



We are thrilled that you are considering joining SafeRide Health's network to enhance transportation services for those in need. Our top priority is to partner with high-quality providers like you to ensure efficient and reliable transportation services for our members.

As we explore the opportunity to grow our business together, we want to provide you with valuable information about working with SafeRide Health. This document outlines important details about what it's like to do business with SafeRide Health, setting the stage for a successful partnership. We look forward to collaborating with new vendors like you to connect patients to the care they need.

When it comes to scheduling and routing, there are key areas to consider for a smooth partnership. **SafeRide expects its subcontractors to confirm rides that can be realistically fulfilled by 2pm local time and that 50% of same day bookings are accepted.** However, we desire that you check the next 5 days and attempt to confirm as many rides as you can in the future, this allows us to identify potential members who will be at risk of missing their ride. We also expect to reach the transportation provider throughout their operating hours to ensure we can have feedback on rides assigned to your company. If you cancel a ride or a member no shows your ride, it's required for you to call and notify SafeRide Health. As always, dispatchers must maintain professionalism and business etiquette when accepting calls from SafeRide Health's call center.

Billing practices are crucial for a successful partnership, and we value precise claim submissions, adherence to payment schedules, and streamlined claim processes. We require that trips are billed daily and will require timestamps, Driver and Vehicle information. This allows us to ensure that our providers meet SLAs and that the trip was completed. Our payment schedule for completed rides is within 30 days of a properly completed ride.

Credentialing is the key information we need from your company to comply with our clients' requirements and prepare it for audits from Clients, State, and Federal Entities. These documents also allow us to screen your company before onboarding us. Your company must be properly licensed to operate in your designated service areas for non-emergency medical transportation. Additionally, as part of our company protocol, it is mandatory for your company to have SafeRide included in your Commercial and Auto insurance policy. We also may need you to sign additional attestations as necessary to operate under some of our client agreements.

In terms of vehicle and driver information, we require the following documentation for each driver and vehicle:

- Valid driver's license.
- Social security cards for identification purposes.
- National background check clearance.
- State background checks where applicable (If required).
- National Sex Offender Registry Check clearance.
- State Sex Offender Registry Check clearance (If required).
- Motor vehicle reports to ensure safe driving records.
- Pre-hire drug screens to maintain a drug-free work environment.
- Familiarity and training in passenger assistance techniques.
- Completion of Wheelchair Securement Training for drivers handling wheelchair-bound passengers.
- Up-to-date vehicle insurance and registration cards.

It's important to note that all documents must be kept up to date, and renewals must be completed promptly as documents expire. Please be aware that drivers with expired documentation will not be permitted to undertake trips for SafeRide until their documentation is renewed. Companies that succeed with us take compliance with these items very seriously and show high punctuality in submitting renewals or adding new drivers and vehicles. We require a 48-hour turnaround time on any compliance-oriented request.

Understanding the pillars of the SafeRide Health Network is key for successful collaboration. These pillars of Network function include service area, rate structure, communication commitments, and volume expectations. Transportation Providers **receive volume based on vehicle capacity, service area, cost, and adherence to service level standards**. The providers with the highest performance and capacity are considered first for expansion opportunities. SafeRide also requires our transportation providers to attend quarterly townhall meetings and weekly provider meetings with your Network Vendor Manager.

Lastly, addressing **complaints and grievances** is vital for maintaining a positive member experience. Our expectations are that SafeRide is notified within 1 hour of an Accident or incident with injury or property damage and all other accidents or incidents would be within 24 hours. Our expectations around responsiveness to requests from our complaints and grievances team is within 24 hours of email requests.

We are excited at the prospect of partnering with you to provide exception transportation services to those in need. If you have any questions or would like more information, please contact us. We look forward to working together to make a positive impact in the communities we serve.

Warm regards,
SafeRide Health Team