



Non-Emergent Medical Transportation

October 2019

Non-Emergent Medical Transportation (NEMT) is transportation to and/or from Health First Colorado (Colorado's Medicaid Program) covered medical appointments or services. NEMT is only available when a member has no other means of transportation.

Types of transportation available vary by location and may include:

- Mileage reimbursement
- Bus tokens and passes
- Public transportation
- Private vehicle
- Wheelchair van
- Stretcher van
- Mobility vehicle
- Ground and air ambulance
- Commercial plane
- Train

Who is eligible?

- Most Health First Colorado members who have no other means of transportation may qualify.
- Members under the following Health First Colorado programs do not qualify:
 - Old Age Pension – State Medical Program (OAP SMP)
 - Qualified Individual – 1 Medicare (QI-1)
 - Qualified Medicare Beneficiary (QMB)
 - Special Low-Income Medicare Beneficiary (SLMB)
 - Child Health Plan *Plus* (CHP+) is not a Health First Colorado program and, therefore, is not eligible for NEMT services.

What additional services are available?

Meals and lodging may be covered under NEMT. Transportation, meals and lodging for an escort to accompany an at-risk adult or child may also be covered.

What services are not covered?

Transportation anywhere other than to a Health First Colorado medical appointment or service with a Health First Colorado enrolled provider.

Is there transportation for non-medical appointments or services?

If you are enrolled in a Home and Community Based Services (HCBS) Waiver program, some non-medical transportation may be covered. For additional information call the [Single Entry Point](#) located in your county.



When I call, what information will I need to provide?

The information you are required to provide varies by location but may include:

- Member name
- Health First Colorado Identification Number
- Phone number
- One other type of personal information, such as birth date
- Date the ride is required
- Address of pick-up location
- Name, address, and phone number of medical provider
- Any additional passengers (a required escort), service animals, or medical equipment/devices

How do I schedule a NEMT trip?

If you live in the following counties, contact [IntelliRide](#) at 1-855-489-4999:

- Adams
- Arapahoe
- Boulder
- Broomfield
- Denver
- Douglas
- Jefferson
- Larimer
- Weld

If you live in the following counties, contact [Mountain Ride Transportation Resource Center](#) at 844-686-7433:

- Eagle
- Grand
- Jackson
- Park
- Pitkin
- Routt
- Summit

If you live in a county that is not listed above, contact your [local county office](#).

For more information, contact
[Health First Colorado Customer Contact Center](#)
1-800-221-3943

