

## Forms;

- Do we need to submit new MCTS forms?  
*It is preferred that you resubmit the forms to ensure we have updated information. The new forms are called Medical Necessity Forms (MNF) and are available on the website.*
- Do MCTS forms still have an indefinite option or do they need to be renewed regularly?  
*Yes, indefinite but they will be reviewed annually.*
- Are the other links from the website for the forms, etc. going to be linked. I think the only one that is working is the MCTS form for over 25 miles.  
*Yes, they are already up and available.*
- When will the forms be available on the website? Specifically, the enrollment form for new Medicaid clients.  
*They are ready but the enrollment form for new Medicaid member will be available on the website on September 1<sup>st</sup>.*
- Not all the forms are currently available. The MCTS form and mileage reimbursement form is not up. There is a dead link. The rest you can click and access.  
*They are now ready but the enrollment form for new Medicaid member will be available on the website on September 1<sup>st</sup>.*
- how will we know if an mcts form was incorrectly processed by veyo and needs to be resubmitted?  
*It is preferred that you resubmit the forms to ensure we have updated information. The new forms are called Medical Necessity Forms (MNF) and are available on the website.*
- and...how many days does it take for your team to review and approve or deny an mcts form?  
*Once form is received back from Doctor's office it is approved same day.*
- Hi, is the MCTS form listed on your site?  
*Yes, they are already up and available. The new forms are called Medical Necessity Forms (MNF).*
- Castle Rock does not have any public transportation in which with Veyo we did not need to fill forms out. will that be same with your service?  
*Yes.*
- Also the forms don't list the fax, email, and address. There is a space on the bottom for this, but they are not filled out. Will this be corrected?  
*Yes, it has been addressed already.*
- You said MCTS forms set up with veyo will transfer. Will standing orders for trips to/from dialysis transfer as well?

*It is preferred that you resubmit the forms to ensure we have updated information. The new forms are called Medical Necessity Forms (MNF) and are available on the website.*

- Which form is the MCTS form moving forward?  
*The new forms are called Medical Necessity Forms (MNF) and are available on the website.*
- so there are two forms now??  
*No, the new forms are called Medical Necessity Forms (MNF) and are available on the website.*
- who can sign Medical Recommendation form?  
*Licensed medical staff.*

### Share service;

- Will we be able to do a direct ride request - so that the cab is not stopping to pick up other people on the way?  
*Only if there is specific medical situation that requests to ride with nobody else. The medical necessity form needs to be completed by a Doctor.*
- Are there options for a ride on their own if they are struggling with PTSD, Anxiety, Agoraphobia? Can this be set in the system for each of their appointments?  
*Yes, with Doctor's approval on the MNF form.*
- Is this going to be a ride share service?  
*Yes.*
- How would it work with timing of appointments when there are multiple riders to different appointments?  
*You will be scheduled to be dropped off on your appointment on time regardless if you ride alone or you share a trip.*
- My question is about how long do you predict people will be in transit with multiple pickups and drop offs? many people cannot ride for hours on a ride share  
*People are not anticipated to be on board more than 45 minutes additional of the time that it takes the trip from point A to point B.*
- Can you provide an estimate of how long the average patient's travel time will be with the ride share service? Is there a maximum travel time?
  - a. Is there a limit to how far in advance of a scheduled appointment time a patient can be dropped off at the clinic?
  - b. And, is there a limit to how long they will wait to be picked up after the appointment?

*Please note the following requirements set by Health First Colorado:*

*Time on Board: If multiple Members are transported in a single vehicle, no Member shall be in the vehicle for more than thirty (30) minutes longer than the average time for that Member's Trip had that Member been transported alone.*

*Dropoff Times:*

*Post-appointment Pickup Times: Ensure all Members are picked up from will-call trips no later than ninety (90) minutes from when IntelliRide receives the call requesting a will-call pick-up. IntelliRide shall notify all Members requesting a will-call pick-up that they may need to wait up to ninety (90) minutes.*

*In instances that a patient is multi-loaded, IntelliRide ensures the patient's trip will not require excessive time on board (per State guidelines).*

We also encourage patients, and facilities, to set a post-appointment pickup time at the time the trip reservation is scheduled. We understand the frustrations of waiting on a ride after treatment. By setting pickup expectations upfront, we can prevent excessive wait times
- Can you provide more information on how the ride share service is HIPAA compliant?

*IntelliRide does not share protected health information about the patient with drivers or other riders for those assigned to multi-load transportation, including public transit and wheelchair van. Multi-loading is a transportation practice that conforms to the federal guidelines set forth by the Centers for Medicare and Medicaid Services (CMS).*

**Bus tickets;**

- Can you touch base about bus tickets today? Do we request them on the SO?  
*Yes, please request them on the Subscription/Standing Order.*
- Do bus tickets need to be ordered 7-10 business days ahead of time?  
*Yes, at least 7 days in advance.*
- Will bus tickets for the month of Sept for services like dialysis be sent out from Veyo at the end of Aug?  
No, any September trip must be given to us and we will be sending out the tickets.

### Communication and reservations;

- We are an inpatient facility and our patients don't have computer access.  
*You can call us to our call center 8am to 5 pm Monday to Friday.*
- The provider 's fax number, is for clinic and hospital's agents to fax in MCTS form?  
*The admin fax number 720-302-0106 is to be used to submit the forms.*
- Can members call to arrange their own rides?  
*Yes, please call to our call center 8am to 5 pm Monday to Friday.*
- Will every patient who is late have to call clinic?  
*Yes, members are responsible to notify their clinic.*
- Can CMs call and make a ride reservation for a member?  
*Yes, if they can verify HIPPA or they have filled out the self-service portal release form.*
- How do we schedule transportation for patients needs a same day or next day ride to an appointment?  
*This is what we call the short notice, either the member or the facility will contact us during business hours for verification and approval.*
- So, for patients discharging from the hospital, staff would need to create a login and password for each patient they are assisting (If the patient is unable to enter the request themself)  
*No, discharges can be called in into the call center unless other arrangements are made between the facility and us.*
- What about the phone? right now I call into Veyo to make ride reservations for my patients if they are unable to do it will I not be able to do this?  
*Yes, you will be able to do it if you can verify their personal information.*
- if a CM sends in a fax on behalf of the provider which fax should it be sent to?  
*The admin fax number 720-302-0106 is to be used to submit the forms.*
- what type of information should be sent to the Admin fax //what type of info should be sent to the provider fax  
*Anything regarding member transportation goes to Admin fax 720-302-0106, if it regards provider or transportation documentation should be sent to the provider fax 720-302-2908.*
- So a good rule of thumb is if the provider plans to send in/schedule a ride for the member anytime in the future, whether calling or using the app, we should send in an ROI/ your consent form?  
*Yes.*
- Would clinic staff have a different login/password for each patient's portal we have access to?

*Yes, a unique login for every member is required.*

- How is this transition being communicated with Medicaid members?  
*There is a welcome letter posted on the website to be posted at the clinics and hand out flyers to be given to members.*
- are patients able to select their language on line to request/cancel trips?  
*Once they call us, our third-party line will be contacted to assist in the translation.*
- we have flyers we can post in our clinic for patients about IntelliRide, but are there any flyers we can get to hand out to members to take home?  
*Yes, the flyers are ready on the website.*
- Hi, when will the Level of Service Medical Recommendation form be required?  
*Anytime the member requires a higher level of service that they are currently listed as.*
- Can a patient qualify for transportation if he has both medicaid and medicare?  
*Yes.*
- How can our non-English/non-Spanish speaking patients access the call center? Note: Veyo said they had access to interpretation services but from our experience the agents were often not aware of this, or were not trained on how to access an interpreter. Can specific instructions be provided on how patients can call and get connected to an agent and interpretation?  
*When patients or facilities call into IntelliRide's toll free line they can select the option '4' from the phone tree to speak with a live agent. If English is not the caller's primary language, our call center agents are trained to conference in our HIPAA-compliant, third party vendor to assist with the call. Access to free interpretation services is a requirement of our contract with Health First Colorado as well as a federal mandate per the Civil Rights Act. We ensure we remain compliant with these standards.*

*When a patient calls is there an option to get around the menu and directly to an agent?*

*We strongly recommend patients listen to the greeting in its entirety at least on their first call to IntelliRide, as options may change to streamline the call process. We also maintain a list of phone tree options on our website.*

*At this time, callers can select the option '4' when calling to bypass the menu and connect directly to an agent if their call is for a reservation. If they have questions regarding the status of a ride, they can select option '3' to speak with a member of our dispatch team.*

*Patients with general needs can bypass the phone tree by chatting online with an agent if they have access to a device that connects to the Internet.*

- Could you provide written documentation of eligibility for each transportation type (bus tickets, cab/ride share vehicle, etc), as well as covered vs. non-covered appointments?  
*Eligibility for transportation is determined by Health First Colorado. As the transportation broker, we use data from the State to verify eligibility for services. When scheduling transportation services, we consider the patient's proximity to public transit, time of appointment, cognitive and physical abilities, treatment type, use of medical device(s) and age, at a minimum, to determine their mode of transportation. To make the best determination, we ask for feedback from the patient's medical provider regarding their condition. With this feedback, facilities have the option to help us make the determination for a 'higher level of service' (i.e., a sedan vehicle, wheelchair van,*

*Per our contract with Health First Colorado, rideshare services, such as Uber and Lyft, are not allowed.*

*Covered and non-covered medical services are established by Health First Colorado. As the transportation broker, we simply ensure the patient's request meets Health First Colorado's standards for non-emergency medical transportation. An updated list of covered and non-covered medical services is available through Health First Colorado and will also be available on our website.*

- Can the process/algorithm for whether a Medical Certificate of Transportation Services (MCTS) is approved or denied be shared? What is the clinical background of the people responsible for making these decisions?  
*IntelliRide considers the requirements set by Health First Colorado and input from the patient's medical provider to approve or deny a Medical Certificate of Transportation Services. If a patient requires treatment from a physician more than 25 miles away, a higher level of service, or BLS/ALS transportation, we advise the patient (or their facility) to download and submit the applicable state-approved MCTS form. Questions on the form must be completed and acknowledged by the patient's medical provider and submitted to IntelliRide. Our Clinical Coordinator then verifies this information and reviews the medical professional's recommendation.*

*Per our contract with Health First Colorado, our Clinical Coordinator is also a Registered Nurse who is responsible for reviewing the submitted MCTS and ensuring the recommendations for accommodation are reasonable and adherent to state and federal guidelines.*

- Rather than contacting the call center, is there a way for clinic staff to receive confirmation when a submitted MCTS form is approved (aside from accessing Ecolane)?  
*Clinic staff can email IntelliRide's Clinical Coordinator directly or use the chat feature available through our website: [gointelliride.com/Colorado](https://gointelliride.com/Colorado).*

- Since this will be a ride share service, when a patient calls to schedule a ride will they be given a pick up time? If not at the time of scheduling, when and how will a patient be notified of the pick up time?

*IntelliRide considers trips with more than one rider 'multi-loading'. We will not use the services of rideshare organizations, such as Uber or Lyft, to transport Health First Colorado members.*

*We use an advanced scheduling system that allows us to provide patients an estimated pickup window at the time their trip is reserved – no matter how the trip is scheduled (i.e., by phone, online or via app). We encourage patients to opt in to our text messaging system and to use the Ecolane mobile app and/or the self service portal.*

*Patients will receive a text message with their estimated pickup time and vehicle information the day before their trip.*

*Through the mobile app, patients will receive notifications with up to the minute updates regarding their ride, including the driver's estimated time of arrival and a vehicle description.*

*When the driver is en route to the patient's pickup location, they can use the map feature to track the vehicle. While on board, they can share their trip information with their family or caregiver and provide updates regarding their time of arrival at their drop-off point.*

*With the self-service portal, patients will receive ETA updates and a vehicle description on their trip date*

- Can you provide more information on how the live chat option on the website is HIPAA compliant?

*IntelliRide has chosen HIPAA compliant software developed specifically for the healthcare industry to conduct the live chat feature. The software includes a top level security program constructed using HIPAA, HITECH, HITRUST Common Security Framework, and ISO 27000 standards. The software encrypts transmitted data and meets the recommended requirements for retention of security records. To ascertain the security of the software, the manufacturer conducts multiple risk assessments, audits and penetration tests.*

*Before chatting with an individual using our chat software, we will follow our standard HIPAA protocol, which includes, but is not limited to the verification of unique identifying information, such as:*

*Please note, the chat feature is required by Health First Colorado to increase efficiency for members and facilities.*

### **Mileage reimbursement;**

- Will mileage reimbursement and bus tickets work the same as did with Veyo?  
Yes.
- How does the process for mileage reimbursement requests work?  
*Trips must be called and preauthorized, forms are available on the website.*
- is there additional paperwork that the clinic needs to complete during/after the appointment for the member to submit in order to receive mileage reimbursement?  
*The clinic staff needs to sign the mileage reimbursement log sheet for each appointment.*
- Are members able to switch from mileage reimbursement to RTD and back again?  
Yes.
- Can you show us how to request mileage reimbursement or RTD tickets on the self-service portal?  
*Whether you take the bus or request mileage reimbursement, it must be set up as default and it must be done with a reservationist in the call center. Once it is saved as a default you can use the self-service portal.*

### **Trips;**

- If a case manager calls on the behalf of a client, do we need to get a release of information? How long can we expect for a hospital discharge ride to take (on average)?  
*No, there is no need for a release information. The ride may take up to 90 minutes.*
- will you have the same door-to-door policy that veyo had? or will your driver enter a building for drop off and then return to the office for pick up?  
*Yes, same policy door to door.*
- for the FAQ sheet - can member ride with a caregiver to their appointment? What are the limitations to this?  
*Yes, with approval on the MNF.*
- Concern for the elderly or vulnerable not wanting to use this service due to safety concerns  
*Background checks are being reviewed and all ADAs requirements are being followed.*
- how many "no shows" is a member allowed before that member will no longer be eligible for rides? and what qualifies as a no-show?  
*That is determined in a case by case basis. A "No show" is considered when a member does not call at least one hour prior to the scheduled trip or does not come out within 15 minutes to the driver arriving.*
- If a member needs assistance from a 2nd floor apartment to ride, for example, how would that work?  
*That would not be approved unless it is a medical necessity, those will be referred to RAE.*
- What happen if a patient does not schedule a round trip. Can a facility call for patient to get a ride back home?  
*No, member should request a round trip and make the return trip a will call if they are uncertain on the pickup time.*
- if patient has a pending medicaid, do you provider courtesy rides?  
*No, we do not.*
- how long should people expect to wait if they call for a "will-call" return?  
*Up to 90 minutes.*
- Could you provide fliers containing scheduling instructions for each transportation type (bus tickets, cab/ride share vehicle, etc) that we can share with patients?  
*Patients will only need to contact IntelliRide to schedule their trips. We will then assign their transportation type. Upon approval from Health First Colorado, we will distribute educational materials to facilities that can be shared with your patients.*

*In addition, all eligible members within IntelliRide's assigned territory will receive a welcome letter with the instructions to schedule transportation. During the reservation process, we will*

*inform members of their assigned transportation mode. If they do not agree with the assigned transportation mode, we will request the submission of an MCTS signed by their medical provider.*

- *Could you provide written documentation of the guidelines for determining medical necessity of trips scheduled with less than 48 hours notice?  
Per the requirements set by Health First Colorado, medical necessity for trips scheduled with less than 48 hours include a medical condition that has the potential to become an emergency medical condition in the absence of treatment. This includes hospital discharges that cannot reasonably be pre-arranged by hospital staff.*

*Transportation for urgent events must be scheduled by the medical facility directly with a qualified Urgent Transportation Provider. A list of qualified transportation providers will be posted on the IntelliRide website at the start of transportation operations – September 1, 2019.*