



COLORADO

Department of Health Care
Policy & Financing

Dear Clinic Provider,

Non-Emergent Medical Transportation (NEMT) is a Health First Colorado (Colorado's Medicaid program) benefit for members who don't have transportation to Medicaid-covered medical appointments. Health First Colorado covers rides for eligible individuals to and from the nearest doctor's office, hospital, or another medical office for approved care.

NEMT drivers can give members or their eligible family members a ride only to a medical office and back home. An NEMT driver should:

- Only take members to the appointment and then home;
- Always take the most direct route to the appointment and back home;
- Never offer members money or other incentives;

Health First Colorado providers can help protect members by watching out for suspicious activity involving NEMT drivers. Please report these types of incidents:

- Rides of over 25 miles
- Multiple members being transported in the same vehicle
- Members being offered money or other incentives
- If an NEMT provider, driver, or company contacts you for member names, IDs, or patient referrals to use their transportation services.

If a driver does something they should not, please contact either Health First Colorado or the Attorney General's Office:

- To contact Health First Colorado, choose one of these options:
 - Send an online [Health First Colorado Provider Fraud Form](#)
 - Call 855-375-2500 (for State Relay, call 711)
 - Email hcpf_reportproviderfraud@state.co.us
- To contact the Attorney General's Office, email mfcu.investigations@coag.gov or call 720-508-6696.

Your name and personal information will be kept confidential when reporting suspected provider fraud.

Thank you,

Department of Health Care Policy & Financing
