IMPORTANT PHONE NUMBERS

Medicaid Customer Contact Center
For questions and problems with your Medicaid coverage.
1-800-221-3943
TDD 1-800-659-2656

HealthColorado
For information on Medicaid health plans and to select a plan.
In Denver: 303-839-2120
Outside of Denver: 1-888-367-6557
TTY: 1-888-876-8864

Medicaid Nurse-advice Line
A free hotline for questions about your health and if you should go to the doctor. Available anytime.
1-800-283-3221

Colorado’s QuitLine
Get free help to quit smoking.
1-800-784-8669

Mental Health Hotline
Metro Crisis Services offers a free, confidential hotline for mental health and substance abuse help. Available anytime.
1-888-885-1222

In an emergency, call 911

IMPORTANT WEBSITES

PEAK
Manage your Medicaid and other public benefits online.
www.colorado.gov/PEAK

Colorado Department of Health Care Policy and Financing
The state agency responsible for Medicaid.
www.colorado.gov/hcpf

HealthColorado
For information on Medicaid health plans.
www.healthcolorado.net

Colorado.gov/Health
A collection of helpful frequently asked questions on health coverage options in Colorado.
www.colorado.gov/health

Connect for Health Colorado
Colorado’s health insurance Marketplace where individuals, families, and small employers can buy health insurance and apply for financial help.
www.connectforhealthco.com

I Have Medicaid! What’s Next?
Medicaid is a public health insurance program with many benefits. To make the most of them, follow these steps:

1. **Watch Your Mail for Important Information**
   - **Medicaid card:** Your card should arrive in 7-10 days.
   - **Benefit letters:** These letters may require additional action from you so you can keep your benefits. Don’t ignore these letters!
   - **Enrollment packet:** Approximately a month after your approval, you will receive information on Medicaid health plans and benefits from HealthColorado.
   - **Renewal or redetermination request:** 12 months after your approval, you will be asked to renew your Medicaid benefits. This is also called a redetermination. Follow the instructions to complete your redetermination carefully.

You can see your benefit letters and print your Medicaid card online at www.colorado.gov/PEAK

2. **Choose a Health Plan**
   There are two ways to get Medicaid:
   - **Regular Medicaid:** You will have basic Medicaid benefits but you must find your own doctors and specialists.
   - **Medicaid health plan:**
     - Accountable Care Collaborative: A Primary Care Medical Provider will coordinate your care and needs. You will have basic Medicaid benefits and you can see any doctor who accepts Medicaid.
     - Health Management Organization (HMO): Your HMO will coordinate your care. You can only see doctors who are part of the HMO network and you might need a referral to see a specialist.

   **How should I choose a plan?**
   - Call your doctors and pharmacy and ask if they participate in a plan you like.
   - Explore the plan comparison chart called “Medicaid Health Options.”
   - Call HealthColorado with questions and when you are ready to decide: 1-888-367-6557

After you enroll in Medicaid, you have 90 days to choose a plan. If you do not choose a plan, one might be chosen for you. Generally, you can change your plan two months before your birthday.

3. **Stay Covered**
   - Kids 18 years and younger will have Medicaid for 12 months after approval no matter what.
   - For adults, Medicaid eligibility may change if income or family size changes. You should report these changes to your county office or online using the PEAK website immediately: www.colorado.gov/PEAK
   - If you think you might lose coverage, you can apply for tax credits to buy private health insurance at www.connectforhealthcolorado.com.
   - Don’t forget to complete your renewal every 12 months!

4. **Stay Healthy**
   - Stay active!
   - Eat healthy, colorful meals.
   - Take care of your mental health.
   - Use your preventive dental and medical benefits.
   - Quit smoking!
<table>
<thead>
<tr>
<th>Medicaid Health Options</th>
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<tbody>
<tr>
<td><strong>Accountable Care Collaborative</strong></td>
<td><strong>Denver Health Medicaid Choice</strong></td>
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<tr>
<td>1-800-221-3943</td>
<td>303-602-2116</td>
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<tr>
<td>Colorado.gov/hcpf</td>
<td>dhmedicaidchoice.com</td>
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<td><strong>Service area</strong></td>
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<tr>
<td>Statewide</td>
<td>Adams, Arapahoe, Denver and Jefferson counties</td>
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<tr>
<td><strong>Referral process</strong></td>
<td><strong>Referral process</strong></td>
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<tr>
<td>No referral is needed to see any doctor that accepts Medicaid</td>
<td>A referral from your primary care doctor is required before getting specialty care, setting up a test and hospital stays</td>
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<tr>
<td><strong>Extra benefits</strong></td>
<td><strong>Extra benefits</strong></td>
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<tr>
<td>Care coordination</td>
<td>Care coordination</td>
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<td>Health education and wellness programs, including programs for members with asthma, heart disease and diabetes</td>
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<td>Provider serves as a medical home and provides comprehensive primary care services</td>
<td>Flu shots at no cost</td>
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<tr>
<td>Help finding social and community services for nonmedical needs</td>
<td>Two-month supply of disposable diapers for mothers who deliver at Denver Health Medical Center</td>
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