

New Non-Emergency Medical Transportation (NEMT) Member Feedback/Complaint Process for Counties

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COLORADO

Department of Health Care
Policy & Financing

Introducing new NEMT Member Complaint Coordinator

- A new position was created at the Department to handle non-IntelliRide counties and track NEMT Member Complaints and Feedback
- In addition to the new position, new Salesforce functionality has been implemented to track all NEMT related complaints that come into the department and route them to the appropriate person to handle them

NEMT Team Roles

NEMT Member Complaint Coordinator

- Handles member complaints for non-IntelliRide counties, currently 55 counties
 - Exception: ALL Reimbursement complaints are handled by IntelliRide/Non-Emergent Medical Transportation Administrator
- Tracking NEMT Member Complaints and Feedback
- This role is within the Member Contact Center/Medicaid Operation Office (MOO) at HCPF

Transportation Contract Compliance Specialist

- Handles member complaints for IntelliRide counties & all reimbursements
 - IntelliRide is the broker for the 9 major metro area counties
 - IntelliRide handles ALL mileage reimbursements for everyone statewide who has a family member, friend, etc. drive them to an appointment rather than using a provider
- This role is within the Health Policy Office (HPO) at HCPF

Where should we send members for IntelliRide & reimbursement complaints?

- IntelliRide complaints can still be directed to Courtney, but a member will use the same avenues as the new NEMT complaint process to log a complaint or feedback with the Department about IntelliRide
- IntelliRide still handles mileage reimbursements for everyone statewide who has a family member, friend, etc. drive them to an appointment rather than using a provider
- IntelliRide & Reimbursement complaints should still be directed to the Transportation Contract Compliance Specialist in HPO (Courtney)

New NEMT Member Feedback/Complaint Process Options

If a member would like to log a complaint or feedback with the Department about a recent NEMT experience,

Here are the two options to create a ticket:

1. Either you or the member can complete the NEMT Member Feedback/Complaint webform at their convenience to create a new ticket
2. They can call the Member Contact Center, 1-800-221-3943, to log a ticket for followup or be transferred to a voicemail box to leave a message with their complaint information. This is only a voicemail box, this is not a phone line that is answered.

HCPF NEMT Team will follow up with the member within two business days from the time the ticket is received in the NEMT Queue.

You may begin using any of the options above immediately.

What is a webform?

- The NEMT webform is for members who prefer to use this method to report their feedback/complaint
- The webform converts the feedback/complaint into a Salesforce ticket and is auto-routed to the appropriate person on the NEMT Team based on criteria they enter in the form
- You may email the webform link to the member or direct them to the webpage
- The NEMT Member Feedback/Complaint webform link is located on the bottom area of this webpage
<https://www.healthfirstcolorado.com/nemt> or
<https://hcpfdev.secure.force.com/NEMTWebform>

Thank you for your time!

If you have any questions please feel free to contact:

NEMT Team Email: hcpf_NEMTFeedback@state.co.us

Other helpful information:

[NEMT Service Areas | Colorado Department of Health Care Policy & Financing](#)

[Non-Emergent Medical Transportation \(NEMT\) | Colorado Department of Health Care Policy & Financing](#)

[Non-Emergent Medical Transportation - Health First Colorado](#)

[County Administration Resources | Colorado Department of Health Care Policy & Financing](#)

[Member Resources FAQs - Health First Colorado](#)

Please note: This information is for Non-Emergent Medical Transportation (NEMT) only, **not** for Non-Medical Transportation (NMT) Benefit - For NMT information visit <https://hcpf.colorado.gov/nmt>



Questions?

Contact Info

hcpf_NEMTfeedback@state.co.us

Thank you!