



Health First Colorado Non-Emergency Medical Transportation Mileage Reimbursement Program

If you are an Health First Colorado client in the Colorado Front Range counties of: Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer, or Weld; Consider the Health First Colorado Mileage Reimbursement plan.

Mileage Reimbursement is available to you, a family member, or even a friend who provides transportation to and/or from your Health First Colorado eligible appointment.

How it works:

For a single trip, you call 1-855-CO4-NEMT (1-855-264-6368) and schedule your trips for “mileage reimbursement.” The Customer Service Agent will verify your eligibility, book your trip and give you a confirmation number. Mileage reimbursement trips can be scheduled up to the same day, as long as it is before the appointment.

- You go to www.medicaidco.com and print the mileage reimbursement verification form – single trip.
- You go to your Health First Colorado eligible appointment and have the doctor’s office verify your appointment.
- You fill in the driver information and mail, fax, or email the form to Veyo (directions are on the form).
- Veyo verifies all the information, uses mapping software to determine the most direct route, and processes the payment.

The Details:

- You must schedule the trip in advance.
- The Mileage Reimbursement Program pays a flat rate of 44¢ per mile.
- Make sure the form is complete and legible.
- The reimbursement form must be sent within 14 days of the appointment.
- Your payment will be processed and mailed within 4-6 weeks.

Standing Orders/Recurring Trips:

Mileage reimbursement is also available for standing orders/recurring trips (trips going to/from the same location on a regular basis).

Please have your medical provider schedule the trips online at www.medicaidco.com, by downloading forms at www.medicaidco.com, or by calling 1-855-CO4-NEMT (1-855-264-6368).

Print the mileage reimbursement form.

Reimbursement can be requested for up to two week at a time. Make sure that your information is correct, have the medical provider verify the appointments, complete the driver information, and submit the form. The form must be sent within 14 days of the last appointment on the form.

Veyo will notify you if:

- We do not receive a form for a trip within the 14 days;
- If the form is illegible or incomplete;
- If a valid trip cannot be found; or
- If the appointment cannot be verified.

Please note reimbursement requests for trips that have not been placed through Veyo — Colorado NEMT cannot be authorized. We are required by state and federal law to ensure payment is only made for verified appointments.