

Transportation Services Contract - North Carolina

March 02, 2025

Here is a detailed transportation services contract between the North Carolina Department of Health and Human Services and Carolina Care Transit, formatted as HTML with proper sections and headings:

Transportation Services Contract

Contract Date: December 1, 2024

Agency Location: Raleigh, North Carolina

Provider Location: Charlotte, North Carolina

1. Parties and Purpose

This contract is entered into between the North Carolina Department of Health and Human Services (hereinafter referred to as the "Agency") and Carolina Care Transit (hereinafter referred to as the "Provider") for the purpose of providing non-emergency medical transportation services to eligible individuals within the State of North Carolina.

2. Definitions

For the purposes of this contract, the following terms shall have the meanings ascribed to them:

- "Non-emergency medical transportation" refers to the transportation of individuals to and from medical appointments and services.
- "Eligible individuals" refers to those individuals who are eligible for transportation services under the Agency's programs and guidelines.

3. Term and Renewal

This contract shall be effective for a period of one (1) year, commencing on December 1, 2024, and ending on November 30, 2025. The Agency shall have the option to renew this contract for up to four (4) additional one-year periods, subject to the availability of funds and the Provider's satisfactory performance.

4. Scope of Services

The Provider shall provide non-emergency medical transportation services to eligible individuals within the service areas of Mecklenburg County, Wake County, and Durham County. The Provider shall maintain a fleet of at least 40 vehicles and shall operate 24 hours per day, 7 days per week.

5. Provider Responsibilities

The Provider shall be responsible for the following:

- Maintaining a sufficient number of qualified drivers, with a minimum of 95 drivers at all times.
- Ensuring that all vehicles are properly licensed, insured, and maintained in safe operating condition.
- Complying with all applicable federal, state, and local laws, regulations, and policies related to non-emergency medical transportation services.
- Maintaining accurate records of services provided and submitting timely reports to the Agency.
- Providing courteous and professional service to all eligible individuals.

6. Agency Responsibilities

The Agency shall be responsible for the following:

- Determining eligibility criteria for transportation services.
- Providing the Provider with a list of eligible individuals and their transportation needs.
- Monitoring the Provider's performance and ensuring compliance with the terms of this contract.
- Providing timely payment to the Provider for services rendered in accordance with the compensation provisions of this contract.

7. Compensation

The Agency shall compensate the Provider for services rendered in accordance with the rates and terms specified in the attached rate schedule. Payment shall be made within 30 days of receipt of an accurate and complete invoice from the Provider.

8. Compliance and Reporting

The Provider shall comply with all applicable federal, state, and local laws, regulations, and policies related to non-emergency medical transportation services. The Provider shall maintain accurate records of services provided and shall submit monthly reports to the Agency detailing the number of trips, miles traveled, and any

9. Insurance and Liability

The Provider shall maintain adequate insurance coverage, including but not limited to general liability, automobile liability, and workers' compensation insurance, as required by applicable laws and regulations. The Provider shall indemnify and hold harmless the Agency from any and all claims, damages, or liabilities arising from the Provider's performance under this contract.

10. Termination

This contract may be terminated by either party with or without cause upon 60 days' written notice to the other party. In the event of termination, the Provider shall be compensated for services rendered up to the effective date of termination.

11. General Provisions

This contract shall be governed by the laws of the State of North Carolina. Any disputes arising from this contract shall be resolved through mediation or other appropriate means as agreed upon by the parties.

IN WITNESS WHEREOF, the parties hereto have caused this contract to be executed by their duly authorized representatives as of the date first written above.

North Carolina Department of Health and Human Services

By: _____

Name: _____

Title: _____

Carolina Care Transit

By: _____

Name: _____

Title: _____

Attachment A: Rate Schedule

Here's a properly formatted HTML table with realistic rates for Carolina Care Transit in North Carolina,

Service Type	Base Rate	Mileage Rate	Wait Time Rate	After Hours Rate	Weekend/Holiday Rate
Standard Vehicle Transport	\$45.00	\$2.50/mile	\$25.00/hour	\$60.00	\$75.00
Wheelchair Accessible Vehicle	\$55.00	\$2.75/mile	\$30.00/hour	\$70.00	\$85.00
Stretcher Transport	\$65.00	\$3.00/mile	\$35.00/hour	\$80.00	\$95.00
Bariatric Transport	\$75.00	\$3.25/mile	\$40.00/hour	\$90.00	\$105.00
Group Transport	\$85.00	\$3.50/mile	\$45.00/hour	\$100.00	\$120.00

This table includes the following: - `` element with the `table` and `table-striped` classes for basic styling - `` element with a `thead-dark` class for a dark header row - `` element for the table body - `` elements for each row of data - `` and `` tags, and styling classes like `table`, `table-striped`, `table-bordered`, and `thead-dark` for better visual presentation. The data provided is specific to the service areas and coverage details for Carolina Care Transit in North Carolina.

Attachment C: Performance Standards

Here's an HTML table with the requested categories, columns, and realistic standards for Carolina Care Transit in North Carolina:

`` elements for the table headers - ``

` elements for the table headers - `

` elements for each cell of data The rates provided are realistic for a non-emergency medical transportation service in North Carolina, with higher rates for specialized services like bariatric and group transport, as well as additional charges for after-hours, weekends, and holidays.

Attachment B: Service Areas

Here's a properly formatted HTML table with the requested information for Carolina Care Transit in North Carolina:

Service Zone	Counties Covered	Response Time	Population Served	Facilities Covered	Special Conditions
Primary Urban Areas	Mecklenburg, Wake, Guilford	15-30 minutes	2.5 million	Hospitals, Clinics, Nursing Homes	24/7 service, higher demand
Suburban Regions	Cabarrus, Union, Alamance	30-60 minutes	1.2 million	Clinics, Nursing Homes	Limited night service
Rural Coverage	Rowan, Iredell, Davidson	60-120 minutes	500,000	Clinics, Rural Hospitals	On-demand service, longer distances
Special Service Areas	Buncombe, New Hanover, Pitt	30-90 minutes	800,000	Specialty Clinics, Rehab Centers	Specialized vehicles, trained staff

This table includes the requested `

Performance Category	Standard Description	Measurement Method	Minimum Target	Non-Compliance Penalty
On-time Performance	Percentage of trips completed within the scheduled pick-up window	Automated vehicle tracking system	90%	\$500 fine per incident below 85%

Performance Category	Standard Description	Measurement Method	Minimum Target	Non-Compliance Penalty
Vehicle Maintenance	Regular maintenance and inspections to ensure vehicle safety and reliability	Maintenance logs and inspection reports	100% compliance with maintenance schedule	\$1,000 fine per vehicle not in compliance
Driver Qualifications	Drivers must have proper licensing, training, and background checks	Driver records and training logs	100% compliance with qualification requirements	\$2,000 fine per non-compliant driver
Safety Metrics	Monitoring and reporting of accidents, incidents, and safety violations	Incident reports and safety audits	Less than 1 incident per 100,000 miles	\$5,000 fine per incident above target
Complaint Resolution	Timely and effective resolution of customer complaints	Complaint tracking system	95% of complaints resolved within 7 days	\$250 fine per unresolved complaint after 14 days

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