



MediDrive Navigation Services



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

MediDrive

855-489-4999

<https://medidrive.com/facilities/co>

Who is eligible?

First Colorado provides medical rides (also known as Non-emergency Medical Transportation - NEMT) to covered healthcare appointments at no cost to you. This covered benefit includes rides to standard doctor visits, therapy, specialist appointments, and life-sustaining treatments like dialysis or chemotherapy.

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)
- 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.

How do I sign up?

- **App** – Download the free mobile app for the devices below to instantly schedule or track your trips:
 - Apple: <https://apps.apple.com/us/app/medidrive/id6478545992>
 - Android: https://play.google.com/store/apps/details?id=com.medidrive.rider&hl=en_US
- **Member Portal** – Create an online account to request transportation
 - <https://member.medidrive.com/login>

What information do I need when I call to schedule a ride?

- Your full name, date of birth, Health First Colorado ID number, home address, phone number, your doctor's name, the date and time of your visit, the clinic's address, if a caregiver is riding with you, and any special travel needs like a wheelchair van.

Forms

- Forms can be found at <https://medidrive.com/facilities/co>
- If the individual needing transportation is a minor (under the age of 13) and will be traveling without a parent or guardian, the Child Consent Form needs to be completed