

Non-Emergent Medical Transportation (NEMT) Status Update

- The Department recently expanded its broker model from nine counties to 64.
- IntelliRide is now the broker for all of Colorado.
- As a reminder, IntelliRide checks member eligibility, schedules and dispatches trips, and pays and submits claims and mileage reimbursement.

Expansion Statistics – Trips Completed

	June 2020 (Pre-Expansion)	July 2020 (Expansion Begins)	August 2020 (Expansion Complete)	September 2020 (Through 9/25)
Number of Completed Trips	62,187	65,206	71,665	74,682
On Time Percentage	93%	93%	93%	93%

- IntelliRide is scheduling thousands more trips month over month and has already surpassed August's total with one week remaining in September.

Expansion Statistics – Call Center Metrics

	June 2020 (Pre-Expansion)	July 2020 (Expansion Begins)	August 2020 (Expansion Complete)	September 2020 (Through 9/25)
Total Calls Received	20,685	26,800	38,783	28,126
Average Speed of Answer (MM:SS)	05:56	04:44	15:01	05:42

- The expansion led to a ~18,000 call increase in August from June levels.
- IntelliRide continues to monitor staffing levels and has members book online or via mobile app when possible. Hold times are still high but much improved over August.