



# COLORADO

## Department of Transportation

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**DATE:** January 15, 2021  
**TO:** Transit & Rail Advisory Committee (TRAC)  
**FROM:** David Krutsinger, Director, Division of Transit & Rail (DTR), Colorado Department of Transportation (CDOT)  
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**SUBJECT:** Statewide Non-Emergency Medical Transportation (NEMT) Brokerage

### Purpose

The purpose of this memo is to monitor outcomes and respond to concerns arising from the implementation of the Statewide Brokerage by the State of Colorado in July 2020.

### Action

Information and discussion only; no action required.

### Background

Non-Emergency Medical Transportation (NEMT) is a Health First Colorado benefit for members who don't have transportation to medical appointments. The State's decision to expand management of the NEMT benefit to one statewide broker, IntelliRide, was/is intended to improve customer service to both Health First Colorado members and county partners. By moving to a single statewide vendor, the State is better able to ensure more consistent, streamlined operations and infrastructure, including improved access for members and reduced administrative burden for counties.

Non-Emergency Medical Transportation, for some transit agencies, is part of a complex financial arrangement to match Federal Transit Administration (FTA) dollars with Medicaid Funds managed by HCPF through the Health First Colorado system. Community members have transportation needs both with and without medical purposes; only the medical trips are reimbursable (payable) by the NEMT programs.

Federal, State, and local/county entities must navigate the management of these funds to the best effect for their communities. The implementation of the statewide brokerage during a pandemic year was an unexpected and unfortunate burden on top of a fairly large institutional/structural/operational change created by going to a statewide brokerage model.

### Details

The attached presentation is the start of information sharing intended to help all levels of government achieve the best outcomes with and for customers, who are both users of the healthcare and transportation systems. Readily-available data help to show, with a focus only on medical trips for now, whether summer 2020 changes met the maxim of the Hippocratic Oath: do no harm. The data do seem to bear out that the quality of service for medical trips now, is at least as good after the reach of the program went statewide, as compared to the "before" of being only in the metro areas.

### Next Steps

Continue to share data. Explore additional areas of data and policy that should be evaluated.

### Attachments

Presentation