



OPERATIONAL MEMO

TITLE:	UPDATES: NON-MEDICAL TRANSPORTATION PUBLIC TRANSPORTATION BENEFIT
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DIVISION AND OFFICE:	BENEFITS AND SERVICES MANAGEMENT DIVISION, OFFICE OF COMMUNITY LIVING
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Purpose and Audience:

The purpose of this Operational Memo is to inform stakeholders and Case Managers of updates to the Non-Medical Transportation (NMT) Public Transportation process and vendor.

The Department of Health Care Policy & Financing (The Department) has partnered with the Regional Transportation District (RTD) to offer discounted fares to seniors 65+ and individuals with disabilities in the Denver metro area. Discounted transit tickets and passes are available for local and regional fixed route buses/trains. Access-A-Ride tickets are also available for members who qualify for this service through RTD. IntelliRide is the current vendor for Non-Emergent Medical Transportation (NEMT) and Public Transportation – NMT for the 9 counties in the metro area: Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer and Weld.

Information:

RTD fares have been available through the following Home and Community Based Services (HCBS) waivers since April 23, 2019.

- HCBS Elderly, Blind, and Disabled
- HCBS Community Mental Health Supports
- HCBS Brain Injury
- HCBS Spinal Cord Injury

Members enrolled in one of the above waivers within the 9 counties listed have the option of using public transportation for their NMT benefit. The NMT – Public Transportation benefit covers the full cost of the discounted RTD fares for seniors 65+ and individuals with disabilities. It will also cover the full cost of Access-A-Ride tickets, if requested.

Information / Procedure:

Public Transportation is reimbursed under the procedure code A0110. The appropriate modifiers per waiver can be found on the published [fee schedules](#). Members should discuss their NMT needs with their Case Manager. NMT – Public Transportation can be used for day program and other community integration needs.

Rates and Fares

Members must use a Special Discount Card with their NMT tickets / passes when boarding transit. The Special Discount Card is a photo ID that shows the RTD driver that the Member can use the discounted NMT tickets. Members that wish to use NMT – Public Transportation will need to submit a photo for a Special Discount Card through the PEAK mobile app or send it directly to their case manager. Members will receive the RTD tickets and/or passes and their Special Discount Card from IntelliRide through the mail.

The Special Discount Card and tickets and/or passes are good for local and regional bus and light rail services and with a variety of fare types (monthly or daily passes). The descriptions of local versus regional passes can be found on the [RTD site](#).

Process for Case Managers

The following process must be completed for authorizing NMT Public Transportation benefits for Members.

- The Case Manager and Member will discuss the best options for utilizing the NMT benefit. Members may utilize public transportation, agency provided

transportation, or a combination of the two. The Case Manager should assist the Member in uploading a photo in the PEAK app, if needed.

- The Case Manager adds Public Transit to the Member's Prior Authorization Request (PAR) and Service Plan, based on their discussion.
- The Case Manager sends a copy of the PAR to IntelliRide via email: sdccolorado@transdev.com.
- The email must be encrypted and contain the following information:
 - A copy or screen shot of the PAR (with the PAR number, Member ID, Billing Procedure codes, and modifiers),
 - The frequency of tickets/fares needed per week or per month, and
 - The mailing address of the Member.
 - On occasion, if the Member cannot upload a picture to PEAK, their Case Manager can email the picture to sdccolorado@transdev.com
- The Case Manager can request a Special Discount Card replacement, if needed. IntelliRide will issue only one (1) replacement Special Discount Card per calendar year per person.

Process for IntelliRide

IntelliRide will receive the request for Bus Passes/Fares via email by the Case Manager. IntelliRide will verify eligibility in the PEAK application and check for a Special Discount Card photo. IntelliRide will process the Special Discount card within ten (10) business days of the request. IntelliRide will mail the Special Discount Card and the requested fares weekly or monthly to the Member.

Limitations:

Public Transportation may be used only when it is more cost effective than, or comparable to, similar service type and duration. Costs for Public Transportation, or a combination of NMT services, cannot exceed the total cost of 208 units (208 one-way trips) of Wheelchair Van, Mileage Band 1 per service plan year. Rates can be found on the [HCBS \(EBD, CMHS, BI, SCI\) rate sheet](#) on the Department's website.

Special Discount Cards do not apply to Access-A-Ride fares or Access-A-Ride certification. If a Member already has an Access-A-Ride (AAR) card, they do not need to

apply for a Special Discount Card. Any member with an AAR card can ride RTD fixed routes for free if they show their AAR card. Members must complete the AAR certification process prior to requesting tickets from IntelliRide. Please consult with RTD for further [AAR information](#) and all details on AAR services.

Currently, Public Transportation benefits are only available for RTD services in the 9 county Metro Area: Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer and Weld.

Attachment(s):

None

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