



COLORADO

Department of Health Care
Policy & Financing

Dear Non-Emergent Medical Transportation (NEMT) Provider,

The deadline for NEMT providers is Saturday, November 30, 2024. Providers are urged to take immediate action if they have not already, to avoid having claim denials.

Revalidation Deadline and Requirements

Revalidation is a requirement for continued claims payment. However, claims may still be reviewed or suspended even if the provider has an approved revalidation application.

The revalidation deadline for NEMT providers has been extended from September 30, 2024, to **November 30, 2024**.

Providers must plan accordingly to be ahead of the deadline. The Department is urging providers to begin this process immediately.

Note: Some providers may be required to revalidate earlier based on their original enrollment date with Health First Colorado (Colorado's Medicaid program). Providers should refer to the Provider Revalidation Dates Spreadsheet located under [Revalidation Resources](#) on the [Revalidation web page](#) to obtain their revalidation date.

A link for revalidation will appear on the [Provider Web Portal](#) prior to the revalidation due date.

The credentialing certificate from Transdev Health Solutions must be submitted with the revalidation application. Do not try to upload the certificate before receiving notification to revalidate.

Visit the [Revalidation web page](#) for additional information regarding the revalidation process.

Credentialing and Revalidation Process

Health First Colorado has updated the NEMT provider credentialing process. This consists of two (2) steps:

1. Credentialing with Transdev Health Solutions
 2. Revalidating enrollment with Health First Colorado
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Credentialing with Transdev Health Solutions (Formerly IntelliRide)

All NEMT providers must be credentialed to provide Health First Colorado services, which now includes all drivers and vehicles. Transdev Health Solutions manages driver and vehicle credentialing for all NEMT providers statewide.

Failure to complete this process will result in further action being taken in accordance with [Section 25.5-4-301, C.R.S. and 10 C.C.R. 2505-10, Section 8.076](#).

1. Visit the [Transdev Health Solutions Transportation Providers web page](#) to complete the Credentialing Request Form and License Agreement. Providers will receive an email that includes a username, password and link to sign up for a credentialing software training session.
2. Participate in a ProCredEx credentialing software training session to learn how to use the software.
3. Visit the [Platform ProCredEx website](#) to upload the required driver and vehicle credentials. Log in using the username and password received after the initial application for credentialing with Transdev Health Solutions (see #1).
4. Sign up for an in-person vehicle inspection. Vehicle inspections are required. Visit the [Transdev Health Solutions Transportation Providers web page](#) for a list of contacts, dates and times for inspections.

Transdev Health Solutions will review and provide a credential certificate once these steps are completed. This certificate must be submitted with the provider's Health First Colorado revalidation application.

Contact ProCredEx Provider Support at Support@procredex.com for help with the credentialing process.

Important: Any new drivers and vehicles added to the business at any time must be approved before they can be used to transport Health First Colorado members. Credentials for new drivers and vehicles must be submitted through the ProCredEx credentialing software. Any driver or vehicle that fails credentialing is prohibited from providing NEMT services to Health First Colorado members.

Vehicle Inspections

All vehicles must be inspected regardless of the age of the current inspection. Providers must contact Transdev Health Solutions to schedule an inspection date and time.

Contact Transdev Health Solutions Provider Support at 833-643-3010 or US.THSProviders@transdev.com with questions.

Contact the [Provider Services Call Center](#) with questions about revalidation.

Thank you,

Department of Health Care Policy & Financing

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