



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.

Types of transportation available include:

- Ambulance
- Plane
- Mobility vehicle
- Private vehicle
- Public transportation
- Wheelchair van
- Stretcher van
- Train
- 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:
 - o Child Health Plan Plus (CHP+)
 - o Old Age Pension – State Medical Program (OAP SMP)
 - o Qualified Individual – 1 Medicare (QI-1)
 - o Qualified Medicare Beneficiary (QMB)
 - o Special Low-Income Medicare Beneficiary (SLMB)

What additional services are available?

Meals and lodging may be covered under NEMT. 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.

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.

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:
 - o Adams
 - o Arapahoe
 - o Boulder
 - o Broomfield
 - o Denver
 - o Douglas
 - o Jefferson
 - o Larimer
 - o Weld
- 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 at 1-800-221-3943.

