



**COLORADO**

Department of Health Care  
Policy & Financing

# Non-Emergent Medical Transportation (NEMT) County FAQs

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The purpose of this Frequently Asked Questions (FAQs) document is to provide county departments of human/social services with resources on Non-Emergent Medical Transportation (NEMT) eligibility, policies, billing, revalidation, providers, Total Transit and training. This document will be updated periodically to address additional topics.

## Overview of NEMT

NEMT is transportation to or from covered Medicaid medical appointments or services, and is only available when a member has no other means of transportation. Additionally, meals and lodging for the member along with transportation, meals and lodging for an escort to accompany an at-risk adult or child may also be covered under NEMT.

NEMT is currently administered by the state designated entity (SDE). There are three different types of SDEs throughout the state:

- County Departments of Human Services administer NEMT in 36 counties.
- Three multi-county collaboratives, consisting of 19 counties, partner with non-County Departments of Human Services (e.g., Regional Council of Governments or community-based agencies) to administer NEMT:
  - Northwest Colorado Council of Governments
  - Northeast Colorado Transit Authority
  - San Luis Valley Multi-County Collaborative
- The state contracted NEMT broker, Total Transit, administers NEMT in nine counties: Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer and Weld Counties.

The Department continues to explore alternative NEMT structures and ways to improve the program.

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## NEMT Eligibility

### Who is eligible for NEMT?

NEMT is only available when a member has no other means of transportation.

Most Medicaid members are eligible for NEMT, except members in the following categories:

- Child Health Plan *Plus* (CHP+)
- Old Age Pension – State Medical Program (OAP SMP)
- Qualified Individual – 1 Medicare (QI-1)
- Qualified Medicare Beneficiary (QMB)
- Special Low-Income Medicare Beneficiary (SLMB)

Note: CHP+ is not a Medicaid program; CHP+ members are not eligible for NEMT.

Because eligibility can change frequently, it is important to check the Colorado Benefits Management System (CBMS) as close to the date of service as possible, preferably same day, to verify eligibility.

### What mode of transportation can the member use?

NEMT should only be provided when the member has no other means of transportation, including free transportation, and should be provided by the least costly, most appropriate mode of transportation available. Types of transportation that may be provided include:

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

### Where can a member be transported using NEMT?

NEMT can only be provided to services covered by Colorado Medicaid State Plan, and that are provided by providers enrolled in Colorado Medicaid. NEMT is not available for picking up prescriptions, picking up medical equipment, or completing interviews or paperwork. HCPF does not post a list of non-covered services since this list is ever changing. Transportation to waiver services is not covered by NEMT but may be provided through Non-Medical Transportation (NMT).

If you are unsure of whether a trip can be covered, email [NEMT@state.co.us](mailto:NEMT@state.co.us)



## NEMT Policies

### Where are NEMT policies located?

- [Code of Federal Regulations \(CFR\) §431.53](#) requires states to ensure necessary transportation for Medicaid members.
- To meet the Federal statutory requirement in the Code of Federal Regulations requirement, [Colorado's Medicaid State Plan](#) describes the NEMT program.
- The Code of Colorado Regulations, [10 CCR 2505-10 8.014](#), outlines the Department's NEMT regulations.
- The [NEMT Colorado Medicaid Benefits Collaborative Policy Statement](#) defines NEMT covered services and serves as the Department's formal coverage standard.
- The [Transportation Billing Manual](#) outlines NEMT and emergency transportation billing procedures and requirements.

### What is the State Designated Entity (SDE) required to do in administering NEMT?

County Departments of Human Services and multi-county collaboratives can develop and implement processes and policies to meet the needs of their community and organization. However, because NEMT is a Medicaid benefit, there are some basic requirements that have been assured within the Medicaid State Plan. The SDE must assure:

- The member is eligible for NEMT
- The mode of transportation is the least expensive option suitable to the member's condition.
- There is no other means of transportation, including free transportation.
- The ride is to receive covered Colorado Medicaid State Plan services at a Colorado Medicaid-enrolled provider.
- Prior authorization is obtained when required- for train, air, or out-of-state transportation.
- Notify the member when NEMT is denied.

### Is there a limit on NEMT?

There is no limit to the number of daily trips an eligible member can receive from one or multiple providers.

### How do I get state approval for NEMT train (intrastate), air, and out-of-state travel?

Complete the HCPF approved form and submit to [NEMT@state.co.us](mailto:NEMT@state.co.us). If you do not have this form, contact [NEMT@state.co.us](mailto:NEMT@state.co.us).

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## NEMT Billing

### How is NEMT funded?

Payment for NEMT administration is provided through county administration funding. Payment for NEMT services and reimbursements are paid through claims submitted to the Department's fiscal agent, on a fee-for-service basis, based on the [NEMT Rate Schedule](#).

The Department recognizes many counties have concerns with the use of county administration funding for NEMT administration. Some of the concerns include insufficient funding to administer NEMT or sustain collaboratives, NEMT does not have a separate allocation line item, and inequities between counties in the NEMT broker area and those outside the broker area. The Department is currently researching and exploring alternative NEMT structures.

### What are the rates for NEMT?

The [NEMT Rate Schedule](#) outlines all NEMT rates. Note that the rate schedule was updated on February 18, 2016. The February 2016 update was primarily a restructuring of the schedule to align with current policy and system requirements.

Claims are paid based on the rate schedule on the date of service. If a claim is submitted for a lower rate, the claim will pay at the lesser charge.

### What is a Late Bill Override Date (LBOD)?

The LBOD is used to document compliance with timely filing requirements, if filing a claim with dates of service older than 120 days. On the CMS 1500- Indicate LBOD and the date in field 19- Additional Claim Information. If the claim still rejects for this reason, contact [NEMT@state.co.us](mailto:NEMT@state.co.us) for assistance.

## Medicaid Provider Revalidation

### What is Medicaid provider revalidation?

As part of the Affordable Care Act, all existing Medicare and Medicaid providers (including CHP+ providers) must revalidate by September 24, 2016, an extension from the previous March 31, 2016 deadline. This includes county departments of human/social services that provide NEMT for Medicaid beneficiaries. To meet these new requirements, Colorado providers must revalidate using the new Online Provider Enrollment tool: <https://www.colorado.gov/hcpf/provider-resources>



## Are counties required to revalidate for NEMT?

The CMS requires every Medicaid provider to revalidate. If your county bills for NEMT claims, you must revalidate as an NEMT provider. It is important to complete revalidation as soon as possible to prevent any delay in payment. The Department is launching its new claims management system, the Colorado interChange, on October 31, 2016. Starting on that date, claims and encounters submitted by providers who have not enrolled and/or revalidated will be denied. To learn more or get your questions answered, please visit the Provider Resources page: <https://www.colorado.gov/hcpf/provider-resources>.

## What is my Provider Type?

NEMT providers outside the Total Transit network, including county departments of human/social services that provide NEMT for Medicaid beneficiaries, should revalidate/enroll as:

Enrollment Type: Atypical  
Provider Type: 73- Transportation  
Specialty Code: Non-emergency medical (525)

Emergency Medical Transportation (EMT) providers should revalidate/enroll as:

Enrollment Type: Facility  
Provider Type: 13- Transportation  
Specialty Code Options:

- County Agency, Non Metro Area (124)
- Emergency (324)
- Air- Emergent and Non-Emergent (086)

Note: If you provide both NEMT and EMT, you must complete two applications.

If you choose the incorrect enrollment type, provider type or specialty code, your application may be denied. If your application is denied for the incorrect selection, you may need to submit a new application.

## Who do I contact with revalidation questions?

You should first attempt to find the answer to your question on the Revalidation website: <https://www.colorado.gov/hcpf/revalidation-and-enrollment-instructions>

For additional assistance, the Department has established phone, email, and webinar resources. If you have an application tracking number (ATN), providing this number can

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help you get answers to your questions about the status of your application.

Colorado Medicaid Enrollment and Revalidation Information Center  
800-237-0757, option 5.  
Available Monday through Friday from 8:00 a.m. to 5:00 p.m.  
Closed 12:00 p.m. to 1:00 p.m.

Emails can be sent to: [Provider.Questions@state.co.us](mailto:Provider.Questions@state.co.us)

Webinars, for technical support for the Online Provider Enrollment tool, every Tuesday and Thursday through the end of May from 1:00 p.m. to 2:00 p.m. at <https://cohcpf.adobeconnect.com/provider-revalidation/>.

### **Why are County Directors required to provide personal information?**

CMS established revalidation requirements that all states must meet. One requirement is that name(s), address(es), Federal employer ID number (EIN) or Social Security Number (SSN), and date(s) of birth be provided for each person or entity with an ownership or control interest (including a Board of Directors).

### **Why are we required to have a Public Utilities Commission (PUC) license?**

County entities and multi-county collaborative are not required to have a Public Utilities Commission (PUC) license. Requirements were established incorrectly but have been corrected. If your application was returned for this reason, you should attach a letter to the application indicating you are exempt and email [NEMT@state.co.us](mailto:NEMT@state.co.us) with your ATN so that the Department can be enter a note into the application, and escalate if necessary.

## **NEMT Providers**

### **How can a company become an NEMT provider?**

All NEMT providers must be in compliance with PUC regulations.

1. If the company does not have a PUC permit or certificate, they should first contact the PUC to obtain the required permit or certificate, or determine if they are exempt from PUC regulations.  
PUC Phone: 303- 894-2000  
PUC Permits and Insurance: 800- 888-0170.
2. To get a PUC permit or certificate, the PUC may require the company to obtain letters of support. If additional NEMT providers are needed in your county, County Departments of Human Services staff should write a letter of support for the potential provider to submit to the PUC to obtain a permit or certificate.

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3. After obtaining the appropriate PUC permit or certificate, the company should apply to become a Medicaid provider. The application can be accessed through the Online Provider Enrollment tool: [https://colorado-provider-portal.xco.dcs-usps.com/hcp\\_v500/provider/Home](https://colorado-provider-portal.xco.dcs-usps.com/hcp_v500/provider/Home)
4. The county or county collaborative can also establish a contract or agreement with the company to address processes and requirements specific to your organization.

House Bill 16-1097 creates a new category of licensure by the PUC, making it easier for new transportation businesses to provide NEMT and Non-Medical Transportation (NMT). These businesses are required to have regular vehicle inspections, driver background checks, and sufficient insurance.

## Total Transit

As the state contracted NEMT broker, Total Transit administers NEMT services in nine counties: Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer and Weld Counties.

### How do members who live in Total Transit's broker area schedule a ride?

Members who reside in the nine county NEMT broker area should schedule a ride by calling 1-855-264-6368 or online at <https://medicaidco.com/schedule-a-ride/>.

With very few exceptions, rides should be scheduled at least 48 hours in advance of the appointment. To schedule a ride, the member must have the following information:

- Medicaid ID number, name, date of birth, and phone number
- Pick-up address
- Doctor's name, address, and telephone number
- The date and time of the appointment along with an estimated time for the return trip

### How do members who live in Total Transit's broker area file a complaint?

Contact Total Transit:

1-855-CO4-NEMT (1-855-264-6368) or <https://medicaidco.com/contact-us/>

Please ensure you provide your Member ID and date/time of trip (if ride related), or date/time of call and phone number call placed from (if call related).



## NEMT Training

### Is NEMT training available?

The Department does not currently provide regular NEMT-specific training. However, provider training opportunities are available on [HCPF's website](#). NEMT technical assistance and training requests can be sent to [NEMT@state.co.us](mailto:NEMT@state.co.us).

### For more information contact

#### HCPF NEMT Contract Manager

Elizabeth Reekers-Medina

[Elizabeth.Reekers-Medina@state.co.us](mailto:Elizabeth.Reekers-Medina@state.co.us)

303- 866-5516

You may send additional questions to: [NEMT@state.co.us](mailto:NEMT@state.co.us)

