



Transdev (formerly Intelliride) Navigation Services



Need more information? Contact our Navigation Services Team at 303-432-5130 or navigation@jcmh.org

Transdev

303-398-2155

<https://transdevhealthsolutions.com/colorado/>

Who is eligible? *

Non-emergent medical transportation (NEMT) is a transportation service to and from Medicaid benefits and services. NEMT is for Medicaid members when they have no other means of transportation. NEMT is not for emergency situations.

Members in the following programs **do not qualify**:

- 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)

*Be aware that someone may have a Medicaid number but no Medicaid benefit. These clients are those with Medicare Savings Plans as listed above, OAP and/or CHP+ and are not eligible. Call the Medicaid Customer Contact Center at 1-800-221-3943 or Navigation at 303-432-5130 to see if you qualify for NEMT.

Non-Medical Transportation:

Medicaid clients with the following waivers are eligible to receive a Special Discount Card for 50% fare reduction for all regular RTD bus and rail services (not available for Access-A-Ride). Qualifying Medicaid programs include:

- Developmental Disabilities Waiver
- Support Living Services Waiver
- Elderly, Blind and Disabled Waiver
- Community Mental Health Supports Waiver
- Brain Injury Waiver
- Spinal Cord Injury Waiver

Call Transdev at 303-398-2155 to see if you are eligible for this program.

To request bus tickets, door to door transportation or mileage reimbursement:

- Clients can call Transdev directly to request transportation for any Medicaid appointment at 303-398-2155.
 - After the initial call, clients can set up additional requests online at <https://colorado.ecolane.com/selfservice/login>
 - If a provider or caregiver needs access to the individual's online portal to schedule, change or cancel transportation on the individual's behalf, the Self-Service Portal Release Form will need to be completed: <https://transdevhealthsolutions.com/colorado/member-resources/>
 - Transdev also has an app for iPhone and Android phones.

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When scheduling, please have the following information ready:

- Your name, Medicaid ID, home address and date of birth
- Your pickup address
- The name, address, and telephone number of your doctor or facility
- The reason for your appointment (for example: initial appointment or follow up care)
- The date and time of your appointment
- The end time of your appointment, if known
- Any special equipment or people that will ride with you

Please schedule at least **48 hours** in advance of your appointment. Your trip must be within 25 miles of the pick-up location (additional forms are required if needing farther transportation).

What should I expect on the day of my appointment?

- Be ready at least 10 minutes before the driver is scheduled to arrive.
 - The driver will wait up to 15 minutes after the scheduled pick-up time before leaving.
- If your driver does not arrive at the scheduled pick-up time, call 855-489-4999

Forms

- Forms can be found at <https://transdevhealthsolutions.com/colorado/member-resources/>
- If the individual needing transportation is a minor (under the age of 13) and will be traveling without a parent or guardian, the Minor Consent and Release Form needs to be completed:
- For mileage reimbursement, clients can submit the following form within 10 business days after their appointment.
 - Client must schedule trip with Transdev prior to the appointment.
 - Clients must submit verification of attendance from the treatment provider along with the reimbursement request.
- For door-to-door transportation to appointments, forms must be submitted at least 48 business hours before appointment:
- If the trip is more than 25 miles away from the pick-up location, the form must be completed by the individual's treatment provider: