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neBunchHookUp, LLC
Non-Emergency Medical Transportation and Call Center

Important Confidentiality Notice

This document is disclosed only to the recipient to whom this document is addressed and is pursuant to a relationship of confidentiality under which the recipient has obligations to confidentiality. This document constitutes confidential information and contains proprietary information belonging to *OneBunchHookUp, LLC*. The confidential information is to be used by the recipient only for the purpose for which this document is supplied. The recipient must obtain *OneBunchHookUp, LLC*'s written consent before the recipient or any other person acting on its behalf, communicate any information on the contents or the subject matter of this document or part thereof to any third party. The third party to whom the communication is made includes individual, firm or company or an employee or employees of such a firm and company.

The recipient, by its receipt of this document, acknowledges that this document is confidential information and contains proprietary information belonging to *OneBunchHookUp, LLC* and further acknowledges its obligation to comply with the provisions of this notice.

The contents of this document are provided in commercial confidence, solely for the purpose of evaluating whether the contract should be awarded to *OneBunchHookUp, LLC*.

The information contained in this document represents the views and opinions of *OneBunchHookUp, LLC* on the issues discussed, as of the date of publication. Due to the dynamic nature of the industry and the technology that it depends upon, *OneBunchHookUp, LLC* makes no warranty as to the long-term accuracy of the assessments made herein.

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OneBunchHookUp, LLC

Non-Emergency Medical Transportation and Call Center

December 17, 2021

Louisiana Department of Health

Bureau of Health Services Financing

Attn: Ali Bagbey

628 North Fourth Street, 7th Floor

Baton Rouge, LA 70802

Re: RFP #: 3000018038

Dear Ms. Ali Bagbey and Evaluation Committee,

OneBunchHookUp, LLC is enthused to submit this proposal in response to **RFP #: 3000018038**. My name is Sherman Bunch, Sr. and I established *OneBunchHookUp, LLC* 23+ years ago transporting Beneficiaries throughout this great State of Louisiana. Since its inception, I have wholly owned 100 percent of *OneBunchHookUp, LLC*. During this time, I have successfully demonstrated that I am trusted, a reliable vendor, have endured and seen the changes, and I understand the challenges accompanied by long hours that are required to operate a successful NEMT service. My experience as an efficient NEMT Provider within the State of Louisiana has given me, and my team, insight, and the understanding particularly relative to what improvements are needed in this industry.

OneBunchHookUp, LLC Non-Emergency Medical Transportation Service, is a For-Profit entity (**Louisiana State tax identification numbers is: 155619001, My Federal tax identification number is: 80.0155353 and My La.Gov Vendor number is: 3100529681**) located at 2428 Rue Notre Dame, Terrytown LA 70056-8221, which also happens to be the corporate address that is registered with the Louisiana Secretary of the State, D.B.E., S.L.D.B.E., and where all communications can be received.

On behalf of *OneBunchHookUp, LLC*, thank you for giving us the opportunity to respond to this RFP and we look forward to continuing this mutually rewarding partnership a benefit that far outweighs the years of experience that other out of state Brokers offer. As President of *OneBunchHookUp, LLC*, I will be the designated representative for my firm; please do not hesitate to contact me should you have any questions about this proposal. My phone number is 504.309.1973 or my email address is nemt@onebunchhookup.com

Sincerely,

Sherman Bunch, Sr.
Founder and C.E.O.



neBunchHookUp, LLC

Non-Emergency Medical Transportation and Call Center

MISSION STATEMENT

Guided by passion for servicing the public, *OneBunchHookUp, LLC* will provide safe, economical, efficient transportation to our Recipients and be the premier choice for ambulatory and non-ambulatory Non-Medical Transportation Service in the Greater New Orleans area. *OneBunchHookUp, LLC* will constantly strive to improve and implement operations to achieve our vision. We attract and retain customers by scheduling the correct pickup time and having a culture of safety, service, and trust.



VISION PHILOSOPHY

OneBunchHookUp, LLC vision is to be the safest, most customer-focused, and successful transportation company in the world, while giving back to the communities we service. By doing this...



OneBunchHookUp, LLC will push boundaries, create new possibilities for employment, and challenge people to roll up their sleeves and do it what it takes to achieve goals of the company.



BUSINESS PROPOSAL





OneBunchHookUp, LLC

Non-Emergency Medical Transportation and Call Center

2.6.1 Mandatory Qualifications

In order to be considered for award, the Proposer must demonstrate that it has met the following mandatory qualifications prior to the deadline for receipt of proposals:

ONEBUNCHHOOKUP RESPONSE: Read and understood. No confidential material has been included as part of this response.

2.6.1.1 Proposer has the capacity and willingness to perform all functions in this RFP;

ONEBUNCHHOOKUP RESPONSE: We are willing and believe we have all the right components in place to carry out this RFP.

2.6.1.2 Proposer is not an excluded individual or entity as described in 42 C.F.R. §438.808: and

ONEBUNCHHOOKUP RESPONSE: Read and understood. *Sherman D. Bunch, Sr.* is NOT an exclude individual and *OneBunchHookUp, LLC* an excluded entity as described in 42 C.F.R. §438.808.

2.6.1.3 Proposer has, within the last five (5) years, a minimum of three (3) years of experience providing Transportation Broker services.

ONEBUNCHHOOKUP RESPONSE: *OneBunchHookUp, LLC* having been in business for more than two decades, this experience has allowed us to understand the unique needs of this industry transporting hundreds of individuals from ambulatory, non-ambulatory, bariatric and stretcher. Meeting or exceeding their needs, no matter how tight we received a Beneficiary's call or how delicate they were; we have the resources and expertise to transport them timely and safely.

We have contracted with hospitals, doctor's offices, pharmacies, rehabs, and more. *OneBunchHookUp, LLC* isn't just a transportation service—it's a lifesaving solution for citizens who otherwise wouldn't have a way to and from their appointments.

2.6.2 Conflict of Interest

Neither the Proposer nor any of its subcontractors may have any interest that will conflict, as determined by LDH, with the performance of services required under this RFP. To demonstrate freedom from conflicting interests, the Proposer must submit the following:

ONEBUNCHHOOKUP RESPONSE: Read and understood. On behalf of *OneBunchHookUp, LLC* we do NOT have or see a potential conflict of interest that would prevent us from carrying out this RFP.

2.6.2.1 A signed Attachment A, Certification Statement, attesting that the Proposer:

ONEBUNCHHOOKUP RESPONSE: The form is completed, signed, and attached.



OneBunchHookUp, LLC

Non-Emergency Medical Transportation and Call Center

2.6.2.1.1 Does not have any financial, legal, contractual, and other business interest that will conflict in any manner or degree with the performance required under the Contract;

ONEBUNCHHOOKUP RESPONSE: Read and understood. On behalf of *OneBunchHookUp, LLC* we do NOT have or see a potential conflict of interest that would prevent us from carrying out this RFP.

2.6.2.1.2 Does not have any financial, legal, contractual or other business interest in the MCOs that are currently contracted with LDH to provide managed care, or in such vendors' subcontractors;

ONEBUNCHHOOKUP RESPONSE: Read and understood. On behalf of *OneBunchHookUp, LLC* we do NOT have or see a potential conflict of interest that would prevent us from carrying out this RFP.

2.6.2.1.3 Agrees to submit any additional information requested by LDH that, in LDH's judgment, may be relevant to the Proposer's financial, legal, contractual, or other business interests as they relate to the RFP and contract.

ONEBUNCHHOOKUP RESPONSE: *OneBunchHookUp, LLC* willingly agree and will submit any additional information requested by LDH.

2.6.2.2 A statement describing any and all of the financial, legal, contractual, and other business interests of the Proposer and any subcontractor, its affiliates, partners, parent(s), subsidiaries, and related organizations, if any, that may affect or impact its performance under the contract. In cases where such relationships or interests exist or appear to exist, describe how a potential or actual conflict of interest will be avoided or remedied; and

ONEBUNCHHOOKUP RESPONSE: Read and understood. On behalf of *OneBunchHookUp, LLC* we do NOT have or see a potential conflict of interest that would prevent us from carrying out this RFP.

2.6.2.3 Any other information that may be relevant, as determined by LDH, to the Proposer's financial, legal, contractual, or other business interests as they relate to the RFP and contract.

ONEBUNCHHOOKUP RESPONSE: Read and understood...



OneBunchHookUp, LLC

Non-Emergency Medical Transportation and Call Center

2.6.3 Financial Condition [exempt from page limit]

2.6.3.1 The Proposer should submit documentation to demonstrate to the satisfaction of LDH that the Proposer's organization has adequate financial resources for performance or has the ability to obtain such resources as required during performance.

ONEBUNCHHOOKUP RESPONSE: Based on *OneBunchHookUp, LLC's* financial strength, robust portfolio of offerings and talented workforce, *OneBunchHookUp, LLC* can confidently be relied upon as a stable, long-term partner for LDH/MCO

- **Experience** — 23 years in the Non-Emergency Medical Transportation Service
- **Strong Performance** — Financials for 2019 and 2020 included net sales of over \$300K respectively
- **Creditworthiness** — Dun & Bradstreet Composite Rating of 5A2
- **Cash on Hand** — During periods of uncertainty, our strong balance sheet continues to be a competitive advantage. Total assets were \$1.8 Million at the end of fiscal 2020, including \$27,000.00 in cash.

2.6.3.2 The documents submitted should include the audited financial statements for each of the last three (3) years, including a balance sheet and profit and loss statement, or other appropriate documentation, which would demonstrate to LDH the Proposer's financial resources sufficient to conduct the project as required by Section 1.17.

ONEBUNCHHOOKUP RESPONSE: Attached...

2.6.3.3 The Proposer may submit this information in electronic format in lieu of hard copy.

ONEBUNCHHOOKUP RESPONSE: We will be submitting these documents via electronic format.

2.6.4 Required Attachments [exempt from page limit]

The Proposer shall complete and submit the forms detailed below. Electronic versions of the forms are available in the procurement library.

ONEBUNCHHOOKUP RESPONSE: All forms are completed, signed, and attached...

2.6.4.1 Attachment A, Certification Statement.

ONEBUNCHHOOKUP RESPONSE: The form is completed, signed, and attached.

2.6.4.2 Attachment B, Proposal Compliance Matrix.

ONEBUNCHHOOKUP RESPONSE: The form is completed, signed, and attached.

2.6.4.3 Attachment C, Electronic Vendor Payment Solution.

ONEBUNCHHOOKUP RESPONSE: The form is completed, signed, and attached.

**AL ATER
SECRETARY OF STATE**

**HELEN J. CUMBO
ADMINISTRATOR**

**STATE OF LOUISIANA
SECRETARY OF STATE**



COMMERCIAL DIVISION

Uniform Commercial Code

(225) 925-4701

Fax

(225) 922-0452

Administrative Services

(225) 925-4704

Fax

(225) 925-4728

Corporations

(225) 925-4704

Fax

(225) 922-0435

September 6, 2006

SHERMAN BUNCH, SR
2428 RUE NOTRE DAME
TERRYTOWN, LA 70056

36263393K

DEAR MR. BUNCH:

ONE BUNCH HOOK UP, LLC

It has been a pleasure to approve and place on file your ARTICLES OF ORGANIZATION AND INITIAL REPORT. The appropriate evidence is attached for your files, and the original has been placed on file in this office.

Payment of the filing fee is acknowledged by this letter.

If we can be of further service at any time, please let us know.

Sincerely,

Helen J. Cumbo

AGE

UNITED STATES OF AMERICA
State of Louisiana
Al Ater

SECRETARY OF STATE

As Secretary of State, of the State of Louisiana, I do hereby Certify that
a copy of the Articles of Organization and Initial Report of

ONE BUNCH HOOK UP, LLC

Domiciled at TERRYTOWN, LOUISIANA,

Was filed and recorded in this Office on September 05, 2006,

And all fees having been paid as required by law, the
limited liability company is authorized to transact business
in this State, subject to the restrictions imposed by law,
including the provisions of R.S. Title 12, Chapter 22.

*In testimony whereof, I have hereunto set
my hand and caused the Seal of my Office
to be affixed at the City of Baton Rouge on,*

September 5, 2006

Al Ater

AGE 36263393K

Secretary of State



ATTACHMENT A: CERTIFICATION STATEMENT

The undersigned hereby acknowledges she/he has read and understands all requirements and specifications of the Request for Proposals (RFP), including attachments.

OFFICIAL CONTACT. The State requests that the Proposer designate one person to receive all documents and the method in which the documents are best delivered. The Proposer should identify the Contact name and fill in the information below: (Print Clearly)

PROPOSER	OneBunchHookUp, LLC
DATE	December 17, 2021
LDR NUMBER	1556190001
OFFICIAL CONTACT NAME	Sherman Bunch
EMAIL ADDRESS	sherman@onebunchhookup.com
FAX NUMBER	504.309.6688
PHONE NUMBER	504.309.1973
STREET ADDRESS	2428 Rue Notre Dame
CITY, STATE, ZIP	Terrytown, LA 70056

Proposer shall certify that the above information is true and shall grant permission to the State or Agencies to contact the above named person or otherwise verify the information provided.

By its submission of this proposal and authorized signature below, Proposer shall certify that:

1. The information contained in its response to this RFP is accurate and all copies are correct and complete;
2. Proposer shall comply with each of the mandatory requirements listed in the RFP and will meet or exceed the functional and technical requirements specified therein;
3. Proposer shall accept the procedures, evaluation criteria, mandatory contract terms and conditions, and all other administrative requirements set forth in this RFP.
4. Proposer agrees to submit any additional information requested by LDH that, in LDH's judgment, may be relevant to the Proposer's financial, legal, contractual, or other business interests as they relate to the RFP and contract.
5. Proposer does not have any financial, legal, contractual, and other business interest that will conflict in any manner or degree with the performance required under the contract.
6. Proposer does not have, nor does any of the Proposer's subcontractors have, any financial, legal, contractual or other business interest in LDH's Managed Care Organizations (MCOs), or in such vendors' subcontractors, if any.

ATTACHMENT B: PROPOSAL COMPLIANCE MATRIX

RFP #:	3000018038
Proposer:	OneBunchHookUp, LLC

RFP Section	Requirement	Proposal Section	Proposal Page(s)
2.5	Cover Letter		1
2.4.5.2	Table of Contents		1
Business Proposal – Section 2.6			
2.6.1	Mandatory Qualifications		1
2.6.2	Conflict of Interest		1
2.6.3	Financial Condition		1
2.6.4	Required Attachments:		
2.6.4.1	✓ Certification Statement		1
2.6.4.2	✓ Proposal Compliance Matrix		1
2.6.4.3	✓ Electronic Vendor Payment Solution		1
Technical Proposal – Section 2.7			
2.7.1	Proposer Organization and Experience		2
2.7.2	Staff Qualifications and Training		8
2.7.3	Approach and Methodology		11
2.7.4	Case Scenarios		7
Cost Proposal – Section 2.8			
2.8	Cost Proposal		2
Veteran and Hudson Initiative Programs Participation – Sections 1.23 and 2.9			
2.9	Veteran and Hudson Initiatives Response		1

ATTACHMENT C: ELECTRONIC VENDOR PAYMENT SOLUTION

In an effort to increase efficiencies and effectiveness as well as be strategic in utilizing technology and resources for the State and Proposer, the State intends to make all payments to Proposers electronically. The LaCarte Procurement Card will be used for purchases of \$5,000 and under, and where feasible, over \$5,000. Proposers will have a choice of receiving electronic payment for all other payments by selecting the Electronic Funds Transfer (EFT). If you receive an award and do not currently accept the LaCarte card or have not already enrolled in EFT, you will be asked to comply with this request by choosing one of the following two options. You may indicate your acceptance below.

The **LaCarte** Procurement Card uses a Visa card platform. Proposers receive payment from state agencies using the card in the same manner as other Visa card purchases. Proposers cannot process payment transactions through the credit card clearinghouse until the purchased products have been shipped or received or the services performed.

For all statewide and agency term contracts:

- Under the LaCarte program, purchase orders are not necessary. Orders must be placed against the net discounted products of the contract. All contract terms and conditions apply to purchases made with LaCarte.
- If a purchase order is not used, the Proposer must keep on file a record of all LaCarte purchases issued against this contract during the contract period. The file must contain the particular item number, quantity, line total and order total. Records of these purchases must be provided to the Office of State Procurement on request.

EFT payments are sent from the State's bank directly to the payee's bank each weekday. The only requirement is that you have an active checking or savings account at a financial institution that can accept Automated Clearing House (ACH) credit files and remittance information electronically. Additional information and an enrollment form is available by contacting the Office of Statewide Reporting & Accounting Policy at DOA-OSRAP-EFT@la.gov.

To facilitate this payment process, you will need to complete and return the EFT enrollment form.

If an award is made to your company, please check which option you will accept or indicate if you are already enrolled.

<u>Payment Type</u>	<u>Will Accept</u>	<u>Already Enrolled</u>
LaCarte	<u>✓</u>	<u> </u>
EFT	<u> </u>	<u>✓</u>

Sherman Bunch

Printed Name of Individual Authorized



Authorized Signature for payment type chosen

12.17.2021

Date

sherman@onebunchhookup.com 504.309.1973

Email address and phone number of authorized individual



TECHNICAL PROPOSAL





PROPOSER ORGANIZATION AND EXPERIENCE





OneBunchHookUp, LLC

Non-Emergency Medical Transportation and Call Center

2.7.1.1 - The Proposer should give a brief description of itself, including history, corporate structure, and the number of years it has served as a Medicaid Transportation Broker for a state Medicaid MCO or FFS program.

ONEBUNCHHOOKUP RESPONSE: *OneBunchHookUp, LLC* Non-Emergency Medical Transportation Service was established 23+ years ago by Mr. Sherman Bunch, Sr., driving one van transporting throughout Southeastern Louisiana. Mr. Bunch Chief Executive Officer of *OneBunchHookUp, LLC*., has endured and seen the changes, and understand the challenges accompanied by long hours that are required to operate a successful NEMT service. Mr. Bunch has experience as an efficient NEMT Provider within the State of Louisiana has given him and his team, insight, and pointers particularly relative to what improvements are needed in the NEMT industry.



OneBunchHookUp, LLC understands our people's cry for help and change; that's why *OneBunchHookUp* is committing to bring a new innovative way for Beneficiaries to schedule their medical transportation and get those appointment request into the hands of the Providers around the State, and to ensure our Beneficiaries get to and from their much-needed appointments in a timely manner.

OneBunchHookUp, LLC understands that the ever-changing needs of the Transportation Industry and Beneficiary are at the forefront of our planning. The tradition of listening and responding to each Beneficiary has enabled *OneBunchHookUp, LLC* to become one of the best Providers of quality transportation services regionally and beyond. **We never lose sight of the most important thing: our relationship with each Beneficiary – EVERY DAY.**

As *OneBunchHookUp, LLC* continues its steady growth, we have assembled a team of specialized and degreed leaders who will continue to meet and exceed these changes in technology that would keep us ahead of the times and impending issues and will help to ensure that the Beneficiary receive the best possible service. *OneBunchHookUp, LLC* strives to employ the most qualified staff to service our Beneficiary, that's why we have contracted with Thomas



OneBunchHookUp, LLC

Non-Emergency Medical Transportation and Call Center

Systems, Inc. to provide a state-of-the-art Informational Technology System for Non-Emergency Medical Transportation Computer Systems, Digital Solutions Inc. to provide an advanced telephone system that will enable *OneBunchHookUp, LLC* to continue to be functional, even in the face of disaster and our Inbound agents are miles away while still following all HIPPA and safety laws, and have chosen Watkins and Associates Law Firm, LLC to provide legal services to ensure that we are compliant with all federal and state laws and to handle all legal matters should *OneBunchHookUp, LLC* be awarded this proposal.

OneBunchHookUp, LLC has contracted with hospitals, doctor's offices, pharmacies, rehabs, and other firms to handle their transportation dispatching needs. ***OneBunchHookUp, LLC* isn't just a transportation service—it's a lifesaving solution for Beneficiaries who otherwise wouldn't have a way to and from their appointments.** We have never had any sanctions/fines imposed on us related to the Medicaid or CHIP programs and nor do we intend to have any. We believe in doing a job and doing it right and to the best of our ability. We will work with various government agencies/departments to aide and guide us in the proper way of doing things. We plan on going above and beyond to make this program work the way it should be ran. We firmly believe in our ability to satisfy the requirements of the RFP. Our firm understands the assignment at hand and that LDH is seeking an experienced firm to manage the statewide NEMT Call Center Program. We understand that you are looking for an organization that is committed to providing high quality, coordinated, and cost-effective services throughout the contractual agreement encompassing NEMT prior approval services throughout the State of Louisiana.





STAFF QUALIFICATIONS AND TRAINING



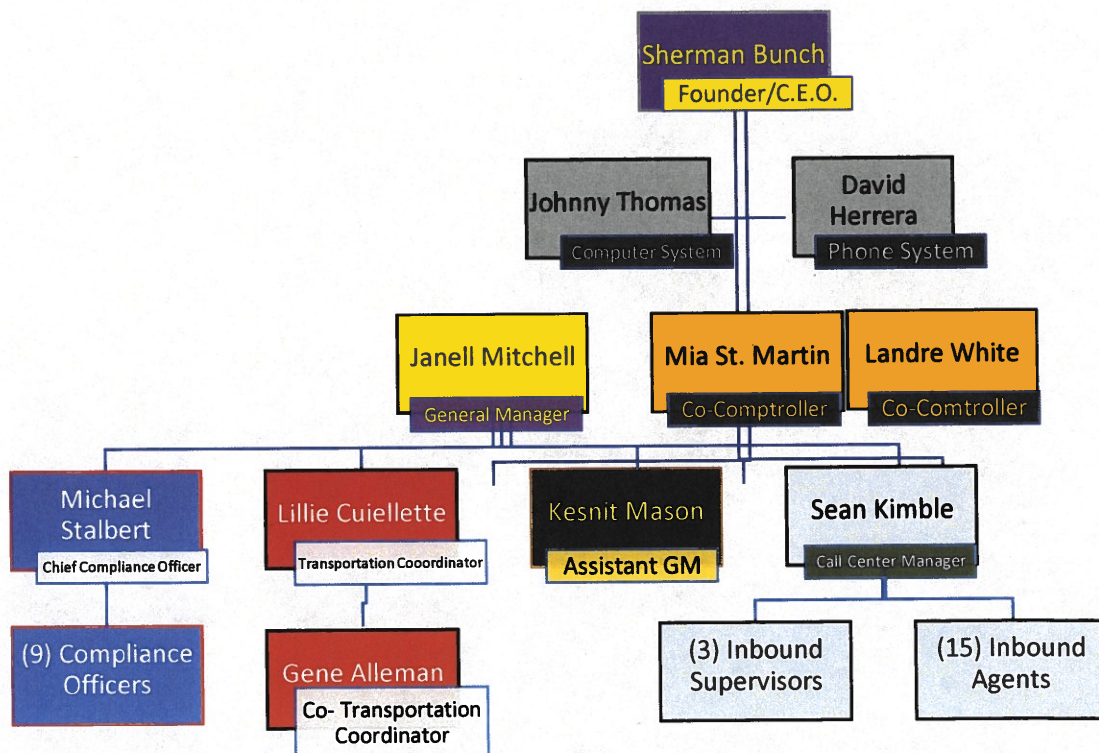


OneBunchHookUp, LLC

Non-Emergency Medical Transportation and Call Center

2.7.1.5 - The Proposer should include a description of how their organizational components communicate and work together in both an administrative and functional capacity from the top down. This section should include an organizational chart displaying all administrative and operational components and the proposed positions and number of full-time equivalents (FTEs) assigned to each for this program. The organizational chart should show lines of responsibility and authority. The Proposer may assume a total enrollment of 1.8 million Enrollees for the purpose of this question.

ONEBUNCHHOOKUP RESPONSE: Our organizational chart has our Founder and C.E.O., Sherman D. Bunch, Sr. leading a very qualified management team





OneBunchHookUp, LLC

Non-Emergency Medical Transportation and Call Center

Sherman Bunch, Sr.

Founder & C.E.O.

sherman@onebunchhookup.com ~ 2428 Rue Notre Dame, Terrytown LA 70056 ~ 504.309.1973

Key Responsibilities with OneBunchHookUp, LLC:

1. Oversee all other executives and staff within the organization
2. Oversee budgets
3. Promote economic development within communities
4. Direct the organization's financial goals, objectives, and budgets
5. Implement the organization's guidelines on day-to-day operation
6. Develop and implement strategies and set the overall direction of a certain area of the company
7. Provide visionary and strategic leadership for the organization
8. Develop and maintain relationships with other associations, industry, and government officials that are in the best interest of the company
9. Direct staff, including organizational structure, professional development, motivation, performance evaluation, discipline, compensation, personnel policies, and procedures

Qualifications:

Business Management

Goldman Sachs 10KSB

23+ years of experience in Non-Emergency Medical Transportation Service



OneBunchHookUp, LLC

Non-Emergency Medical Transportation and Call Center

Landre White, Sr.

Co – Chief Financial Officer

landrewhite@onebunchhookup.com ~ 2428 Rue Notre Dame, Terrytown LA 70056 ~ 504.309.1973

Key Responsibilities with OneBunchHookUp, LLC:

1. Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, and/or distribution of products
2. Manages office staff, preparing work schedules and assigning specific duties
3. Maintaining Licenses and Certifications
4. Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and/or program improvement
5. Establish and implement departmental policies, goals, objectives, and procedures
6. Briefs supervisors and makes recommendations on job status, personnel issues, or client concerns
7. Perform independent financial statement audits for a variety of businesses and organizations by sampling and testing transactions and records
8. Works as a member of the team
9. Manage accounts payables and receivables

Qualifications:

Master of Business Administration

22+ years of accounting experience



OneBunchHookUp, LLC

Non-Emergency Medical Transportation and Call Center

Mia St. Martin

Co – Chief Financial Officer

miastmartin@onebunchhookup.com ~ 2428 Rue Notre Dame, Terrytown LA 70056 ~ 504.309.1973

Key Responsibilities with OneBunchHookUp, LLC:

1. Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, and/or distribution of products
2. Responsible for delegating, reviewing, and having various work request prepared to present to Managers, Partners, and Directors
3. Oversee activities directly related to compiling and providing LDH/MCO with the necessary reports weekly/monthly
4. Establish and implement departmental policies, goals, objectives, and procedures
5. Monitor businesses and agencies to ensure that they efficiently and effectively provide needed services while staying within budgetary limits
6. Reconcile checking and savings bank accounts; Prepare trial balances and financial statements including Statement of Financial Position, and Profit and Loss Statements for multiple funding sources
7. Perform Sales Tax Audits, of local and national businesses, by analyzing and testing data of taxable sales and purchases
8. Perform business process reviews for firm's major governmental clients, such as Procurement consulting engagements to ensure files are following federal guidelines

Qualifications:

Master of Science in Accountancy
15+ years of accounting experience



neBunchHookUp, LLC

Non-Emergency Medical Transportation and Call Center

Janel C. Mitchell

General Manager

janelmitchell@onebunchhookup.com ~ 2428 Rue Notre Dame, Terrytown LA 70056 ~ 504.309.1973

Key Responsibilities with OneBunchHookUp, LLC:

1. Assist with any struggle you might have; whether it be billing, training, resource management, Provider Portal, or any other challenge you may be experiencing at a higher level
2. Maintains office services by organizing office operations and procedures.
3. Maintains office efficiency by planning and implementing office systems, layouts, and equipment procurement
4. Designs and implements office policies by establishing standards and procedures, measuring results against standards; making necessary adjustments
5. Keeps management informed by reviewing and analyzing special reports, summarizing information; identifying trends
6. Maintains office staff by recruiting, selecting, orienting, and training employees. Not limiting to coaching, counseling, disciplining employees, planning, monitoring, and appraising job results
7. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies

Qualifications:

Master of Science in Accountancy

15+ years of accounting experience



OneBunchHookUp, LLC

Non-Emergency Medical Transportation and Call Center

Sean Kimble

Call Center Manager

seankimble@onebunchhookup.com ~ 2428 Rue Notre Dame, Terrytown LA 70056 ~ 504.309.1973

Key Responsibilities with OneBunchHookUp, LLC:

1. Oversee the day-to-day operations of the call center and is responsible for the Phone and IT Personnel
2. Contributes to team effort by accomplishing related results as needed.
3. Completes operational requirements by scheduling and assigning employees, following up on work results
4. Maintains office staff by recruiting, selecting, orienting, and training employees.
5. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies
6. Analyzing variances; initiating corrective actions
7. Hire, train, and terminate employees

Qualifications:

11 years of call center experience
Solid written and oral communication skills
Able to handle HIGH volume calls



neBunchHookUp, LLC

Non-Emergency Medical Transportation and Call Center

Michael A. Stalbert

Chief Compliance Officer

michaelstalbert@onebunchhookup.com ~ 2428 Rue Notre Dame, Terrytown LA 70056 ~ 504.309.1973

Key Responsibilities with *OneBunchHookUp, LLC*:

1. Preside over quality control which includes Monitoring, Auditing, and Investigations
2. Charged with developing an annual audit and monitoring plan which is subject to reassessment and refinement in the course of the year to address unforeseen issues
3. Oversee a variety of internal and external auditing and monitoring resources are used to conduct those activities periodically
4. Promote a safe work environment; understand and model company safety policies and procedures always and report any accidents and/or unsafe conditions to management immediately
5. Evaluate auditing and monitoring findings and ensure the implementation of any corrective action deemed necessary as a result of audits or routine monitoring activities
6. Oversee the (9) Regional Compliance Officers

Qualifications:

30+ years of Scientific and Criminal Investigation with the New Orleans Police Department

Basic Crime Scene Evidence Collection and Preservation

First Aid/CPR/AED Certified

Field Training Office



OneBunchHookUp, LLC

Non-Emergency Medical Transportation and Call Center

Lillie Cuiellette

Transportation Coordinator

lilliecuiellette@onebunchhookup.com ~ 2428 Rue Notre Dame, Terrytown LA 70056 ~ 504.309.1973

Key Responsibilities with OneBunchHookUp, LLC:

1. Coordinating transportation Providers to ensure prompt and proper movement throughout the state
2. Oversee the inspection of ALL vehicles to insure they are safe, clean, and fully compliant with all the mandates and meet the required standards of *OneBunchHookUp, LLC* and LDH
3. Work with the (9) Regional Compliance Officers to ensure that they are routinely inspecting Provider vehicles to stay in compliance according to *OneBunchHookUp, LLC's* guidelines
4. Promote a safe work environment; understand and model company safety policies and procedures always and report any accidents and/or unsafe conditions to Compliance Manager immediately
5. Tracking and fixing transportation errors with Providers
6. Evaluate current Providers and monitoring findings and ensure the implementation of any corrective action deemed necessary as a result of routine or monitoring inspections
7. Randomly perform Pop-Up Inspections on Providers to ensure that only authorized vehicles and/or drivers are being utilized
8. Ensure that the Compliance team keep a current file on those Providers, Drivers and vehicles that are due for yearly inspections, background checks, etc.

Qualifications:

30+ years of transportation Statewide

First Aid/CPR/AED Certified

Field Training Office



RESUMES



SHERMAN D. BUNCH, SR.

FOUNDER/C.E.O.

P 504.309.1973

E sherman@onebunchhookup.com

A 2428 Rue Notre Dame
Terrytown LA 70056

W www.onebunchhookup.com

OBJECTIVE

To employ my management and leadership skills within my company; to provide employment and growth advancement opportunities for others; and to provide quality services to my clientele.

06.1996 – 11.1999

Delta Personnel Staffing Agency

EXPERIENCE

11.01.1999 – Present

OneBunchHookUp, LLC

Founder/CEO

- Organize and coordinate office operations and procedures to transport Clients to and from their destinations, using safe and efficient driving
- Schedule and Dispatch calls received for transportation from Louisiana's Department of Health and Hospitals call center.
- Liaise with other agencies, organizations, and groups
- Recruit and select office staff
- Orient and train employees

06.1996 – 11.1999

Delta Personnel Staffing Agency

Operations Manager

- Monitored day-to-day operations
- Communicated with clientele daily to ensure their satisfaction and assess needs
- Developed and Instructed trainings for new employees to provide customized services for clientele
- Maintained training records to show employers the employees' performance
- Traveled 75% in and out of state

LEADERSHIP

President of the J. Michael Foundation

Grand Almoner for the Supreme Council of Louisiana

EDUCATION

Xavier University
New Orleans LA

Delgado Community College
Paramedic Studies and Business
Administration

Goldman Sachs 10KSB - 2014

KEY SKILLS

- ROUTING
- SCHEDULING
- MARKETING
- PROJECT MANAGMENT
- BUDGET PLANNING
- SOCIAL MEDIA
- PLANNING

AWARDS

- GROWING YOUNG BUSINESS - 2010
- SMALL BUSINESS INFLUNCER - 2013
- ENTREPERNUR OF THE YEAR - 2015

Simone S. Bunch

simonebunch@gmail.com | www.onebunchhookup.com

2428 Rue Notre Dame ≈ Gretna, La ≈ 70056

Objectives

To utilize my skillset for my personal growth and advancement; as well as that of the company; to employ new and innovative ideas in the workplace and to ensure the overall success of the general affairs of the company.

Education

William Carey College, Hattiesburg, MS

August 1993 - May 1997 | Bachelors of Science

- Major: Psychology
- Minor: Biology
- Graduated May 1997

Delgado Community College, New Orleans, LA

August 1991 - May 1993

- Major: Nursing
- Minor: Biology

Experience

August 2008- present

OneBunchHookUp, LLC | New Orleans, Louisiana

- **Office Manager/Human Resources**
 - Data Entry/ Medicaid Billing
 - Answer Multi-line Telephone System
 - Assist with Budget Preparation
 - Responsible for Purchasing & Tracking Office Expenditures
 - Responsible for Human Resources: Payroll, Inventory, Safety & Security
 - Compile and Assemble Various Reports
 - Full-time

September 1998 - June 2009

Office of Family Support | Metairie, Louisiana

- **Social Service Analyst 2 - May 2004 - June 2009**
 - Interview Clients/Applicants to Determine Support Service Eligibility
 - Serve as Case Manager for Assigned Caseload
 - Refer Clients to Resources and Referral Agencies
 - Determine Eligibility for Food Stamp & FTTAP programs
 - Provide Social Services that are Administered by the Office of Family Support
 - Full-time - 40hrs/wk

- **Administrative Manager - February 2003 - May 2004**
 - Supervise all Support Activities and Office Coordinators
 - Assist with Budget Preparation
 - Responsible for Purchasing & Tracking Office Expenditures
 - Responsible for Human Resources: Payroll, Inventory, Safety & Security
- **Office Coordinator - May 1999- February 2003**
 - Input & Compute Time and Leave Records for Staff
 - Perform Basic Microcomputer Troubleshooting
 - Compile and Assemble Various Agency Reports
 - Supervise Telephone System Operator
 - Perform Yearly Inventory
 -
- **Caseworker Assistant - September 1998 - May 1999**
 - Data Entry
 - Answered Multi-line Telephone System
 - Input/Retrieved Daily Childcare Invoices and Reports
 - Performed Monthly Safety Training Classes

Skills

- Accounting
- Billing
- Data Entry
- Management
- Scheduling
- Routing
- Multi-line Phone Systems
- 10-key Adding Machine
- Microsoft Office
- QuickBooks

LANDRE L. WHITE, SR..

6005 STATE BRIDGE RD. # 938, DULUTH, GA 30097
901-679-1171 • landre863@gmail.com

OBJECTIVE

Seeking a staff accountant position offering the opportunity to utilize my professional financial expertise, along with my extensive business experience and ability to interact with senior management in the business community.

EDUCATION/QUALIFICATIONS

Masters of Business Administration Keller Graduate School of Management Memphis, TN Cum Laude Becker CPA Review Program	2010-2011
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Bachelor of Business Administration in Accounting Jackson State University, Jackson, MS	1989-1993
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EXPERIENCE

Collections Associate I McKesson (FirstPro) - Alpharetta Responsibilities: <ul style="list-style-type: none">• Write off bad dept• Print and mail customer statements• Request customer invoices	2013-Present
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Staff Accountant, (part-time volunteer) Living Word Outreach and Nonprofit Organization - Memphis, TN Responsibilities: <ul style="list-style-type: none">• Managed accounts payable and receivable• Handled work related to monthly billing reports• Carried out payroll processing• Introduced Quick Books and Excel Database in Office• Performed tax preparation yearly• Posted entries to general journal and ledger, A/P, A/R, P& L reports, and balance sheets	2007-2013
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Accountant Hilton Worldwide (Accountemps) - Memphis, TN Responsibilities: <ul style="list-style-type: none">• Performed all activities in accounts payable and receivable, the processes encompassing the daily management of billings, collections, reconciliation, general ledger, and month-end-closings with a main focus on accounts receivable/payable functions• Researched, reviewed and approved new and pre-existing customer accounts	2011-2012
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Mia A. St.Martin

New Orleans, LA • 504-232-2302 • MASTMARTIN@yahoo.com

OBJECTIVE

To obtain a position, in a professional work environment, that will allow me to grow as a leader, motivate others, and utilize my experience to continue development of my skill set.

EDUCATION

Master of Science in Accountancy, University of Phoenix, Phoenix, AZ November 2014

Bachelor of Science in Accounting, University of New Orleans, New Orleans, LA December 2009

SKILLS

Proficient in Microsoft Excel, Word, Power Point, and Outlook; Possess strong analytical and problem-solving skills; detail-oriented, efficient and organized, discreet and ethical, effective at multi-tasking; and experienced in financial systems such as Advanced Financial Information Networks (AFIN), Microsoft Dynamics (Great Plains) CSM - Customer Service Management System, Quick Base, Project Solve, and QuickBooks Enterprise, CDC Software Smart Client Framework, Capital Projects Module (CPM), Oracle's Textura Payment Management

EXPERIENCE

Luther Speight & Company CPAs

Project Supervisor/ Consultant

April 2018 to Present

- Responsible for delegating, reviewing, and having various work request prepared to present to Managers, Partners, and Directors.
- Supervise and coach staff accountants and consultants in preparing documentation, work papers, and forms, monitoring budgets, and provide essential and organizational accounting while in regular contact with clients and positive relation building.
- Practice Aviation Construction Project Financial Reporting including identifying, tracking, and analyzing grant reimbursements; preparing journal entries for adjustments to multiple funding sources; processing invoices and reconciling invoices to system reports; preparing monthly reports and schedules such as soft costs, airport costs, construction contract value, invoice status, grant and expenditures summary, consultant pay request, and TSA monthly and quarterly status.
- Perform financial analysis for firm's major governmental clients, including preparing and recording receivables, payables, and checks, fund allocations, adjusting and payroll journal entries, for proper grant funding, in the general ledger asset and liability accounts.
- Perform reconciliation processes across a range of bond accounts and prepare journal entry deliverables
- Reconcile checking and savings bank accounts; Prepare trial balances and financial statements including Statement of Financial Position, and Profit and Loss Statements for multiple funding sources.
- Perform independent financial statement audits for a variety of businesses and organizations by sampling and testing transactions and records.
- Perform Sales Tax Audits, of local and national businesses, by analyzing and testing data of taxable sales and purchases.
- Perform business process reviews for firm's major governmental clients, such as Procurement consulting engagements to ensure files are in compliance with federal guidelines.

Janel Mitchell
3716 Clermont Drive
New Orleans, LA 70122

832-746-2035

mitchell52635@gmail.com

PROFESSIONAL STRENGTHS

Health Education
Relationship Building
Process Improvement

Training/Coaching
Quality Assurance
Problem Solving

Public Speaking/Presentations
Research & Analysis
Strategic Planning

PROFESSIONAL EXPERIENCE

MD ANDERSON CANCER CENTER, Houston, Texas

2010 - Present

Senior Clinical Studies Coordinator

September 2017 – Present

Assists the investigator in the overall conduct of clinical trials. Provides all study related coordination including writing, submission and maintenance of protocols. Coordinates all sponsored agreements and contracts for clinical trials. Acts as primary contact in budget process. Coordinates regulatory correspondence. Participates in protocol monitoring, audits and follow ups. Trains other support staff in study coordination, submission process and regulatory duties.

- Reviews clinical trial agreements for business issues (reporting requirements, payment terms, term period of agreement, etc). Assists in completing the protocol coverage analysis and development of study budgets. Initiates revisions to contract wording, coverage analysis, consent forms, and budget, as needed.

Clinical Research Program Coordinator

March 2014 – August 2017

Served as principal regulatory representative for multiple oncology-related clinical research trials (Phase I – III). Gathered information from internal and external partners and collaborators to ensure public protection and safety. Assessed, reviewed, processed and composed documents for program operations. Participated in protocol monitoring, audits and follow ups.

- Prepared, submitted and maintained all regulatory documentation, including submissions to the IRB, FDA, sponsors and other agencies for IND, cooperative group and pharma-sponsored trials.
- Developed new SOPs and retrain as necessary to ensure continued compliance pertaining to GCP, FDA, ICH guidelines, and HIPAA requirements.

Clinical Studies Coordinator

March 2010 – March 2014

Observed, surveyed, and gathered data for analysis and assessment on 15+ Lymphoma clinical trials which included 1500 participants. Prepared reports for use in evaluating disease control for publications and presentations.

- Established and maintained partnerships to ensure high quality and accurate data collection and management.
- Reviewed study protocols; attended study meetings; coordinated site visits and audits; collected, recorded and maintained study data using paper and electronic CRFs (e.g., InForm, Oracle Clinical, Medidata); resolved queries; participated in protocol monitoring.
- Assisted in quality assurance reviews, provided training and facilitate timely documentation for corrective actions.

HEALTH DESIGNS, INC, Ponte Vedra Beach, Florida

2008 – 2012

Health Educator, Independent Contractor (remote)

Performed annual on-site employee health assessments at local area businesses. Provided consultation, guidance, and assistance in planning strategies to improve health by promoting lifestyle changes. Performed ECGs and vital signs.

- Motivated 100+ employees through service delivery with personally customized health coaching based on analyzed results.

USDA/ARS CHILDREN'S NUTRITION RESEARCH CENTER AT BAYLOR COLLEGE OF MEDICINE,
Houston, Texas **2008-2009**

Research Coordinator II

Led team of 10 coordinators in data collection, outreach, training, reporting and program implementation and evaluation for a well-defined and established public health prevention study involving 1500 students. Assessed and reported information made through observations, interviews and health assessments to address program goals and objectives.

- Reduced children's risk factors for type 2 diabetes by 15% through effective physical activities, nutrition education and healthier lunch options.
- Developed cooperative partnerships with school administrators and staff as well as parents.

UNIVERSITY OF TEXAS HEALTH SCIENCE CENTER, Houston, Texas **2003-2007**

SCHOOL OF PUBLIC HEALTH

Research Associate

January 2006 – October 2007

Managed research team of interviewers and outreach recruitment staff by delegating daily duties and responsibilities. Served as principal liaison to investigators. Maintained partnerships. Collected data and prepared reports.

- Transformed environment to facilitate change through service delivery, program implementation and evaluation in 20% of participants. Led monthly peer interventions and focus group discussions focused on intervention, prevention and/or control strategies.
- Established and implemented an integrated system of information gathering which improved retention rate of study participants to 80% ensuring quality assurance.

Research Associate

March 2003 – December 2005

Assisted in planning and implementation strategies for a public health program study. Built and maintained collaborative partnerships with City of Houston Health Department, John Hopkins University and CDC.

- Administered a well-defined program for STD behavioral surveillance study to identify and design an effective STD intervention campaign.
- Conduct interviews, prepared study documents, wrote and published articles, collected and analyzed data.

LOUISIANA DEPARTMENT OF HEALTH & HOSPITALS, New Orleans, LA **2001 – 2003**

Sanitarian

Assessed public venues to ensure compliance with state codes. Performed routine inspections of building structure, food handling and storage to avoid potential harm to the public health. Improved the quality of public safety through intervention/prevention strategies by providing training and consultation to staff on corrective actions.

LSU HEALTH SCIENCES CENTER, New Orleans, LA **1996 – 2001**

Research Associate

Conducted in vivo/in vitro pharmacological behavioral research studies. Researched and presented literature reviewing the research results on antidepressants studies. Collected and analyzed data. Generated comprehensive reports. Trained student workers on lab procedures.

F. A. DOUGLASS HIGH SCHOOL, New Orleans, LA **1997 – 1998**
Science Teacher

EDUCATION

Masters of Education, Human Performance and Health Promotion, University of New Orleans, Louisiana
Bachelor of Science, Biology, Southern University at New Orleans, Louisiana

CERTIFICATION

Certified Clinical Research Professional, Society of Clinical Research Associate, 2013 – 2016

Certified Health Education Specialist, Nat'l Commission for Health Education Credentialing, Inc., 2002 – 2010

PUBLICATIONS

Ross, M.W., Berman, S.M., Aral, S.O., Courtney, P.E., **Dennison, J.M.**, Klov Dahl, A.S., Williams, M.L., & St. Lawrence, J.S. (2007). Process, efficacy and sample demographics of three approaches to behavioral surveillance for gonorrhoea: case interviews, place surveys, and network studies. *International Journal of STD & AIDS*, 846-50.

Ross, M.W., Courtney, P., **Dennison, J.**, & Risser, J.M. (2004). Incomplete reporting of race and ethnicity in gonorrhoea cases and potential bias in disease reporting by private and public sector providers. *International Journal of STD & AIDS*, 778.

Sean Kimble

Dallas, Texas

504-342-6421|mrkimble1@gmail.com

Objective

Highly organized and trained Claims Specialist with an excellent history of successful claims management and loss mitigation. Creative and independent problem-solver who also coordinates well with management and other team members.

Summary of Qualifications

- Solid written and oral communication skills
- Strong grasp of a variety of claim processing rules and guidelines
- Excellent skills in analyzing legal documents
- Superior ability to interpret and review account statements and histories
- Ability to manage communication between internal and external clients
- Outstanding proficiency with Microsoft Office applications such as Word Access and Excel

Experience

Customer Support Representative | BOK Financial | September 2021

- Resolves a variety of simple to complex customer problems (i.e., payments, escrow accounts, loan acquisitions, address/name and social security changes, speed pay, refinancing, release of mortgage filing, insurance coverage, tax payments, PMI/MIP requirements, delinquency, and all other activity regarding mortgage loans) for customers, often under difficult and/or stressful circumstances.
- Must maintain high level of control and professionalism while objectively dealing with customers' requests. Uses available resources for problem resolution, which may involve analysis of information received from other BOKM areas or other divisions.
- Expected to alert customers to refinance opportunities if current interest rates are favorable and transfer to their LO by using portal. Normally operates independently, although supervisory resources are available
- Establish and maintain effective and cooperative working relationships with peers and departments with whom the collection goal intersects. Participate in team meetings.
- Provide excellent customer service to external and internal customers.
- Meet defined department goals and activity metrics including AHT, QA, and Contribution.
- May perform other duties as assigned.

MICHAEL A. STALBERT

7311 Malvern Dr., N.O, LA 70126 | Personal (504) 220-4304 | Work (504) 658-5770 | mastlbert@nola.gov

VACANCY JOB TITLE:

Police Lieutenant

U.S. Citizen:

Yes

Driver License:

Valid (exp. 07/2023)

OBJECTIVE

To continue a career with the New Orleans Police Department in a supervisory capacity, as a Police Lieutenant.

EDUCATION

Upper Iowa University, New Orleans Campus – 2008-2010

University of New Orleans – 1995-1997

Tulane University – 1995-1996

Warren Easton Fundamental High School – 1990-1994

EXPERIENCE

New Orleans Police Department in New Orleans, Louisiana

Scientific Criminal Investigation Section, Supervisor, 08/18-Present

- Supervised five civilian platoon Police Technician Specialists and several Commission Officers
- Held numerous roll calls on Police Department policies, rule and regulations, including Crime Lab “Standard Operating Procedures” (S.O.P.s)
- “District Sergeant Administrator” (D.S.A.) assist with training officers/detectives with D.N.A. certifications
- Coordinate Internship Program
- “Administrative Supervisor” review and correct all assigned supplement reports, enter daily payroll and weekly payroll locks, monitor Court-Notify, create weekly statistics, monthly schedules, and complete administrative documents
- Inventory and request supplies for platoon members
- Investigate, counsel, and document minor and major administrative violations

- “Field Supervisor” respond to all calls requiring a ranking officer (Officers/Technicians involved vehicle collisions, citizen’s complaints, and officers/technicians injured in the field)
- Supervise platoon personnel and coordinate with investigating officers/detectives on all Major Crime Scenes
- Assist Crime Scene Technicians on Major Crime Scenes with the collection and processing of physical evidence
- “District Sergeant Administrator” (D.S.A.) assist with training officers/detectives with D.N.A. certifications
- Coordinate Internship Program

New Orleans Police Department in New Orleans, Louisiana
Seventh District, “A” Platoon - Assistant Platoon Commander, 03/17-08/18

- Supervised eight to twenty officers (rapid response officer, traffic officers, platoon officers and S.R.O.s)
- Responsible for assisting and/or taking the place of, when necessary, the Commander of the Platoon
- “Administrative Supervisor” review and correct all assigned officers’ reports, affidavits, tickets, and administrative documents
- “Field Supervisor” respond to all calls requiring a ranking officer (Use Of Force, Officers involved vehicle collisions, citizen’ complaints officers, and officers injured in the field)
- Advised and trained subordinates on pertinent federal and state law, and municipal ordinances
- Demonstrated the principle, practices and procedures of modern police work
- Held numerus roll calls on Police Department policies, rule and regulations
- Developed knowledge of the geography of the city and the location of important building

New Orleans Police Department in New Orleans, Louisiana
Seventh District, Narcotics - Task Force Supervisor, 03/15-03/17

- Schedules and plans the units’ yearly required re-certifications and trainings
- Reviews and corrects all assigned detectives’ reports, affidavits, tickets, and administrative documents
- Actively works in the field with officers and detectives in a supervisor capacity; and assisting detectives in apprehending wanted subjects and criminal violators
- Supervises the four to eight detectives
- Review and verifies all confident informants’ paperwork and payments

New Orleans Police Department in New Orleans, Louisiana
Major Case Narcotics / Vice / Assets & Forfeiture Supervisor, 05/14-03/15

- Supervises the seven to nine detectives
- Reviews and corrects all assigned detectives' cases files and attached search & arrest warrants
- Prepares and verifies supervisors' administrative documents and payrolls
- Performs and supervised covert undercover vice and narcotics city-wide operations
- Coordinates special operations with other municipal, state, and federal agencies

New Orleans Police Department in New Orleans, Louisiana
Seventh District, Task Force Supervisor, 06/10-05/14

- Performs administrative duties that involves the coordination of specialized police functions
- Supervises six (up to twelve) specialized Task Force officers
- Coordinates special operations with other municipal, state, and federal agencies
- Schedules and plans the units' firearms and high-risk warrant training
- Reviews and corrects all assigned officers' reports, affidavits, tickets, and administrative documents
- Actively works in the field with officers and detectives in a supervisor capacity; and assisting officers in apprehending wanted subjects and criminal violators
- Assists and reviews Task Force and District Investigation Unit detectives' warrants, in preparation to be signed by the on-call Judge/Commissioner

New Orleans Police Department in New Orleans, Louisiana
Sixth District, Platoon Supervisor, 08/08-06/10

- Supervised twelve to sixteen platoon officers
- Advised and trained subordinates on pertinent federal and state laws, and municipal ordinances
- Demonstrated the principles, practices and procedures of modern police work
- Held numerous roll calls on Police Department policies, rules and regulations
- Developed knowledge of the geography of the city and the location of important buildings

New Orleans Police Department in New Orleans, Louisiana
Third District, 08/07-08/08

- Performed some administrative duties that involves the coordination of specialized police functions

- Responsible for assisting co-workers with difficult/high profile cases
- Prepared detail initial and supplemental reports
- Attended court hearings and provide testimony
- Corresponded with attorneys concerning cases
- Corresponded with judges on arrest and search warrants

New Orleans Police Department in New Orleans, Louisiana
Third District Task Force, 06/07-02/08

- Corresponded with other law enforcer agencies
- Executed and achieved some of the most difficult and highly specialized tasks
- Patrolled designated area in an automobile, or on foot to answers calls for service which may involve such incidents as domestic disturbances, auto thefts, traffic accidents and burglaries

New Orleans Police Department in New Orleans, Louisiana
Sixth District Task Force, 10/06-06/07

- Apprehended and arrested individuals suspected of violating laws and ordinances Investigated crimes such as homicide, rape, child abuse and armed robbery; also conducted interviews in order to obtain pertinent information; recognized and preserved physical evidence
- Conducted investigations aimed at the detection and apprehension of drug traffickers; participates in the enforcement of narcotics laws in targeted areas of the city
- Testified in municipal and state courts concerning arrests made, investigations completed, etc

New Orleans Police Department in New Orleans, Louisiana
Third District Task Force, 08/05-10/06

- Prepared detail initial and supplemental reports for all levels of government
- Trained recruits in the field
- Demonstrated the ability to analyze situations quickly, yet objectively
- Assisted local, state, federal agencies with search and rescue, as well as anti-looting enforcement of a national disaster

New Orleans Police Department in New Orleans, Louisiana
Third District Detective Investigation Unit, 03/05-08/05

- Conducted training and instruction of subordinates in the technical aspects of such assignments to recruits and subordinate officers
- Serves as an undercover agent in the narcotics section and gathered intelligence involving criminal activity
- Conducted investigations into the background of possible suspects of criminal activities
- Assisted in investigate some high-profile cases

New Orleans Police Department in New Orleans, Louisiana
Third District Task Force, 06/03-03/05

- Performs some administrative duties that involves the coordination of specialized police functions
- Provides practical field training to recently appointed Police Officer I's
- Developed the ability to be keenly observant and to remember names, faces and places, and the details of incidents
- Capable with some knowledge of first aid principles and techniques

New Orleans Police Department in New Orleans, Louisiana
Third District, 09/00-06/03

- Responsible for police work involving patrol or investigative assignments
- Responsible for patrolling a specific district or area within the city without supervision
- Interviewed victims of violent and nonviolent crimes
- Determined the nature of police emergencies and criminal investigations

New Orleans Police Department in New Orleans, Louisiana
Third District Community Oriented Police Squad, 06/00-09/00

- Patrolled Saint Bernard Housing Development
- Formed an alliance between the New Orleans Police Department and residence
- Performed duties of enforcing laws and preserving order
- Prepares reports on calls answered, where investigations were conducted

New Orleans Police Department in New Orleans, Louisiana
Third District, 04/99-06/00

- Followed general and specific instructions from high-ranking officers
- Used discretion in the arrest or summon of a suspect
- Pursued and apprehension of fleeing suspects
- Prepared criminal reports

New Orleans Police Department in New Orleans, Louisiana
Municipal Training Academy, 12/98-04/99

- Trained for the skill in oral and written communication
- Displayed the understanding to carry-out oral and written instructions
- to learn and understand police methods and procedures
- Acquired the skill in the use of firearms
- Gained the ability to be keenly observant and to remember names, faces and places, and the details of incidents
- Maintained good physical conditioning and trained to react quickly and calmly under emergency condition

JOB-RELATED SKILLS & TRAINING

- Louisiana Peace Officer Standards and Training Council (P.O.S.T.) Certified
- Basic Crime Scene Evidence Collection and Preservation
- First Aid/CPR/AED Certified
- Field Training Officer (F.T.O.)
- Yearly (40 hours) In-Service Training (legal aspects, defense tactics, departmental regulations and policies, etc.)
- Weapon .40 caliber Glock (requalification current)
- TASER – Electronic Control Device (requalification current)
- SYNC – Body Camera System (supervisor's access and monitoring)
- Tactical and Defensive Driving (requalification current)
- Computer Software/Hardware: Microsoft Office (Word, Excel, Outlook Web Access, PowerPoint), Passport 3270, Cop Link, Think Stream, MS Windows (95/97/2003/Professional/Vista/Windows 7/2010), Internet Access

SPECIALIZED TRAINING

- Human Labor and Sex Trafficking
- Officer Safety, High Risk Event Planning System –Level I
- Officer Safety, High Risk Operational Skills- Level II
- Officer Safety, High Risk Operational Skills – Level III

- Patrol Officer Response to Street Drugs
- T-Cap/Criminal Patrol
- Contemporary Gang School
- Alcohol, Tobacco, and Firearm (A.T.F.) Conceal Weapons and Report Writing
- National District Attorney Association - Hit The Mark: Focus On Gun Violence Prosecution
- Boat Operation (Licensed)
- United States Department Homeland Security – Coordination and Preparedness
- Uses and results of Mass Destruction
- Basis preparation of Federal Emergency Management Agency (F.E.M.A.)
- Riot and Civil Demonstrations
- Commercial Driver's License (C.D.L.) Class A
- Tourniquet & Survivor Training
- Remington 870 Shotgun
- Colt and Bushmaster A.R.-15 Assault Rifle

PROMOTIONS

- Police Sergeant, 08/09-Present
- Police Officer IV, 08/07-08/09
- Police Officer III, 03/06-08/07
- Police Officer II, 06/03-03/06
- Police Officer I, 05/00-06/03
- Police Field Recruit, 05/99-05/00
- Police Academy Recruit, 12/98-05/99

ACCOMMEDATIONS

- Captain's Appreciation Award 07/21
- Letter Of Commendation (2018)
- Seventh District-Day Watch Officer/Supervisor of the Month, 12/17
- Letter Of Commendation (2016)
- Superintendent's Coin – Service Of Excellence
- Merit Award
- The American Legion Law Enforcement Certificate of Commendation
- Third District Officer of the Month, 04/01
- Third District Officer of the Month, 01/01
- Third District Officer of the Month, 07/00
- Third District Officer of the Month, 06/00

Federal Reserve Bank in New Orleans, Louisiana
Senior Check Processor, 08/98-12/99

- Assist with the distribution of high valued monetary instruments throughout the United States
- Processed checks with the use of a high speed sorter machine
- Preparation of monetary instruments for the necessary checking process
- Followed a strict and high level security protocol

K&B/Rite Aid Pharmacy in New Orleans, Louisiana
Key Manager, 07/91-12/99

- Managed all aspects of the daily operation of the business
- Supervised and scheduled up to fifteen personnel at a time
- Ordered and stocked an assortment of merchandise
- Maintained the organization and cleanness of the store

REFERENCES:

Available upon request

Phyllis Hughes

Phlebotomist/Secretary

7863 Bass Street

New Orleans, La 70128

(504) 600-6105

Phyllishughes36@gmail.com

SKILLS

I have excellent customer service skills, I can type 25wpm, I have a certification to draw blood, as well as great phone communication skills.

EXPERIENCE

Innovative Risk Management - *Office Manager*

October 2014 - November 2016

- Answering phones, Basic front desk responsibility.
- Opening and Closing of the business, as well as conducting drug test, background checks, fingerprinting.

Diamond Jubilee - *Cashier/Bartender*

Feb 2011 - Feb 2014

- Money handling, taking care of customers, as well as gas pumps.
- Inventory count, making drinks money handling.

EDUCATION

Cameron College - *Certificate*

Aug 2014 - July 2014

I graduated with a certification to draw blood. I have had on hands training and I am waiting on my license which I have applied for.

Lillie R. Cuiellette

719 Atlantic Avenue
New Orleans, LA 70114
504.258.2423
lillie@neworleanscarservice.com

Skills

Owner and operator of three transportation companies. I manage the daily operations of each including customer/concierge service, conducting /answering phone calls, reservations/online reservation system, email correspondence, scheduling/dispatching of drivers, accounts payable and receivable, payroll, website, and maintaining/acquiring affiliate relationships.

Experience

May 2002-Present

New Orleans Car Service, NOLA-*President & CEO*

- Co-managed daily operations until 2017 when I acquired full ownership of the company and full responsibility of duties.
- Conducted back office duties and management of the non-emergency medical contract for 9 years (2005-2014).

December 2014-Present

Pink Chariot, NOLA-*President & CEO*

May 2008-Present

Condor Transportation, NOLA - *President & CEO*

January 1991-May 2001

Held various positions in the hospitality industry including reservationist, front desk clerk, hostess, waitress, concierge, and receptionist.

Education

September 1995-December 2000

Southern University at New Orleans, NOLA-*BA of History, African/African American Studies*

September 1988-December 1991

Louisiana State University, Baton Rouge, LA

August 1985-May 1988

Xavier University Preparatory School

Escrow Assistant | First American Title | February 2021 - July 2021

- Performs a wide range of administrative duties to gather information and assist in the escrow process
- Provide support to Escrow Department by assisting with customer service and administrative duties related to escrow closings
- Provide general support for a team, or partner with an escrow officer. Primarily focused on residential transactions
- Duties may include opening orders, inputting closing statement information, preparing documents for closing and the complete disbursement and follow up of all escrow transactions
- Communicates requirements and other information to clients
- Interprets various agreements as they relate to closing and prepare all documents required for transactions

Total Loss Processor | Allstate Insurance | August 2018 – February 2021

- Provide customer service in a timely manner via several means, which include email, face to face interaction, telephone, and live chat
- Act as a liaison between customers and management to enhance the overall customer experience
- Analyze complaints from customers and provides adequate resolutions
- Track proposed resolutions and follow up with customers in a timely fashion
- Prepare documents and reports for future reference
- Train peers in good customer service
- Develop and maintain vast knowledge of the products and services being offered
- Conduct surveys regarding products, services, and customer service experiences
- Communicate customer feedback to various departments to improve the overall experience

Claims Specialist | Nationstar Mortgage | February 2016 – April 2018

- Managed application of all claims received and provided necessary information to validate through claim approval
- Monitored claim process reports to ensure required response are timely
- Completed timely audits of all assigned claims to ensure all requirements have been met and the claims process can be fulfilled
- Researched issues and obtained proper supporting documentation in a timely manner as requested by investor or mortgage insurance company
- Documented and maintained all systems necessary for claim handling and follow-up

Customer Service Representative | North Texas Tollway Authority | April 2015- Sept 2015

- Updated account information by maintaining customer records
- Answered product and service questions to attract potential new customers
- Suggested specialized retail programs, products and services
- Handled complex issues to make recommendations for an improved process
- Succeeded in meeting individual metrics as well as team goals

Billing Specialist | Kindred at Home | June 2014- August 2014

- Posted and recorded accounts receivable
- Provided day-to-day financial transaction information and payments
- Collaborated with other departments by to ensure work is completed timely and accurately
- Made collection calls on outstanding invoices

FHA Claims Agent | Wingspan Portfolio Advisors | August 2013-March 2014

- Managed portfolio of loan applications with focus on converting applications to funded loans determined by FHA Claims
- Completed monthly reporting of ad-hoc finance packs for senior management
- Acquired and verified all documentation submitted by homeowners
- Updated borrowers with payment and delinquent loan questions

Mortgage Specialist III | Bank of America Home Loans | June 2009 – August 2013

- Assisted customers with servicing requirement of loan records by checking accuracy, fulfillment and servicing information
- Processed borrower financials by updating the financial systems, and reviewed tax returns
- Reported finance packages to meet the need required by the CEO and Executive Committee ● Trained associates on HAMP and Non GSE loan modification programs
- Handled escalated calls as a Senior Team Lead
- Prepared corrective information on HAMP financial documents

Education

Xavier University of Louisiana| New Orleans, LA

1990 - 1992

Sewerage and Water Board of New Orleans

Accountant III, Grants Accounting/ General Ledger Cash Desk

May 2010 - April 2018

- Recorded cash transactions in the general ledger, including but not limited to weekly, biweekly, and pension payrolls; deductions such as VALIC, Federal and State taxes, hospitalization, water help, vehicle usage, life insurance, fines; Legal and Insurance Settlements; LAMP and Employee Retirement- Drop Interest; Wire transfers; Tax Millages; Cash Collected/ Receipts; Audit Sheets; and System Investments.
- Recorded a variety of data transactions, such as journal entries, invoices, public vouchers, receivers and manual warrants, on the Advantage Financial Information Network System (AFIN); Managed and reconciled CAM system reports to cash receipts; Reviewed and processed public vouchers and invoices for Temporary Agencies and Travel for employee and board member expenses.
- Prepared memorandums to the Budget Department to appropriate funds for Overhead; Generated Overhead schedules, Drainage Pumping Station and Financial Status Quarterly and Annual Reports; Generated bills for accounts receivables, posted customer payments and revenues, updated receivables for paid and unpaid bills, researched and resolved payment discrepancies, as well as reviewed the Accounts Receivables aging reports.
- Prepared and recorded FEMA expenditures and reimbursements schedules from present and prior years for year-end audits, and receivable and accrual schedules for local city, state, and federal grants.
- Researched invoices and additional documentation, by contract and project worksheet number, to identify deposits from Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP); Navigated Louisiana Public Assistance (LAPA) and Louisiana Hazard Mitigation Grant Program (LAHM) websites to track FEMA/HMGP deposits to be reimbursed to SWBNO for payments to a variety of contractors/ vendors.
- Monitored FEMA contract invoicing to ensure eligible and ineligible costs were tracked separately, and reconciled FEMA/HMGP invoices and public worksheets, to ensure accuracy, with the Emergency Management Department/ Project Delivery Unit.

Fidelity Bank (Formerly: Fidelity Homestead Savings Bank)

Accountant, Bank Reconciliation

October 2007 – April 2010

- Reconciled institution bank accounts with general ledger and internal demand deposit accounts as well as Fidelity Official Checks on Miser Account Reconciliation Program.
- Corresponded with various departments to identify and resolve reconciling differences with transactions, entries, and accounts.
- Monitored Fidelity cash position with the Federal Reserve, including availability of funds from cash letter/ ACH clearing.
- Assured management that accounting records were maintained according to the record retention schedule.
- Maintained fixed assets on IPS software to include logging acquisitions, disposals and depreciation.

Accountant

2009-2010

Regions Insurance Group (Randstad) - Memphis, TN

Responsibilities:

- Performed all activities in accounts payable and receivable, the processes encompassing the daily management of billings, collections, reconciliation, general ledger and month-end-closings with a main focus on accounts receivable/payable functions
- Ensured timely payments of clients and insurance carriers on a daily basis
- Reconciled of payments on client accounts
- Assisted the controller at month end

Account Specialist

1999-2009

Marsh USA Inc. - Memphis, TN

Responsibilities:

- Performed all activities in accounts payable and receivable, the processes encompassing the daily management of billings, collections, reconciliation, general ledger and month-end-closings with a main focus on accounts receivable/payable functions
- Responsible for the reconciliation of payments on client accounts
- Primary liaison between client representatives and insurance carriers
- Trained new colleagues in areas of procedures, client relations, and systems operations
- Managed client accounts by addressing a complexity of issues requiring immediate attention for resolution
- Perfect Attendance Award/Team Player 2001-2008

SKILLS

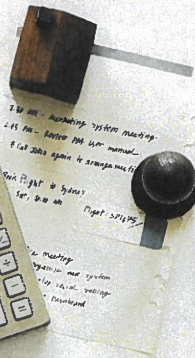
-
- Performed various accounting activities and have comprehensive knowledge on accounting practices and procedures
 - Dedication towards work and yearning for perfection
 - Excellent mathematical, analytical, troubleshooting organization skills
 - Excellent verbal and written communication skills
 - Ability to work with same efficiency either independently or as a part of a team
 - Access, QuickBooks, Excel, PeopleSoft, Microsoft Office, GETPAID and SAP
 - Management and Payroll

REFERENCES

Will furnish references upon request



APPROACH AND METHODOLOGY





neBunchHookUp, LLC

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2.7.2.1 - For each individual appointed to a key personnel role, the Proposer should provide the individual's name, resume, and key personnel role. Previous experience in programs of similar scope and size should be clearly indicated. Resumes are exempt from the recommended page limit.

ONEBUNCHHOOKUP RESPONSE: *OneBunchHookUp, LLC* having *OneBunchHookUp, LLC* will comply with all general requirements outlined in the RFP by hiring all support staff to fill position vacancies and train them in a timely manner to make the transition from the existing call center to *OneBunchHookUp, LLC* both smooth and effortless. We believe hiring the right employees is one of the keys to success in any business, that's why we have been in constant communication with local employment agencies to provide us with experienced Inbound Agents (IA) to reduce the ratio of employee turnover, as well as hold training sessions for us at their facility for future openings. All employees hired will be full-time and dedicated to the NEMT Call Center. The training programs also involve educating employees on new and existing *OneBunchHookUp, LLC* Policies, and on the standards and procedures applicable to their job functions. New employees receive compliance training as part of their initial training. Also, employees whose job functions involve interactions with LDH/MCO's receive on-going compliance training on a routine and periodic basis. Regularly scheduled update-training and tests are scheduled after the initial training to provide necessary reinforcement on compliance. To ensure that *OneBunchHookUp, LLC*'s culture remains compliance-focused, management is involved in training and assessment to assure a consistent understanding of compliance throughout the organization. *OneBunchHookUp, LLC* believes in a cross-training program to ensure that we could address any real or perceived short-comings in order to strengthen the overall effectiveness of our staff.

2.7.2.2 - The Proposer should provide its staffing plan for determining the appropriate staffing composition and level to achieve contractual compliance and its strategy to scale staffing levels depending on utilization.

ONEBUNCHHOOKUP RESPONSE: Our Management Team will work cohesively to select and interview the Inbound Agents. These employees will be required to have a solid and proven record of achievement in their respective fields to be considered for these positions within *OneBunchHookUp, LLC*. Understanding that they are an essential component to the retention of Inbound Agents and the effective implementation of *OneBunchHookUp, LLC* policies in the workplace; the management team will select only those candidates who have proven themselves to be highly qualified.

OneBunchHookUp, LLC recognizes most problems start with incorrect information given at hello, so we have developed a program that concentrates on preventing such problems before it starts. To avoid erroneous information being disseminated to our clients our staff will be highly



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trained in call sensitivity, as well as effective client assessment questioning. Providing the best quality training possible to our staff will eliminate many of the errors that often hamper the client's needs from being met.

OneBunchHookUp, LLC offers a comprehensive package for our employees, that includes staff trainings (customer services and sensitivity, first aid and CPR), monitoring of ALL calls, performance evaluations, and employee incentive programs. We have partnered with the local workforce commissions to assist us with hiring the best candidates for the Inbound Agent position.

2.7.2.3 - The Proposer should describe how its staff-training program is designed to ensure that its staff possesses complete, accurate, and current knowledge of the Louisiana Medicaid Program, transportation policies, HIPAA regulations, and any other relevant policies and procedures.

ONEBUNCHHOOKUP RESPONSE: *OneBunchHookUp, LLC* has a staff that is highly trained and is under routine review for job effectiveness. Staff understands that the verification of client eligibility is of the utmost pertinence and cost effectiveness is at the helm of customer satisfaction. Working with our software specialist; the program designed ensures that those clients whose eligibility of benefits cannot be verified are flagged immediately. This will enable staff to relay this information to clients for further action and/or investigation on their end. Beneficiary whose benefit eligibility cannot be verified will be referred to management staff for further action. Training is an essential part of building an effective staff. Our staff will be trained in determining what services are covered by Medicaid and those that are not. This will enable staff to decipher what is the most appropriate means of transportation for each request. Through this preliminary evaluation, staff can determine if alternate means of transportation would be more suitable for the client's request.

Asking the necessary questions is a part of our computer software programming. Completing the form data in the database will enable staff to decipher the provider in the closest proximity, if the patient has an attendant who will be accompany them, and if the Beneficiary has any special needs the provider should be made aware of in advance. (i.e.. Wheelchair, Walkers, Sight or Hearing Impaired, etc.)

All Emergency Procedures are outlined in the corresponding attachments. If awarded the bid, *OneBunchHookUp, LLC* will work seamlessly with the incumbent provider to ensure that there is no interruption in service provided to Beneficiaries. Having years of experience as a NEMT provider, we know how difficult it can be for the Beneficiary to endure a rough transition period.



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OneBunchHookUp, LLC's staff is committed and dedicated to providing whatever assistance is needed to make for a smooth and effortless transition. *OneBunchHookUp, LLC* employees understand that confidentiality is a requirement. All records are kept confidential, and all employees are obligated to adhere to all HIPPA guidelines and regulations.

2.7.3.1 - Communication protocols between the Proposer, LDH, and other LDH contractors, including the LDH Fiscal Intermediary (FI) and MCOs.

ONEBUNCHHOOKUP RESPONSE: *OneBunchHookUp, LLC* has the drive and resources in place that are needed to improve the flow of services provided. Once awarded the contract:

1. The first thing we will do is, request the current Beneficiary's data from all the current Brokers and verify what information is right and what is wrong within the first (30) days. *OneBunchHookUp, LLC* recognizes most problems start with incorrect information given at hello, so we have developed a program that concentrates on preventing such problems before it starts. To avoid erroneous information being disseminated to our Beneficiary and our staff. We will be highly trained in call sensitivity, as well as effective client assessment questioning. Providing the best quality training possible to our staff will eliminate many of the errors that often hamper the Beneficiary's needs from being met.
2. Going in, we need to have clean information in our system to work with, in order for *OneBunchHookUp, LLC* to be an effective Broker.
3. Arrange meetings with the LDH, LDH Fiscal Intermediary (FI), and the MCO to get a lay of the land of what they are exactly asking for and grant them access to the system, so that can do their own investigation and pull reports as they please. Keeping them as transparent as possible.
4. Make sure that the staff is hired and trained and ready to go (30) days before we go live. In addition, *OneBunchHookUp, LLC* will provide interpretation and translation services. We will constantly add to our resources to ensure our Beneficiary and Providers receive the highest level of service.





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5. Meet, sign-up, and contract with the Providers in the (9) different Regions.

2.7.3.2 - Methodology for determining the size and vehicle capacity of the Transportation Network, by Level of Service and Region.

ONEBUNCHHOOKUP RESPONSE: *OneBunchHookUp, LLC* would analyze and identify the number of Beneficiary and their primary needs in each Region and then build our Transportation Network from there. **For example, Region 1 has 20K Beneficiary. I would need at least 30-40 Wheelchair vehicles (20% of those would have to handle regular and obese Beneficiary) and 65-80 regular vehicles (20% of those would need to be low riding vehicles). "Freedom of Choice" will ONLY apply once this new Transportation Network has been formed and there will be NO outside noise from anyone.**

We are not against using incumbent transportation Providers and Non-Profit agencies into our network; however, we would look for the Providers who have the vehicles that can accommodate our needs and plus another 15% of backup Providers to fill in the void. To get into and remain in this Transportation Network, these Providers WILL have to follow the guidelines that *OneBunchHookUp, LLC* will have in place.

2.7.3.3 - Work plan that includes strategies and a timeline to build or scale up its Transportation Network by the Operational Start Date

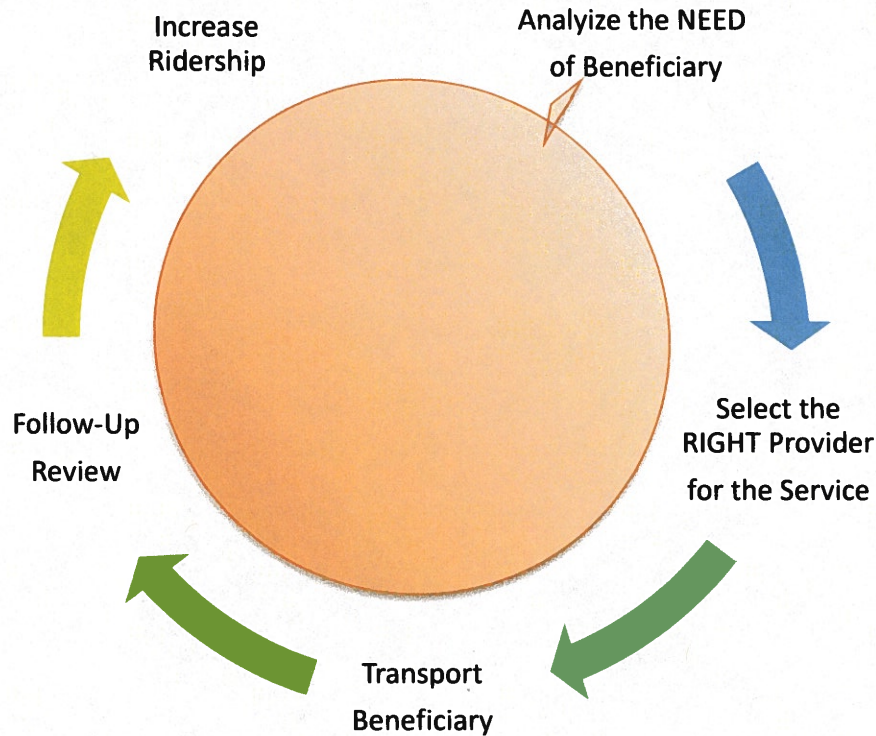
ONEBUNCHHOOKUP RESPONSE: Prior to the start of service, *OneBunchHookUp, LLC* will comply with all general requirements outlined in the RFP by hiring all support staff to fill position vacancies and train them in a timely manner to make the transition from the existing call center to *OneBunchHookUp, LLC* both smooth and effortless. *OneBunchHookUp, LLC* has been in constant communication with local employment agencies to provide us with experienced Inbound Agents (IA). These agencies are ready to start sending these applicants to us once awarded the contract on day one.

2.7.3.4 - Timeline for establishing and staffing a Louisiana-based call center capable of complying with call center performance standards.

OneBunchHookUp, LLC since its inception has been and will remain housed within the GREAT State of Louisiana. *OneBunchHookUp, LLC* feels having our home office here is beneficial to the Residents, the State and Us. This will allow us to give great opportunities to local folks and provide a quality service to our Beneficiary throughout the State of Louisiana. Our current office is located at 2428 Rue Notre Dame, Terrytown LA 70056. Should we be awarded the contract, we will execute the lease on one of the two larger locations. still located in the Terrytown/Gretna Louisiana area.



2.7.3.5 - Methodology for receiving and processing requests for transportation, including any variations due to requestor or intake platform. The response should include



ONEBUNCHHOOKUP RESPONSE: *OneBunchHookUp, LLC* Call Center will be opened from 6:00am – 600pm Monday – Saturday and will be closed on Sundays and Holidays that coincide with the Federal and State regulations. We will have a manager on call in case the MCO/LDH need to contact us after hours for emergencies.

OneBunchHookUp, LLC assigns the lowest cost, most appropriate mode of transportation based on the Beneficiary's medical and cognitive abilities. For new callers, the Inbound Agent inquires, if the Beneficiary has any special needs affecting transportation services, such as the use of a mobility device, cane, or walker and the system will retain the information. When the Beneficiary calls again, the Inbound Agent can confirm whether the Beneficiary's needs have changed since their last trip. The Inbound Agent also certifies if a Beneficiary requires door-to-door or curb-to-curb service. This includes emergency ambulance services: Inbound Agent instruct any Medicaid Recipient requesting emergency service to call 911.



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Dispatch Process

- 1) Trips are scheduled by the Beneficiary through an OBHU Inbound Agent
- 2) Trips are assigned to a Provider within our Network within the Beneficiary's service area
- 3) The Provider receives notice of the assigned trip via their Provider Portal with 48 hours prior notice
- 4) Provider can choose to accept or reject the trip
- 5) If accepted, the Provider performs the trip. If rejected, the trip is returned to OBHU for reassignment

Operations

Operations is the Department that handles the dispatching and resolution of OBHU Recipient's trip. Please see the contact information for your specific Team below

Regional Inbound Agents

A Regional Team of Inbound Agents has been organized to specifically handle the dispatching needs across the State of Louisiana

Phone: 504.309.1973

Email: info@onebunchhookup.com



Trip Assignment

OneBunchHookUp, LLC uses software to assign trips to Providers. This Thomas System software will take the guesswork out of the process and allows for efficient trip assignment. All Network Providers will begin receiving once they have been credentialed and based on their:

- Beneficiary's Service area
- Level of Service Requested
- Provider Fleet and Capacity



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2.7.3.5.1 - Technologies or efficiencies the Proposer will implement to accommodate urgent requests and Beneficiaries that are deaf or hard of hearing or need interpretation or translation services

ONEBUNCHHOOKUP RESPONSE: *OneBunchHookUp, LLC* seeks to hire bilingual Inbound Agent(s) who speak foreign languages that are common in the communities that we serve, rather than relying solely on third-party interpretive services. We will continue to utilize **1-World Language Translation Services** for the hearing impaired and translation services to meet the needs of callers who speak languages not covered by our staff. They can connect to interpreters without requiring the caller to call back and place an additional call for Services for the Hearing and Speech Impaired.

We educate our staff on cultural competency. Every employee at *OneBunchHookUp, LLC* completes annual diversity training. The U.S. Department of Health and Human Services Office of Minority Health has set forth CLAS to improve access to healthcare services that address training, organizational assessments, and management accountability/oversight mechanisms to provide culturally and linguistically appropriate services. *OneBunchHookUp, LLC* adopted the CLAS standards that apply to NEMT management, and tailored them to the industry, effectively promoting sensitivity, and communication that respects cultural diversity.

2.7.3.5.2 – Approach for verifying the Beneficiary’s eligibility and that the requested transportation is to a Medicaid Covered Service or Value-Added Benefit (VAB);

ONEBUNCHHOOKUP RESPONSE: *OneBunchHookUp, LLC* automated phone system recognition will automatically populate the Beneficiary’s information when they call with a color (i.e., green for good or red for bad) so at that point the Inbound Agent will know how to proceed with the call. The (IA) will give the Medicaid Recipient the information that they need to continue either way.

Once the call comes in and there is an issue with the Beneficiary’s eligibility, the (IA) gathers the information and turns it over to the Inbound Agent Supervisor and they will solve the issue and retuning the call back to the Beneficiary within the allotted time regulated by LDH and the MCO.

2.7.3.5.3 – Process and timeline for approving, rejecting, or modifying the Trip and communicating the result to the requestor.

ONEBUNCHHOOKUP RESPONSE: Internal Auditors will process claims in 7-10 days after a trip has been completed.



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2.7.3.5.4 - Process for dispatching Trips, including the Proposer's algorithm for Trip assignment, approach for maximizing the use of public transit systems where appropriate, and ensuring that the Beneficiary is transported at the appropriate Level of Service

ONEBUNCHHOOKUP RESPONSE: *OneBunchHookUp, LLC* using our Network mathematical algorithm, identifies where we need to develop our network based on enrollment density for each zip code or region. It also considers anticipated enrollment; expected utilization of specific populations throughout the state; and the geographic location of transportation providers and recipients.

2.7.3.5.5 – Process for Transportation Providers to complete the Trip and submit the claim for payment

ONEBUNCHHOOKUP RESPONSE: As a current Provider, this question hits home...
OneBunchHookUp, LLC's process for Transportation Providers to get paid will be streamlined.

1. Receive and agree to transport Beneficiary
2. Complete the trip A (**Thomas Systems has the GEO coded information**) with signature
3. The Thomas System verifies the Network Provider completed the trip and places that trip in a folder (**The Network Provider can NOT move on to another trip, nor would be available until that trip is cleared either at the Beneficiary's home or facility**)
4. At the of the day the Network Provider will be able to see the trips they ran, click okay and that's it
5. We will process claims and give cut off dates for claims to be submitted (**For example, all trips ran Thursday through Wednesday, of next week will be paid the following Friday. Doing it this way gives the Provider an idea of when to expect payment and gives the internal auditors 7-10 days to process claims**)

A FAIR AND EASY PROCESS TO GET TRANSPORTATION PROVIDERS PAID...

2.7.3.6 – Methodology for complying with House Resolution No. 68 of the 2020 Louisiana Regular Session

ONEBUNCHHOOKUP RESPONSE: As a Provider in the State for the last 23+ years, I have firsthand knowledge of this. We as Providers, have spent hard earned money on various permits, inspections, necessities needed to transport in our Regions, on top of fighting for trips; because



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the Brokerage system has allowed outside Providers to come into a Region to transport our Beneficiaries because of some shady agreement that was made. We can all act like know it does not exist, but it does hence the reason for the House Resolution No. 68 of the 2020 Louisiana Regular Session Bill. *OneBunchHookUp, LLC* understands the Provider's cry for help and change. We will NOT allow these Outsiders from other Regions to come and just work. Our Network Providers will be assigned Beneficiaries to transport within their Regions. We understand there are circumstances where Beneficiaries need to travel outside of their Regions (on a case-by-case basis) and that's fine, but we utilize our Transportation Network to the fullest and pay them for their work accordingly.

OneBunchHookUp, LLC plans to hold quarterly Zoom meetings with the Providers around the State to discuss concerns, grievances and hold them accountable. We must protect our Network Providers at all costs.

2.7.3.7 – Process for monitoring compliance of credentialing and operational requirements for Transportation Providers, drivers, and vehicles

ONEBUNCHHOOKUP RESPONSE: Prior to the start of the contract, *OneBunchHookUp, LLC* will have a comprehensive network in place able to provide adequate transportation coverage to meet the needs of eligible Medicaid Recipients. This network will be composed of safe, credentialed, and trained Providers.

OneBunchHookUp, LLC understands the Providers are the backbone of a successful NEMT program, that's why we seek the best Providers a particular Region and to ensure we contract responsible and safe Providers, we recruit, credential, and train the Providers on what is expected of them. Through this process, we are staffing a Compliance Officers in every Region. These Compliance Officers will report to the Compliance Coordinator with a weekly report including results from inspections, complaints, and resolutions.

2.7.3.8 – Methodology for surveying Beneficiaries, including proposed sample size and survey questions;

ONEBUNCHHOOKUP RESPONSE: *OneBunchHookUp, LLC* plans to survey Medicaid Recipients quarterly via phone. We will use these as a matrix when we hold quarterly Zoom meetings with the Providers around the State. These surveys will be used to address the concerns/feedback and give the Network Providers a chance to respond verbally amongst their peers.



2.7.3.9 – Plan to customize a Louisiana Medicaid specific system for adjudicating paper-based and electronic claims and submitting encounter data to meet the requirements of the Louisiana Medicaid Program. The Proposer should submit data and process flows to support this response

ONEBUNCHHOOKUP RESPONSE: Transitioning from paper claims to electronic filing claims involves converting large numbers of paper documents to an electronic format. Lucky for us Thomas System Software can handle the task. Thomas System not only converts these claims and processes, but it also protects these vital records with a secure cloud storage, keeping *OneBunchHookUp, LLC* in compliance with HIPPA law. These documents are certified electronic records that will be accepted by government upon request. The documents can be printed out at a resolution of at least 300 dpi means you can look at and print out the documents to retain the functionality you had with paper.

2.7.3.10 – Strategies to identify and prevent Fraud and Abuse by Transportation Providers and Beneficiaries, including, but not limited to, conducting pre- and post-trip verification reviews

ONEBUNCHHOOKUP RESPONSE: *OneBunchHookUp, LLC* will report any suspected cases of a Provider, Beneficiary, or Healthcare Provider. We examine at all aspects of our operations from a compliance perspective and ensure that we ourselves are trained and in compliance before we look externally. We have on our staff a Compliance Coordinator, to help prevent Fraud and Abuse by Providers and Beneficiaries. His team will do random vehicle and spot checks at the facilities, random searches for proper documentation including signatures from Beneficiaries, look for fraudulent documentation and/or false claims and report any fraud, waste, or abuse within 48 hours following the conclusion of our initial investigation.

In addition, *OneBunchHookUp, LLC* will submit monthly reports to LDH/MCO documenting our open and closed cases of suspected fraud, waste, and abuse. *OneBunchHookUp, LLC's* management team will participate in Medicaid Fraud and Control quarterly meetings should there be any.

2.7.3.11 – Approach to ensure continuity of operations should a pandemic, natural disaster, or man-made event occur that impacts any or all parts of Louisiana, including how the Proposer will continue to receive requests, ensure sufficient network capacity, and prioritize Trips. The Proposer should describe its experience, if any, in providing transportation services during these events

ONEBUNCHHOOKUP RESPONSE: One of *OneBunchHookUp, LLC's* strengths as a NEMT Provider during this pandemic was to take a proactive approach, recognizing early that the



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disruption would permanently change the way transported our patients. We needed to increase the number of vehicles, decrease the use of overcrowding vehicles, do more individually trips, get the necessary safety equipment for our drivers, and create our own mask mandate. As the true backbone of this NEMT program, it was the quality of customer service that was truly important. We prioritize our Beneficiaries by their needs (**Dialysis Treatment, Outpatient Surgery, Cancer Treatment, Wound Care, Hospital Discharges, Methadone Sessions, and general office visits**) which allowed us not to schedule too many people ride at the same time, in the same vehicle, and allowed us to sanitize in between loads to promote a cleaner transport. The pandemic identified efficiencies like having enough PPE on hand, which lead us to mobilizing quicker to support the citizens of New Orleans and Proper. Now, *OneBunchHookUp, LLC* is enhancing its processes and creating solutions to move people through their care journeys better than before.



In the event of an unfortunate event that impacts Louisiana, we will activate our Work from Home model created by Thomas Systems and Digital Solutions. *OneBunchHookUp, LLC* will integrate a Work from Home model will be a mandatory training session during the onboarding of *OneBunchHookUp, LLC's* staff. This model will allow *OneBunchHookUp, LLC's* staff to become a Call Center ANYWHERE across the entire Country and ensures our Beneficiaries receive assistance from employees with knowledge and understanding of the State's transportation options and challenges. *OneBunchHookUp, LLC* can leverage this Work from Home model during times of inclement weather, Call Center closure, or other events that may impact the ability for employees to report to the Call Center. We will monitor the weather, and should we activate the Work from Home model, the Inbound Agents will be given a cell phone with unlimited minutes; working headset that hooks up to their phone or computer; a computer with our VPN verification application; a reliable internet connection; a Universal serial bus



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(USB) keyboard and USB mouse which will allow them to receive incoming calls from Medicaid Recipients on their computers. If *OneBunchHookUp, LLC* experiences an unforeseen drop in call center staff, we will utilize Upper management including the Founder/C.E.O. for these times. These individuals are already trained in processing requests for transportation services and transporting, so they would be a viable addition to help supplement the call center.

To monitor Health Insurance Portability and Accountability Act (HIPAA) compliance and performance, *OneBunchHookUp, LLC* conducts random unannounced visits and audits via Zoom, webcam, screen sharing, and/or home visits during the Inbound Agents designated work hours, and monitors performance using the same methods and tools that would be in our Call Center. *OneBunchHookUp, LLC's* Call Center Manager schedules and enforces work hours for Work from Home Inbound Agents. If it is impossible or impractical to work from home on a particular day due to family circumstances, equipment malfunction or any other reason, the employee may report to work at our contact center or be subject to the *OneBunchHookUp, LLC* Attendance Policy.



OneBunchHookUp, LLC's Provider Network will follow the same actions across the State to maintain essential transportation services during these times. Events beyond the control of *OneBunchHookUp, LLC* will come from Government Officials or local authorities declaring that because of a national, regional, or local outbreak of COVID-19 or other communicable disease or illness, severe weather events such as hurricanes, tornadoes, or ice storms that restrict or limit travel on public roads, or widespread fuel shortages.



CASE SCENARIOS





2.7.4.1 - A Beneficiary that is a Qualified Medicare Beneficiary requested transportation approximately twenty-four (24) hours prior to a scheduled medical appointment for wound care. Describe in detail the methodology and resolution for completion of this transport

ONEBUNCHHOOKUP RESPONSE: Typically, we want our Beneficiaries to call 48-72 hours prior to their appointment, but within our system we can accommodate a last-minute request (on a case-by-case basis). Since this is an appointment for Wound Care, the Inbound Agent will complete the request (make notes in the system explaining to the Beneficiary that we bypassed the usual flow of a trip and that they need to schedule their appointments using the normal way), send it to an Inbound Agent Supervisor for approval and route it a Network Provider.

2.7.4.2 - The call center receives a transportation request for a Beneficiary that is wheelchair bound and may require assistance from the door to the vehicle. Describe the Proposer's process to complete the scheduled transport. The Proposer should include the wheelchair policy that will be utilized [exempt from page limit]

ONEBUNCHHOOKUP RESPONSE: The first thing the Inbound Agent should find out is what type of wheelchair (standard/motorize) and weight capacity of the Beneficiary (this information is vital to schedule the right type of Wheelchair Transport (Regular or Obese). Once that information is obtained, the Inbound Agent must then confirm that then ask the Beneficiary if there is someone going with them to/from their appointment. The Inbound Agent would let the Beneficiary know that the Provider is not allowed to come into a home or assist them down steps or slopes. They will have to be outside their location so that the Provider can transport them. The Inbound Agent will then locate a Provider WITHIN the Beneficiary's region, make the necessary notes in the system letting the Provider know that the Beneficiary needs door to vehicle assistance and then assign the Beneficiary with that Provider.

2.7.4.3 - A Beneficiary utilizes a wheelchair but can transfer if requested. The Beneficiary has an oversized wheelchair due to his size and cannot easily fit in a regular wheelchair. The Proposer has scheduled transportation for this Beneficiary. However, the Proposer does not have any vehicles available that can accommodate the Beneficiary's needs. Describe the process the Proposer will follow to complete the scheduled transport

ONEBUNCHHOOKUP RESPONSE: This is unacceptable!! The Inbound Agent will call the Beneficiary and inform them that the Provider chosen does not have a vehicle large enough to accommodate him at this moment, however we are working to correct the issue. The Inbound Agent Supervisor will also reassure the Beneficiary that he will make it to their appointment. The Proposer should have companies within their Provider Network capable of handling large



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wheelchairs or obese Beneficiaries. To *OneBunchHookUp, LLC*, every appointment is necessary, that's why Beneficiaries are requesting rides.

2.7.4.4 - At 10:30 a.m., a local hospital requests NEMT services for a Beneficiary that is scheduled to be discharged from the facility at 2:00 p.m. The Proposer assigns the transport to ABC Transportation. Shortly after 4:00 p.m., the facility notifies the call center that the scheduled transportation has not arrived. Describe the process the Proposer will follow to complete the scheduled transport

ONEBUNCHHOOKUP RESPONSE: The Inbound Agent should place the facility on hold and immediately call ABC Provider to see what the issue is, get an updated ETA and note their response in the system (to be used later to discipline them). Should there be an issue with ABC Provider, and they are unable to transport the discharge, the Inbound Agent should notify the Inbound Agent Supervisor. The Inbound Agent Supervisor will then escalate the call to PRIORITY. The Inbound Agent Supervisor will then call the facility, apologize for the tardiness of the Provider, and reassure the facility that the discharge transportation is going to happen. Once the new Provider is located with updated an ETA, the Inbound Agent Supervisor will then call the facility and give them the new ETA and name of the new Provider.

2.7.4.4.1 - ABC Transportation has had three (3) or more previous instances where a Beneficiary being discharged from the local hospital has not been picked up in a timely manner. Describe the protocol the Proposer has in place that will alert the Proposer to ABC Transportation's ongoing deficiencies, as well as the action that will be taken against this Transportation Provider

ONEBUNCHHOOKUP RESPONSE: The Inbound Agent Supervisor will escalate this ongoing issue with the Quality Assurance Team. The QAT will then schedule a meeting with ABC Transportation to notify them that they will be suspended and/or have their contract terminated for failure to adhere to the guidelines that *OneBunchHookUp, LLC* has set in place. We will NOT have Providers doing this. These Beneficiaries are the reason that we are here. We can NOT neglect them and if terminating one Provider is what it's going to take, then so be it...

2.7.4.5 - Hurricane Alpha is expected to make landfall in three (3) Calendar Days as a Category 3 storm. Describe the process the Proposer will take when the forecast predicts a direct impact in Central Louisiana. Describe the policies and procedures in place for the Proposer to ensure continuity of operations in the event of electricity and/or phone outages at the Louisiana call center



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ONEBUNCHHOOKUP RESPONSE: In the event of a hurricane that is forecasted to impact Central Louisiana, we will activate our Work from Home model created by Thomas Systems and Digital Solutions. This model will allow *OneBunchHookUp, LLC*'s staff to become a Call Center ANYWHERE across the entire Country and ensures our Beneficiaries receive assistance from our employees with knowledge and understanding of the State's weather conditions,



transportation options and challenges.

OneBunchHookUp, LLC will leverage this Work from Home model during times of inclement weather, Call Center closure, or other events that may impact the ability for employees to report to the Call Center. We will monitor the weather, and should we activate the Work from Home model, the Inbound Agents will be given a cell

phone with unlimited minutes; working headset that hooks up to their phone or computer; a computer with our VPN verification application; a reliable internet connection; a Universal serial bus (USB) keyboard and USB mouse which will allow them to receive incoming calls from Medicaid Recipients on their computers. If *OneBunchHookUp, LLC* experiences an unforeseen drop in call center staff, we will utilize Upper management including the Founder/C.E.O. for these times. These individuals are already trained in processing requests for transportation services and transporting, so they would be viable addition to help supplement the call center.

To monitor Health Insurance Portability and Accountability Act (HIPAA) compliance and performance, *OneBunchHookUp, LLC* conducts random unannounced visits and audits via Zoom, webcam, screen sharing, and/or home visits during the Inbound Agents designated work hours, and monitors performance using the same methods and tools that would be in our Call Center. *OneBunchHookUp, LLC*'s Call Center Manager schedules and enforces work hours for Work from Home Inbound Agents. If it is impossible or impractical to work from home on a particular day due to family circumstances, equipment malfunction or any other reason, the employee may report to work at our contact center or be subject to the *OneBunchHookUp, LLC* Attendance Policy.

2.7.4.6 - A heart transplant Beneficiary, who lives in a rural area, is scheduled for pre-op testing at the local Level II Trauma Center in four (4) Calendar Days. The Beneficiary has been scheduled for a 7:00 a.m. pickup time. The Beneficiary is ambulatory but will carry an oxygen tank. The night prior to the scheduled pickup, the assigned Transportation Provider notifies the Proposer that they are unable to perform the trip. The Proposer has no willing and available Transportation



Provider in the Region. Describe the process the Proposer will follow to perform the scheduled transport

ONEBUNCHHOOKUP RESPONSE: As a Provider, I aim at change things for the better and despise when Providers reject trips at the last minute. The system will alert the Inbound Agent Supervisor that a trip was sent back under 12hours. The Inbound Agent Supervisor will secure adequate emergency transportation to get the Beneficiary to their appointment, by utilizing the Region Manager. The Region Manager will be equipped with a company vehicle and utilized when there is an emergency like this. As for the Assigned Provider, we will put some effort in to understanding what happened and if it becomes too repetitive; they will be reprimanded accordingly or possibly have their contract terminated. We are all business owners and *OneBunchHookUp, LLC* will hold our Network Providers accountable. We cannot be placed in those uncomfortable situations.

2.7.4.7 - A Beneficiary's Healthcare Provider submits a Standing Order for NEMT services. The appointment is for chronic outpatient dialysis at 10:30 a.m. on Mondays, Wednesdays, and Fridays from Monday, December 1, 2021, through Thursday, May 31, 2022. The Beneficiary uses a manual wheelchair, but a lift has been requested. The return pickup time is 4:45 p.m. The Proposer should describe the process they will follow to complete this submitted Standing Order request. Additionally, the Proposer should respond to each of the variations of this scenario as presented below

ONEBUNCHHOOKUP RESPONSE: The Inbound Agent will take the necessary information and make notes in the system and then notify the Inbound Agent Supervisor of the said issue. The Inbound Agent Supervisor reach out to the Provider and find out why *OneBunchHookUp, LLC* was not notified prior to calling said Beneficiary? Inbound Agent Supervisor will then alert Quality Assurance Team. The Quality Assurance Team will then reach out to the Region Manager with the adequate information and then the Region Manager will at least complete the transport to the Beneficiary's appointment. if not both ways if another Provider isn't found.

2.7.4.2 - The current date is Wednesday, March 9, 2022, and the Beneficiary requests to move the Friday, March 11, 2022, appointment to Thursday, March 10, 2022. Explain the process that the Proposer will take once this information is received

ONEBUNCHHOOKUP RESPONSE: The Inbound Agent will notify the scheduled Network Provider to see if they could accommodate the new change, if they say yes, good. If they say no, the Inbound Agent will then call the Beneficiary and let them know that they will try to locate another Provider but because of the timing of the call they may not be able to accommodate their



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request and would recommend if a family or friend could transport them and be given a reimbursement for their services.

2.7.4.7.3 - The current date is Wednesday, May 30, 2022, and the Beneficiary has an appointment for dialysis on Friday, June 1, 2022. Describe the process the Proposer will follow to accommodate this transport

ONEBUNCHHOOKUP RESPONSE: The Inbound Agent will attempt to find transportation for this Dialysis Beneficiary. However, during this call, the Inbound Agent will let the Beneficiary know that they are required to call 72 hours prior to their appointment or have a standing order in place and that we will make every attempt to locate a Provider for them. The Inbound Agent will make the necessary notes in the system in case this is/becomes an ongoing occurrence (may be used as a discipline tool for the Beneficiary). We will authorize the transport based on them needing to get to dialysis and locate a Provider.

2.7.47 - A Beneficiary's Healthcare Provider submits a Standing Order for NEMT services. The appointment is for chronic outpatient dialysis at 10:30 a.m. on Mondays, Wednesdays, and Fridays from Monday, December 1, 2021, through Thursday, May 31, 2022. The Beneficiary uses a manual wheelchair, but a lift has been requested. The return pickup time is 4:45 p.m. The Proposer should describe the process they will follow to complete this submitted Standing Order request. Additionally, the Proposer should respond to each of the variations of this scenario as presented below

ONEBUNCHHOOKUP RESPONSE: The Inbound Agent will gather information from the Beneficiary, like are you able to transfer without assistance? input the necessary information and explain to the Beneficiary that they recommend using a

2.7.4.8 - A Beneficiary has an existing Standing Order for chemotherapy on Mondays with a drop-off time at 1:00 p.m. and a pick-up time at 3:30 p.m. from Monday, December 1, 2021, through Monday, May 28, 2022. The Beneficiary requests a change to the Standing Order to add radiation treatment on Mondays at 3:30 p.m. The pickup time for the radiation treatment is 6:00 p.m. Describe the process the Proposer will follow to accommodate this request

ONEBUNCHHOOKUP RESPONSE: The Inbound Agent will input the updated information into the system and then reach out to the Provider to see if they can accommodate the changes to this standing order. If yes, great! If no, the Inbound Agent Supervisor will then change the standing order in the to a one-way transport on Mondays and put the return trip in the system to be dispatched on Monday evenings.



2.7.4.9 - A nursing facility submits a transportation request for one of their residents twenty-four (24) hours prior to the appointment via telephone. Describe the process the Proposer will follow to address this request

ONEBUNCHHOOKUP RESPONSE: *OneBunchHookUp, LLC* understands the Nursing Home/Skill Care Facility are allowed request transportation services for a Beneficiary to complete and submit via email or fax. A Nursing Home/Skill Care Facility will have their Case/Social Worker to request Transportation prior to scheduling the trip. Once received, the Inbound Agent schedules the trip with the appropriate Network Provider and email the confirmation back to the Nursing Home/Skill Care Facility's Case/Social Worker. Inbound Agents work closely with each Nursing Home/Skill Care Facility's Case/Social Worker to assure that residents are transported to their appointments in a timely manner. Nursing Home/Skill Care Facility's Case/Social Worker can contact the Inbound Agents directly (without going through the usual call queue) should they have any issues or problems concerning transportation of their residents.

2.7.4.10 - A Beneficiary calls to schedule transportation for a cardiac rehabilitation service in three (3) Calendar Days. Describe the process the Proposer will follow to handle this request

ONEBUNCHHOOKUP RESPONSE: The Inbound Agent will input the necessary information into the system, "STAR" (high alert) it and then forward it to the Provider within their Region.

2.7.4.11 - A Beneficiary resides with their grandmother and will be traveling out of state in order to receive medical care. The Beneficiary's grandmother is requesting gas reimbursement for the trip. Describe the Proposer's process for handling

ONEBUNCHHOOKUP RESPONSE: The Inbound Agent must input this information into the system and then notify the Inbound Agent Supervisor to okay this request. Inbound Agent Supervisor will verify the appointment particulars and then notify the Beneficiary's grandmother that the request has been approved. No gas reimbursement will not be approved by a Inbound Agent Supervisor at any time.

2.7.4.12 - A Beneficiary has been referred to Cincinnati's Children's Hospital for a specialist that is not available in Louisiana. The medical appointment is scheduled for March 15, 2022, which is two (2) weeks from today. The Beneficiary's guardian has requested air transportation for the round Trip. Provide the process for responding to and handling a request from the Beneficiary's guardian to travel by (1) commercial air and (2) fixed wing ambulance. Include the process for reimbursing for lodging, meals, and other permitted travel expenses



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ONEBUNCHHOOKUP RESPONSE: The Inbound Agent must input this information into the system and then notify the Inbound Agent Supervisor to okay this request. Inbound Agent Supervisor will verify the appointment particulars, set-up the roundtrip airfare and ground transportation in Cincinnati and then notify the Beneficiary's guardian that they must retain all the receipts for the travel including meals, lodging, and other permitted expenses. Inbound Agent Supervisor will check back with the Beneficiary's guardian upon the return to Louisiana, to arrange to get said receipts and submit them for reimbursement.

2.7.4.13 - The Proposer receives a credentialing packet from a new provider who wishes to service St. Tammany Parish, which is currently underserved. The packet includes the provider's Disclosure of Ownership form, which indicates four (4) individuals, each with twenty-five percent (25%) ownership, four (4) vehicle registration documents, four (4) copies of driver's licenses, and defensive driving certificates for all the drivers. Describe in chronological order all of the steps that the Proposer will take to fully credential this provider

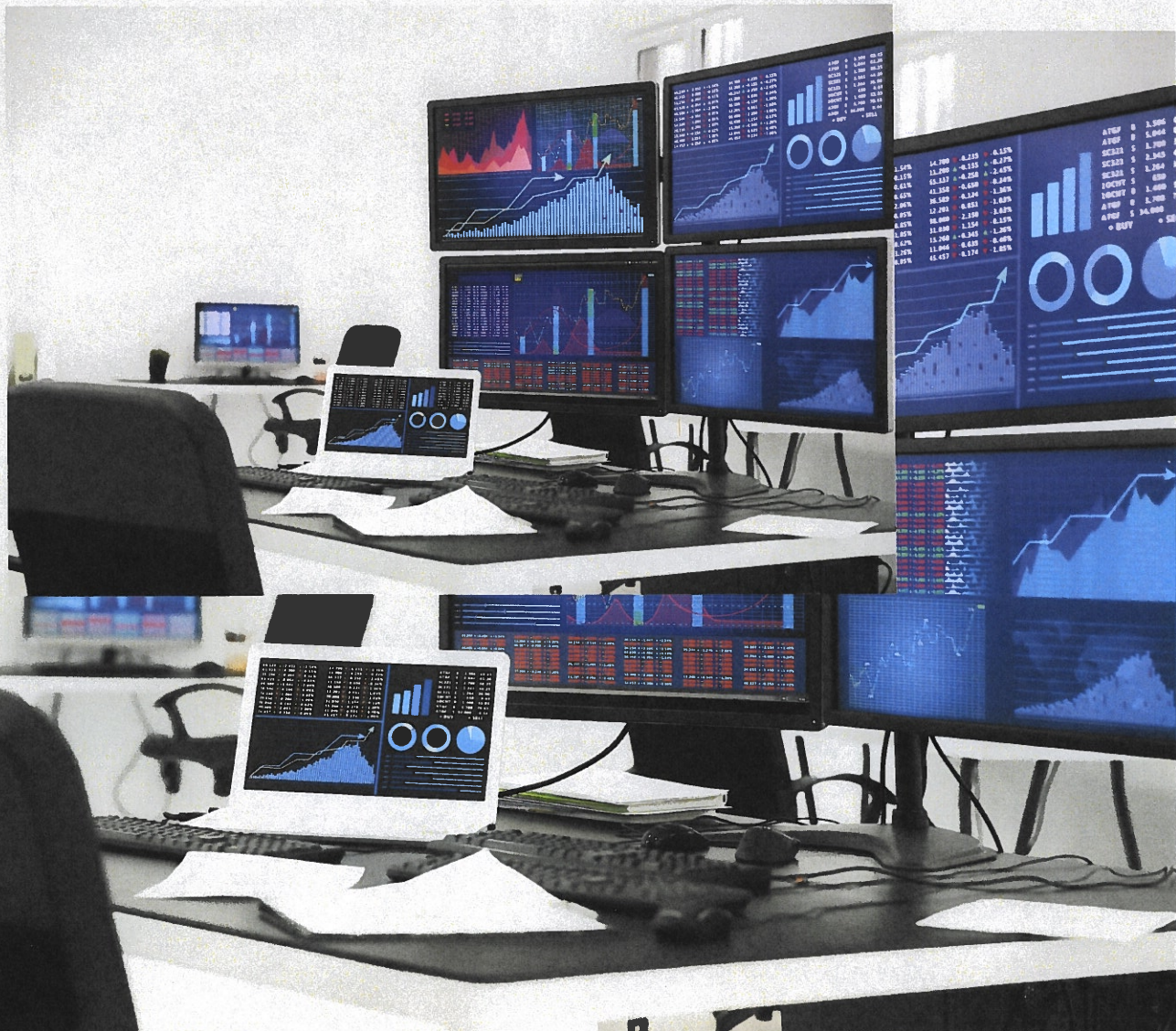
ONEBUNCHHOOKUP RESPONSE: The Region Manager will gather other information from this potential company like, MVR's, CPR/First Aid Certification, background checks, the name of the company in question, banking information, business license, and proof of insurance for all (4) vehicles. Once this information is obtained, the Region Manager will then schedule an inspection of all the vehicles at one time. Even though this St. Tammany is under served, there are still guidelines and protocols that *OneBunchHookUp, LLC* has in place that must be followed. We are not going to short cut our credentialing process to fill a void. We will manage our Network Providers and follow through with the full process of the credentialing to the end.

2.7.4.14 - The Proposer receives a claim for NEAT services from an ambulance company. The Proposer was not notified of the transport prior to receiving the claim. Explain the Proposer's claim adjudication process

ONEBUNCHHOOKUP RESPONSE: The ambulance company just gave someone a FREE ride! Any and all calls requesting authorization will come from *OneBunchHookUp, LLC*. NO EXPLANATION NEEDED! We will not be reimbursing any Network Providers for not following proper protocol of notifying *OneBunchHookUp, LLC* prior to transport. Failure to adhere to set protocols cause unexpected budget shortfalls and opens the door to potential fraud, abuse, and waste.



COST PROPOSAL





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2.8.1 - The Proposer shall propose the administrative fee component, which shall be inclusive of all services described in this RFP, minus actual Trip costs. Actual Trip costs include Transportation Provider payment, commercial airfare, meals, lodging, and other permitted travel expenses.

ONEBUNCHHOOKUP RESPONSE: *OneBunchHookUp, LLC* has structured a .10

2.8.2 - The administrative fee shall be structured as a fixed rate per Trip Leg, which shall apply to both FFS and managed care.

ONEBUNCHHOOKUP RESPONSE: *OneBunchHookUp, LLC* has structured a .10 administrative fee as a fix rate per Trip Leg which shall apply to both FFS and managed care.

2.8.3 - Proposers shall submit the proposed administrative fee for all years of the contract in a similar format to Attachment D, Cost Proposal Template, to be considered for award. Failure to complete will result in the disqualification of the proposal.

ONEBUNCHHOOKUP RESPONSE: **See Attachment D**

Veterans Initiative and Hudson Initiative Program Participation Response

2.7.3 - If the Proposer is a certified Veterans Initiative or Hudson Initiative small entrepreneurship, the Proposer must note this in its proposal to receive the full amount of applicable reserved points.

ONEBUNCHHOOKUP RESPONSE: *OneBunchHookUp, LLC* is a Hudson Initiative Certified Entity. **See Attachment**

If the Proposer is not a certified small entrepreneurship, but has engaged one (1) or more Veterans Initiative or Hudson Initiative certified small entrepreneurship(s) to participate as subcontractors, the Proposer shall provide, as an attachment to their proposal using the Veterans and Hudson Initiative Response Template provided in the procurement library, the following information for each certified small entrepreneurship subcontractor in order to obtain any applicable Veterans Initiative or Hudson Initiative points

- Subcontractor's name;
- A detailed description of the work to be performed; and



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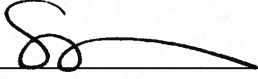
- The anticipated dollar value of the subcontract for the three-year FFS contract term. For purposes of the Hudson/Veterans points evaluation only, the anticipated value of the FFS contract is \$174,000.

2.7.4 - The Proposer may submit this information in electronic format in lieu of hard copy. The electronic version of this attachment should be in Excel format. This attachment is exempt from the total page limit. **Note** – it is not mandatory to have a Veterans Initiative or Hudson Initiative certified small entrepreneurship subcontractor. However, it is mandatory to include this information in order to receive any allotted points when applicable.

ONEBUNCHHOOKUP RESPONSE: We will be submitting these documents via electronic format.

2.7.5 - If multiple Veterans Initiative or Hudson Initiative subcontractors will be used, the above required information should be listed for each subcontractor. The Proposer should provide a sufficiently detailed description of each subcontractor's work so the Department is able to determine if there is duplication or overlap, or if the subcontractor's services constitute a distinct scope of work from each other subcontractor(s).

ONEBUNCHHOOKUP RESPONSE: Read and understood...

Signature of Proposer or Authorized Representative					
Typed or Printed Name:		Sherman Bunch			
Date:		December 17, 2021			
Title:		C.E.O./Founder			
Company Name:		OneBunchHookUp, LLC			
Address:	2428 Rue Notre Dame				
City:	Terrytown	State:	Louisiana	Zip:	70056

ATTACHMENT D: COST PROPOSAL TEMPLATE

Proposers shall complete a cost proposal to be considered for award. Failure to complete will result in the disqualification of the proposal.

Instructions:

Proposers shall propose the administrative fee, which shall be applied to all contract years, in a similar format to the chart shown below. The administrative fee must be a fixed rate and be inclusive of all services described in this RFP minus actual trip costs.

Administrative Fee (per Trip Leg)	
\$.10

Payment for the Contract will be based on the administrative fee, which is a fixed rate per Trip Leg and will be applied to both the FFS and managed care populations, plus actual trip costs, which include Transportation Provider payment, commercial airfare, meals, lodging, and other permitted travel expenses. Only the administrative fee component will be evaluated as part of the cost evaluation.

ATTACHMENT E: LDH STANDARD CONTRACT FORM (CF-1)

LDH CF-1
Revised 2021-05-10

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CONTRACT BETWEEN STATE OF LOUISIANA
LOUISIANA DEPARTMENT OF HEALTH

LaGov #

Agency #

AND

FOR

Personal Service	Professional Service	Consulting Services	Social Services	Governmental (State/Agency)	Governmental (Local)
RFP NUMBER (if applicable)				Emergency	Sole Source

1) Contractor (Registered Legal Name) OneBunchHookUp, LLC			5) Vendor Supplier # V310052968	5a) State LDR Account # (if applicable) 1556190001
2) Street Address 2428 Rue Notre Dame			6) Parish(es) Served (if applicable) All Parishes	
City Terrytown	State LA	Zip Code 70056	7) License or Certification #	
3) Telephone Number 504.309.1973			8) Contractor Status	
4) Mailing Address (if different) Same as above			Subsidiaries: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
			Corporation: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
			For Profit: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
			Publicly Traded: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
City	State	Zip Code	9) CFDA# (Federal Grant#)	

9) Brief Description Of Services To Be Provided:

10) Effective Date

11) Termination Date

12) Maximum Contract Amount

13) Estimated Amount by Fiscal Year

14) Terms of Payment

If progress and/or completion of services are provided to the satisfaction of the initiating Office/Facility, payments are to be made as follows:

Contractor obligated to submit final invoices to Agency within fifteen (15) days after termination of contract.

14a) PAYMENT WILL BE MADE:

ONLY UPON APPROVAL OF:

First Name Sherman	Last Name Bunch, Sr.
Title C.E.O./Founder	Phone Number 504.309.1973

15) Special or Additional Provisions which are incorporated herein, if any (IF NECESSARY, ATTACH SEPARATE SHEET AND REFERENCE):

List all required Attachments

List all required Exhibits

Types of Attachments and Exhibits

ATTACHMENTS

- Statement of Work
- Fee Schedule/Budget
- Special Provisions
- Standard Provisions

EXHIBITS

- Board Resolution/Signature of Authority
- Election of Ownership
- Certificate of Authority
- Model Year Letter
- Loan Letter
- Certificate of Insurance/Justification Letter
- Resumes
- Licenses

THIS CONTRACT CONTAINS OR HAS ATTACHED HERETO ALL THE TERMS AND CONDITIONS AGREED UPON BY THE CONTRACTING PARTIES. IN WITNESS THEREOF, THIS CONTRACT IS SIGNED ON THE DATE INDICATED BELOW.

OneBunchHookUp, LLC

STATE OF LOUISIANA
LOUISIANA DEPARTMENT OF
HEALTH



12.17.2021

SIGNATURE

DATE

Sherman Bunch

NAME

C.E.O./Founder

TITLE

SIGNATURE

DATE

NAME

TITLE

SIGNATURE

DATE

NAME

TITLE

SIGNATURE

DATE

NAME

TITLE



VETERAN AND HUDSON INITIATIVES RESPONSE



Certified Hudson Initiative



DIVISION OF SMALL BUSINESS SERVICES

This certification acknowledges that

OneBunchHookUp, LLC

is Certified-Active as a Small Entrepreneurship with
Louisiana Economic Development's Hudson Initiative.

This certification is valid from 12/29/2021 to 12/29/2022 .

Certification No. 20210

A handwritten signature in black ink, appearing to read "Stephanie Hartman", written over a horizontal line.

**Stephanie Hartman,
Director, Small Business Services**