

SERVICE PROVIDER APPLICATION PROCESS AND PROCEDURE

PURPOSE

To establish the application process and procedure for approval, denial, suspension, revocation and appeal of Non-Exclusive Operating Area (Non-EOA) Service Providers in the YEMSA Region. This policy applies to all of the following Non-EOA Service Providers:

- A. ALS, LALS and BLS ground transport service providers
- B. ALS and LALS non-transport service providers
- C. EMS aircraft service providers
- D. EMS special event/standby service providers

AUTHORITY

California Health & Safety Code, Division 2.5, Sections 1797, et seq.

California Code of Regulations, Title 22, Division 6, Chapter 8, Sections 87465 and 87469

California Code of Regulations, Title 22, Division 9, Chapter's 2, 3, 4, 8 & 12

California Code of Regulation Title 13, Section 1100 et seq.

PROCEDURE:

Service Provider Application for Initial Approval:

All applicant agencies shall fully complete the appropriate current Service Provider Application packet. Applications for initial approval may be requested from the YEMSA. Incomplete applications, including all required supporting documentation, will not be processed.

Service Provider Application for Renewal:

On an annual basis, YEMSA approved service providers shall submit a renewal application and all required supporting documentation no later than April 30th of the calendar year. A request for renewal applications and all current requirements for renewal will be sent to all approved service providers no later than 30 days prior to the application due date.

Application for Initial Approval/Renewal Process:

Once a completed application for Initial Approval/Renewal is received, the YEMSA will complete the following procedure:

1. Perform an initial review of all submitted application material for completeness.
2. Perform a background investigation of applicant service provider if required.
3. Review the application and proposed service for compliance with State law, regulations and YEMSA requirements.
4. Perform an inspection of ambulances, vehicles and station(s) to verify compliance with YEMSA requirements.

- a. Initial Approval applicants – Inspections are required prior to the implementation of service.
 - b. Renewal applicants – Inspections will occur in close proximity to the approval of the service provider renewal.
5. Verify the executed agreement with an YEMSA approved base or modified base hospital (Initial Approval applicants only).
 6. Execute a Service Provider Agreement between the YEMSA and the approved service provider.

Grounds for Disapproval, Denial, Suspension or Revocation of Permit Application:

Determination by YEMSA that the applicant fails to meet any of the following requirements:

1. Failure to provide a complete application;
2. If the applicant has previously had an applicable permit revoked or the status is directly at issue which affects their present ability to serve;
3. If the applicant has a criminal record which reasonably indicated she/he would be unlikely to properly accept the responsibilities of operating a service;
4. If there is reasonable cause to believe that the applicant will not provide emergency medical service or medical transport in a manner that will promote the health and general welfare of persons within the region who may need to utilize the applicants proposed services;
5. If the applicant does not have the required equipment for its units;
6. If the applicant proposes to operate a service within a service area where another ambulance service or entity has been granted an exclusive operating area;
7. Failure to comply with all applicable regulations and YEMSA policies and procedures;
8. A person who exhibits unprofessional conduct or failure to maintain that standard of performance; the use of obscene, abusive, slanderous or threatening language.

If the application is denied, the YEMSA will provide notice, in writing, the reason(s) for the denial and submit specific recommendations to fulfill compliance requirements (if any) within 45 days.

Appeal Process

The Applicant may request an appeal of the decision to deny. The request must be submitted in writing within 14 days of receipt of denial. The Ambulance Advisory Committee will convene a three person review panel made up of either its members or members it selects that are knowledgeable in EMS and/or the provision of EMS services. A Chairperson shall be appointed.

1. Presentation of Information: Applicant shall present information outlining decision-making process and reason for denial.
2. The YEMSA responds.
3. Review panel shall make a written recommendation to YEMSA Medical Director within 15 days.

4. The appeal process shall be closed to the public unless the Applicant requests the hearing to be open.

5. The appeal process shall be recorded and transcribed by YEMSA staff and made available to the Applicant after a decision is rendered. The YEMSA Medical Director has the final decision to either award or deny the provider applicant based upon the recommendation of the Review Panel.