Non-Emergency Medical Transportation (NEMT) Process

If I have Medicaid can I get transportation to and from non-emergency medical appointments?

Medicaid clients are eligible for transportation services to routine (scheduled appointments) and urgent (client needs to get to doctor as soon as possible) medical appointments. Urgent appointments will be verified with the physician's office. Forgetting to call is not an acceptable reason for an urgent appointment, in these cases the client may be asked to reschedule their appointment.

Although most Medicaid clients qualify for NEMT services the following Medicaid clients do not qualify: CHP+, QMB, SLMB, QI-1 and OAP-state only.

For any emergency situations requiring immediate attention: CALL 911.

Who do I call if I need a ride to a medical appointment?

If you live in one of the Denver Metro area counties Adams, Arapahoe, Boulder, Broomfield, Douglas, Denver, Jefferson, Larimer, or Weld call First Transit at (Toll Free Reservation Line) 1-855-264-6368.

If you live outside of the Metro area, call the county you live in and they will assist you with your transportation needs.

Please call at least two days before your appointment. If you need to go the doctor and the doctor says you should not wait for three days, the provider will verify the urgency with your doctor's office prior to scheduling the transport.

How will I know I will get a ride?

If your arrangements have been made through First Transit, when you call to schedule your appointment, they will call you to confirm the day before.

If your arrangements are made through the county, your county representative will provide you with the name of the transportation company and the time you will be picked up to confirm your transportation arrangements.

If you go to a clinic that only schedules same day appointments, be sure and tell the transportation provider that this is the clinic's rule. The transportation provider will call to verify that this is the rule and they may still be able to provide transportation for you.

What information does First Transit or the county need when I call?

Name
Medicaid ID number
Home address
Phone number
Doctor's name, phone number, address, time of the appointment.

Can I go anywhere I want?

No, you can only go to and from Medicaid medical appointments. You will need to go to the doctor closest to your home. If there is no doctor close to your home or if you are seeing a specialist First Transit or the county will contact you doctor to fill out a form stating you must be seen by that doctor.

Example: *If you have to find a new doctor we will transport you to one in your town, not across the state. If you have a long-standing relationship with a doctor or if there is not a doctor in your town who can treat your condition, we will give special permission to see the doctor you need to see. If the doctor you need to see is more than 12 miles from your house (in the metro area only) your doctor will have to send in a form explaining why you need to go there.*

If you have additional questions about Medical Transportation please call Medicaid Customer Service at 303-866-3513 within Denver metro area, or 1-800-221-3943 outside Denver metro area. Please note this number is for questions and that the operators at this number cannot schedule your trips.

What if I have a complaint?

Depending on where you live, first call First Transit's concern line at 855-636-8178 or the county to see if they can take care of it for you. If they cannot, call Medicaid Customer Service at 303-866-3513.

You can send a written complaint to First Transit within two days of the incident or a verbal complaint within one day. First Transit is required to investigate and respond to all complaints within 10 days, and inform you of what actions were taken.

If you are not satisfied with the action taken you may also submit a formal, written complaint to Medicaid within five days, at the address below.

Department of Health Care Policy and Financing
ATTN: Chris Acker
1570 Grant Street
Denver, CO 80203-1818
303-866-3920