our employees the knowledge to develop and support the skills needed to provide consistently exceptional customer service but do so with a keen understanding of Arkansas DTT program beneficiaries' specific issues, needs, and barriers. Most call center employees come to us with little knowledge of NEMT services or the nuances of Medicaid regulations. We offer a comprehensive orientation module called "All About Non-Emergency Medical Transportation", which covers NEMT in general and will include the specifics of DHS/DDS' day treatment transportation program.

Arkansas Customer Service Training

Our two-week training class includes the following modules, which will be customized to incorporate the

DTT program rules, regulations, guidelines, and nuances. These modules are essentially captured in a Customer Service Call Handling Manual, developed specifically for the Department's program, and used as an ongoing reference by our associates.

Training Module	Training Topics
Module 1: Creating a High Performing Call Center	This module will train call center professionals to understand: ● The NEMT brokerage model ● DTT's NEMT program ● Employee's role in maintaining a positive work environment ● The importance of data use and application for the program ● Adhering to confidentiality and HIPAA guidelines
Module 2: Understanding the Components of Quality Performance	This module will train call center professionals to: ● Exhibit cultural/diversity sensitivity ● Promote customer satisfaction by maintaining control of each beneficiary/caller interaction ● Use effective listening skills and a helpful tone ● Use key words to diffuse difficult situations ● Manage conflict/crisis calls ● Bring conflict crisis calls to the attention of a supervisor ● Contribute to ongoing quality improvements
Module 3: Observations and Expectations	This module will train call center professionals to: ● Properly greet, transfer, and hold calls ● Be observant ● Be thorough ● Meet service delivery expectations ● Take advantage of employee coaching and counseling sessions
Module 4: Qualifying the Request	This module will train call center professionals to: ● Understand beneficiary rights ● Verify beneficiary status and NEMT eligibility ● Identify any special need of beneficiaries ● Identify and report fraud and abuse ● Prior authorize transportation services
Module 5: Additional Tools	This module will train call center professionals to: ● Use translation services ● Use Arkansas Relay TTY services ● Work specifically with the aged and disabled populations ● Document beneficiary/caller notes
Module 6: Processing the Call	This module will train call center professionals to: ● Use the Net InSight trip management system ● Enter data elements in Net InSight ● Determine eligibility using the Web-based eligibility verification system ● Determine appropriateness of service request ● Display sensitivity to beneficiary's diversity

Training Module	Training Topics
Module 7: Managing Complaints / Grievances	This module will train call center professionals to: • Enter a complaint/grievance into the Inquiry Module • Reassure the caller • End the call positively • Provide agent's name at the end of each call
Module 8: Ending the Call	This module will train call center professionals to: • Review and confirm all trip details • Offer further assistance and close the call professionally • Confirm satisfaction with their service experience

This two-week course is followed by an additional nesting period where newly trained CSRs handle a reduced number of calls with intense oversight and support by supervisors and leads. This offers time for new associates to acclimate to the rigors of the call center environment and develop their own rhythm of call taking. After the nesting period, the new CSRs transition to a full call load. However, this transition will only occur if a CSR is confident in their ability and feels ready for the transition. We do allow for an extended nesting period when needed, as we all learn at different paces. The CSR is one of the most important yet difficult and often stressful roles in any NEMT program. We take care to assure that our associates are not only well trained but supported to assure their ongoing success.

On-going Training

While navigating the COVID-19 pandemic, it became even more clear that it was important for our company to offer as much support to employees as possible. Verida traditionally offered in-person, classroom training but modified our training program to include a blend of virtual and in-person instruction. To facilitate a variety of delivery methods we use a Learning Management System (LMS). The LMS stores online training modules and integrates with our Human Resources Management system (HRM) to develop, deliver, and manage our training curricula enterprise wide. Our LMS is a cloud-based solution that allows our curriculum and content to be accessible anywhere, at any time, and by every registered user. Modules within this extremely flexible platform can be organized in multiple ways. In-person instructors can use the platform in a classroom environment or employees can participate virtually through live webinars. As an added convenience, some modules or recorded webinars are available online 24 hours a day, seven days a week.

E.3 Service Requirements

C. Describe the process for reservation and trip assignments including scheduling and dispatch capabilities

As described previously, we will process requests for transportation in accordance with DHS/DDS' requirements for the DTT program. Using Net InSight, our scheduling staff will receive and electronically record each transportation request for eligible beneficiaries for day treatment services to EIDT or ADDT facilities.

Reservation Process

Callers contacting Verida to schedule transportation services are presented with a simple menu of IVR choices that direct them to the appropriate call center queue. Callers are assisted by our CSRs or SSRs. CSRs are responsible for answering questions related to established NEMT trips, while SSRs manage beneficiaries and facility requests for establishing a new standing order request. Each SSR will be

assigned specific facilities that they will work with on an ongoing basis to assure continuity and consistent service for facilities and the individuals they serve.

The Net InSight Beneficiary Profile Screen (**Figure E.3-1)** enables our personnel to view beneficiary specific information such as eligibility, special needs, contact information, and address history at the beginning of the call intake process. Once the beneficiary is in the system, the CSR can quickly retrieve their information based on a variety of search criteria such as Medicaid ID, beneficiary's name, date of birth, or address.

Net InSight has the capability to record all aspects of a beneficiary's trip by capturing its complete life cycle from scheduling to dispatch to claims payment. The system uses trip status information and advanced auditing functionality to record trip denials, cancellations, and re-route requests. All data is stored within our data warehouse and accessed using advanced business intelligence and reporting tools. Verida uses SQL Server reporting services for report development and statistical analysis.

Transportation requests follow a standardized process, as described below:

Trip Assignments

The Net InSight Dispatch Module enables our dispatchers to assign trips to transportation providers

based on geographic location, fleet capabilities and other assignment rules. For recurring trips/standing orders, we work to assign beneficiaries to the same transportation provider for continuity of care. Once the appropriate transportation provider is selected, Net InSight transmits the trip assignment to the transportation provider's portal. We can also use a fax server to transmit a manifest to the transportation provider on the schedule in the adjacent table. This process assures that there is enough time for the transportation provider to "send back" the trip if unable to fulfill the assignment.

Scheduling

To facilitate the scheduling process, Verida staff does the following:

- Educates beneficiaries on how to request and schedule DTT services through our call center.

- Informs beneficiaries or their representatives that DTT service requests should be made at least three (3) business days before the service is needed.

- Establishes a scheduled pick-up date and time at the time the request for DTT services is made.

- Confirms that the average wait time for pick-up does not exceed fifteen (15) minutes. As part of our Transportation Provider Agreement, we inform transportation providers and their drivers that they are not required to wait for the beneficiary more than fifteen (15) minutes after the scheduled pick-up time. Scheduled pick-up times may only be changed by the beneficiary, legal guardian, or authorized representative.

Dispatch

Trips are scheduled and dispatched to confirm that the average waiting time for scheduled pick-ups does not exceed 15 minutes. In addition to streamlining the overall scheduling and dispatch process, our technology platform combines web and mobile technologies to present users with a comprehensive fleet management console. The console uses GPS locations of vehicles running Verida's apps on tablets to enable transportation providers and Verida personnel to see vehicle locations. Transportation providers can access our free, HIPAA secure Transportation Provider Portal and apps to better manage their transportation operations.

Providers can view the actual pickup and drop off locations mapped in real-time for up to eight (8) trips, as shown in **Figure E.3-3**. Users can click on a vehicle icon to display additional trip details.

Combined with messaging, turn by turn directions, traffic alerts, and more this tool is helping drive on-time performance and vehicle routing efficiencies.

B. Provide a detailed summary of how Broker will ensure DTT services are provided for requests without sufficient advance notice.

The consistent delivery of high-quality customer service is a hallmark of our call center service model. CSRs receive thorough training, including training on our written policies and procedures for processing requests for service. Because our platform is highly configurable, we set up contract specific business rules and restrictions, which results in consistent determinations for authorizing services. When a ride is being requested, our logic checks eligibility as well as the contract-specific criteria to auto approve or not authorize requests. This automates the gatekeeping process, streamlines scheduling, and confirms benefits are appropriately applied.

For DTT services, requests should be made at least three (3) business days before the service is needed. If the beneficiary or their representative calls to schedule transportation without the sufficient advance notice, our staff uses the reservation process to re-educate the beneficiary on their responsibilities. While the beneficiary is reminded of their accountabilities, the CSR can also direct them to available educational materials on our website, or we educate beneficiaries through Department-approved notification letters.

Since the DTT services transportation requests are not urgent in nature, the CSR captures sufficient information to make a decision regarding the beneficiary's need for DTT services, which involves asking a series of questions, and then will schedule the service to account for the three-day's notice. For example, if a beneficiary calls on Monday, for day treatment services authorized for Monday, Wednesday and Friday, the CSR will schedule the first trip for Friday. That is because Friday is the first day treatment visit after the required three business days' notice. Under this example, a denial letter would be generated for the trips requested on Monday and Wednesday due to insufficient notice. The DTT Monitoring Contractor and the beneficiary would receive a copy of the denial letter.

Before ending the call, the CSR will refer the caller to an SSR to establish a three-month standing order transportation schedule, if applicable. If the caller insists on an exception, our staff will contact the DTT Monitoring Contractor for an exception authorization. Such approval will be documented in Net InSight.

E.4 Operational Requirements

A. Describe procedures for oversight of day-to-day operation including the following:

1. Annual and ongoing safety training for vehicle operators

To offer the highest quality of service to Arkansas' DTT program beneficiaries, Verida provides a comprehensive training curriculum that all our Arkansas vehicle operators (drivers) must complete before providing DTT services and every two years thereafter, with refresher courses offered throughout the year. Our comprehensive driver training curriculum features Community Transportation Association of America's (CTAA) Passenger Assistance Sensitivity and Safety (PASS) trainer and driver certification program. It provides assurances that our own drivers, as well as those employed within our transportation provider network, have expertise in defensive driving as well as passenger assistance techniques and sensitivity skills appropriate for serving persons in the DTT environment, specifically children and those with disabilities. In addition, drivers are trained to deliver the level of service required by the beneficiaries (curb-to-curb, door-to-door, door-through-door, and hand-to-hand). Our driver training consists of four main components:

Driver Training Module (Examples)

- Orientation
- Claims and iPad training
- Behavioral Awareness
- Transporting Children
  - Child Safety Seats and Securement
  - Legal Requirements
  - Contractual Requirements
  - Stages
  - Expiration
  - Installing Child Safety Seats (via a Certified Child Passenger Safety Technician)
  - Duties and Responsibilities
    - Generally
    - Driver Duties
    - Attendant Duties
    - Joint Duties (Driver & Attendant)
    - Facility Duties

- Delivery of Children
- Unloading Process
- Documentation
- Alarms and Vehicle Sweeps
- Legal Requirements
- Vehicle Sweeps
  - Wheelchair Securement

Passenger Assistance Safety and Sensitivity (PASS)

This is our primary driver certification curriculum developed by the Community Transportation Association of America (CTAA). This best-in-class training offers assurances that our network drivers have expertise in providing safe and reliable transportation, as well as passenger assistance techniques and sensitivity skills appropriate for serving persons in the program's environment, especially young children and those who are frail, elderly, or have disabilities.

Coaching System Defensive Driving Course

This training details best practices for reducing traffic crashes and traffic violations. Additionally, it includes instruction on training drivers to safely navigate driving larger vehicles, such as a multi-passenger van; handling visibility problems due to adverse weather conditions; applying best practices for driving on open roadways versus congested, city driving environments; and understanding stopping distances and blind spots.

Medic 1st Aid/AED/CPR Course

This program is a combined first aid, automated external defibrillator (AED) and CPR certification course designed specifically for the occupational first aid provider. This extremely flexible program helps transportation providers meet OSHA and other federal and state regulatory requirements for training drivers on how to respond and care for medical emergencies at work.

Verida employs a full-time trainer in our Arkansas facility, who is supported by our Corporate PASS Master Trainer. The Master Trainer designation is the highest level of certification offered by CTAA. Additionally, our Corporate Fleet and Training Manager earned the Master Trainer certification. Our Master Trainer is available to assist the local trainer when required.

Training Delivery Methods

Verida offers a blend of virtual and in-person instruction. Our LMS enables us to couple online training modules with an instructor led experience for CPR, first aid, child safety, and wheelchair securement components. This year, we have trained over 100 drivers and attendants in Arkansas – through this hybrid model. Using a secure username and password, drivers are granted access to the training platform. All training required for their region is easily accessible and navigation is intuitive. We also send out a quarterly Transportation Provider newsletter and use email, and fax blast to reinforce training.

Ongoing Training

Training is not simply "one and done" – it is an ongoing process. Refresher training is required when provider report cards indicate supplemental education is in order. Additionally, transportation complaints are stringently monitored, and training needs identified accordingly. Finally, complete retraining is required for all providers and drivers every two years.

2. Field Observations of Operations

Our Compliance Officers have the responsibility of documenting that all vehicles and drivers remain in compliance with Arkansas DTT transportation requirements. They monitor transportation provider compliance through record review and maintenance verification, scheduled inspections, and **periodic field observations** to confirm compliance with all vehicle requirements. They complete their work via iPhone, using the vehicle inspection application.

Field observations are conducted monthly, during a regular driver/vehicle workday and are not scheduled in advance. These "on the spot" inspections evaluate the general condition of the vehicle, the driver and attendant behavior, and the presence of required documentation. They also confirm on-time performance and verify the required number of attendants are present. These unannounced inspections take only a few minutes to complete while drivers are loading or unloading their vehicles, so drivers are not excessively delayed.

Additionally, we focus a portion of monthly field inspections on proper wheelchair securement. These inspections include examining the condition of the wheelchair securement mechanism and an assessment of the driver actually securing a passenger. Verida conducted 455 initial and annual Arkansas inspections in 2021.

3. Monitoring Staff Levels

Verida is keenly aware of the need for attendant care when transporting many beneficiaries of the DTT program, particularly children. With DHS' new requirement for minimum beneficiary to attendant ratio of three to one for passengers three years of age or younger, monitoring vehicle staff levels will be even more crucial. We take the following steps to monitor and assure that the required level of attendant service on each vehicle is met:

- Verida maintains a current list of drivers and attendants within our transportation network and assesses those staffing levels monthly to assure a sufficiency of resources to support the program.

- When Verida's own vehicles, drivers, and attendants are deployed to deliver trips, our dispatchers directly assign the specific driver and attendants, assuring Verida provided trips are always staffed according to Arkansas DTT protocol.

- When trips are dispatched to our subcontracted transportation provider network, the manifest includes the number of required attendants that must be supplied in addition to the driver. It is the transportation providers' responsibility to dispatch the appropriate vehicle, staffed with sufficient personnel.

- As described above, unscheduled field observations are employed to verify vehicle staffing at beneficiary pick-up and drop-off locations.

- While retroactive, we do address reports of inadequate vehicle staffing levels that come to light through the complaint and beneficiary survey processes. If inadequate staffing levels are reported, they are investigated by our quality assurance team and remedial training is required for associated transportation providers.

4. Vehicle Repairs and Preventative Maintenance (5 points)

Our trained Compliance Officers perform initial, annual, and unannounced inspections to make certain

every vehicle consistently complies with all local, state, and federal requirements, and manufacturer's safety, mechanical, operating, and maintenance standards. Unlike other brokers that conduct remote vehicle inspections via video conferencing, we conduct in-person examinations of each vehicle's interior and exterior, and physically test their apparatuses, such as wheelchair lifts and communication equipment. During the inspection, the Compliance Officer uses the appropriate electronic inspection form on our Mobile App, as presented in our response to E.12. This process enables us to capture, report findings, and collect photographic evidence of a vehicle's condition (e.g., frayed seat belt, worn tires, dirty interior, etc.) The form, associated files, and photographs are uploaded to our database and stored by VIN in the Provider Profile.

B. Describe procedures to screen driving records of each prospective vehicle operator prior to hiring and the process used to monitor and report traffic violations.

Our Arkansas Compliance Team makes sure all vehicle operators, whether our own employees or those of our contracted transportation providers, are thoroughly screened and credentialed before they are ever allowed to transport beneficiaries. This includes the screening of driving records. During the on-boarding process, each transportation provider must obtain and provide to Verida a current three-year Motor Vehicle Report (MVR) from the Arkansas State Police or Information Network of Arkansas (INA) for every driver in their organization. Thereafter, they must obtain and supply a current MVR annually.

We enforce the following Arkansas driver credentialing standards:

- Drivers whose MVR reflects any combination of two or more moving violations or accidents during the immediately preceding 12 months where the driver was at fault is prohibited from driving for any purpose.

- Drivers whose MVR reflects any violations for Driving While Intoxicated within the immediately preceding three years are prohibited from driving for any purpose.

- Drivers who have had a suspended or revoked driver's license within the past five years, commercial or otherwise, are prohibited from driving.

Monitoring Compliance

Driver records are entered into Verida's credentialing portal, where they are digitally stored, and expiration dates are tracked. Our system automatically notifies our network staff of any credentials that are expiring, including annual MVR/INA. Transportation providers are given appropriate advance notice at 60 days, 45 days, 30 days, 15 days, and 10 days when credentials are expiring.

Our Compliance team also employs a real time license monitoring and fleet safety management solution called SuperVision (Figure E.4-1). The application continuously monitors drivers' motor vehicle records and alerts us, in real time, of any violations that occur such as speeding, license suspensions, DUIs, and at-fault accidents. Verida has made a significant investment in this product, even though it is not a contractual requirement, because it provides a safer network of drivers.

Figure E.4-1: *SuperVision continuously monitors drivers' motor vehicle records and alerts us, in real time, of violations.*

C. Describe the process and equipment used for verifying eligibility to receive DTT services.

Our Call Center professionals access the Arkansas Medicaid eligibility portal to verify the beneficiary's eligibility and that the requested transportation is to a DTT covered service/facility prior to every trip. Alternatively, Verida does have the capability to exchange eligibility and enrollment information accurately and timely via an electronic process. We can load eligibility files the same day they are received. Doing so would allow our Net InSight transportation management system to automatically verify eligibility without the CSR needing to access the Arkansas portal. This is the process we employ in most of our contracts and is an available option, should the DHS so desire. Additionally, our Net InSight platform is highly configurable to set up contract specific business rules and restrictions around covered services. When a reservation is requested, the platform immediately references the most current beneficiary eligibility information on file. However, our CSRs verify the beneficiary's eligibility via the Arkansas portal every time a trip is requested.

Our CSRs will ask the beneficiary, or their designated representative calling on their behalf, a series of questions pertaining to the ride request. The Beneficiary Profile is configured to follow a DHS-approved call script, which systematically helps guide the CSR through the gatekeeping process and recording beneficiary responses. We verify that the beneficiary meets Arkansas eligibility standards by asking the following questions:

- Is there a vehicle in your home?
- Is the vehicle drivable?
- Are you physically able to drive the vehicle?
- Is there someone available to drive your vehicle for you?
- Is the vehicle available at the time of the appointment?
- Do you have funds available to operate the vehicle?

If the answers to all the questions above are "no", the beneficiary is considered eligible for transportation and the CSR will proceed with the arrangements. If the answers to any of the questions are "yes", the CSR will deny the request.

To determine if there is public transit available to the beneficiary, the CSR asks:

- Is public transit available?

- Do you have the funds to pay to use public transit?

- To determine if there are other means of transportation available to the beneficiary, the CSR asks:

- Are there other means of transportation available to you such as?

  - Relatives

  - Neighbors

  - Friends

  - Community organizations and/or medical providers

Because our Net InSight platform is highly configurable, we are able to set up contract-specific business rules and restrictions around covered transportation services. These system parameters help safeguard consistency and continuity. Once eligibility is confirmed, the CSR moves to the next step in the process and obtains the needed information to schedule appropriate transportation.

E.5 Trip Information

Describe the Contractor's ability to track and monitor trip information for each beneficiary.

We track and monitor trip information for each beneficiary through Net InSight. It serves as the repository for all information related to beneficiary and transportation providers and is used to schedule, dispatch, monitor, and ultimately account for all beneficiary services.

Net InSight houses a Beneficiary Profile (Figure E.11-1) for each beneficiary and their transportation requests. Every action related to a beneficiary and their trips is recorded and maintained within their Net InSight profile. This includes trips requested, trips completed, trips denied, standing order trips, facility addresses, trip modifications, complaints – simply every aspect of a beneficiary's trip history.

E.6 Quality Assurance

Provide a detailed quality assurance plan for the reporting and monitoring of transportation operators regarding health and safety standards, vehicle maintenance, operation, vehicular inspections, vehicle licenses, and registration for each vehicle operated.

Our quality assurance plan relative to transportation operators is designed to assure that the core transportation provider network services are delivered are consistent with our mission and core values, in a manner that meets or exceeds Arkansas' standards. We take a systematic approach to analyzing and monitoring transportation operators regarding health and safety standards, vehicle maintenance, operation, vehicular inspections, and vehicle licenses and registrations.

The tables below reflect the RFP requirements relative to the topics covered in E.6, as well as the methods by which we will monitor and document transportation operator compliance.

Health and Safety Standards

RFP Requirement/Standard	Method for Monitoring/Reporting
Child Passenger Transportation Safety	
1. Broker shall ensure that safety certified child passenger restraints are provided in accordance with federal and state laws.	Verida monitors child passenger transportation safety requirement compliance in a number of ways, including:
2. Broker shall require that any person installing a child restraint has received appropriate training from a certified child passenger safety technician.	- Initial vehicle inspection - Annual vehicle inspection, and - Unscheduled field inspections
3. Broker shall provide all child safety seats necessary to safely provide DTT services.	- Two daily vehicle inspections (driver walkthrough) - Camera footage review
4. Each beneficiary under six (6) years of age or weighing less than sixty (60) pounds must be restrained in a child passenger seat secured in accordance with the manufacturer's guidelines.	Compliance Officers document inspections via a digitized form, and all data including photos, are stored on our platform for ongoing tracking and reporting.
5. Child safety seats must be sanitary and remain in good working order.	Our driver training features child restraint installation. We acknowledge the new requirement for this training to be provided by a certified child passenger safety technician. Driver training is documented and tracked through our Learning Management System, and Net InSight.
Vehicle Safety	
1. Vehicle floors must be covered with commercial anti-skid, ribbed rubber flooring or carpeting.	Verida monitors vehicle safety requirement compliance through:
2. Ribbing shall not interfere with wheelchair movement.	- Initial vehicle inspection
3. Vehicles and attached components must follow or exceed standards as set by the manufacturer, state, and federal regulating authorities.	- Annual vehicle inspection, and - Unscheduled field inspections - Two daily vehicle inspections (driver walkthrough)
4. Each vehicle used to provide DTT services must have, at minimum, the following safety equipment on board: a. Fire extinguisher b. First-aid kit c. Reflective triangles d. Flashlight e. Reflective safety vest	- Camera footage review Compliance Officers document inspections via a digitized form, and all data including photos, are stored on our platform for ongoing tracking and reporting.
5. Each vehicle used to provide DTT services must be maintained in a sanitary and safe condition, which includes without limitation: a. A heating and air conditioning system that is in good working condition b. Each beneficiary must have their own seating space with a functioning seat belt or other appropriate safety restraint in accordance with federal and state	

	law and manufacturer's guidelines. c. All vehicles must have an easily visible interior sign that states: "ALL PASSENGERS must USE SEAT BELTS". Seat belts must be stored off the floor when not in use.	
Boarding		
1.	Vehicles with a floor threshold of higher than twelve (12) inches off the ground must include a retractable step or a step stool to aid in passenger boarding.	Verida monitors boarding safety requirements through: - Initial vehicle inspection - Annual vehicle inspection, and - Unscheduled field inspections - Two daily vehicle inspections (driver walkthrough) - Camera footage review Compliance Officers document inspections via a digitized form, and all data including photos, are stored on our platform for ongoing tracking and reporting.
2.	The step stool must be used to minimize ground-to-first step.	
3.	Any step stool used must have four (4) legs with anti-skid tips.	
Cleanliness		
1.	Vehicle interiors must be free of dirt, oil, grease, litter, torn upholstery, torn ceiling coverings, damaged seats, protruding sharp edges, hazardous debris, and unsecured items.	Verida monitors vehicle cleanliness through: - Initial vehicle inspection - Annual vehicle inspection, and - Unscheduled field inspections - Two daily vehicle inspection (driver walkthrough) - Camera footage review Compliance Officers document inspections via a digitized form, and all data including photos, are stored on our platform for ongoing tracking and reporting.
2.	Vehicle exteriors must be clean and free of broken windshields, mirrors, and windows, and excessive grime, dirt, dents, and damage.	
3.	Vehicles involved in an accident must be repaired before the vehicle can be put back in service.	
Buzzers		
1.	Any vehicle with a maximum capacity of seven (7) or more passengers and one (1) driver that is used for DTT services must have a safety alarm device.	Verida monitors buzzer safety requirements through: - Initial vehicle inspection - Annual vehicle inspection, and - Unscheduled field inspections - Two daily vehicle inspections (driver walkthrough) - Camera footage review Compliance Officers document inspections via a digitized form, and all data including photos, are stored on our platform for ongoing tracking and reporting.
2.	The safety alarm device must, at minimum: a. Always be in working order and properly maintained b. Installed so that the driver is required to walk to the very back of the vehicle to reach the switch that deactivates the alarm c. Be installed in accordance with the device manufacturer's recommendations and sound the alarm for at least one (1) minute after the activation of the safety alarm device.	
Cameras		
1.	Any vehicle used for DTT services must have a camera system installed.	Verida monitors camera safety requirements through:
2.	The camera system must, at minimum:	

	a. Be in working order at all times that a vehicle is used to transport clients b. Be properly maintained c. Have at least a 720p resolution camera(s) d. A minimum forty-five (45) calendar day playback/viewing. Any footage related to an incident or accident must be maintained until DHS approves of discard. e. Include GPS tracking; and f. Record the interior of the vehicle to monitor passenger activity including onboarding and offloading of beneficiaries.	- Initial vehicle inspection - Annual vehicle inspection, and - Unscheduled field inspections Compliance Officers document inspections via a digitized form, and all data including photos, are stored on our platform for ongoing tracking and reporting. Vehicles identified with inoperable cameras are immediately flagged in Net InSight as ineligible for service. Camera issues must be corrected or repaired, reinspected, and cleared by a Compliance Officer before the service flag is removed.
3.	If the video camera is not fully operable, then the vehicle may not be used DTT services until the video camera is in good working order.	

Vehicle Maintenance and Safety Standards

RFP Requirement/Standard	Method for Monitoring/Reporting
1. Broker must ensure vehicles and all components comply with or exceed the manufacturer's, state, and federal safety and mechanical operating and maintenance standards	Verida monitors vehicle maintenance and safety requirements through: - Initial vehicle inspection - Annual vehicle inspection - Unscheduled field inspections - Two daily vehicle inspections (driver walkthrough)
2. Unless otherwise determined by DHS, a vehicle must be removed from service if not in compliance with all requirements in this RFP and the DTT contract.	Compliance Officers document inspections via a digitized form, and all data including photos, are stored on our platform for ongoing tracking and reporting.
3. The number of persons in the vehicle shall not exceed the vehicle manufacturer's approved seating capacity.	Vehicles with service issues are flagged for non-compliance. Vehicle issues must be corrected or repaired, reinspected, and cleared by a Compliance Officer before a service flag is removed.

Vehicular Inspections

RFP Requirement/Standard	Method for Monitoring/Reporting
1. Broker must develop and implement an annual inspection process to verify that the vehicles meet the requirements specified in the RFP.	Verida has a robust vehicle inspection process in place that includes initial, annual, field, and daily inspections. Annual and field inspections are conducted by our Compliance Officers and documented in our digital inspection form. Inspection findings are transmitted to Net InSight and vehicles with service issues are flagged for non-compliance. Vehicle issues must be corrected or repaired, reinspected, and cleared by a Compliance Officer before a service flag is removed.
2. Broker's vehicles must be available to DHS or its agent for inspection at any time. DHS reserves the right to conduct random inspections throughout the year.	
3. Any defect or deficiency impacting the safety of the vehicle that is identified as part of an inspection must be repaired prior to the operation of the vehicle. The vehicle cannot be used provide DTT services until repaired, and Broker must provide an alternate vehicle for use.	

	Daily inspections are conducted by the vehicle driver at the start and end of the workday using a standardized Daily Inspection Form. Transportation providers are required to maintain the signed forms in their files for audit purposes. Verida is working to digitize the Daily Inspection Form, which will help reduce the burden on transportation providers and drivers while enabling quick access to Verida, DHS/DDS, and the DTT Monitoring Contractor for audits or ad hoc requests. Verida's vehicles, and those of our subcontracted transportation providers are available for DHS inspection, pursuant to the contract and our Transportation Provider Agreement.

Vehicle Licenses and Registrations

RFP Requirement/Standard	Method for Monitoring/Reporting

1. The following records must be retained by Broker for each vehicle:
  a. Manufacturer, make, model, and model year
  b. Vehicle Identification Number (VIN)
  c. Odometer reading at the time the vehicle entered service under the DTT contract
  d. Type of vehicle (ambulatory, wheelchair, multi-passenger van, etc.)
  e. Capacity (Number of passengers)
  f. License Plate Number
  g. Insurance Certifications
  h. Registration permit and a vehicle stamp issued by the Department of Finance and Administration
  i. Special equipment (Lift, etc.)
	The listed vehicle records are collected, screened and stored within our document management system when a transportation provider applies to join our network or when a new vehicle is added to an existing fleet.
	
	Vehicle documents are inspected during the annual vehicle inspection, as well as unscheduled field inspections. Missing or expired records are documented for tracking and the vehicle is precluded from delivering service until their records are verified as current.
	
	Our system tracks vehicle records with expiration dates (license plate, registrations, and insurance) and automatically notifies our network staff of any records that are expiring. Transportation providers are automatically notified at 60 days, 45 days, 30 days, 15 days, and 10 days in advance of expiration dates.

E.7 Driver and Attendant Conduct

Describe how the Contractor will ensure that drivers and attendants abide by the requirements stated in Section 2.3.10 of the RFP.

Verida considers each driver, whether a direct Verida employee or a subcontractor's employee, to be a direct extension of our organization and the most important safety feature we have. Therefore, during the driver and attendant training and orientation process, all drivers and attendants will be provided with the standards of conduct based on the requirements outlined in Section 2.3.10 of the RFP. Each

driver/attendant must sign an attestation indicating their understanding and willingness to comply with each standard. Our Compliance Officers and Coordinators will monitor adherence to standards during field observations. In the event of a complaint that indicates a standard has been compromised, a focused field observation will be conducted to determine the need for corrective action or if removal from the network is necessary. We will require drivers/attendants providing DTT services to comply with the following:

RFP Requirements	
Minimum Qualifications	**Agree (X)**
All drivers and attendants must successfully pass the following: a. Criminal background checks as required pursuant to Ark. Code Ann. § 20-38-101, et seq. b. An Arkansas Child Maltreatment Central Registry check prior to hiring and at least every two (2) years thereafter. c. An Adult and Long-term Care Facility Resident Maltreatment Central Registry check prior to hiring and at least every two (2) years thereafter. d. A drug screen that tests for the use of illegal drugs prior to hiring. e. An Arkansas Sex Offender Central Registry search prior to hiring and at least every two (2) years thereafter.	X
Verida must upload all completed screens and check results to the DTT Monitoring Contractor portal within five (5) business days.	X
Verida must not employ drivers who have a verifiable, documented history of alcohol abuse or of consuming narcotics or other drugs that could impair their ability to perform their duties.	X
If Verida suspects a driver to be driving under the influence of alcohol, narcotics or other drugs, a supervisor trained per USDOT Drug and Alcohol Regulations must immediately make a documented reasonable suspicion determination, and if necessary, a reasonable suspicion drug or alcohol test must be conducted.	X
Verida must verify drivers and attendants meet all minimum qualification requirements: a. Upon the request of DHS; and b. Whenever Verida receives information after hiring, if the information would create a reasonable belief that a driver or attendant no longer meets all requirements under RFP.	X
Driver Qualifications	**Agree (X)**

1. Each driver of a vehicle providing DTT services must meet the following requirements:
   a. Meet the higher of the following age requirements:
     i. Twenty-one (21) years of age; or
     ii. The minimum age required by the applicable vehicle insurance;
   b. Hold a current valid driver's license;
   c. If required by state law for the transporting vehicle, hold a commercial driver's license;
   d. Obtain and maintain in good standing the following credentials:
	X

	Agree (X)

i.   CPR certification from:
          • American Heart Association;
          • Medic First Aid; or
          • American Red Cross; and
    ii.   First aid certification from:
          • American Heart Association;
          • Medic First Aid; or
          • American Red Cross; and
  e. Have successfully completed training courses and remain up to date on:
     i. Defensive driving;
     ii. Child passenger safety; and
     iii. If applicable:
          • Lift operation; and
          • Wheelchair securement.	

2. The following individuals are prohibited from driving a vehicle providing DTT services under the terms of this RFP:
    a.   Individual who has had a suspended or revoked driver's license for a moving violation within the last five (5) years; and
    b.   Individual who has been convicted of an alcohol, drug, or substance abuse offense within the last five (5) years.
	X

3. If an individual has been convicted of a charge listed under ACA 21-15-102(f), until the conviction has been vacated or reversed, the individual is prohibited from providing services under this solicitation.	X
4. Any individual who during the previous twelve (12) month period received any combination of two (2) moving violations or accidents where the individual was deemed at fault is prohibited from driving a vehicle providing DTT services. This includes violations that occurred when the individual was driving personal vehicles.	X

Attendant Qualifications	Agree (X)

1. Each attendant on a vehicle providing DTT services must meet the following requirements:
    a.   Be at least eighteen (18) years of age
    b.   Obtain and maintain in good standing the following credentials:
        i.   CPR certification from:
            • American Heart Association;
            • Medic First Aid; or
            • American Red Cross; and
        ii.   First aid certification from:
            • American Heart Association;
            • Medic First Aid; or
            • American Red Cross; and
    c. Have successfully completed training courses and remain up to date on:
        i.   Child passenger safety; and
       iii.   If applicable:
            • Lift operation; and
            • Wheelchair securement.
	X

Conduct	Agree (X)

1. Drivers and attendants must abide by the following requirements:
    a. Wear or have visible easily readable identification demonstrating affiliation with Verida
    b. Carry a valid driver's license, or, if not driving, a government issued identification
    c. Follow applicable guidance and directives from the Arkansas Department of Health related to infection control
    d. Drivers and attendants must maintain a professional and well-groomed appearance, and
    e. Jewelry or other accessories that may interfere with duties are prohibited.
	X

2. When picking up or dropping off a beneficiary, a driver or attendant must:
    a. Identify and announce their presence upon arrival if the beneficiary is not waiting curbside
    b. Assist a beneficiary, as necessary, in transitioning between the vehicle and pick-up or drop off location
    c. If necessary, assist a beneficiary in boarding, seating, fastening seatbelt, and otherwise safely securing the beneficiary prior to departure.
	X

3. The driver or an attendant shall confirm, prior to departure, that wheelchairs and mobility aids are properly secured and stowed away.	X
4. The driver or an attendant shall confirm, prior to departure, that all passengers, including wheelchair passengers, are properly secured and seat belts are fastened.	X
5. The driver or an attendant must assist wheelchair and mobility-limited beneficiaries as they enter or exit the vehicle.	X
Walk-throughs	**Agree (X)**
1. Any vehicle with a maximum capacity of seven (7) or fewer passengers and one (1) driver, that is used to provide DTT services must have the driver or an attendant walk through the vehicle and conduct a visual inspection of each seat on the vehicle upon arrival at the final unloading destination	X
2. Any vehicle, with a maximum capacity of more than seven (7) passengers and one (1) driver, that is used to provider DTT services must have the driver or an attendant complete a walk-through inspection of each seat on the vehicle in one (1) of the following ways upon arrival at the final unloading destination:	X

The driver or an attendant must:
    a. Unload all beneficiaries from the vehicle
    b. Walk or otherwise move through the interior of the vehicle to ensure that no beneficiary remains on board; and
    c. Deactivate the vehicle's safety alarm device upon reaching the back of the vehicle; or
	X

An attendant supervises the beneficiaries while:
    a. The driver remains on the vehicle to walk through the interior of the vehicle to ensure that no beneficiaries remain on board; and
    b. The driver deactivates the safety alarm device upon reaching the back of the vehicle; or
    c. The driver or an attendant deactivates the safety alarm device and unloads all beneficiaries immediately upon arrival.
    d. Immediately after unloading, the driver must start the vehicle and move it to a
	X

	Agree (X)
different location for final parking, which must reactivate the safety alarm device; or	

Once parked, the driver:
    a. Walks or otherwise moves through the interior of the vehicle to ensure that no beneficiaries remain on board; and
    b. Deactivates the safety alarm device upon reaching the back of the vehicle.
	X

3. The driver or attendant who conducts the walk-through inspection upon arrival must sign the transportation log required to be maintained under 2.3.12.	X
Driving Compliance Documents	**Agree (X)**

1. Verida must maintain the following documentation for each employee providing DTT transportation services:
    a. Detailed job description
    b. All required criminal background checks
    c. All required child maltreatment registry checks
    d. All required adult maltreatment registry checks
    e. All conducted drug screen results
    f. A copy of a current state or federal identification
    g. A copy of a valid state-issued driver's license, if driving is required in the job description, and documentation of the completion of any required driver safety courses
    h. Documentation that the employee received all certifications and training required in Section 2.3.11
    i. A copy of an employee's driving record for the previous three (3) years from the Arkansas State Police or Information Network of Arkansas that is updated annually
    j. Documentation of all reported complaints involving the employee; and
    k. Documentation of all accidents or moving violations involving the employee (i.e., for example: copies of tickets, or police reports, etc.)
	X

Our Compliance Officers are our eyes and ears on the ground to make sure that beneficiaries receive safe, compliant transportation. They will participate in scheduled and unscheduled vehicle inspections, as well as perform periodic field observations to confirm compliance with all requirements, which are included in the Transportation Provider Service Agreement.

As a further precaution against unlicensed drivers or vehicles, Verida will deactivate the driver and/or vehicle in Net InSight and deny payment for any trip made by a non-compliant driver/attendant.

E.8 Safety Violations

Describe the Broker's approach for monitoring for Safety Violations.

We are stringent regarding the credentialing and risk management of our transportation providers, their drivers/attendants, and their vehicles. Our Transportation Provider Service Agreement precisely details every safety, quality, training, and service delivery requirement and qualification to which our network providers, their drivers/attendants, and vehicles will be held accountable. This agreement incorporates not only Verida's specific requirements, but was developed pursuant to DHS/DDS, state, federal, and local jurisdictional requirements.

Our compliance department has the responsibility of appropriately documenting and verifying that all transportation providers remain in compliance with NEMT requirements throughout the term of the contract. Their responsibilities include oversight of the inspection of provider vehicle fleets, unannounced vehicle and driver inspections, and monitoring the NEMT network for compliance. Our platform captures the specifics of each vehicle and its license and registration information, as well as the initial inspection and all subsequent inspection information. Verida has various processes, systems, and tools in place to monitor for safety violations.

Real Time License Monitoring

The Compliance team employs a real time license monitoring and fleet safety management solution called SuperVision. The application continuously monitors drivers' motor vehicle records and alerts us, in real time, of any violations that occur such as speeding, license suspensions, DUIs, and at-fault accidents. Verida has made a significant investment in this product, even though it is not a contractual requirement, because it elevates the beneficiaries' experience and provides a safer network of drivers.

Complaint Tracking

Verida has a comprehensive process for receiving, documenting, and responding to complaints from all stakeholders. Each complaint is entered into Net InSight and assigned a unique tracking number that links it to the beneficiary and/or trip record. Our Quality Assurance (QA) Specialists are responsible for determining the appropriate severity level for the complaint and whether or not a complaint needs to be escalated. Our robust data analytics capabilities enable our team to pinpoint issues with specific transportation providers, drivers, or vehicles. Complaints received through the call center will be referred to the DTT Monitoring Contractor the next business day for tracking and investigation. While we will compile and analyze complaints monthly, we also will send a written report – including the number of complaints by type and a description of corrective actions taken – to the DTT Monitoring Contractor by the 15th day of the month following the end of the reporting month and upon request.

On-site Field Observations

Compliance Officers conduct random on-site visits to facilities to observe the actual pick-up and delivery of beneficiaries. As an added safeguard, our Compliance Officers focus a portion of monthly unannounced inspections on proper wheelchair securement. If the beneficiary is being transported in a wheelchair, the securement mechanism is inspected for proper procedure.

Vehicle Safety

During the initial, annual, and random onsite inspections, our Compliance Officers check for the overall condition of the vehicle and key safety items, such as:

- Vehicle floors must be covered with commercial anti-skid, ribbed rubber flooring or carpeting.
- Ribbing shall not interfere with wheelchair movement.
- Vehicles and attached components must follow or exceed standards as set by the manufacturer, state, and federal regulating authorities.
- Each vehicle used to provide DTT services must have, at minimum, the following safety equipment on board:
    - Fire extinguisher

- First-aid kit

- Reflective triangles

- Flashlight

- Reflective safety vest

- Each vehicle used to provide DTT services must be maintained in a sanitary and safe condition, which includes without limitation:

  - A heating and air conditioning system that is in good working condition

  - Each beneficiary must have their own seating space with a functioning seat belt or other appropriate safety restraint in accordance with federal and state law and manufacturer's guidelines.

  - All vehicles must have an easily visible interior sign that states: "ALL PASSENGERS MUST USE SEAT BELTS". Seat belts must be stored off the floor when not in use.

- Safety violations can result in immediate termination and possible criminal charges against an offending driver or attendant.

Verida's Compliance Officers maintain an inventory of required vehicle supplies (e.g., spill kit, first aid kit) that can be used to replace missing items or items found to be damaged. This practice prevents the vehicle from being removed from service, causing an interruption in service delivery.

Any vehicle that fails inspection due to non-compliance is immediately changed to "inactive" in our Net InSight system to help facilitate appropriate trip assignments and prevent claims from being paid for unauthorized trips. The vehicle is only returned to an "active" status once our Compliance Officer verifies that the vehicle's deficiencies have been addressed. After a successful re-inspection, the vehicle will be eligible to resume transporting DTT beneficiaries.

Accidents, Incidents, and Moving Violations

It is the responsibility of the transportation providers and drivers to report all accidents and incidents in a timely manner. Verida provides a written procedure for completing an Accident/Incident report that the involved driver must complete. Documentation includes all communication regarding the event, statements, photographs, and police reports, if applicable.

The tracking of accidents, incidents, or moving violations involving drivers and vehicles is a critical responsibility of our compliance team. Upon notification of an accident or incident, our Compliance Officer conducts a thorough investigation, and all findings are entered into our Net InSight platform for tracking. Additionally, the Compliance Officer, or members of the Verida team will:

- Be responsible for reporting incidents and accidents to DHS/DDS and the DTT Monitoring Contractor within one (1) business day in the format specified by DHS/DDS.

- Notify each beneficiary's emergency contact of any injury or accident involving a beneficiary. Verida will maintain documentation evidencing the required notification(s) was made.

- File a written accident report with the DTT Monitoring Contractor within three (3) working days of the accident. Verida will file the written police report with the DTT Monitoring

Contractor as soon as it becomes available.

- Cooperate with DHS during any investigation.

- Notify the DTT Monitoring Contractor within twenty-four (24) hours of any moving violations that occur while providing DTT services.

- Upload a copy of any driving or other vehicular violation or citation to the DTT Monitoring Contractor portal within ten (10) working days of the violation.

- Maintain copies of each accident report in the files of both the vehicle and the driver involved in the accident.

- Maintain the police reports associated with moving violations in the file of the responsible driver.

The Compliance Officer will confirm that vehicles involved in an accident are repaired before the vehicle can be put back in service. In compliance with RFP Section 2.3.8-G, any footage related to an incident or accident will be maintained until DHS approves of discard.

Any individual who during the previous twelve (12) month period received any combination of two (2) moving violations or accidents where the individual was deemed at fault is prohibited from driving a vehicle providing DTT services. This includes violations that occurred when the individual was driving personal vehicles.

E.9 Business Continuity and Disaster Recovery

Provide a Business Continuity and Disaster Recovery plan that details procedures in place to continue operations in the event of a failure and to minimize any disruption in services.

With decades of experience managing NEMT services for some of the most fragile Medicaid beneficiaries, we understand the critical nature of the services we provide and the serious impact even a minor interruption can cause. To safeguard the programs we serve, Verida has very detailed Disaster Recovery and Business Continuity (DR/BC) plans for each of our operational locations. These plans are based on extensive policies and procedures that define the business requirements for each location and the plans for continuation of the business processes in times of operations failure, natural disaster (e.g., earthquake), adverse weather conditions (e.g., flood, tornado, ice storm), or other unexpected interruption of services. We have a DHS-approved DR/BC plan for Arkansas.

Minimizing the Threat of a Disaster at our Offices

Call center operations are the most critical internal function of our business. That is why our processes and platform were designed to mitigate the impact of events that could disrupt our services. To minimize the effects of any disaster at Verida's call center or any of our business offices, we have implemented the following measures:

1. Verida's call centers and administrative offices are in secure buildings with 24-hour security, electronic key access after business hours and monitored access to offices during normal business hours.

2. If an event causes acute reductions in call center staff, we activate one or more of the

following options to assure continuity of essential operations: using supplemental staff, routing calls to unaffected centers; allowing employees to work remotely.

3. Verida's call centers and administrative offices have smoke and heat detectors, sprinkler systems, and portable fire extinguishers. In addition, emergency procedures are posted, and employees are instructed how to respond to smoke or fire emergencies.

4. The network database, application and domain servers are located in an Equinix data center in Atlanta. Our secure data center infrastructure is connected to powerful Uninterruptible Power Supplies (UPS) that are automatically activated in the event of a loss of electrical power. The data center also provides generated power in the event of a prolonged power outage. This allows the servers to run for a nearly unlimited period without any impact to our operation centers.

5. Our cloud-based call center platform is hosted in multiple data centers, providing geographic redundancy. There is no longer a need to re-route telephone and communications traffic. The system provides N+1 redundancy for added resiliency. In the event of a carrier outage, we are able to route calls to a secondary telecommunications provider by activating our disaster protocol.

6. Verida installs only fault-tolerant servers working on our network. These servers are installed with multiple SSD hard drives that are formatted with Raid Level 10. If one hard drive fails, a spare hard drive is automatically activated, and the data is re-written across this drive as well. All of this is done with no human interaction and reduces the risk of data loss due to hard drive failure. We also use server virtualization from VMware to virtualize our most critical systems. Virtual servers use less physical equipment allowing quicker recovery, easier management, and less power consumption.

7. In addition to our back-up process and redundancy, hardcopy documents, or an exact duplicate, are converted to another form (e.g., scanned, computer image, microfiche), and stored at a secure off-site facility.

Provisions for Accepting Member Telephone Calls/Scheduling Transportation

To stay on the cutting edge of technology and assure appropriate call center staff availability, we have recently made significant investments in our call center technologies. Verida operates call center facilities in Little Rock, Arkansas; Atlanta and Villa Rica, Georgia; Indianapolis, Indiana; Baton Rouge, Louisiana; Chattanooga, Tennessee; and Richmond, Virginia using a state-of-the-art telephony platform.

A benefit of our advanced, HIPAA-compliant, telephony system is that it intelligently routes calls in the event of a local outage through a secure and geographically redundant private cloud architecture. That means we can easily use any one of our other centers as a backup in the event of failure or emergency. The transition to another Verida call center happens immediately and is a seamless experience for callers. The CSRs who answer calls are employees of Verida, and we do not outsource or offshore our call center services.

Under the current DTT contract, we have never had to route calls to a backup call center location.

While our CSRs serving Arkansas are thoroughly trained and familiar with the DTT program rules, our platform minimizes potential mistakes because the program rules are configured into our Net InSight transportation management

system. During a situation when Arkansas calls get routed to one of our other call centers, Net InSight will display the DHS-approved call script, so all CSRs, regardless of where they are located, are able to continue to assist callers with transportation requests and other information until functionality is restored and calls can again be routed to the Little Rock call center. However, the simplicity of our telecommunications platform also makes it easy for us to enable our call center employees to work from home during severe weather events, when employee absenteeism is typically high, instead of employees having to risk navigating dangerous conditions.

Minimizing the Impact to Beneficiaries and Transportation Providers

Our staff takes extra steps to communicate with beneficiaries, their authorized representatives, transportation providers, and medical facilities during a disaster or unexpected disruption to minimize the impact. For instance, we reach out to beneficiaries with appointments at facilities that are closed or operating on a limited schedule to cancel trips, when necessary.

Beneficiaries or their authorized representatives will be notified via their preferred communication method (phone call or text). We will change the IVR message so those calling our toll-free number will receive information without having to speak with a CSR. Drivers will be notified via our driver app, sent directly to their mobile device. Dispatch staff will communicate road closures and trip cancellations to transportation providers according to their manifest delivery profile (email or portal); the message center on the provider portal will be updated to include the latest advisory statements. Our team will communicate with medical facilities via the phone, email, text, or if approved, the facility portal.

Disaster Recovery/Business Continuity Plan Testing

Our plan is tested annually by program staff using a variety of test techniques, including tabletop (practical or simulated exercise), structured walk-through (functional), large or full-scale (live or real-life exercise) and emergency response. Based on the outcome of the annual testing, we will update our plan, if necessary. Additionally, we will revise our plan as part of a "lessons learned" exercise after it has been put to the test under real scenarios.

We agree to make our Business Continuity and Disaster Recovery plan available to DHS upon request. Any request not otherwise stipulated within the solicitation will be provided within 48 hours of the request.

Here is an example of how we successfully navigated our operations during back-to-back weather events in Georgia.

Disaster Recovery Case Study: Operating During Snowmageddon

During the 22 years we have managed NEMT for Georgia residents, the thoroughness of our plan has been tested a number of times. However, one significant event that affected both the North and Atlanta regions we serve, occurred in January 2014. A snowstorm (commonly referred to as "Snowmageddon 2014") crippled metro Atlanta for almost a week, causing extreme chaos on the city's main interstates and highways. Hundreds of vehicles were left stranded after the storm created massive gridlock on the roads (Figure E.9-1). Despite the treacherous conditions, we

E.9-1 *The Atlanta Journal-Constitution captured the chaos on Georgia's roads in 2014 during Snowmegeddon.*

worked tirelessly to minimize the disruption of service to members, especially those requiring critical treatments such as dialysis, radiation, or chemo.

Here are the steps we took to mitigate disruption and safeguard the well-being of members, employees, and our transportation providers:

- Proactively monitored the weather forecasts and prepared employees for working late, staying in near-by hotels, or enabling them to work from home.

- Implemented our Emergency Response Team protocols, a process which clearly defines key management personnel needed on-site during the weather emergency.

- Prioritized NEMT services for critical care members (e.g., those requiring dialysis, radiation or chemotherapy) and directly communicated with transportation providers in affected areas to identify their availability (volume of vehicles, drivers, etc.) for urgent trips to aid in the prompt assignment and needed trip recovery.

- Worked closely with critical care facilities to make sure they were open and available to accommodate members and partnered with them to change appointment times so that members were not being transported in the very early morning on frozen roads and in the dark. We moved appointments to daylight when the driver could better see road conditions, and temperatures increased to a safer level.

- Created a plan to reschedule appointments to a different day, time, or location for non-critical care members, while working diligently with all medical facilities to determine availability and capacity.

- Used as many methods as possible to communicate with NEMT stakeholders, including posting advisories on our website and portals; using our IVR system to customize the message a caller heard when they called our toll-free number; emailing, and text messaging.

Because certain areas within the regions we serve took longer to thaw and return to normal operations, we identified three statuses that transportation providers or facilities would have:

1. Completely closed

2. Open with modification to shifts, schedules, or any other operations and,

3. Open with no changes.

As Verida's local operations staff identified the status of each of the major facilities (e.g., life sustaining medical providers) we began notifying all stakeholders and arranging NEMT services accordingly. This constant communication between Verida, members, medical facilities, and transportation providers helped safeguard that all life-sustaining trips continued or were minimally impacted. Documentation of these statuses have been incorporated as a best practice in our Adverse Weather Plan.

Furthermore, due to our size, scale, and redundant systems, we had the flexibility to route calls to any one of our call centers outside the affected area. This enabled us to spread the call volume as needed to provide timely, courteous, and relevant customer service. As part of our DR/BC plan, call center staff are cross trained to manage calls across contracts.

Working collaboratively with our clients is vital in a weather emergency to minimize service disruption. Timely and frequent communication is imperative. Whether dealing with severe storms in Arkansas, Mississippi, Tennessee, or Georgia or, snow and ice in Indiana, Virginia or Washington, D.C., we use the same methodologies as described in our above Snowmageddon example to safeguard services for the most vulnerable program participants.

E.10 Subcontractor Information

Describe the Broker's process for monitoring subcontractor(s) performance.

The relationships Verida builds with our network of transportation providers is vital to the overall success of our organization and the programs we manage. The transportation delivery system consists of all the components required to transport an eligible beneficiary to and from the appropriate destination in an efficient, safe, and comfortable manner. While the contracted provider is responsible for the actual transportation function, we are responsible for making certain the provider operates within the guidelines and requirements of local, state, and federal laws, and in compliance with the client and provider contract.

Verida currently monitors transportation provider performance using prospective and retrospective procedures. Prospective procedures are measurements of performance that are observed as they occur; while retrospective procedures involve the compilation, analysis, and reporting of recorded information or observations. Verida uses both monitoring techniques to provide a broad spectrum of quality analysis. Each quality assurance function is listed below by procedure type:

Prospective Procedures

1. Scheduled vehicle inspections

2. Field observations of services – unannounced inspections of provider vehicles and drivers

3. Unannounced wheelchair securement inspections of provider vehicles

Retrospective Procedures

1. Statistical reports analysis (on-time performance, missed trips, cancelled trips, etc.)

2. Complaint investigation and resolution procedures

3. Beneficiary satisfaction surveys

4. Claim/Trip Log reconciliations

5. Facility attendance reports

Key Indicator Reports

Verida also monitors provider performance based on key indicator reports that are analyzed to safeguard that service levels meet contractual requirements. Examples of Transportation Provider Performance reports include the Pick-up and Delivery Standards and Quarterly Complaint reports described below.

The Pick-up and Delivery Standards Report contains the following data elements:

1. Number of trips provided by type of transportation

2. Percentage of pick-ups and deliveries completed on time

3. Percentage of trips meeting the ride time performance measure

4. Number of missed trips

The Quarterly Complaint Report contains complaint data elements, as well as trend charts and analysis:

1. Number and type of complaints

2. Historical trend charts

3. Top complaint groups

Provider Scorecard

Verida also employs a Provider Scorecard **(Figure E.10-1)** to measure and track transportation provider performance. On a monthly basis, providers receive a performance scorecard that benchmarks their performance compared to other providers and factors in tracked complaints, on-time performance, credentialing compliance, cancellations, re-routes, no shows, and the number of trips provided. When transportation providers do not maintain high quality scores, per their contracted metrics with Verida, our network team will meet with the provider to discuss areas where their performance falls below our quality standards and will institute an agreed upon action plan and timeframe to resolve issues. Provider scorecards are reviewed every month within the operation and with each transportation provider. Reviews consist of a comparison between the current and previous month's performance.

When a provider exhibits consistent performance issues, the Network Development Team meets with them to evaluate the cause and develop a resolution plan. The provider may be placed on a Corrective Action Plan (CAP) if the issue is significant or if more than a temporary, underlying cause is determined. The CAP will include benchmarks that the provider must meet within a specified timeframe (generally 90 days) and the consequences for failure to meet the benchmarks. The Provider Relations Managers meet with the underperforming provider at set intervals to discuss their progress and review both the CAP and provider scorecard, so the provider is clear on expectations and their status.

E.11 Appropriate Mode of Transportation

A. Provide a transportation plan that includes how the Contractor will provide transportation such as using fleet, subcontractor(s), or service agreements.

Verida has over two decades of experience in the NEMT space, developing transportation networks with diverse transportation resources. We work hard to develop and sustain relationships with traditional transportation providers, Counsels on Aging, day treatment facilities, transit agencies, and beneficiaries to assure that we explore all options for delivering service.

We currently broker, as well as provide, NEMT for DTT beneficiaries in five of Arkansas' seven regions with a network comprised of transportation providers, AAAs, facilities, and our own fleet of vehicles that we employ in areas where there is a shortage of traditional transportation options. Additionally, we encourage the use of public transportation when appropriate for the beneficiary and offer mileage

reimbursement when applicable to the beneficiary's situation. Our current network includes vehicles that support ambulatory and wheelchair levels of service.

Transportation Resource	Description	Availability
Fleet Vehicles	Verida currently operates a fleet of 80 vehicles in Arkansas, with the capacity to expand and relocate vehicles as needs arise throughout the regions served.	Verida's fleet is predominantly serving Region A and Region G today.
Subcontracted Transportation Providers	Traditional Arkansas transportation providers who work under a service agreement with Verida, currently deliver 65% of transports for adults, and 51% of transports for children. They offer both ambulatory and wheelchair accessible vehicles.	Subcontracted Transportation Providers are currently operating in all five regions we serve (A, B, C, D, E, G). Our network development team is continuously working to expand this transportation resource.
Area Agencies on Aging (AAA)	AAAs transport their served beneficiaries throughout Arkansas.	Verida currently works with one AAA operating more than 50 vehicles in Region D.
Facility Transports	Some facilities with fleets transport the beneficiaries they serve by working with Verida or through a direct relationship with DHS.	Today, three facilities work with us to deliver DTT transportation.
Public Transit	Verida encourages the use of public transportation when available and appropriate for a beneficiary's condition.	We schedule public transit trips for DTT in Region G. For the last 12 months, (September 1, 2021 – September 30, 2022) beneficiaries have taken 119,042 public transit trips.
Mileage Reimbursement	Mileage reimbursement is one of the most cost-effective means of transportation within any NEMT program. Verida offers this option to DTT beneficiaries when a vehicle is available to them, but they cannot afford fuel.	From September 1, 2021, to September 30, 2022, DTT beneficiaries completed 68,695 trips via mileage reimbursement. Over all five Regions we serve today, 35% of children and 14% of adults are using this method of transportation. Following is the breakdown of by Region. **Region A** Adults – 28.90% Children – 10.90% **Region B**

		Adults 7.81% Children – 12.46%
		Region C Adults – 2.53% Children – 20/16%
		Region D Adults – 7.81% Children – 12.10%
		Region G Adults – 53 .95% Children – 42.39%
		Under a new contract, we understand mileage reimbursement will be limited to 30 days until a Verida fleet or network vehicle can be assigned for a beneficiary. Any use of mileage reimbursement beyond 30 days will need to be approved by DHS.

B. Provide a table that includes, without limitation, the following:

1. Provide the proposed number of vehicles that will be used per region for DTT services include types of vehicles, number of passengers, safety, and accommodation features.

Today, Verida employs the following vehicles to deliver DTT services in Regions A, B, C, D, E, and G. These numbers will increase due to the changes DHS is requiring regarding mileage reimbursement and attendant to beneficiary ratios. This is because the average trip length for a transport leg is seven miles, while the average length for a mileage reimbursement trip is 17 miles – reflecting the more rural nature of those trips. With the required mileage reimbursement changes, 90 percent of mileage reimbursement trips will likely need to be absorbed ty the transportation provider network.

Region A	No. of Vehicles	AMB Seat Capacity	WC Seat Capacity
AMB	16	113	-
AMB/WC	22	85	21
Total	**38**	**198**	**21**

Region B	No. of Vehicles	AMB Seat Capacity	WC Seat Capacity
AMB	5	32	-
AMB/WC	1	0	5
Total	**6**	**32**	**5**

Region C	No. of Vehicles	AMB Seat Capacity	WC Seat Capacity
AMB	34	326	-
AMB/WC	11	47	12
Total	**45**	**373**	**12**

Region D	No. of Vehicles	AMB Seat Capacity	WC Seat Capacity
AMB	38	360	-
AMB/WC	28	167	42
Total	**66**	**527**	**42**

Region E	No. of Vehicles	AMB Seat Capacity	WC Seat Capacity
AMB	5	28	-
Multi-passenger Van	2	29	-
Total	**7**	**57**	**-**

Region G	No. of Vehicles	AMB Seat Capacity	WC Seat Capacity
AMB	88	698	9
AMB/WC	45	166	81
Multi-passenger Van	3	45	-
Total	**136**	**909**	**90**

To build upon our existing network, once we have a better understanding of the impact of these changes, we will employ a systematic methodology for determining the size and vehicle capacity of the transportation network needed, by mode of service and region. Through our network development algorithms, we can customarily predict the number of trips per month by day.

Safety and Accommodation Features

Our network is comprised of various vehicle types (e.g., sedans, multi-passenger vans, wheelchair vans) that are equipped with different safety and accommodation features as noted in the table below.

Vehicle Type	Safety/Accommodation Features
Sedan	- Two-way communication system - Camera system - Functioning heating and air conditioning system - Functioning seatbelts and restraints - Seatbelt extensions - Appropriate child safety seats - Fire extinguisher - First Aid/Spill Kit - Safety equipment (Flashlight, vest, reflective triangles, etc.)
Multi-passenger Van	Child safety buzz/alarm device

	• Retractable step, fixed sideboard (running board), or a step stool • Camera systems • Two-way communication system • Functioning heating and air conditioning system • Functioning seatbelts and restraints • Seatbelt extensions • Appropriate child safety seats • Fire extinguisher • First Aid/Spill Kit • Safety equipment (Flashlight, vest, reflective triangles, etc.)
Wheelchair Van	• Child safety buzz/alarm device • Engine-wheelchair lift interlock system • Wheelchair lifts meeting regulatory requirements (when applicable) • Wheelchair securement devices • Two-way communication system • Functioning heating and air conditioning system • Functioning seatbelts and restraints • Seatbelt extensions • Appropriate child safety seats • Fire extinguisher • First Aid/Spill Kit • Safety equipment (Flashlight, vest, reflective triangles, etc.)

2. Process for determining the most appropriate mode of transportation

To make certain that beneficiaries are provided with the most appropriate mode of transportation to meet their health and safety needs, CSRs employ our DHS approved gatekeeping process and call script to ask a series of questions pertaining to the ride request. In addition to verifying the beneficiary's eligibility, the CSR captures information regarding their medical, physical, and cognitive abilities. These are the decisive factors when assigning the most appropriate mode of transportation after the trip request has met criteria for approval. Our process helps the agent determine the beneficiary's level of mobility, personal capabilities, and any special transport requirements (e.g., cognitive or physical limitations, need for an attendant). For instance, if a beneficiary uses a wheelchair, the CSR will indicate with a simple click in the Net InSight system that a wheelchair accessible vehicle that includes a wheelchair restraint system must be assigned for the trip.

3. Process for determining and accommodating any client specific health or safety needs.

The process for determining and accommodating any specific health or safety needs of a beneficiary is incorporated in the process for determining the appropriate mode, described above. During the intake process CSRs will inquire about any special needs a beneficiary has, which may influence the mode of transportation assigned. For example, the CSR can document if a beneficiary is in a wheelchair or has a guide dog that needs to be accommodated. These special needs will be documented in Net InSight and remain in the system for reference during subsequent reservation requests. Any notes regarding the special needs of a beneficiary will also appear on the transportation provider's trip manifest to assure the appropriate type of vehicle is dispatched and to alert the driver of any assistance that may be necessary for that beneficiary.

E.12 Vehicle Maintenance, Safety, and Inspections

A.   Describe the Broker's annual inspection process and daily inspection report.

Verida will protect the safety of Arkansas DTT beneficiaries through strict safety standards and procedures for vehicles. Our Compliance Officers have the responsibility of documenting and confirming that all transportation provider vehicles remain in compliance with NEMT requirements throughout the term of the contract. We always inspect vehicles in our network in person. To make certain each vehicle in our network meets the qualifications and requirements of the Arkansas DTT program, we use various types of inspections.

Initial Inspection

The initial inspection occurs prior to, but not more than 60 days in advance of the execution of a service agreement and a provider's vehicles being placed into service. This is an extensive inspection covering all aspects of the vehicle, in compliance with Arkansas' requirements. Once the vehicle passes inspection, a visible inspection sticker is applied to the vehicle.

Annual Inspections

The annual inspection occurs every 12 months after the initial inspection, based on the expiration date of the prior inspection. After each inspection, the Compliance Officer places a Verida inspection sticker on the vehicle. The Verida inspection sticker includes the VIN and license plate number of the approved vehicle.

Unannounced Inspections

These inspections are conducted monthly, during a driver/vehicle workday, and are not scheduled in advance. These quick, "on the spot" inspections evaluate the general condition of

the vehicle, the driver and attendant behavior, the presence of required documentation, as well as on-time performance. Unannounced inspections require only a few minutes to complete so drivers are not excessively delayed.

Wheelchair Van Inspections

Verida Compliance Officers focus a portion of monthly spot inspections on proper wheelchair securement. If the beneficiary is being transported in a wheelchair, the securement mechanism is inspected to assure that proper securement procedures were followed. All vehicles used to transport wheelchair passengers must meet the program requirements as well as Arkansas Highway and Transportation Department safety standards, ADA regulations, or other State or Federal laws or regulations.

Our Compliance Officers oversee transportation provider compliance through these scheduled and unscheduled vehicle inspections, which also include record reviews, among many other specific compliance check points.

Today, Verida employs one Compliance Officer in each of the five Arkansas regions we serve. While inspections are rigorous, the documentation process is completed with ease. Compliance Officers carry an iPhone, which contains our Mobile App with an inspection form. Using this application technology, Compliance Officers can easily document their inspection findings, which includes the ability to upload photographs and other documentation.

Additionally, our Compliance Officers employ our license plate matching technology to verify the vehicle identification by entering the license plate number via the vehicle look-up app. All data elements associated with the number will populate their iPhone, allowing them to confirm the vehicle's status, make, model, year, color, vehicle identification number (VIN), etc.

Whether an initial onboarding inspection, an annual inspection, a spot inspection, or a wheelchair van inspection, the Compliance Officer uses the appropriate electronic inspection form on our Mobile App. The form, associated files, and photographs are uploaded to our Net InSight database and stored by VIN in the Provider Profile.

We understand that vehicles in our network must be available to DHS or its agent for inspection at any time, and that DHS reserves the right to conduct random inspections throughout the year. Any defect or deficiency impacting the safety of the vehicle that is identified as part of an inspection must be repaired prior to the operation of the vehicle. The vehicle cannot be used to provide DTT services until repaired, and Verida will provide an alternate vehicle for use.

Daily Vehicle Inspections

Each driver is responsible for conducting two daily vehicle inspections for each vehicle used to provide DTT services. The first is a pre-trip inspection that must occur before the first trip of the day. The second is a post-trip inspection that must occur after the final trip is completed for the day. Drivers have a standardize form to use for both inspections. A copy of the inspection form is presented in Figure E.12-2 and complies with all the requirements listed in Section 2.3.11 of the RFP.

files for auditing purposes. To help reduce the amount of paper storage required and comply with the retention period of six years after contract expiration, Verida is working to digitize the Daily Inspection Form. This will help reduce the burden on transportation providers and drivers while enabling quick access to Verida, DHS/DDS, and the DTT Monitoring Contractor for audits or ad hoc requests.

Transportation Log

Using our proprietary, GPS-enabled mobile technology, a digital driver transportation log lives within the platform for every single trip, showing GPS tracking and actual pick-up and drop-off times. To facilitate this, Verida provides mobile devices (tablets) and an airtime service plan to each contracted transportation provider/driver, at **no cost** to them. If a provider prefers to use their own devices, we offer a free, easy-to-install app. For drivers not using our technology or app, they are required to maintain a paper log for each trip performed for DTT services. At a minimum, the digital and paper logs include the following information:

1. Each transported beneficiary's

    a. Name

    b. Age

    c. Date of birth

    d. Medicaid ID number

    e. Scheduled pick up time

    f. Exact address of pickup and drop off

    g. Exact time of pickup and drop off

2. The driver of the vehicle

3. Each attendant or any other persons transported; and

4. Odometer reading for vehicle at a trip's:

    a. Initial pick up; and

    b. Final drop-off

    The driver of each vehicle must sign and date the transportation log to confirm each beneficiary was safely transported to and from:

    a. The beneficiary's home (or other scheduled pick up or drop off location); or

    b. The ADDT or EIDT facility

Our mobile technology captures all required transportation log information, including the driver's signature, in an electronic format that is immediately transmitted to Verida via the free tablets we provide. Transportation providers not using our app, or compatible technology, are required to submit their paper transportation logs to Verida for claims processing. We will retain the transportation logs for six years after contract expiration and will provide them to DHS in a timely manner upon request.

�※ VERIDA

Title:	Equal Employment Opportunity	Policy ID#:	001.00
Department:	Compliance/Human Resources	Approved Version:	06/17/2022

Policy: It is the policy of Verida to provide equal employment opportunities to all employees and employment applicants without regard to unlawful considerations of race, color, religion or creed, gender/sex, sexual orientation, pregnancy, national origin or ancestry, ethnicity, citizenship status, genetic information, military or veteran status, age, and physical or mental disability, or any other classification protected by applicable local, state, or federal laws.

This commitment to EEO extends not only to employees of Verida but also to independent contractors, temporary employees, interns, volunteers, or anyone in a paid or unpaid experience providing services to Verida.

This policy applies to all aspects of employment, including, but not limited to, hiring, job assignment, compensation, promotion, benefits, training, discipline, and termination. Verida expects all employees to act in accordance with our equal employment opportunity policy, and to take all steps necessary to maintain a workplace free from unlawful discrimination, harassment, and retaliation.

Lodging a Grievance

Employees who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance from a supervisor, a Human Resources representative or our compliance hotline at 1-855-299-9309 and/or www.southeastrrans.alertline.com. We will investigate your complaint and take appropriate remedial action.

No one will be subject to, and the Company prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reports or complaints of incidents of discrimination of any kind, pursuing any discrimination claim, or cooperating in related investigations.

Disciplinary Consequences

Anyone who violates this policy will be subject to discipline, up to and including termination of employment.

This policy is not intended to restrict communications or actions protected or required by state or federal law.

Purpose: Verida, via this policy and daily actions, seeks to enable all employees to make their maximum contribution to the organization and to their own career goals. The intention behind this policy is to provide equal employment opportunity that will simultaneously serve the requirements of society, the law, sound business practices, and individual dignity.

�֎ VERIDA

Scope:	Our equal opportunity employer policy applies to all employees, job candidates, contractors, stakeholders, partners, and visitors.
Responsibility:	All Verida employees
Review/Revision History:	Original Date: 09/01/08
	Review Date: 03/13/09, 02/26/10, 03/30/11, 02/10/12, 01/25/13, 01/09/14, 05/04/15, 03/24/16, 06/01/17, 06/11/18, 08/07/19, 09/14/20, 09/01/21, 05/30/22
	Revision Date: 06/30/10, 5/22/15, 08/07/19, 05/30/22
	Revision Notes: Rebranding

Approvals:

DocuSigned by:

Cathy Missildine   6/17/2022

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Corporate Officer   **Date**

DocuSigned by:

Jennifer Harvey   6/17/2022

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Corporate Director/Manager   **Date**

Attachment Number _____

Action Number _____

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR: ☐ **Yes** ☑**No**　　**SUBCONTRACTOR NAME:**

TAXPAYER ID NAME: Verida, Inc. EIN: 58-2504845

IS THIS FOR:
Goods? ☐　**Services?** ☑　**Both?** ☐

YOUR LAST NAME: Adams-McNeish　　**FIRST NAME** Dena　　**M.I.:**

ADDRESS: 4751 Best Road, Suite 300

CITY: Atlanta　　**STATE:** GA　　**ZIP CODE:** 30337　　**COUNTRY:** USA

AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:

FOR INDIVIDUALS*

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse *is* a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (√)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Relation
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

☑ **None of the above applies**

FOR AN ENTITY (BUSINESS)*

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (√)		Name of Position of Job Held [senator, representative, name of board/commission, data entry, etc.]	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?		
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Ownership Interest (%)	Position of Control
General Assembly								
Constitutional Officer								
State Board or Commission Member								
State Employee								

☑ **None of the above applies**

DHS Revision 11/05/2014

Attachment Number _____

Action Number _____ **Contract and Grant Disclosure and Certification Form**

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a *state agency* I agree as follows:

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.

2. I will include the following language as a part of any agreement with a subcontractor:

   Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.

3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.

Signature _Dena Adams-McNeish_ Title Chief Development Officer Date 10/12/2022
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Vendor Contact Person Dena Adams-McNeish Title Chief Development Officer Phone No. (404) 290-8581

Agency use only

Agency Number 0710	Agency Name Department of Human Services	Agency Contact Person	Contact Phone No.	Contract or Grant No.

State of Arkansas
DEPARTMENT OF HUMAN SERVICES
700 South Main Street
P.O. Box 1437 / Slot W345
Little Rock, AR 72203

ADDENDUM 1

TO: All Addressed Vendors
FROM: Office of Procurement
DATE: September 23, 2022
SUBJECT: 710-22-0009 Daytime Treatment Transportation

The following change(s) to the above referenced RFP have been made as designated below:

__**X**__ Change of specification(s)
_____ Additional specification(s)
_____ Change of bid opening date and time
_____ Cancellation of bid
__**X**__ Other

OTHER

- Replace 710-22-0009 Official Bid Price Sheet with UPDATED 710-22-0009 Official Bid Price Sheet.

CHANGE OF SPECIFICATIONS

- RFP, Page 5, Section 1.9.1, delete and replace with the following:

  Contractor must submit an Official Bid Price Sheet including pricing for each region on which the Contractor intends to bid.

- RFP, Page 22, Section 2.3.8.L.f, delete and replace with the following:

  Record the interior of the vehicle to monitor passenger activity including onboarding and offloading of beneficiaries.

- RFP, Page 16, Section 2.3.2.C.2, delete and replace with the following:

  Broker must upload an employee roster, including management, drivers, and attendants prior to DTT services being rendered and update all changes to the roster in the DTT Monitoring Contractor portal within five (5) business days of any change(s).

- RFP, Page 16, Section 2.3.2.B.5.g, delete and replace with the following:

  Broker must distinguish other transportation services it provides from DTT services in that they are accounted for separately and maintain all DTT records, documentation, and standards separately.

- RFP, Page 23, Section 2.3.10.B.1.e, delete and replace with the following:

  Have successfully completed training courses and remain up to date on:
      i. Defensive driving;
      ii. Child passenger safety; and
      iii. If applicable:
  - Lift operation; and
  - Wheelchair securement.

- RFP, Page 24, Section 2.3.10.C.1.c., delete and replace with the following:

  Have successfully completed l training courses and remain up to date on:
      i. Defensive driving;
      ii. Child passenger safety; and

    iii. If applicable:

- Lift operation; and
- Wheelchair securement.

- RFP, Page 20, Section 2.3.8.B.5, delete and replace with the following:

Each commercial insurance policy must name the Arkansas Department of Human Services as an additional insured under the policy.

The specifications by virtue of this addendum become a permanent addition to the above referenced RFP Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact: Buyer's name, Buyer's email address and phone number.

DocuSigned by:

Dena Adams-McNish

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_____   10/12/2022
_____
Vendor Signature   Date

  Verida, Inc.
_____
Company

State of Arkansas
DEPARTMENT OF HUMAN SERVICES
700 South Main Street
P.O. Box 1437 / Slot W345
Little Rock, AR 72203

ADDENDUM 2

DATE: October 4, 2022
SUBJECT: 710-22-0009 Day Treatment Transportation Services

The following change(s) to the above referenced Request for Proposals has been made as designated below:

Change of specification(s)
<u>   </u>Additional specification(s)
<u>   </u>Change of bid opening date and time
<u>   </u>Cancellation of bid
<u>   X   </u>Other

To revise section 1.8 RESPONSE DOCUMENTS as follows:

Delete 1.8 A.5

<u>BID OPENING DATE AND TIME</u>

Bid opening date and time will not be changed.

_____

The specifications by virtue of this addendum become a permanent addition to the above referenced RFP. Failure to return this signed addendum may result in rejection of your proposal.

If you have questions, please contact the buyer at DHS.OP.Solicitations@dhs.arkansas.gov or 501-320-6511.

DocuSigned by:

Dena Adams-McNeish
B9C93BAA88B74F1...

10/12/2022

Vendor Signature   Date

Verida, Inc.
Company

State of Arkansas
DEPARTMENT OF HUMAN SERVICES
700 South Main Street
P.O. Box 1437 / Slot W345
Little Rock, AR 72203

ADDENDUM 3

TO: All Addressed Vendors
FROM: Office of Procurement
DATE: October 11, 2022
SUBJECT: 710-22-0009 Daytime Treatment Transportation

The following change(s) to the above referenced RFP have been made as designated below:

_____ Change of specification(s)
_____ Additional specification(s)
_____ Change of bid opening date and time
_____ Cancellation of bid
__X__ Other

OTHER

- RFP, Page 7, Section 1.21, delete and replace with the following

The Grand Total Score for each Contractor, which shall be the sum of the Technical Score and per region Cost Score, shall be used to determine the ranking of proposals per region. For example, should a bidder choose to propose providing service in two (2) regions, two (2) grand total scores will be calculated for that vendor's proposal, one for each region. Each grand total score will be calculated using the technical score and the cost proposed for that region as specified in Section 3. The State may move forward to negotiations pursuant to Arkansas Code Annotated § 19-11-230, with those responsible Contractors determined, based on the ranking of the proposals, to be reasonably susceptible of being selected for award. Award will be made to the highest-ranking Contractor for each region.

- RFP, Page 30, Section 3.3, delete and replace with the following

The Technical Score and per region Cost Score will be added together to determine the Grand Total Score for the proposal for each region. The Prospective Contractor's proposal with the highest Grand Total Score for each region will be selected as the apparent successful Contractor (See Award Process).

The specifications by virtue of this addendum become a permanent addition to the above referenced RFP Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact: Buyer's name, Buyer's email address and phone number.

DocuSigned by:

Dena Adams-McNish
B9C93BAA88D74F1...   10/12/2022
_____   _____
Vendor Signature   Date

Verida, Inc.
_____
Company

Arkansas Secretary of State
John Thurston

State Capitol Building ♦ Little Rock, Arkansas 72201-1094 ♦ 501-682-3409

Certificate of Good Standing

I, John Thurston, Secretary of State of the State of Arkansas, and as such, keeper of the records of domestic and foreign corporations, do hereby certify that the records of this office show

VERIDA, INC.

formed under the laws of the state of Georgia, and authorized to transact business in the State of Arkansas as a Foreign For Profit Corporation, was granted a Application for Certificate of Authority by this office December 7, 2012.

Our records reflect that said entity, having complied with all statutory requirements in the State of Arkansas, is qualified to transact business in this State.

In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 11th day of October 2022.

John Thurston
Secretary of State

Online Certificate Authorization Code: 03fc2d58bf81112
To verify the Authorization Code, visit sos.arkansas.gov

October 4, 2022

Arkansas Department of Human Services

Re: Verida, Inc.
Passenger Carrier and Passenger Broker Bond

Zurich American Insurance Company and/or its subsidiary, Fidelity and Deposit Company of Maryland, have provided surety credit to Verida, Inc. for single projects of over $13,000,000 and an aggregate uncompleted backlog of over $13,000,000. Zurich / F & D is rated "A+" (Excellent) with a financial size category of **XV** ($2 Billion +), by A.M. Best and has a US Treasury Limit exceeding $300 Million.

If Verida, Inc. is awarded a contract for the referenced project and requests that we provide the necessary Performance and/or Payment Bonds, we will be prepared to execute the bonds subject to our acceptable review of the contract terms and conditions, bond forms, appropriate contract funding and any other underwriting considerations at the time of the request.

Our consideration and issuance of bonds is a matter solely between Verida, Inc. and ourselves, and we assume no liability to third parties or to you by the issuance of this letter.

Verida, Inc. has also been a customer of Marsh & McLennan for over 20 years. During this time, they have never been past due on any financial dealings with us. Also, during that time we have never had a single job where they did not complete the job in a timely fashion with no unresolved payment issues on any projects we have bonded. I offer my highest recommendation for this fine contractor. We appreciate your considering Verida, Inc. for your projects.

I certify that I am Attorney in Fact for Zurich American Insurance Company and Fidelity and Deposit Company and that both companies are licensed to do business in the State of Georgia.

We trust this information meets with your satisfaction. If there are any further questions, please feel free to contact me.

Sincerely,

Debbie Rollins, Sr. Account Executive
Marsh & McLennan Agency
Attorney-In-Fact

A business of Marsh McLennan
Marsh & McLennan Agency LLC

**Employee Health
& Benefits**

**Business
Insurance**

**Private Client
Services**

**Retirement
Services**