



OPERATIONAL MEMO

TITLE:	OPERATIONAL CHANGES TO NON-EMERGENT MEDICAL TRANSPORTATION (NEMT)
SUPERSEDES NUMBER:	HCPF OM 20-074
EFFECTIVE DATE:	AUGUST 1, 2021
DIVISION AND OFFICE:	BENEFITS AND SERVICES, HEALTH PROGRAMS OFFICE
PROGRAM AREA:	NON-EMERGENT MEDICAL TRANSPORTATION
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Purpose and Audience:

The purpose of this Operational Memo is to inform Non-Emergent Medical Transportation (NEMT) providers and county Departments of Human Services of operational instructions to transition NEMT administration from IntelliRide to local NEMT providers.

Information:

Non-Emergent Medical Transportation (NEMT) is a benefit provided to Health First Colorado (Colorado's Medicaid program) members without transportation to important medical appointments. Historically, the benefit was administered in the nine front range counties by IntelliRide, and by other transit entities in the remaining 55 counties. In July and August of 2020, the Department shifted administrative responsibilities for all 64 counties to IntelliRide.

IntelliRide will no longer serve as the statewide broker for NEMT services effective August 1, 2021. IntelliRide will reduce its NEMT service area to its original nine-county region --- Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer, and Weld Counties --- effective Aug. 1, 2021. As a result, effective August 1, 2021,

NEMT service in the 55 counties outside of IntelliRide's nine-county region will return to local transportation providers.

Operational Changes Effective August 1, 2021

- NEMT service in the 55 counties outside of IntelliRide's nine-county region will return to local transportation providers.
- IntelliRide will no longer transfer NEMT trip requests for Health First Colorado members residing in any of the 55 counties outside of IntelliRide's service area.
- These Health First Colorado members must contact a local transportation provider directly (rather than IntelliRide) to schedule a trip August forward.
- IntelliRide will book transportation for members until July 31, but members must contact a local transportation provider directly to request transportation August 1, 2021 forward.
- IntelliRide will still process mileage reimbursement claims for all Health First Colorado members, no matter where they live in Colorado.
- IntelliRide will also continue scheduling air, train, and out-of-state travel for members statewide.
- IntelliRide's self-service and mobile booking will no longer be available to members living outside of IntelliRide's nine-county service region.

NEMT Provider Responsibilities

Local transportation providers outside of IntelliRide's service area will be responsible for the following effective August 1, 2021:

- Verifying member and medical provider eligibility for trip requests beginning with the date of service August 1, 2021.
- Verifying and retaining documentation of medical necessity for level of service authorization for trip requests beginning with the date of service August 1, 2021.

Local transportation providers outside of IntelliRide's service area are now also responsible for submitting reimbursement requests to Gainwell for trips with a date of service beginning July 1, 2021.

If transportation providers have referrals in IntelliRide's portal for trips in July and August 1 forward, they do not have to clear these trips, but they do have to honor the referral and provide service.

Attachment(s):

None

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