

Dear Medicaid Client:

Beginning **January 1, 2012**, all Medicaid Non-Emergency Medical Transportation (NEMT) will be provided through Colorado Medicaid's new transportation broker, First Transit – Colorado NEMT. Call Colorado NEMT **at the new number below** for all of your non-emergency medical transportation trips in 2012. You can call us at this number to schedule your 2012 trips starting Monday, December 19, 2011:

1-855-CO4-NEMT
1-855-264-6368

First Transit is the new Medicaid NEMT broker for the counties of

Adams
Broomfield
Jefferson

Arapahoe
Denver
Larimer

Boulder
Douglas
Weld

First Transit is committed to ensuring that you receive the best possible service. After **January 1, 2012**, if you have a concern regarding the services you receive or would like to compliment someone for their efforts, please call our **Comment Line** at

1-855-NEMT-1ST
1-855-636-8178

First Transit is working with transportation providers from around the region to make sure that your transportation experience will meet our standards for performance. You will receive quality transportation from trained and skilled drivers who are trained in exceptional customer service driving safe and clean vehicles that have been inspected by our own mechanics. We use a reservations and scheduling system that works with many local providers including the RTD's Access-a-Ride service.

As the General Manager for First Transit Colorado NEMT, I will do everything I can to make your Medicaid NEMT service a customer-focused, comfortable experience. We look forward to serving you beginning in 2012.

Rob Andresen
General Manager
First Transit – Colorado NEMT

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