

	3001	Provider Applicant Requirements
Nor-Cal EMS Policy & Procedure Manual	Provider Requirements	
Effective Date: 08/01/2020	Next Revision: 08/01/2023	
Approval: Jeffrey Kepple MD – MEDICAL DIRECTOR	SIGNATURE ON FILE	

## Authority

The EMS Act (Health and Safety Code Section 1797 et. seq.).

## Purpose

To outline requirements for providers wanting to establish operations in the Nor-Cal EMS region or for existing Nor-Cal EMS providers that want to expand their operations. County specific requirements listed in this policy take precedence over regional requirements.

## Definitions

1. Advanced Life Support (ALS): Special services designed to provide definitive prehospital medical and trauma care, including, but not limited to cardiac monitoring, cardiac defibrillation, advanced airway management, intravenous therapy, administration of specified and other medicinal preparations, and other specified techniques and procedures administered by authorized personnel under the direct supervision of a base hospital as part of a local EMS system at the scene of an emergency, during transport to an acute care hospital, during Interfacility transfers, and while in the emergency department of an acute care facility until responsibility is assumed by the emergency or other medical staff of that hospital.
2. Basic Life Support (BLS): Emergency first aid and cardiopulmonary resuscitation procedures which, as a minimum, include recognizing respiratory and cardiac arrest and starting the proper application of cardiopulmonary resuscitation to maintain life.
3. Lassen County: For the purpose of this policy all areas of Lassen County except for the area served in the northern portion of the county by services located in Cedarville, Alturas, Adin and Fall River Mills.

## New Applicants

The following types of providers/provider agencies are required to obtain/maintain a provider agreement with Nor-Cal EMS:

1. EMS aircraft.
2. Ground ambulances.
3. ALS transport and non-transport (to include tactical weapons teams).
4. BLS transport and non-transport.
5. Optional Scope.

## Application Process

The agreement must be completed, approved and signed by all parties prior to the applicant's tentative start date.

1. Agencies will submit a request for Provider Agreement/Application Form to Nor-Cal EMS. ALS providers and providers participating in trial studies are required to have a Base Hospital in the Nor-Cal EMS region. Nor-Cal EMS will designate the Base Hospital for providers. Following the designation, providers will be required to obtain an approval signature from the Base Hospital on the Provider Agreement/Application Form.
2. Upon approval of the application, a provider agreement will be processed.
3. Agencies will be issued an application packet.
4. The application packet shall be completed and the fee (non-refundable) submitted to Nor-Cal EMS.
5. The following counties have EOAs (exclusive operating areas):
  - A. Lassen County.
  - B. Modoc County.
  - C. Plumas County.

As part of the application process, the applicant (private providers only) will have a background investigation completed, which may include criminal, credit and professional references. Applicants who have criminal convictions as referenced in the Nor-Cal EMS Certification/Accreditation Review Process Policy, Appendix A, or applicants who have poor credit or poor professional references may have their application denied.

6. Prior to completion of the review process, the applicant must agree to adhere to the Standards set forth in all Nor-Cal EMS Policies and Procedures and individual County Policies enforced by Nor-Cal EMS, if applicable.

## Existing Nor-Cal EMS Approved Providers

1. Providers that are currently approved by Nor-Cal EMS, that service counties without an Ambulance Ordinance and want to provide additional coverage (i.e., place additional ambulances in service) in their existing area shall submit a written request to Nor-Cal EMS. The following information will be required:
  - A. Provider's name, address, and telephone number.
  - B. Proposed location of additional unit(s).
  - C. Level of service provided.
  - D. Certification level of personnel (list all prehospital personnel to include Nor-Cal EMS certification numbers. For personnel certified out of the Nor-Cal EMS region, a copy of their certification record must be attached).
  - E. Hours of operation.
  - F. Tentative date to begin operation.
  - G. Other information as deemed necessary or may be requested prior to granting approval.
2. If a provider with a current Nor-Cal EMS provider agreement wants to expand into a new geographical area, they must complete the requirements listed in the New Provider section of this Policy.
3. Additional information from specific providers:

The EMS Aircraft applicant shall submit proposed revision(s) to the service zone map.

- A. The ALS Ground Transport Provider applicant shall submit:
  - a. Copies of California Highway Patrol inspection record for all units to be placed in service.
  - b. List of all vehicle(s) to be placed in service, including year, make, model, and mileage.
- B. The BLS applicant shall submit:
  - a. Copies of California Highway Patrol inspection record for all units to be placed in service.
  - b. List of all vehicle(s) to be placed in service, including year, make, model, and mileage.

## Application Approval

1. Approval or disapproval of the new/existing provider application will be made by the Nor-Cal EMS within sixty (60) days after all required documentation is submitted.
2. If the provider's application is accepted, the provider will be issued a conditional approval.
3. Upon receipt of the conditional approval, the provider will have thirty (30) days to arrange for an inspection of their units. If all areas pass the inspection, the provider will be given approval to place its units in service. If the provider fails the inspection, the provider will have fourteen (14) days to correct any discrepancies found during the initial inspection. If after the fourteen (14) day period the provider fails to correct the discrepancies, the provider will be given an additional seven (7) days to correct the discrepancies. If after seven (7) days the provider still fails to correct the discrepancies, the application will be denied. The inspection requirement time can be extended by Nor-Cal EMS, due to extenuating circumstances (i.e., building modifications).
4. Term of Provider Agreement: The term will be for no more than two (2) years.

## Transfer of Provider Agreements

Transfer of provider agreements can only occur after the new provider has completed the requirements of the New Provider section of this policy and any requirements set forth by County Ambulance Ordinances, if applicable.

## Temporary Provider Agreement

Nor-Cal EMS can issue a temporary provider agreement for up to seventy-two (72) hours for special events only. The provider must be in compliance with Nor-Cal EMS Policies and Procedures. The provider will have all units inspected and all employee levels of training and licensure/certification verified prior to the temporary permit being issued. The provider will pay the required fee to Nor-Cal EMS for the temporary provider agreement. The only exception to this will be if a county has an ordinance or exclusive operating area, which prohibits the use of an outside ambulance provider. In this situation, the entity that needed ambulance coverage would be required to contract with a local provider.

## Application Denial

If it is determined that an applicant does not, or will not, meet the requirements of this policy and/or the ambulance provider agreement standards for Nor-Cal EMS, Nor-Cal EMS will deny the application and notify the applicant of its decision in writing within sixty (60) days of the receipt of the application.

## Appeal of Application Denial

1. The applicant will have the right to request a hearing before the Nor-Cal EMS Board of Directors as the final step in the administrative process. A request for a hearing will be made in writing to the Clerk of the Nor-Cal EMS Board within fifteen (15) days following the receipt of the denial.
2. The Board of Directors will schedule an appeal hearing within forty-five (45) days of the receipt of the request.
3. Hearing: Nor-Cal EMS will have the burden of going forward with the presentation of its case. In order to sustain the action of Nor-Cal EMS, the Board must determine that Nor-Cal EMS has proven its case by a preponderance of the evidence. The hearing need not be according to technical rules relating to evidence and witnesses. Any relevant evidence may be admitted if it is the sort of evidence on which responsible persons are accustomed to relying in the conduct of serious affairs regardless of the existence of any common law or statutory rule which might make improper the admissions of such evidence over an objection in civil actions. To be admissible, evidence must be relevant, material, and competent. The Board may act only based on evidence properly admitted into the record during the hearing. Failure to enter a timely objection to evidence constitutes a waiver of the objection.
4. Evidence: In hearings conducted pursuant to this Policy, evidence must be relevant, non-cumulative, and of such nature as responsible persons are accustomed to relying in the conduct of serious affairs. So far as is practicable, the hearing will be conducted under Section 11513 of the Government Code and witnesses may be examined under Section 776 of the Evidence Code.
5. Decision of the Board of Directors: The written decision of the Nor-Cal EMS Board, consisting of a summary of the evidence, its findings and conclusions will be issued within thirty (30) days after the conclusion of the hearing. The decision of the Nor-Cal EMS Board is final.

## Out of Area Providers

Providers from out of the Nor-Cal EMS region that want to provide services must complete the new provider requirements. This is to include providers that are based in the region that perform Interfacility transfers.