



Capabilities Statement

Veteran-Led Non-Emergency Medical Transportation, Delivered on Time



COMPANY OVERVIEW

Ocean State Nemt Inc. is a Service-Disabled Veteran-Owned Small Business (SDVOSB) providing non-emergency medical transportation (NEMT) throughout Rhode Island and Massachusetts. The company delivers wheelchair-accessible and ambulatory transportation for patients referred through managed care organizations, health plans, and community health nonprofits, with a multi-year track record of dependable, on-time service.

CORE COMPETENCIES

- **Wheelchair-Accessible NEMT:** Certified wheelchair securement for safe, ADA-aware patient transport.
- **Ambulatory (Sedan) Medical Transportation:** Scheduled point-to-point rides for patients who do not require wheelchair-accessible vehicles.
- **Managed Care and Third-Party Payer Coordination:** Multi-year experience operating as a subcontracted transportation provider under managed care and health plan referral programs.
- **Driver Safety and Passenger Care Compliance:** Company-wide driver training program covering passenger assistance, defensive driving, and emergency response (see Certifications and Licenses).
- **Recurring and Standing-Order Scheduling:** Built-in capacity for recurring patient routes and standing-order trip requests rather than one-off dispatch only.
- **Small-Fleet, High-Retention Service Delivery:** Lean, responsive operations sized to sustain consistent on-time performance across a defined regional service area.

DIFFERENTIATORS

- **No-overbooking scheduling policy** that protects on-time performance and preserves a personalized client experience.
- **Approximately 70% client rebooking rate**, with patients requesting the company as their continuing transportation provider.
- **Standing, recurring trip orders earned from repeat clients** based on demonstrated timeliness and driver rapport, not one-off dispatch wins.
- **Cross-sector transportation experience**, spanning managed care and health plan referral programs as well as patient advocacy nonprofits.

RELEVANT COMMERCIAL EXPERIENCE

Kaizen Health Transportation Partner

\$220,000/yr

Client: Kaizen Health | 2022 to 2025

Subcontracted ambulatory and wheelchair NEMT provider under a managed care referral program. Averaged 220 trips per month at 95% on-time performance using a two-vehicle fleet.

ALS United Rhode Island Transportation Partner

\$25,000

Client: ALS United Rhode Island | January 2026 to September 2026

Wheelchair-accessible NEMT for patients diagnosed with amyotrophic lateral sclerosis (ALS). Achieved 100% on-time performance with minimal client complaints.

POINT OF CONTACT

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95%

ON-TIME TRIP PERFORMANCE

Sustained across 220 avg. monthly trips, 2022 to 2025

COMPANY DATA

Legal Entity	Ocean State Nemt Inc.
UEI	TEM6YDT2HYB7
CAGE Code	18JY2
Business Size	2 Employees
Established	2022
Project Range	\$200,000 to \$500,000
Service Area	Rhode Island, Massachusetts

CERTIFICATIONS & LICENSES

- **SDVOSB:** Service-Disabled Veteran-Owned Small Business (SBA Certified)
- **VOSB:** Veteran-Owned Small Business (SBA Certified)

DRIVER & SAFETY TRAINING

- Passenger Assistance Safety and Sensitivity (PASS) 7.0, Basic Online Training Program
- NSC Defensive Driving Course, 11th Edition
- Adult and Pediatric First Aid, CPR, and AED
- Q-strait Securement 101: Basic Wheelchair Securement Training

NAICS CODES

485991

PRIMARY

Special Needs Transportation

485999

All Other Transit and Ground Passenger Transportation

492110

Couriers and Express Delivery Services

TARGET AGENCIES

- U.S. Department of Veterans Affairs (VA)
- State and Regional Health and Human Services Agencies