

## Building Your Own Non-Emergency Medical Transportation Business

**Armel Possi**

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*This highly instructive how-to manual covers all the basics for anyone interested in starting a non-emergency medical transportation business.*

Short of starting your own business in a specialized area, the best way to learn about it is from someone else who has successfully built such a business. For those who may be wondering if a non-emergency medical transportation (NEMT) business is right for them, Armel Possi's book, *Building Your Own Non-Emergency Medical Transportation Business*, is sure to be a perfect fit.

Possi, who has grown his NEMT business to include twenty vehicles in three years, divides his book into three logical parts: "The NEMT Business," "Operations," and "Setting Business Foundations and Growing."

In the first portion of the book, Possi describes the nature of an NEMT business (clearly distinguishing it from an emergency medical transportation business), discusses kinds of clients and how to find them, and covers key government agencies and programs that impact the business, including state health and transportation departments and federal programs such as Medicaid and Medicare. A chapter in part 1 titled "The Basics of Starting a Business" lives up to its name and offers a useful guide to everything from writing a business plan to creating a business structure and getting licenses and permits.

Part 2 explores three key areas of an NEMT business: selecting and acquiring a vehicle, software and other tools to support operations, and maintenance of the vehicle and necessary equipment, such as wheelchairs and stretchers. Part 3 includes a chapter on the importance of an accounting system, as well as a chapter called "A Typical Day," which may be the book's most compelling, since it offers a real flavor for how an NEMT business operates. At the end of the book, the author provides a brief glossary and a useful list of additional readings and resources, as well as contact information for the Medicaid directors of every state, the District of Columbia, and American territories.

Possi writes in a clear and authoritative manner that makes this book very easy to read. The text contains subheads, bold type, and bullets to facilitate readability, and the pages are nicely laid out. The author includes an occasional black-and-white photograph to enhance the text, and the book's cover carries an appropriate image of an NEMT vehicle, driver, and clients.

The book is concise; chapters are short, yet they provide adequate detail about business basics. Perhaps a more in-depth discussion of certain business topics could have been included; for example, the last part of the book seems to shortchange growth, since only a paragraph is devoted to a section titled "Expanding/Diversifying." But this is a minor deficiency; for the reader who wants to know what it takes to run a medical transportation business, or the entrepreneur who is ready to get started, Armel Possi's instructive manual does an admirable job of telling it like it is.

BARRY SILVERSTEIN (August 3, 2015)

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