

Colorado Non-Emergent Medical Transportation (NEMT)

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February 2024

Objectives

- Overview of NEMT
- NEMT Administration in Colorado
- How to Utilize NEMT Services
- Mileage Reimbursement
- New and Upcoming
- Q&A

What is NEMT?

- Non-emergent medical transportation (NEMT) is transportation to and from medically necessary services covered by Health First Colorado for members who have no other means of transportation.
- NEMT can only be utilized to access non-emergency services.
- NEMT can be used for trips to Medicaid covered services at Medicaid-enrolled places of service. NEMT must be used to access the closest qualified Health First Colorado provider willing and able to treat the member.
- The appropriate mode of transportation is the least costly mode suitable to the member's condition. Mileage reimbursement is also available, and out-of-state travel when necessary and approved in advance.

NEMT Administration

- IntelliRide is the Department's NEMT broker for nine counties (Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer, Weld).
- As the broker, IntelliRide handles administrative functions such as mileage reimbursement; they are not a transportation provider, but they maintain a network of subcontracted providers and drivers.

How to Utilize NEMT Services

- Members in counties that do not schedule through Intelliride please visit(<https://www.healthfirstcolorado.com/nemt/>) to find local NEMT providers
- Members in the nine existing IntelliRide counties should call IntelliRide to schedule trips at 1-855-489-4999 or 303-398-2155 (State Relay: 711)
- Trips can also be booked online using the web chat feature at <https://www.gointelliride.com/colorado>. This is the recommended option to schedule rides.
- Trips must be scheduled at least 48 hours in advance.

Mileage Reimbursement

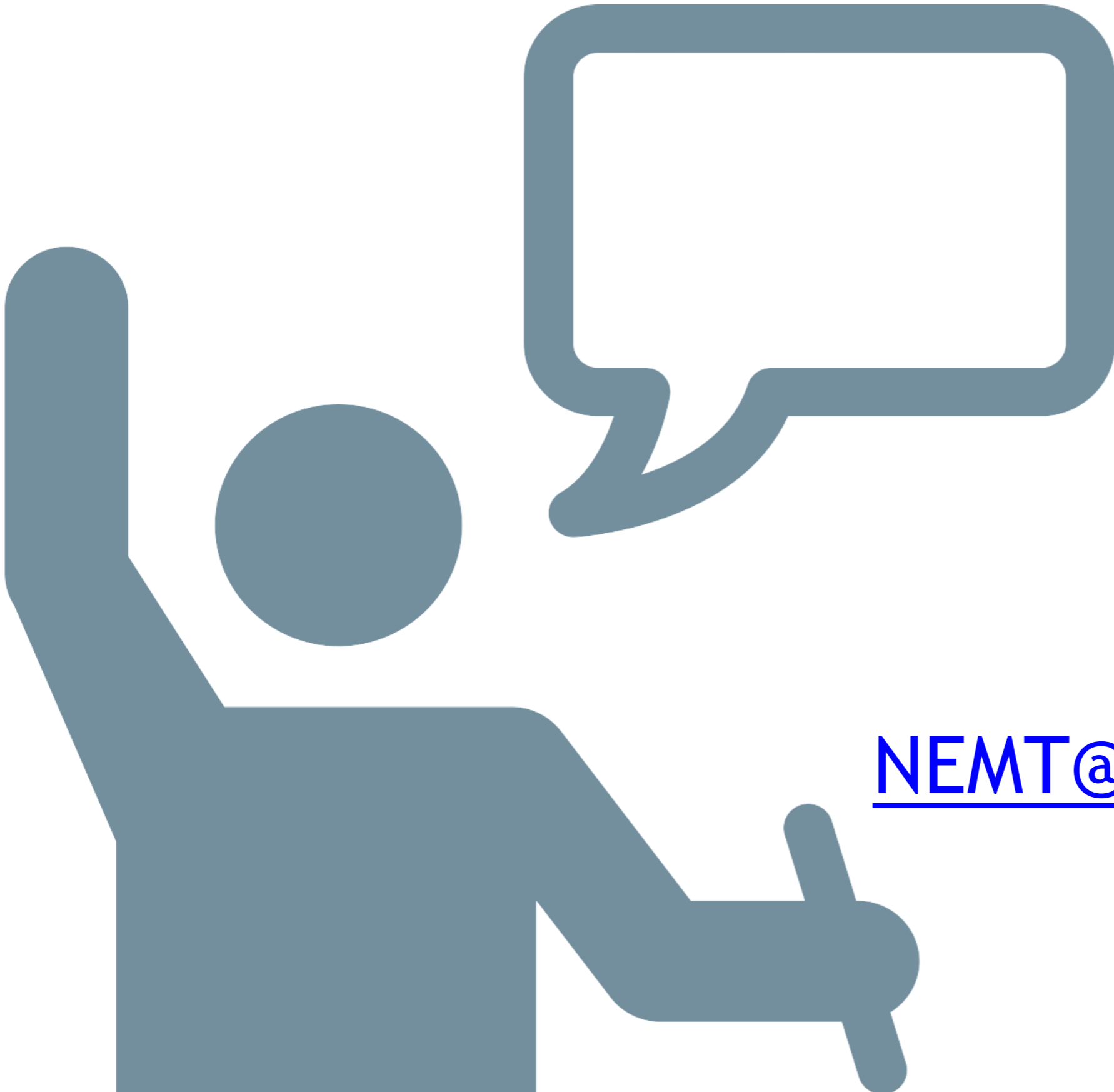
- Mileage reimbursement may be used with a personal vehicle, or a family member or friend can drive and submit the mileage for reimbursement.
- Submit mileage forms, receipts and any documentation to claims@transdev.com.
- Please include an updated mailing address and phone number when the forms are submitted.
- The mileage reimbursement form can be found at <https://gointelliride.com/colorado/>.
- **VERY IMPORTANT** - Please contact Intelliride to get an assigned trip number **PRIOR** to driving to the appointment.

New and Upcoming

- Child Accompaniment Rule - Spring/Summer 2024

Additional Resources

- IntelliRide website: <https://gointelliride.com/colorado/>
- Health First Colorado NEMT site: <https://www.healthfirstcolorado.com/nemt/>
- Department NEMT Site: <https://www.colorado.gov/pacific/hcpf/non-emergent-medical-transportation>
- Colorado Code of Regulations for NEMT (at 8.014):
<https://www.sos.state.co.us/CCR/GenerateRulePdf.do?ruleVersionId=8800&fileName=10%20CCR%202505-10%208.000>
- NEMT Billing Manual: <https://www.colorado.gov/pacific/sites/default/files/CMS1500%20Non-Emergent%20Medical%20Transportation%20Billing%20Manual%20121919.pdf>
- IntelliRide complaints and issues: (855) 489-4999 or intelliride@transdev.com



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Thank You!