

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

When contacting Transdev, we will ask questions to verify your identity, like:

- Your full name
- Your date of birth
- Your Health First Colorado ID number

For us to schedule your trip(s), you'll need to have:

- Your pick up address
- The name, address and telephone number of your doctor or facility
- The reason for your appointment (for example: follow-up care)
- The date and time of your medical appointment
- When your appointment will be completed, if known
- Any special equipment or people who will ride with you

What if I need to change or cancel my trip?

Please call Transdev at 855.489.4999 as soon as you know your appointment details have changed or been cancelled, even if the trip is scheduled for mileage reimbursement.

Can Health First Colorado assist with long distance or out of state travel requests?

Yes, if you must receive treatment outside of the local service area, your travel, meals and lodging may be covered by the NEMT program.

How do I file a complaint if I'm unhappy with the service I received on the phone or with the transportation provider that drove me?

Please report service concerns and complaints to Transdev at 855.489.4999 or intelliride@transdev.com.

We take all complaints very seriously and will acknowledge them within two business days of receipt.

Still have remaining questions? Please call us at 855.489.4999 or visit our website at TransdevHealthSolutions.com/colorado.



In partnership to better serve you

Non-Emergent Medical Transportation

Provided throughout Colorado by



What is Non-Emergent Medical Transportation (NEMT)?

Non-Emergent Medical Transportation (NEMT) is a benefit provided to Health First Colorado (Colorado's Medicaid program) members who don't have other transportation to important medical appointments. For medical emergencies, dial 911.

How do I schedule a ride?

Please call the Transdev call center between 8 a.m. and 5 p.m. Monday through Friday to schedule your trip.

Please call at least two business days before you need a ride, and up to 90 days before the trip:

Toll Free: 855.489.4999

Local Numbers:

303.398.2155

970.225.4850

719.766.4660

720.279.3830

TDD State Relay: 711

You can also schedule your trip online at

TransdevHealthSolutions.com/Colorado and by using the online chat function.

What types of transportation can Transdev provide?

If you need a ride to your appointments, contact Transdev to schedule a trip. Transdev has credentialed a network of transportation providers throughout the state to provide ambulatory, wheelchair accessible, and even advanced support services.

If you would like to use public transportation, Transdev can coordinate with your local public transport agency and mail tickets directly to you.

What if I can get my own ride?

If you have a friend, family member or volunteer who can drive you to your appointment, Health First Colorado offers mileage reimbursement through Transdev.

Who will take me to my appointment?

When you call Transdev to schedule your appointment, the agent assisting you will tell you which of our providers will provide your transportation.

What should I know for the day of my trip?

On the day of your trip, please be ready at least 10 minutes before your trip is scheduled. Your driver will wait up to 15 minutes after the scheduled pick up time.

Please bring your own equipment, such as a car seat, wheelchair or walker, if needed. The transportation providers do not have any special equipment in their vehicles.

What happens if my ride does not show up?

If your driver has not arrived at the scheduled pick up time, please call Transdev at 855.489.4999 and choose Option 5 for "Where's my ride?"

Is Transdev able to assist with urgent trip requests and hospital discharges?

Yes, if a you have a condition that can become an emergency if not treated in a timely manner, or if you will be discharged from a hospital visit, Transdev can help with these trips.