

Non-Emergent Medical Transportation (NEMT)

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COLORADO

Department of Health Care
Policy & Financing

What is NEMT?

- Transportation for Health First Colorado (Colorado's Medicaid Program) members to and/or from covered medical appointments and services.
- NEMT is available only when a member has no other means of transportation.
- NEMT is not for emergency situations.



What is NEMT?

- Federal Regulations (42 CFR §431.53) require states to ensure transportation to and from Medicaid providers.
- The Centers for Medicare and Medicaid Services (CMS) must approve each state's method for providing NEMT through the Medicaid State Plan.



NEMT Services

Transportation using the least expensive, most medically appropriate mode available. Types of transportation available may include:

- Private vehicle
- Public transportation
- Mileage reimbursement
- Ambulance
- Mobility vehicle
- Wheelchair van
- Stretcher van
- Plane
- Train

Meals and lodging- if the trip cannot be completed in one day.

Meals, lodging, and transportation expenses for an escort- when the member is a child or an at-risk adult who requires the escort's continued stay.



Provision of Services

- Must be the least expensive, most medically appropriate mode available for that member.
- Provided to the closest, most appropriate Medicaid-enrolled provider.
- Must be to receive Medicaid State Plan covered services.
- There is no limit to the number of NEMT trips a member can take.
- All air, train, and out-of-state NEMT must be pre-approved by the Department.



Eligibility

Most Health First Colorado members who have no other means of transportation qualify for NEMT.

Members in the following programs/eligibility categories do not qualify for NEMT:

- Child Health Plan *Plus* (CHP+)
- Old Age Pension – State Medical Program (OAP SMP)
- Qualified Individual – 1 Medicare (QI-1)
- Qualified Medicare Beneficiary (QMB only)
- Special Low-Income Medicare Beneficiary (SLMB)
- Program of All-Inclusive Care for the Elderly (PACE)



Administration

State-Contracted Broker – 9 counties

- Veyo (formerly Total Transit)
 - Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer, Weld

Three Multi-County Collaboratives – 19 counties

- Northwest Colorado Council of Governments
- Northeast Colorado Transit Authority
- San Luis Valley Multi-County Collaborative

County-Administered System – 36 counties

- Locally administered through County Departments of Human Services



Scheduling a Ride

Veyo: 1-855-264-6368

Northwest Colorado Council of Governments:
1-844-686-7433

Northeast Colorado Transit Authority:
(970)521-4857

San Luis Valley Multi-County Collaborative:
(719)589-5734

Remaining 36 Counties:

<https://sites.google.com/a/state.co.us/humanservices/home/services-by-county>



Legislative Request for Information

On November 1, 2015, the Department responded to a Legislative Request for Information. The response outlined performance and policy issues associated with emergency and non-emergency transportation services, including:

- the time to complete a request for transportation,
- the wait time for a same-day request for transportation (e.g. for a hospital discharge),
- a discussion of performance variations by region, and
- whether emergency transportation providers are appropriately compensated if they provide services on site and the patient declines transportation.

Full Report:

<https://www.colorado.gov/pacific/sites/default/files/Health%20Care%20Policy%20and%20Financing%20FY%202015-16%20RFI%205.pdf>



Utilization

NEMT Utilization for Calendar Year 2015

AGE RANGE	MEMBER COUNT	TOTAL TRIPS	TOTAL PAID AMOUNT
0 to 11	3,748	27,370	\$ 1,099,375.47
12 to 17	2,673	22,891	\$ 745,899.78
18 to 20	959	5,543	\$ 205,657.07
21 to 24	1,376	11,733	\$ 325,970.07
25 to 34	4,277	43,148	\$ 1,100,903.45
35 to 44	4,372	66,048	\$ 1,654,858.37
45 to 54	6,326	127,503	\$ 2,986,612.46
55 to 64	7,204	161,467	\$ 3,793,945.29
65 to 74	3,029	82,783	\$ 1,783,087.82
75 and Older	2,730	60,467	\$ 1,147,066.76



Questions?



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