



Subject: New Broker for Non-Emergency Medical Transportation

Dear Health First Colorado member,

Welcome to IntelliRide

Starting July 1, 2020, IntelliRide will be the new broker for your non-emergency medical transportation services for the state of Colorado. As the broker, we will partner with local drivers who will make sure you get to your appointments covered by Health First Colorado. Most importantly, we will make sure you have reliable access to the transportation you need for improved health and a better quality of life.

If you have any questions about IntelliRide, contact us during normal business hours at our toll-free number:

Phone: 1-855-489-4999 / **TDD:** State Relay 711
Business Hours: Monday – Friday, 8 AM to 5 PM

What We Do

IntelliRide will work directly with Health First Colorado to confirm your eligibility for transportation services and to ensure your request is for a Medicaid covered service. IntelliRide will answer your calls for general information and to schedule, change or cancel trips; manage complaints; and, help locate drivers that are running behind schedule. We will help you with travel that may require authorization from your medical provider or Health First Colorado. We will schedule your trips with qualified transportation providers. If you qualify, we will mail you important documents you need to ride the bus, such as a bus ticket or monthly bus pass.

Please note, IntelliRide will not provide emergency medical transportation. If you have a medical emergency, please call 9-1-1 to request emergency services.

How to Schedule Transportation

You must schedule your ride at least two (2) business days before your scheduled appointment. When scheduling your trip, please have the following information:

- ✓ Your Health First Colorado ID Number
- ✓ Your date of birth

- ✓ The street address and contact phone number for your pickup and drop-off location
- ✓ Date and time your appointment begins and ends
- ✓ Name of your doctor or facility
- ✓ Treatment reason
- ✓ Special needs, including a mobility device or additional passengers

IntelliRide wants to make scheduling, changing or cancelling trips simple. That's why we offer you several options:

- ✓ **Phone:** Call IntelliRide's toll-free phone (1-855-489-4999) during normal business hours to speak with a live agent who will guide you through the reservation process.
- ✓ **Online:** Call IntelliRide to setup your user login and password for our self-service portal. Then, visit <https://colorado.ecolane.com/selfservice> to schedule your trips any time, from anywhere with an Internet connection.
- ✓ **Smartphone:** If you have an iOS or Android smartphone or tablet, download the Ecolane app and follow the instructions to setup your login. Enter your trip details. Once saved, you can use one-click scheduling to reserve your rides 24 hours a day. *Smartphones will not be provided by IntelliRide or Health First Colorado.
- ✓ **Chat:** Chat with a live agent during normal business hours at: gointelliride.com/Colorado

Use any of the same options to cancel your trip(s) at least 24 hours before your appointment time. If you require travel outside of local area or more than 25 miles from your home address (one-way), we will require verification from your medical provider to schedule your trip.

Where's My Ride?

If you have scheduled a trip, but your driver is more than 15 minutes late, contact us – we can help. Call 1-855-489-4999 at any time, 24 hours a day, seven days a week and select the ride assistance line.

Submit Your Complaints or Concerns

If have concerns about your call with IntelliRide or your driver, we want to know. To file a complaint, call or leave a voice mail message at 1-855-489-4999 or send a message to intelliride@transdev.com.

We look forward to serving you!

Laura Jordan
General Manager