

Non-Emergency Medical Transportation (NEMT) Fact Sheet

Frequently Asked Questions

Am I eligible?

Most Medicaid members are eligible EXCEPT those in these programs:

- Old Age Pension – State Medical Program
- Qualified Individual – 1 Medicare (QI-1)
- Qualified Medicare Beneficiary
- Special Low-Income Medicare Beneficiary

What information do I need to schedule a ride?

- Full name
- Medicaid Identification Number
- Phone number
- Birth date
- Date the ride is required
- Address of pick-up location
- Name, address, & phone number of provider

What are my transportation options?

Types of transportation available vary by location and may include:

- Public transportation passes
- Private vehicle
- Non-emergency vehicle
- Mileage Reimbursement
- Mobility vehicle
- And more!

About NEMT

- The NEMT program provides free transportation to and from covered non-emergency doctor appointments for Health First Colorado, or Medicaid, members.
- NEMT is only available when a member has no other transportation options. There is no limit to the number of daily trips a member can receive from one or multiple providers.
- The NEMT program is administered by 3 different State Designated Entities (SDEs) which vary across the state.

Where can I go with NEMT?

- Appointments covered by the Colorado Medicaid State Plan, and that are provided by doctors enrolled in Colorado Medicaid.
- You **cannot** use NEMT for picking up prescriptions, picking up medical equipment, or completing interviews or paperwork.
- If you are enrolled in a Home and Community Based Services (HCBS) Waiver program, your transportation *may* be covered. For additional information call 303-866-3832.

When do I schedule a ride?

You must schedule a ride at least **3 days** in advance.

Who can I contact with more questions?

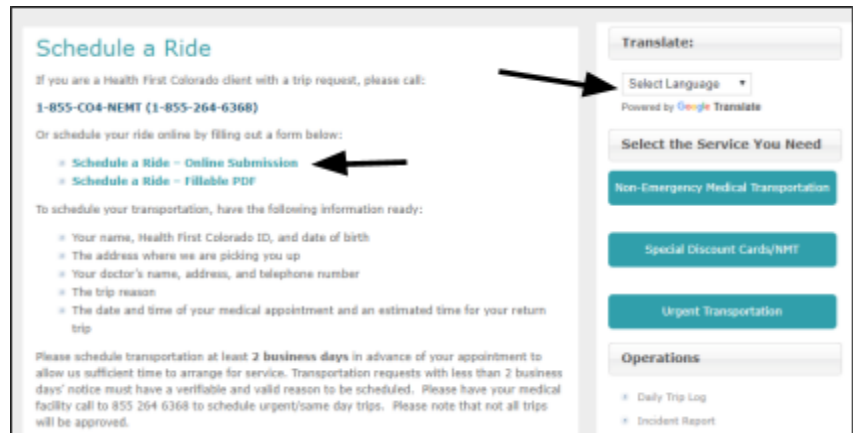
You can contact the Health First Colorado Member Contact Center at **1-800-221-3943** or at NEMT@state.co.us.

Scheduling a Ride: By Phone

Area	Phone	Spanish?
Denver/Fort Collins Metro Area Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer, & Weld	1-855-CO4-NEMT (1-855-264-6368)	Yes (All languages available)
Morgan County	(970) 867-6494	No
Pueblo County	(719) 583-6924	No

Scheduling a Ride: Online

- Only Medicaid members in the Denver/Fort Collins metro area can schedule a ride online through the www.medicaidCO.com submission form.
- You have the option to change the language on the website.



Contact Us:
 weare@centerforhealthprogress.org
 720.583.1760
 www.centerforhealthprogress.org