



COLORADO

Department of Health Care
Policy & Financing

Dear Non-Emergent Medical Transportation (NEMT) Provider,

Effective July 1, 2021, IntelliRide will begin the process of reducing its non-emergent medical transportation (NEMT) service area to its original nine-county region: Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer and Weld Counties. **There will be no operational changes for transportation providers operating *within* IntelliRide's nine-county service area**, nor for transportation providers serving both regions. Health First Colorado (Colorado's Medicaid program) members *within* IntelliRide's nine-county service area will continue to call IntelliRide for prior authorization. IntelliRide will continue referring trips through the provider portal and tablet devices. Transportation providers will continue accepting trips and clearing payment claims by IntelliRide.

However, there will be a transition of claims responsibilities for transportation providers operating in the 55 counties *outside* of IntelliRide's nine-county service area effective July 1, 2021. IntelliRide will no longer submit these transportation providers' claims to Gainwell Technologies for trips on or after July 1. The transportation providers must submit reimbursement requests to Gainwell Technologies for all trips. Health First Colorado members may continue calling IntelliRide for prior authorization or may contact a transportation provider directly. IntelliRide will continue to refer trips through the provider portal and tablet devices. The transportation providers should continue to accept referrals through the IntelliRide portal, but they are no longer required to clear trips within the portal.

Effective August 1, 2021, IntelliRide will no longer transfer NEMT trip requests or subscriptions for Health First Colorado members residing outside of IntelliRide's service area. NEMT service will return to local transportation providers outside of IntelliRide's service area. This means there will be a change in process for these transportation providers and Health First Colorado members effective August 1:

- Health First Colorado members residing outside of IntelliRide's service area must contact a transportation provider directly (rather than IntelliRide) to schedule a trip.
- Transportation providers operating outside of IntelliRide's service area will be responsible for the following:
 - Verifying member and medical provider eligibility for trip requests beginning with the date of service August 1 forward.
 - Verifying and retaining documentation of medical necessity for level of service authorization for trip requests beginning with the date of service August 1 forward.
 - Submitting claims to Gainwell Technologies for payment.

This August 1, 2021, transition is intended to improve service for members who rely on the NEMT benefit. **Additional resources and information will be provided in future communications.** Contact Ryan Dwyer at Ryan.Dwyer@state.co.us with policy-related questions, and refer Health First Colorado members to NEMT information at HealthFirstColorado.com/NEMT.

Thank you,

Department of Health Care Policy & Financing

Please do not reply to this email; this address is not monitored.

See what's happening on our social sites

