

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT
MEDICAL ASSISTANCE PROGRAM

STATE OF COLORADO

Attachment 3.1-D
Page 1

METHODS OF ASSURING TRANSPORTATION

The Colorado Medical Assistance Program provides non-emergent medical transportation (NEMT) as an administrative service and administrative expense.

The state-designated entity shall assure that necessary NEMT services covered by the Colorado Medical Assistance Program for eligible clients who do not have access to other means of transportation including free transportation, and, require transportation to obtain a non-emergency Medicaid service. The state-designated entity can be either county departments of human/social services or a designated broker. Payment will be made for the least expensive transportation suitable to the client's condition. The distance to be traveled, transportation methods available, treatment facilities available, and the physical condition and welfare of the client shall all determine the type of NEMT authorized. The type of transportation available may vary by region because of rural and urban conditions.

Reimbursable NEMT methods shall include personal vehicle, ambulance, taxi, mobility vehicle, wheelchair van, bus, train, air, and other forms of public and private conveyance. Reimbursement for non-brokered NEMT shall be the lower of submitted charges or fee schedule rate as determined by the Department of Health Care Policy and Financing. Brokered NEMT, which is used only in non-emergency circumstances, shall be reimbursed through negotiated contracts based on fee-for-service rates and expenditures.

Covered places of service may include transportation of clients to or from Medicaid-enrolled providers to receive Colorado Medicaid covered services. When necessary, transportation may include urgent care facilities, hospital to hospital transportation, and out-of-state transportation. Covered ancillary services may include escorts, meals, and lodging.

Except as otherwise noted in the State Plan, state-developed fee schedule rates are the same for both governmental and private providers. Reimbursement rates can be found on the official Web site of the Department of Health Care Policy and Financing at www.colorado.gov/hcpf.

Clients are made aware of NEMT services through the following methods:

- Informational packet mailed to all newly enrolled Medicaid clients
- EPSDT outreach coordinators (for children and families)
- Official Web site of the Department of Health Care Policy and Financing
- Enrollment broker
- Customer Service Contact Center
- County departments of human/social services
- Transportation broker via outreach to Medicaid providers in the service area

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT
MEDICAL ASSISTANCE PROGRAM

STATE OF COLORADO

Attachment 3.1-D
Page 2

Non-covered services include: services provided solely for convenience of the client; charges incurred while client is not in the vehicle; , transportation to or from non-covered medical services, waiting time, cancellations, transportation which is covered by another entity, charges for additional passengers except when acting as an escort for a child or at-risk adult, or, the siblings or children of the client receiving medical services; charges for the cost of transporting siblings who are not receiving a medical service; and transportation for nursing facility or group home residents to medical or rehabilitative services required in the facility's program unless the facility does not have an available vehicle.

Clients residing in counties covered by the NEMT broker may contact the broker by calling a toll-free telephone number.

The Department of Health Care Policy and Financing contracts with a competitively procured transportation broker for the provision of non-emergent medical transportation services for eligible clients residing in select Colorado counties. Compensation for the brokered services is negotiated based on an analysis of non-brokered fee-for-service transportation reimbursement rates and expenditures.

Some NEMT services require prior authorization. Transportation to out-of-state locations shall require prior authorization and shall be covered when it has been determined, on the basis of medical advice, that the needed medical services, or necessary supplementary resources, are not able to be provided by a provider/facility within the state, or when it is the general practice for clients in a particular locality to use medical resources in another state.

Services ancillary to NEMT shall include meals and lodging and are only covered if the trip cannot be completed in one calendar day. The maximum per diem reimbursement rates for meals and lodging and NEMT prior authorization requirements can be found on the official Web site of the Department of Health Care Policy and Financing at www.colorado.gov/hcpf. NEMT, meals, and lodging for one escort attending an at-risk adult or child may be provided.

Transportation to a service that is not a Medicaid benefit is not covered.

TN No. 14-011
Supersedes TN No. 09-034

Approval Date 5/28/2015
Effective Date 7/1/2014