

Provider Getting-Started Guide

NEXO ACCESS

Nexo Access is a medical transportation management organization for the DC, Maryland, and Virginia region, built to manage the trips: scheduling, credentialing, standards, dispatch, and billing. You bring the vehicles and drivers. This guide walks you from first contact to first trip.

The path: four steps

1 • Apply

Tell us who you are: your business entity, your vehicles (year, make, model, service level), your drivers, and your service area. You do not need everything perfect on day one. We will tell you exactly what is missing.

2 • Credential

We verify your business documents, insurance, operating authority, and driver records. Requirements vary by jurisdiction and program; we confirm the exact list with you at registration so you never guess.

3 • Inspect

Every vehicle passes the Nexo inspection before it carries a member. The standard is public: DOC-1 explains every line, DOC-2 is the form itself, DOC-4 is the self-check to run before we arrive, DOC-3 tells you exactly what equipment to buy and where.

4 • Run

You get trips through Nexo dispatch. Standards stay live: signage posted, kits stocked, packet current, incidents reported to dispatch with the DOC-5 form the same day.

Service levels

Nexo providers run three standard service levels, plus one add-on tier:

Ambulatory

The member walks and transfers on their own or with light assistance. Sedans, minivans, vans.

Wheelchair

The member travels in a wheelchair. Lift or ramp vehicle with a full securement system per position.

Stretcher

The member travels lying down. Stretcher-equipped vehicle with crash-rated cot, anchorage, and supplies.

Add-on: Bariatric and Two-person assist

Equipment and staffing for members who need more capacity or more hands. Offered on top of the levels above.

Real trips vary at the door: a wheelchair trip can turn into a two-person assist on a narrow staircase. Tell dispatch what you actually find; honest reporting is a Nexo standard, not a problem.

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Where you will operate: know your authority

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Operating authority is jurisdiction business, and the authority is always the final word. The quick map:

DC metro area (DC plus suburban MD/VA)

WMATC authority can apply to covered trip patterns in the metropolitan district, including Prince George's and Montgomery counties. Confirm applicability and exemptions; when operating under a WMATC certificate, keep each vehicle on the active vehicle list. wmatc.gov

Maryland

Medicaid transportation is administered through 24 local jurisdictions. The PSC is the usual state starting point for intrastate for-hire passenger authority, but contracts and exemptions can change the path. Prince George's and Montgomery also sit inside the WMATC district.

Virginia

Virginia DMV publishes OA-151 for Medicaid-only NEMT. Mixed or private-pay operations use a different DMV authority path. Covered northern Virginia trip patterns can also add WMATC.

Full contact directory: DOC-1, Part D. If an authority tells you something different from a Nexo document, believe the authority and tell us the same day; we fix documents fast.

What to have ready when you apply

- Business entity documents (formation, EIN)
- Vehicle list: year, make, model, VIN, plate, service level
- Driver roster: names, license types, records you already hold
- Insurance declarations you currently carry (see DOC-9)
- Operating authority you already hold, if any (e.g., WMATC)
- Anything you are unsure about: bring the question, not a guess

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The document pack: which one when

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DOC-1

The standard. Read once, keep forever: every vehicle requirement explained.

DOC-2

The inspection form we use. No surprises: you can score yourself first.

DOC-3

The buying guide: exact equipment picks with links.

DOC-4

The self-check: run it weekly and before every inspection.

DOC-5

Incident and accident reporting: call dispatch, then this form the same day.

DOC-6

Signage: which decals to buy, which cards to print.

DOC-7

The glove-box packet cover: what lives in the vehicle, checked monthly.

DOC-9

Insurance guidance: what coverage types matter and how we confirm specifics.

Ready to start, or stuck on any step? Contact Nexo Access through nexoaccess.com. Questions are free and answered by people who know the DMV programs.