Non-Emergent Medical Transportation (NEMT)

Elizabeth Reekers-Medina NEMT Contract Manager

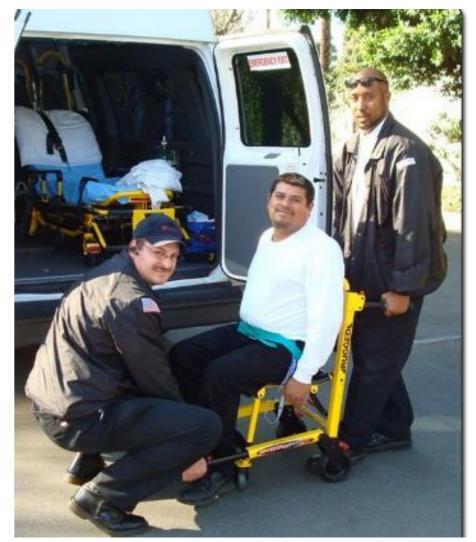


**COLORADO** Department of Health Care

Policy & Financing

## What is NEMT?

- Transportation for Health First Colorado (Colorado's Medicaid Program) members to and/or from covered medical appointments and services.
- NEMT is available only when a member has no other means of transportation.
- NEMT is not for emergency situations.





# What is NEMT?

- Federal Regulations (42 CFR §431.53) require states to ensure transportation to and from Medicaid providers.
- The Centers for Medicare and Medicaid Services (CMS) must approve each state's method for providing NEMT through the Medicaid State Plan.





## **NEMT Services**

<u>Transportation</u> using the least expensive, most medically appropriate mode available. Types of transportation available may include:

- Private vehicle
- Public transportation
- Mileage reimbursement
- Ambulance

- Wheelchair van
- Stretcher van
- Plane
  - Train

Mobility vehicle

Meals and lodging- if the trip cannot be completed in one day.

<u>Meals, lodging, and transportation expenses for an escort</u>when the member is a child or an at-risk adult who requires the escort's continued stay.



# Provision of Services

- Must be the least expensive, most medically appropriate mode available for that member.
- Provided to the closest, most appropriate Medicaidenrolled provider.
- Must be to receive Medicaid State Plan covered services.
- There is no limit to the number of NEMT trips a member can take.
- All air, train, and out-of-state NEMT must be pre-approved by the Department.



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## Eligibility

Most Health First Colorado members who have no other means of transportation qualify for NEMT.

Members in the following programs/eligibility categories do <u>not</u> 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)
- Program of All-Inclusive Care for the Elderly (PACE)



## Administration

### **State-Contracted Broker – 9 counties**

- Veyo (formerly Total Transit)
  - Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer, Weld

### **Three Multi-County Collaboratives – 19 counties**

- Northwest Colorado Council of Governments
- Northeast Colorado Transit Authority
- San Luis Valley Multi-County Collaborative

### **County-Administered System – 36 counties**

 Locally administered through County Departments of Human Services



# Scheduling a Ride

Veyo: 1-855-264-6368

Northwest Colorado Council of Governments: 1-844-686-7433

Northeast Colorado Transit Authority: (970)521-4857

San Luis Valley Multi-County Collaborative: (719)589-5734

**Remaining 36 Counties:** 

https://sites.google.com/a/state.co.us/humanservic es/home/services-by-county



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## Legislative Request for Information

On November 1, 2015, the Department responded to a Legislative Request for Information. The response outlined performance and policy issues associated with emergency and non-emergency transportation services, including:

- the time to complete a request for transportation,
- the wait time for a same-day request for transportation (e.g. for a hospital discharge),
- a discussion of performance variations by region, and
- whether emergency transportation providers are appropriately compensated if they provide services on site and the patient declines transportation.

#### Full Report:

https://www.colorado.gov/pacific/sites/default/files/Health%20Care% 20Policy%20and%20Financing%20FY%202015-16%20RFI%205.pdf





#### NEMT Utilization for Calendar Year 2015

AGE RANGE	MEMBER COUNT	TOTAL TRIPS	TOTAL PAID AMOUNT
0 to 11	3,748	27,370	\$ 1,099,375.47
12 to 17	2,673	22,891	\$ 745,899.78
18 to 20	959	5,543	\$ 205,657.07
21 to 24	1,376	11,733	\$ 325,970.07
25 to 34	4,277	43,148	\$ 1,100,903.45
35 to 44	4,372	66,048	\$ 1,654,858.37
45 to 54	6,326	127,503	\$ 2,986,612.46
55 to 64	7,204	161,467	\$ 3,793,945.29
65 to 74	3,029	82,783	\$ 1,783,087.82
75 and Older	2,730	60,467	\$ 1,147,066.76









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### **Contact Information**

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