

BENEFITS

Transportation

Non-emergent medical transportation (NEMT) is a benefit for Health First Colorado (Colorado's Medicaid Program) members who have no other means of transportation.



About NEMT

Non-emergent medical transportation (NEMT) can be used by Health First Colorado members for travel to and from medically necessary services. It is only for non-emergency services.

NEMT can be used for trips to Health First Colorado enrolled places of service for covered services. Members must go to the closest qualified provider that is willing and able to provide care.

The transportation used is the one that is least costly. Mileage reimbursement is also available, as is out-of-state travel when necessary. To learn more go to, hcpf.colorado.gov/non-emergent-medical-transportation.



If you need help with the information in this document, including written/ oral translation; or in a different format like large print or as an audio file, we can help you at no cost. Call NHP at 800-541-6870 or State Relay 711 for callers with speech or hearing disabilities.

Accessing NEMT

Scheduling a Ride

Schedule a ride by calling NHPs care coordination at 888-502-4190 or find the local county provider at, hcpf.colorado.gov/nemtlist. When setting up the trip make sure to,

- Schedule rides ahead of time, or 2 days prior to appointment
- Have your Medicaid ID number, the provider's address and phone number ready

Mileage Reimbursement

Contact Transdev at 855-489-4999 the day before the appointment to get a trip number. This trip number will be needed to link to the forms and receipt to be submitted.

- Download a Mileage Reimbursement Form and instructions to submit it at, transdevhealthsolutions.com/colorado/member-resources.
- If you have questions, please contact care coordination.

CARE COORDINATION

Care coordination is free and can be used to help make appointments, get medications filled or set up transportation for your outpatient appointments. Call 888-502-4190 to connect with a care coordinator.