Colorado Medicaid NEMT Call Center Update

ISSUE/CONCERN	CURRENT STATUS	COMPLETION
1. Wait and/or Excessive Hold Times	• Added additional staff in April, June, September and January	• Ongoing
	• Implementation of redundant call center for increased efficiency and consistency for nights and weekend calls	• Completed 3/3/2014
	• Restructure of Phone Tree and Queue	• Est. Completion 4/18/104
	• Online Trip Reservations and Hospital Discharges	• Completed 3/17/2014
2. Transportation Network	• Regional Transportation Network Manager/Gavin	• Hired 4/2013
3. Healthcare Provider Support	• Clinical Coordinator/Carrissa	• Hired 1/2014
	• Mental Health Training and Education for NEMT Staff	• Currently Scheduling
	• Website **www.medicaidco.com** • Forms and Resources	
4. Public Transportation/ Access-a-ride and Medicaid requirement for lowest cost	• Met with RTD to clarify process	
	• Further discussion with Mental Health involvement	

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First Transit