



Dear Health First Colorado member,

**Welcome to Ceecil Quality Care Transportation, Where Your Care Comes First!**

We welcome you as a new member to us. We appreciate the confidence placed in us as your non-emergency medical transportation (NEMT) provider and thank you for choosing us.

Your care comes first! And we want you to have an exceptional support experience while using our NEMT service. Each appointment of yours is valuable.

Ceecil Quality Care Transportation is committed to the highest professional standards: **Safety, Quality Service, and Excellence.**

**Plan Your NEMT Trip**

Plan your NEMT trip to your upcoming appointments with options for **Routine or Regularly Recurring Rides** for three months at a time. And it should be at least two days before your trip pick-up time. And you or your healthcare provider or medical facility staff may request **Discharge Transportation**, and we may accept your trip within 2 hours before your pick-up time. It relies on driver availability.

**Schedule Transportation**

**By Phone:** Our customer service representatives are professionally ready to help you schedule rides and available at any time at our toll-free number [888-906-0669](tel:888-906-0669).

**Online:** You can visit our website, <https://ceecil.com/>, and request rides through the Online Scheduling form is secure and complies with HIPAA rules and regulations to protect sensitive personal health information. Ceecil Quality Care Transportation prioritizes security and privacy and ensures confidentiality, integrity, and availability.

Please note that Ceecil Quality Care Transportation requires your identification and health insurance ID cards to verify and confirm your eligibility for NEMT services after scheduling your ride, and we will send you a reservation number and a phone call one day before your trip for confirmation or additional trip notes.

## **Accessible Services**

Ceecil Quality Care Transportation provides accessible transport assistance services for all people who need critical care and with disabilities and disabling health conditions, including any mobility aids or devices, such as wheelchairs, portable oxygen concentrators, mobility scooters, canes, crutches, walkers, braces, etc., and special assistance for people with disabilities: blind, visually impaired, low vision, deaf, hard of hearing, on medication, use of service dogs and animals or external medical devices, etc. We may request a medical verification is a professional verification from a certified healthcare provider needed, with any supporting information to determine the patient's most appropriate modes of non-emergency medical transportation or level of service based on their disabilities, disabling health conditions, and others who need critical care.

Ceecil Quality Care Transportation ensures accessibility and provides accommodations, special assistance, and additional assistance, such as wheelchair-accessible vehicles, accept special instructions, door-to-door services, hand-to-hand services, or special assistance for critical care.

## **Passengers Safety Tips**

Confirm your transportation: The vehicle must have printed stickers on both side doors with our company name, [Ceecil Quality Care Transportation](#), and phone numbers [888-906-0669](#) and [720-669-0696](#).

Wear your seat belt at all times.

Wash your hands after you reach your destination.

Respect for all.

Don't tip and discuss cash payments, as Cecil Quality Care Transportation does not charge or accept tips from Health First Colorado members after confirming member eligibility for NEMT services.

[Follow Colorado Child Passenger Safety Law](#)

[Car Seat Colorado](#)

[Child Passenger Safety](#)

If you are experiencing a medical or mental health emergency, call [911](#). For a mental health or substance use crisis, call Colorado Crisis Services at [844-493-8255](#).

## **On the day of your trip**

Please be ready 10 minutes before your pick-up time, and your driver will drive a vehicle that must have printed stickers on both side doors with our company name, Cecil Quality Care Transportation, and phone numbers [888-906-0669](#) and [720-669-0696](#). If you are not ready yet, please call at any time at our toll-free number, [888-906-0669](#).

You may call us to ask about your ride. And our customer service representatives are available to provide you with the Estimated Time of Arrival (ETA) at any time.

**After completing your trip**, our driver will ask you for an electronic signature and confirm if you have a return trip scheduled and your feedback.

**Filing a Complaint:**

If you have a complaint about our service, safety, driver's performance, a vehicle used for transport, or ethics, policies, and procedures, or other complaints, please call our Quality Assurance (QA) Coordinator at [720-669-0696](tel:720-669-0696), fax [720-615-8666](tel:720-615-8666), or online by clicking on [Complaint Form](#). Here is the complaint process. You need to file a complaint as soon as possible. The filing deadline is within two business days of the day of receipt. Once we receive your complaint, we will give you a tracking number. We will review your complaint and respond in writing to the complaint within thirty days of receipt of the complaint. You may request an appeal within thirty days of the decision.

Please call us at any time at our toll-free number, [888-906-0669](tel:888-906-0669), schedule a ride, reschedule, confirm, or cancel your ride or check the status of your ride at any time. Or to give testimonies, feedback, or file a complaint about our quality service, safety, driver, the vehicle used for transport, ethics, policies, or any question or concern.

Thank you! We look forward to serving all your NEMT trips.

Sincerely,

Customer Service Team

Ceecil Quality Care Transportation

Office Address: 2720 E Yampa St, Suite 2A, Colorado Springs, CO 80909-5061

24/7 Customer Service Call Center – Support - Toll-free: (888)-906-0669

Office Phone: 720-669-0696 & 719-999-9877

Email: [cs@ceecil.com](mailto:cs@ceecil.com)

Website: <https://www.ceecil.com>