

NEMT & EMT SERVICES



COLORADO

Department of Health Care
Policy & Financing

Service Overview

- Non-emergent medical transportation (NEMT) is transportation services to and from Medicaid benefits and services. NEMT is for Medicaid members when they have no other means of transportation. NEMT is not for emergency situations.
- Total Transit administers NEMT services in a nine-county region that includes Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer and Weld Counties.
- For all other counties (55), the county is responsible for NEMT.



Who is Eligible

Most Medicaid members who have no other means of transportation may qualify.

Members in the following programs 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)



County Administered Models

- Three multi-county collaboratives that involve a total of 19 counties. Each of the collaboratives has partnered with a non-county Department of Human Services agency (e.g. a Regional Council of Governments or a community-based agency) to act as their “regional” transportation broker.
- A county-administrated system where all other counties operate NEMT locally using a number Departments of Human Services.
- County providers submit claims directly to the Department’s Medicaid Management Information System (MMIS).



Types of Transportation Offered

- Availability of transportation resources varies depending on the delivery model, which affects request/response time.
- 73% of all counties have some degree of access to the following transportation resources:
 - Ambulance
 - Non-profit (community-based vehicle)
 - For-profit (primarily taxis)
 - Specialized services for the elderly and/or people with disabilities
 - Wheel-chair seating



Additional Services Provided

- Ambulance
 - Plane
 - Mobility vehicle
 - Private vehicle
 - Wheelchair van
 - Stretcher van
 - Train
- Reimbursement also may be provided for gas when using a personal vehicle to access a validated medical appointment or for bus transportation.
- Meals and lodging are also eligible for Medicaid reimbursement under NEMT. If an escort is required to accompany an at-risk adult or child, that person's transportation, meals and lodging can also be covered.



Emergency Medical Transportation Services

- Medicaid only provides reimbursement for emergency transportation services (EMTS) if the patient is taken to the hospital.
- If the patient declines transportation, Medicaid will not reimburse the EMTS for the initial call.
- The Department and its partners are engaged in several initiatives in an effort to help prevent the overuse of emergency services.
- All EMT services (statewide) are billed directly to the MMIS.

