Colorado Medicaid Non-Emergent Medical Transportation (NEMT)

What is Non-Emergent Medical Transportation (NEMT)?
Non-Emergent Medical Transportation (NEMT) is transportation to and/or from Medicaid medical appointments or services, and is only available when a client has no other means of transportation. **All NEMT requests require PRIOR approval**. Types of transportation available include:

- Ambulance
- Plane
- Train
- Mobility vehicle
- Private vehicle
- Wheelchair van

Reimbursement also may be provided for gas, bus tokens and bus passes.

Who is eligible?

- Most Medicaid clients who have no other means of transportation may qualify
- Clients under the following Medicaid programs **do not qualify**:
  - Child Health Plans Plus (CHP+)
  - Old Age Pension – State Medical Program (OAP-State only)
  - Qualified Individual-1 Medicare (QI-1)
  - Qualified Medicare Beneficiary (QMB) Special Low-Income Medicare Beneficiary (SLMB)

What additional services are available?

- Meals and lodging may be covered under NEMT; however, approval for meals and lodging will only be considered if the trip cannot be completed in one day.
- Transportation, meals and lodging for an escort to accompany an at-risk adult or child may also be covered.

What services are not covered?

- Transportation anywhere other than a Medicaid medical appointment or service with an authorized Medicaid provider.
- Transportation to pick up prescriptions.

Is there transportation for non-medical appointments or services?
If you are enrolled in a Home and Community Based Services (HCBS) Waiver program, some non-medical transportation may be covered. For additional information call 303-866-3832.

How do I schedule NEMT services?

- **You must contact First Transit,** if you live in the following counties:
  Adams, Boulder, Denver, Jefferson, Weld
  Arapahoe, Broomfield, Douglas, Larimer
  Clients call 855-264-6368; Providers call 855-677-6368.
- If you live in a county that is not listed above, contact your local county office.

For more information contact Medicaid Customer Contact Center:
Within Denver metro area: 303-866-3513
Outside Denver metro area: 1-800-221-3943

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