

Colorado Medicaid Non-Emergent Medical Transportation (NEMT)

What is Non-Emergent Medical Transportation (NEMT)?

Non-Emergent Medical Transportation (NEMT) is transportation to and/or from Medicaid medical appointments or services, and is only available when a client has no other means of transportation. **All NEMT requests require PRIOR approval.** Types of transportation available include:

- Ambulance
- Mobility vehicle
- Plane
- Private vehicle
- Train
- Wheelchair van

Reimbursement also may be provided for gas, bus tokens and bus passes.

Who is eligible?

- Most Medicaid clients who have no other means of transportation may qualify
- Clients under the following Medicaid programs **do not qualify**:
 - Child Health Plans 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)

What additional services are available?

- Meals and lodging may be covered under NEMT; however, approval for meals and lodging will only be considered if the trip cannot be completed in one day.
- 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 a Medicaid medical appointment or service with an authorized Medicaid provider.
- Transportation to pick up prescriptions.

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 303-866-3832.



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

- Name
- Medicaid Identification Number
- One other type of personal information, such as birth date
- Date the ride is required
- Actual address of pick-up location
- Name of medical provider

How do I schedule NEMT services?

- **You must [contact First Transit](#)**, if you live in the following counties:

Adams Boulder Denver Jefferson Weld
Arapahoe Broomfield Douglas Larimer

- **Clients call 855-264-6368**; Providers call 855-677-6368.
- If you live in a county that is not listed above, contact your local county office.

For more information contact the Medicaid customer contact center:

Within Denver metro area: 303-866-3513
Outside Denver metro area: 1-800-221-3943



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