

Non-Emergent Medical Transportation (NEMT) Specialty Billing Training

Health First Colorado
(Colorado's Medicaid Program)

Training Overview

Introduction

Member Eligibility

Billing and Payment

Prior Authorizations

Introduction

- Non-Emergent Medical Transportation (NEMT) services are transportation services rendered to and from medically necessary locations or services for members who have no other means of transportation, including free transportation.
- NEMT services must be rendered by:
 - A transportation provider enrolled in the correct subtype
 - The transportation broker schedules and determines provider and/or service locations

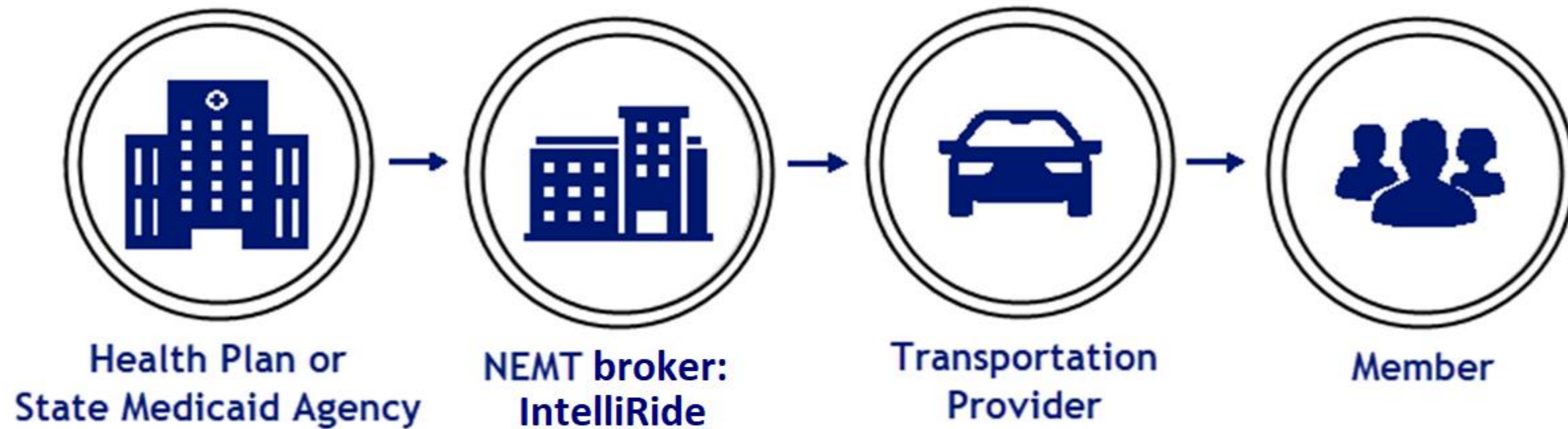
Non-Emergent Medical Transportation (NEMT) Covered Services

Non-Emergent Medical Transportation (NEMT) is transportation required for the receipt of necessary medical services. This includes:

- Transportation after discharge from a hospital
- Transportation to and from critical medical appointments

It does **not** include Emergency Medical Transportation (EMT) services.

Non-Emergent Medical Transportation (NEMT) Broker



Providers with questions about transportation management and specifically claims processing, billing, and prior authorization requests are encouraged to reach out to IntelliRide directly.

Eligibility

Members who qualify for services under the following Health First Colorado programs do not qualify for Non-Emergent Medical Transportation (NEMT) services:

- Old Age Pension - State Medical Program (OAP SMP)
- Qualified Individual - 1 Medicare (QI-1)
- Qualified Medicare Beneficiary (QMB) *only*
- Special Low-Income Medicare Beneficiary (SLMB)
- Child Health Plan *Plus* (CHP+)
- Emergency Medicaid Services (EMS)

Prior Authorizations (PAs)

Prior Authorization (PA) required: NO

Exception: Air Transport and Out of State. Providers seeking prior authorization (PA) status must outreach Intelliride. Intelliride will communicate with the Department of Health Care Policy & Financing to create a prior authorization request on the member's behalf. This decision will be communicated to Intelliride.

Billing

- All Non-Emergent Medical Transportation (NEMT) providers bill using the professional claim (CMS 1500).
- NEMT services cannot be billed on the institutional claim (UB-04) by hospitals.
- For more questions about NEMT billing, contact Intelliride.

Resources

Provider Contacts web page

<https://www.colorado.gov/hcpf/provider-help>

- Provider Services Call Center

Training web page

<https://www.colorado.gov/pacific/hcpf/provider-training>

Billing Manuals web page

<https://www.colorado.gov/hcpf/Billing-Manuals>

- [Non-Emergent Medical Transportation \(NEMT\) Billing Manual](#)
- Appendix R (for a detailed list of Explanation of Benefits (EOB) codes)
- [General Provider Billing Manual](#)

Resources

Quick Guides web page

<https://www.colorado.gov/hcpf/interchange-resources>

- [Copy, Adjust, and Voiding Claims Quick Guide](#)
- [Reading the Remittance Advice \(RA\) - Provider Web Portal Quick Guides](#)

Thank you!