

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.
 - In 9 counties (Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer and Weld counties), a transportation broker schedules and determines provider and/or service locations.

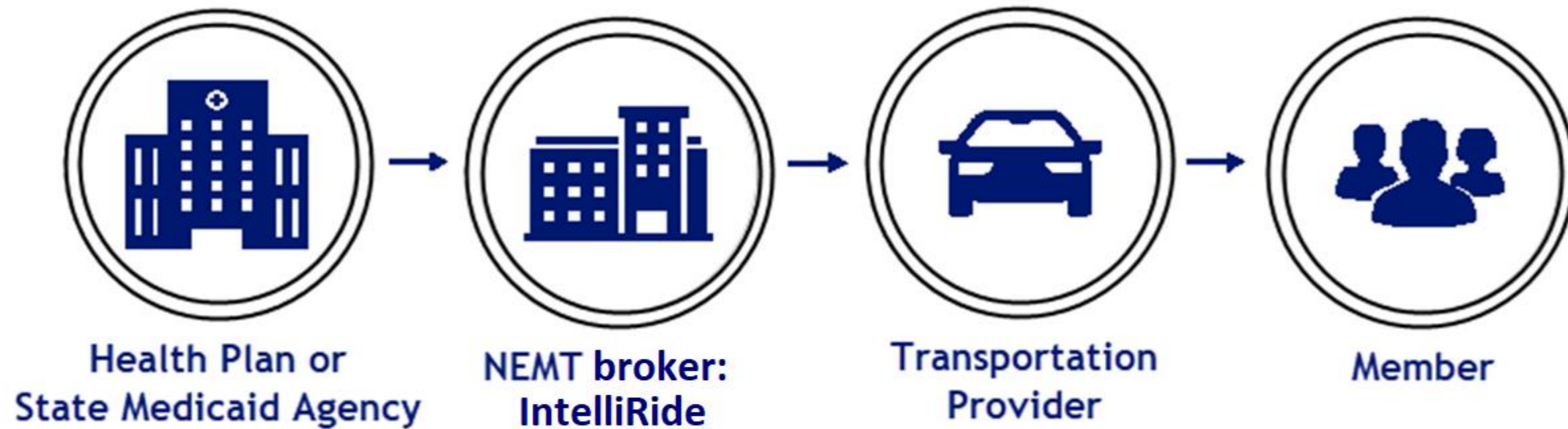
Non-Emergent Medical Transportation (NEMT) Covered Services

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.

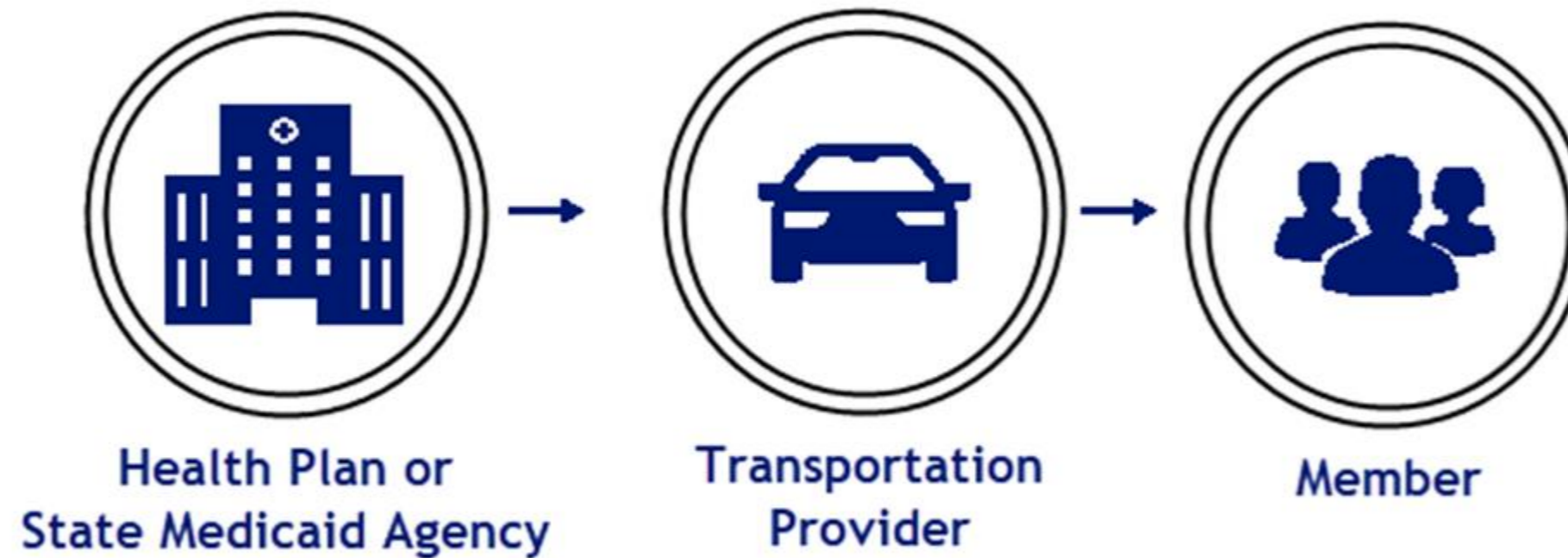
Non-Emergent Medical Transportation (NEMT) Broker



The following information applies *only* to providers in the 9 counties *inside* IntelliRide’s service area (Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer and Weld counties):

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

Non-Emergent Medical Transportation (NEMT)



The following information applies *only* to providers in the 55 counties *outside* of IntelliRide's service area:

There will be a transition period from July 1 to July 31, 2021, as IntelliRide reduces its service area. From August 1, 2021, providers outside the service area will not use a broker. Members must contact the provider directly to schedule the trip.

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)

Eligibility

As of August 1, 2021, eligibility verification steps will differ depending on the county where service is rendered.

The following information applies *only* to providers in the 55 counties *outside* of IntelliRide's service area:

- Transportation providers operating outside of IntelliRide's service area will be responsible for verifying member and medical provider eligibility for trip requests beginning with the date of service August 1 forward.
- Transportation providers will be verifying and retaining documentation of medical necessity for level of service authorization for trip requests beginning with the date of service August 1 forward.
- Transportation providers will submit claims to Gainwell Technologies for payment from July 1 forward.

Providers *within* IntelliRide's service area (Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer and Weld counties) are encouraged to reach out to IntelliRide directly with questions about member eligibility.

Prior Authorizations (PAs)

The following information applies *only* to providers in the 9 counties *within* IntelliRide's service area (Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer and Weld counties):

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.

Prior Authorizations (PAs)

The following information applies *only* to providers in the 55 counties *outside* of IntelliRide's service area:

Prior Authorization (PA) required: YES. The PA will be created after the Health First Colorado member contacts a transportation provider directly to schedule a trip.

The provider will also communicate with the Department of Health Care Policy & Financing to create a prior authorization request on the member's behalf for Air Transport and Out of State transportation services.

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.
- Effective July 1, 2021, providers in the 55 counties **outside** of IntelliRide's service area will bill Gainwell Technologies directly for reimbursement.
- Providers in the 9 counties **within** IntelliRide's service area (Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer and Weld counties) are encouraged to contact IntelliRide for billing information.
- Effective August 1, 2021, IntelliRide will no longer transfer subscriptions or trip requests for members outside the service area.

Resources

Provider Contacts web page

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

- Provider Services Call Center

Training web page

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

Billing Manuals web page

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

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

Thank you!