

# Veyo (formerly Total Transit) Information

## Veyo

1-855-CO4-NEMT (1-855-264-6368)

### Who is eligible?\*

Non-emergent medical transportation (NEMT) is transportation services 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.

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

- Clients can call Veyo directly to request bus tickets for any Medicaid appointment at 1-855-264-6368
- A client's provider or care coordinator may contact Veyo to request privately contracted vehicles, or mileage reimbursement, as they feel it is medically necessary
  - They will set up the initial appointment/reimbursement either by phone (1-855-264-6368) or online at: <https://medicaidco.com/provider-request-for-transportation-services/>
  - If the round trip is 25+ miles, a separate form will be required: <https://medicaidco.com/wp-content/uploads/2017/01/Medical-Certification-of-Transportation-Services-25-Miles-Veyo.pdf>
- After the initial call is made, clients should be able to call or go online to arrange future services
  - Clients may also schedule their rides, bus tickets or mileage reimbursement requests after the initial contact by a provider, by calling or filling out online submission forms at: <https://medicaidco.com/schedule-a-ride/>
  - Veyo will give you a confirmation number for your trip or reimbursement. *Be sure to write them down.*

### When scheduling, please have the following information ready:

- Your Medicaid ID number, name and date of birth
- The address where we are picking you up
- Your doctor's name and address as well as a telephone number for confirmation of your appointment.
- The date and time of your medical appointment along with an estimated time for any return trip

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 required if needing father transportation).

*For transportation requests with less than 48 hours' notice, you must provide a verifiable and valid reason before a ride will be scheduled. Veyo will call the medical provider's office to confirm the reason and appointment.*



**What should I expect on the day of my appointment?**

1. Veyo verifies eligibility on the day of the ride. If you are not, you will need to find other transportation.
2. A few minutes before your pick-up time, watch for the driver. If you are not waiting when the driver arrives at the pick-up location, the transportation company will call to let you know that the vehicle is waiting.
3. If you do not answer, Veyo will attempt to call you.
4. The driver will wait for 15 minutes after the scheduled pick-up time and then leave.
  - If your ride does not show, call the Immediate Assistance Line: 1-877-986-7416.
  - If your appointment is late and you have scheduled a return trip, call Veyo as soon as possible so that they can reschedule your return ride: 1-855-264-6368 and select Option 4.

