

Transportation Community Board Agenda
Region 1
Meeting minutes
(833) 827-2737 Phone Conference ID: 330 884 549 477
Tuesday February 21, 2023
1pm – 2pm

Topics Covered:

• *What is Non-Emergency Medical Transportation (NEMT)?*

To simplify things, it is free rides to scheduled doc appts. Now its easier to clarify to say what does it NOT mean? We don't do emergencies, or provide 911. We also don't provide rides that aren't medical. There are programs that take people shopping, or to the movies or walgreens. Our program is specifically chartered by the state to take people with Medicaid to doctor's appts.

• *Who is eligible and where are NEMT trips available?*

A Colorado citizen who has current Medicaid, who is not also enrolled in PACE. If they are PACE registered, that program trumps ours for funding, and they are supposed to go through PACE

For rides, they have to live in, and generally be going to, a doctor's office in one of the 9 counties we cover: Adams, Arapahoe, Denver, Douglas, Larimer, Boulder, Broomfield, Weld, and Jefferson.

• *How to help the people you serve sign up for IntelliRide*

Assuming they have current active Medicaid, here is the scoop from our [website](#)

1. Book your ride at least three business days before.
2. Have the following information ready:
 - a. Your date of birth, first and last name and phone number.
 - b. Medicare or Medicaid ID number.
 - c. Your doctor's or facility's name, address, and telephone number.
 - d. The date and time of your medical appointment.
3. Choose one of the following methods to book your ride:

• *How do people schedule trips?*

- Call us
- Chat into us via our website
- They can register for two self service options that let them book themselves. One is cell phone app based, and one is web based

• *What is the Mileage Reimbursement Program?*

A program that pays Medicaid patients 44 cents a mile if they can get to their appointment often via friend or family member.

Mileage Reimbursement Program

If you or someone you know has a vehicle, IntelliRide may cover the cost of gas between your home and your doctor or facility's office. Personal vehicle mileage is reimbursed at the State mandated rate of 44¢ per mile. Before receiving your reimbursement, you must submit evidence of your attendance at your medical appointment and a signed mileage reimbursement verification form.

Still have questions about how this works? If so, [you can read the mileage reimbursement brochure \(español / Spanish\)](#) or call our toll-free line to learn more about the mileage reimbursement program and to schedule your trip.

<https://gointelliride.com/colorado/wp-content/uploads/sites/4/2021/05/Mileage-Reimbursement-Handout-NEMT-July-2020.pdf>

• *How do members request a Preferred Transportation Provider?*

This is available free to our members. However, it cannot be requested over the phone. It requires an 'LOS', which is basically a doctor's note. The LOS is our official form for all exceptions. Here is what that looks like (again, from our website)

<https://gointelliride.com/colorado/wp-content/uploads/sites/4/2022/05/Level-of-Service-Form-May-2022-1.pdf>

• *What is Non-Medical Transportation and who qualifies?*

We are medical transportation for non emergencies. It means we cannot act in any way as a 911 type service. To drive that home, the state requires we have 2 to 3 business days notice for each appt.

• *How to address frequent barriers to accessing IntelliRide Services?*

It would be good to delineate exactly what barriers you are thinking of. If I can guess, you are thinking of language and speech and hearing barriers? Great question! We work hard to give everyone access. So, for language issues- we can cover English and Spanish in real time with our call takers. For any other languages, we have a language line where we conference call in a translator at our cost.

For hearing or speech impaired... or any reason someone isn't comfortable on the telephone, we have TTY service hearing impaired. And, several typing based (as opposed to talking based) solutions like chat and self service. Please DO think of other things that come to mind. If we don't have an answer, we will find one.

• *Questions and Answers*