



OPERATIONAL MEMO

TITLE:	OVERSIGHT REQUIREMENTS FOR NON-MEDICAL TRANSPORTATION (NMT)
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	DECEMBER 17, 2022
DIVISION AND OFFICE:	BENEFITS AND SERVICES MANAGEMENT DIVISION, OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	NON-MEDICAL TRANSPORTATION, HOME AND COMMUNITY-BASED SERVICES WAIVERS, HCBS WAIVERS, MEDICAID CLIENT TRANSPORT
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APPROVED BY: CANDACE BAILEY	

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Purpose and Audience:

The purpose of this Operational Memo is to update Home and Community-Based Services (HCBS) providers and stakeholders of changes concerning oversight for Non-Medical Transportation (NMT).

Information:

NMT is an HCBS benefit available to members enrolled in the Brain Injury (BI), Community Mental Health Supports (CMHS), Developmental Disabilities (DD), Elderly, Blind and Disabled (EBD), Spinal Cord Injury (SCI), and Supported Living Services (SLS) waivers. Following passage of House Bill 21-1206, the Department of Health Care Policy & financing (Department) assumed provider oversight responsibilities for the NMT benefit from the Public Utilities Commission (PUC). The Department worked with stakeholders to develop appropriate oversight requirements for those providing NMT.



Effective January 1, 2022, a third-party vendor will assume responsibility for credentialing all newly enrolling and revalidating NMT providers. The provider will send all necessary documentation to the vendor for a compliance review. Following satisfactory review of submitted documents, the vendor will issue a Certificate of Compliance to the provider to submit with their new, maintenance, or revalidation HCBS provider application.

New enrollees, as well as revalidating providers, will be required to provide any applicable compliance documents to the vendor by June 30, 2022. These include:

Driver Documents

- Current valid Colorado driver's license for all drivers. Drivers must be a minimum of 18 years of age and have at least one year of driving history.
- Current motor vehicle driving records for all drivers, providing all recorded driving history up to seven years.
- Criminal history record checks for all drivers. Existing name-based background checks will satisfy this requirement.

Vehicle Documents

- Verification of completed vehicle safety inspection. The standardized vehicle inspection form shall be completed for all passenger vehicle safety inspections, to be performed by a qualified mechanic. Vehicle inspection requirements apply to vehicles of all sizes, makes and models.
 - Vehicles 0-5 years: no inspection
 - Vehicles 6-10 years: inspected every 24 months
 - Vehicles 11 years plus: inspected annually
 - Vehicle for wheelchair transportation: inspected annually, regardless of age of vehicle

Automobile Insurance Liability Documents

- Certificate of Insurance, dated within the previous 7 days.
 - Enrolled Provider agency-owned or fleet vehicles must show proof of the following coverage:
 - i. Bodily injury minimum limits - \$300,000 per person/\$600,000 per accident
 - ii. Property damage - \$50,000
 - Personal vehicles operating on behalf of the Provider must show proof of the following coverage:



- i. Bodily injury minimum limits - \$25,000 per person/ \$50,000 per accident
- ii. Property damage - \$15,000

Program Approved Service Agencies (PASAs) must also ensure that all vehicles and drivers are following stated requirements, regardless of their status as a family caregiver, contractor, or agency employee.

Additional Information

The process for document submission is in development with the vendor and will be posted on the NMT webpage. Starting March 1, 2022, providers can begin uploading their required documentation. Information regarding compliance requirements, submission instructions, and process updates can be found on the Non-Medical Transportation webpage <https://hcpf.colorado.gov/nmt>.

Department Contact

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