



## FREQUENTLY ASKED QUESTIONS (FAQ's) FOR LEASING/DRIVING A MEDICAL VAN

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### **ARE NEMT MEDICAL VAN DRIVERS CONSIDERED EMPLOYEES?**

No, drivers are not employees, they are self-employed. Medical van drivers are considered independent contractors. Drivers lease vehicles managed by Lease Services to provide transportation services for individuals needing rides to clinics, hospitals, dialysis centers, pharmacies, etc. for doctor appointments, tests, physical therapy and the like.

### **WHAT IS THE CRITERIA TO LEASE/DRIVE A MEDICAL VAN?**

The medical van fleet is operated by a group known as "Lease Services" and requires drivers to be approved by their vehicle insurance company in order to drive. The minimum age requirement is 23.

Applicants must have at least 2 years of driving experience in the U.S. and be approved to drive by the insurance carrier of Lease Services. If you have not held a license in Wisconsin for at least 2 years you will need to obtain a copy of your Motor Vehicle Record from the previous state in which you held a Driver's License to submit with your application. Lease Services is not able to obtain MVRs from any state other than Wisconsin. Once information is submitted to insurance a decision is provided within 3 business days.

Once insurance approval is obtained, all applicants must undergo a Nationwide Background Check. A valid e:mail address is necessary to complete the required information and consent forms for the check. The Background check takes approx. two weeks before final results are received. Lease Services will contact all applicants with results once the process is complete.

### **WHAT SKILLS ARE NEEDED TO LEASE/DRIVE A MEDICAL VAN?**

Drivers need to be available via cell phone during working business hours. They must also possess general computer use knowledge and be able to use GPS. General directional knowledge of the area in which a driver chooses to service is a plus along with the ability to drive defensively in all weather conditions.

### **HOW DO I APPLY TO LEASE/DRIVE A MEDICAL VAN?**

Interested individuals may apply on-line at [www.leasesvc.com](http://www.leasesvc.com) or in person at the Lease Services business office during weekday business hours.

### **WHERE IS LEASE SERVICES LOCATED?**

Lease Services is located at 646 S. 2<sup>nd</sup> Street, Suite 500, Milwaukee, WI 53204 and office hours for applications are Monday through Friday, 8:30am to 3pm.

### **WHAT DO I NEED TO BRING WITH ME IF I APPLY IN PERSON?**

Applicants must present a valid State of Wisconsin Drivers License when applying along with a current copy (no more than 10 days old) of their Wisconsin MVR(Motor Vehicle Record) or you may pay an \$8

fee to Lease Services (no checks accepted) at the time of application and they will obtain the MVR for you the same day.

### **DO I NEED ANY SPECIAL LICENSES/CERTIFICATIONS?**

Once you are approved by insurance and pass the Background Check, you will need to obtain any license required by the municipality in which you choose to drive. Example: City of Milwaukee drivers are issued a Public Passenger (PPL) Drivers License. In addition, you will be required to obtain certification for First Aid/CPR, pass a Drug Screen and obtain certificates of completion for various training courses required by affiliated partners (information will be provided by the company).

### **WHERE DO I GET A PPL LICENSE?**

The City of Milwaukee License Division, located in downtown Milwaukee at City Hall (Room 105) issues the PPL. Any costs related to the PPL are the responsibility of the potential driver. Applicants should obtain paperwork with specific information from Lease Services office before applying.

### **WHAT ARE THE NEXT STEPS IF I AM APPROVED TO LEASE A MEDICAL VAN AND DRIVE?**

After the necessary approvals and licenses are obtained, applicants are required to pay a \$200 deposit (refundable when you terminate leasing) for the vehicle and then Lease Services will set up a ride along followed by a road test. A short Orientation on procedures will be scheduled with a Lease Services Representative and a vehicle will be assigned to get you on the road.

### **WHAT ARE THE LEASE OPTIONS FOR A MEDICAL VAN?**

The vehicles are leased and operate Monday through Friday, anytime between the hours of 5am and 6pm. Saturdays and Sundays are optional, and will be charged a separate lease amount for any weekend days (5am – 6pm) you choose to drive. No Holidays.

***These vehicles must be picked up and dropped off with a full tank of fuel at a designated parking lot every day near the Lease Services Office.***

### **HOW MUCH DOES IT COST TO LEASE A MEDICAL VAN?**

There is a base rate for leasing the vehicle that is collected on a weekly basis. There also is a Security Deposit collected in addition to the lease payment that is fully refundable when a lease is terminated. A Lease Services Representative can provide more information on how the program works.

### **WHAT DOES THE LEASE FEE FOR A MEDICAL VAN INCLUDE?**

Lease Services carries the auto liability insurance on the vehicle. They also contract with a facility to provide all of the maintenance for the vehicle and provide spare vehicles to use for breakdowns and periods of necessary maintenance.

### **HOW DOES A MEDICAL VAN DRIVER GET RIDES TO SERVICE?**

Drivers also contract with a local Dispatch Company to become an affiliated driver and they are provided with rides to service. Rides are dispatched through an app to a tablet in the leased vehicle. The Dispatch Company operates 24/7, 365 days a year.

### **HOW DO MEDICAL VAN DRIVERS GET PAID?**

Medical Van drivers get paid weekly for the rides they service by contracted customers. A separate processing center converts account charges for drivers and deposits the monies to a debit paycard issued to all drivers upon their start.