

Dear Medical Services Partner:

On behalf of First Transit and the Colorado NEMT program, we would like to express our sincere appreciation for your patience and dedication to our customers during this difficult transition. We are working hard to improve service quickly, and are committed to addressing all of the issues and concerns that have been raised during the transition.

We have made several significant changes to improve our operations. This includes placing both legs of each customer's trip with the same provider. Going forward, providers who take a passenger to their appointment should also be picking them up afterwards to return home (with the exception of trips assigned to taxicabs). We also reached out to our providers over the weekend to clarify subscription assignments and to discuss their concerns. This should streamline operations and prevent many of the operational issues that caused service delays this past week. Medical providers should continue to call our Provider Line at **855-OPS-NEMT** (855-677-6368). This line is staffed continuously and, if occupied, rolls to a specific provider voice mailbox. We have staff members assigned to returning these high-priority messages quickly throughout the day.

For our passengers, we have expanded the number of phone lines and agents available to answer incoming calls. We have also been busy collecting and verifying customer information to ensure that we have the most accurate information possible to match customers to locations.

We are most appreciative of your commitment to our mutual customers, the Medicaid clients whose travel has been disrupted this past week. We appreciate your efforts to make sure the customers get to and from their appointments safely, and not to leave any customers stranded. I want to assure you that we will work with you to compensate you for all trips that you may have provided that had been scheduled with transportation providers. In order to process these requests, please provide a list with the client's Medicaid number, the date you provided the trip, and your location or personal information. We will work to verify the information as promptly as possible for reimbursement.

Please send this information via email to rob.andresen@firstgroup.com or via fax to 303.790.4386 to my attention. We also want to remind you of the access you, as a medical provider, have to our Medical Specialist, Erin Guettlein, and through the fax system. Please visit the website at www.medicaidco.com for information and forms.

Thank you for your continued commitment to the Medicaid program and the non-emergent transportation component.

Rob Andresen
General Manager