

To Our Valued Passengers:

The State of Colorado has partnered with First Transit to manage Medicaid Non-Emergency Medical Transportation service for the following counties: Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer, and Weld.

We know there have been many challenges with the service since the first of the year, and we sincerely apologize for the inconvenience this has caused. We have been working tirelessly to resolve these issues, and we hope you've already seen a marked improvement. Your safety and security is our core focus and we want to provide you with the most efficient service possible.

We have temporarily extended our call center hours from 7am to 8pm, Monday - Saturday. We have also expanded our phone lines and staffing, and have brought in experienced staff members from other locations to assist in this transition period. These efforts have now reduced hold times and are allowing our customers to reach an available Medicaid dispatcher in a timely manner.

When you call for transportation...

Call volume is heaviest between 9am and 4pm, so please consider calling between 7-9am or 4-8pm when waits are shorter. **Our toll-free number is 1-855-264-6368.** Our Customer Service Representatives take each caller in turn, so please do not hang up and call back...average customer hold times vary by time of day, but have been running 7-8 minutes the past week. If you are connected to voicemail, please leave a message with your name, contact number, and the date and time of your travel need. Our staff members will return messages within 60 minutes.

Transportation is only provided for Medicaid-covered services. When you call to arrange a ride, please have the following information ready:

- Your Medicaid ID number, date of birth, and a phone number at which you can be contacted
- Date and time of your appointment
- Full address of the location you are requesting service to, including zip code
- Name and phone number of the medical provider, so the trip can be verified

Requests for transportation services must be made at least 48 hours in advance. While we can arrange transportation for known appointments weeks or months in advance of your appointment, only urgent trips may be made with less than 48 hours notice. Trips with less than 48 hours notice must be pre-approved by the medical professional providing the service.

About your return trip...

When scheduling your transportation, it is best to schedule your return time whenever possible. Transportation Providers are required to be at the return location within 15 minutes of a pre-scheduled return time.

If you are *not* able to pre-schedule a return time, you have two options:

- 1) We typically schedule the return trip with the same transportation provider who took you to the appointment. Check with the driver and see if the same company has your return and, if so, request their phone number so you can contact them directly when you are finished with your appointment. This will help you avoid additional wait time.
- 2) Or, once your appointment is completed, you may call us at 1-855-264-6368 and choose the option for the Ride Line. This will connect you to a Customer Service Representative who will contact the transportation company to let them know you are ready for your return trip. Please understand that these unscheduled "will-call" trips are subject up to a 90 minute wait for return transportation.

At First Transit, the safety and security of our customers is our core value. We greatly value our relationships with our customers and strive to ensure that each of you is transported to and from your medical appointments safely and reliably. If you have any concerns, please don't hesitate to **contact us at our Comment Line 1-855-636-8178.**

Sincerely,

Rob Andresen
General Manager
First Transit Colorado NEMT