

Health First Colorado (Colorado's Medicaid Program): What a Member Can Expect After Approval

Building Better Health Conference

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October 2018



COLORADO

Department of Health Care
Policy & Financing

Our Mission

Improving health care access and
outcomes for the **people** we serve
while demonstrating sound
stewardship of financial **resources**



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Objectives

- Explain what happens after a member is approved for Health First Colorado
- Describe the timing and types of communications members can expect
- Describe the roles of the entities involved in the enrollment and onboarding process



The Journey Begins!



What Can Members Expect First?



Welcome Letter

- Includes information about member's health plan and primary care provider
- Sent no later than five days after gaining eligibility



Handbook

- Available online and upon request from Health First Colorado Enrollment

Sample Welcome Letter

For large print, braille, or languages other than Spanish or English call 303-839-2120
State Relay: 711 for callers with hearing or speech disabilities

June 15, 2018

John Smith
12345 Anywhere St
City, ST ZIP

Your member number: 999999

Information Only - No Action Required

Dear John Smith:

We are excited to let you know that Health First Colorado (Colorado's Medicaid Program) is changing the way we deliver services. We have contracted with one regional organization to manage both your physical and behavioral health care.

What does this mean for you?
Your eligibility is not changing. Your benefits and services are not changing.

Starting July 1, 2018, your primary care provider and regional organization are:

Member Name	Member Number	Primary Care Provider (call to make an appointment)	Regional Organization
John Smith	999999	[PCP Name] at xxx-xxx-xxxx	[Regional Organization] at xxx-xxx-xxxx
Mary Smith	999999	[PCP Name] at xxx-xxx-xxxx	[Regional Organization] at xxx-xxx-xxxx
Peggy Smith	999999	[PCP Name] at xxx-xxx-xxxx	[Regional Organization] at xxx-xxx-xxxx
John Smith	999999	[PCP Name] at xxx-xxx-xxxx	[Regional Organization] at xxx-xxx-xxxx

What else do I need to know?

- You can change your primary care provider at any time by calling Health First Colorado Enrollment at 303-839-2120, Monday-Friday, 8:00 a.m. to 5:00 p.m.; or State Relay: 711 for callers with hearing or speech disabilities.
- You can get your Member Handbook at HealthFirstColorado.com, CO.gov/PEAK or by calling 303-839-2120.
- Help us get to know you! Answer a few questions at HealthFirstColorado.com/Health-Survey.

Sincerely,

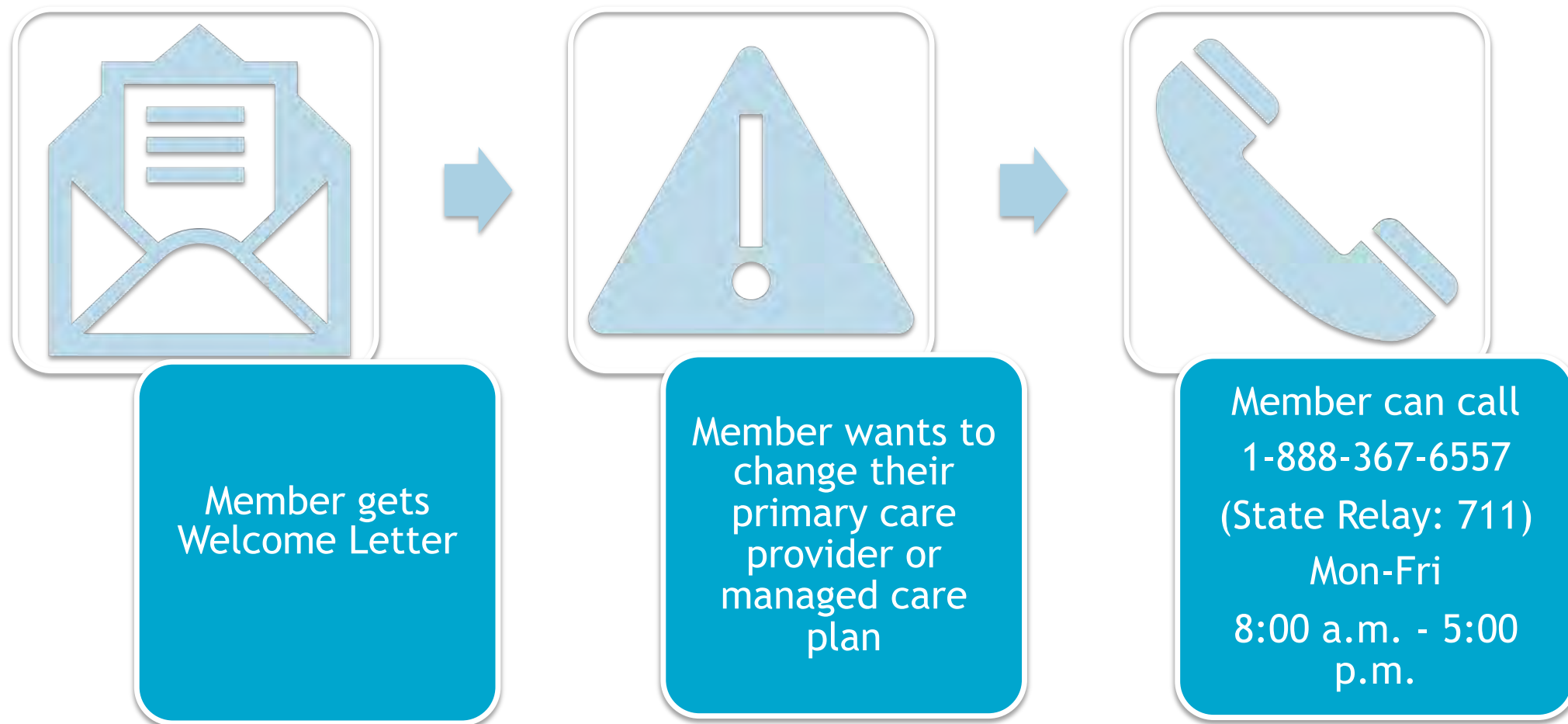
Health First Colorado Enrollment

Health First Colorado Enrollment

- Creates and sends welcome letters
- Provides choice counseling
- Records member choice
- Administers the health needs survey and the customer satisfaction survey



When Should Members Call Health First Colorado Enrollment?

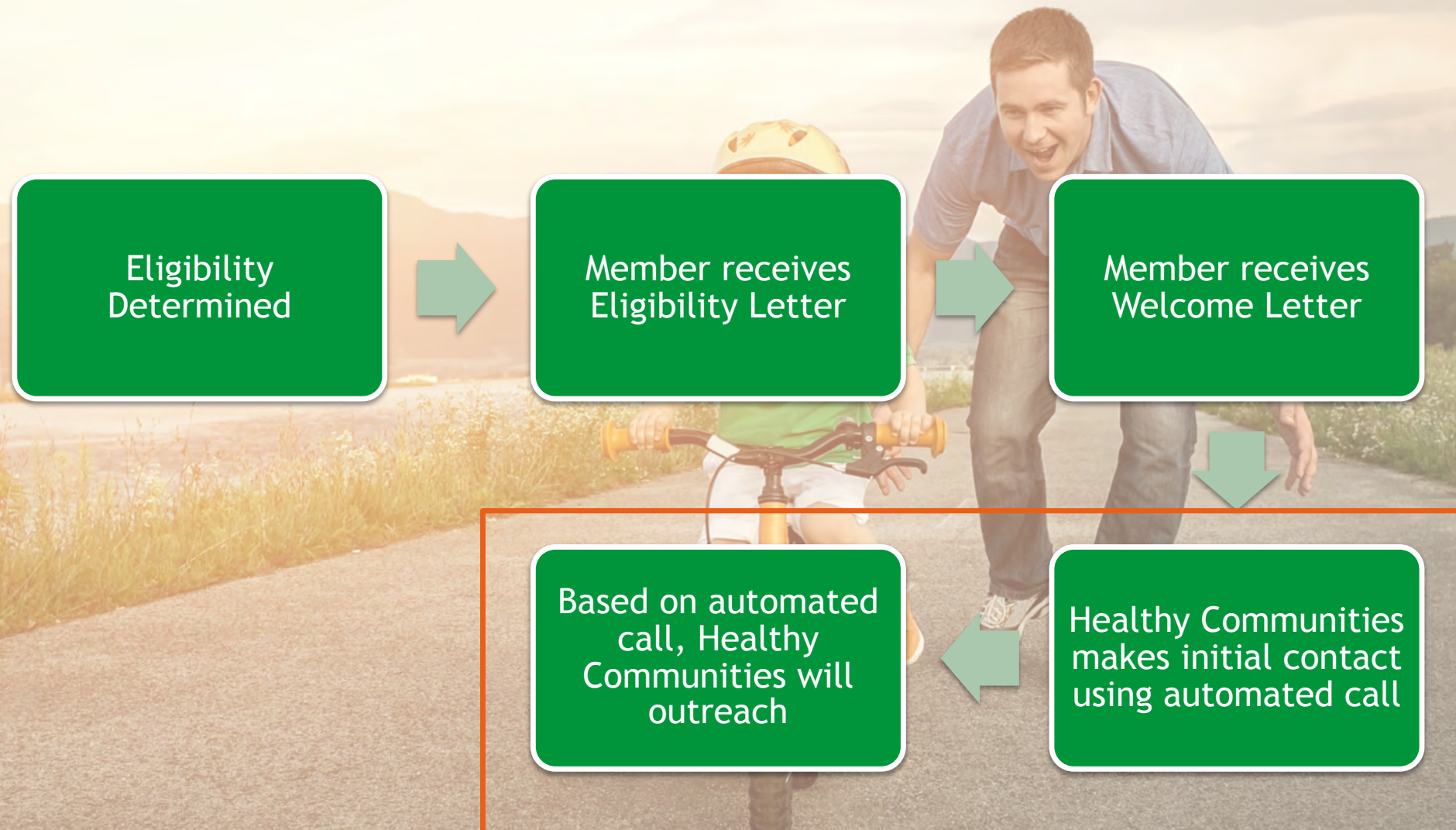


Health Needs Survey

- Asks high-level questions about the member's health
- Used to facilitate care coordination
- Members can fill out the survey on behalf of a family member
- If a member calls Health First Colorado Enrollment and has not completed the survey, they can complete the survey over the phone



The Journey Continues: Healthy Communities

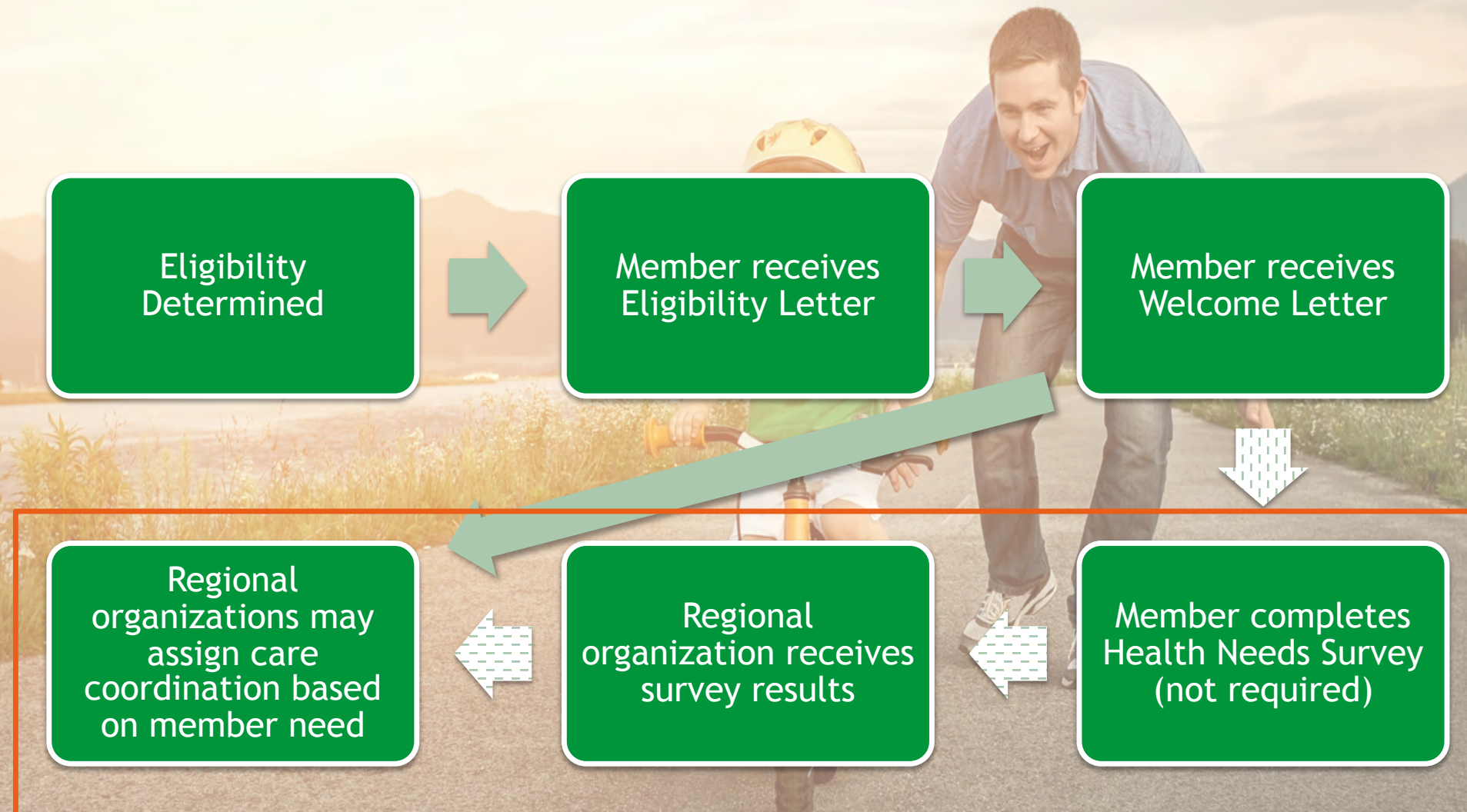


Healthy Communities

- Provides Family Health Coordinator for pregnant women and families with children
- Helps families access preventative and wellness services for children, and offers:
 - Education
 - Link to primary care provider
 - Resources/referrals
 - Reenrollment process



The Journey Continues: Regional Organization

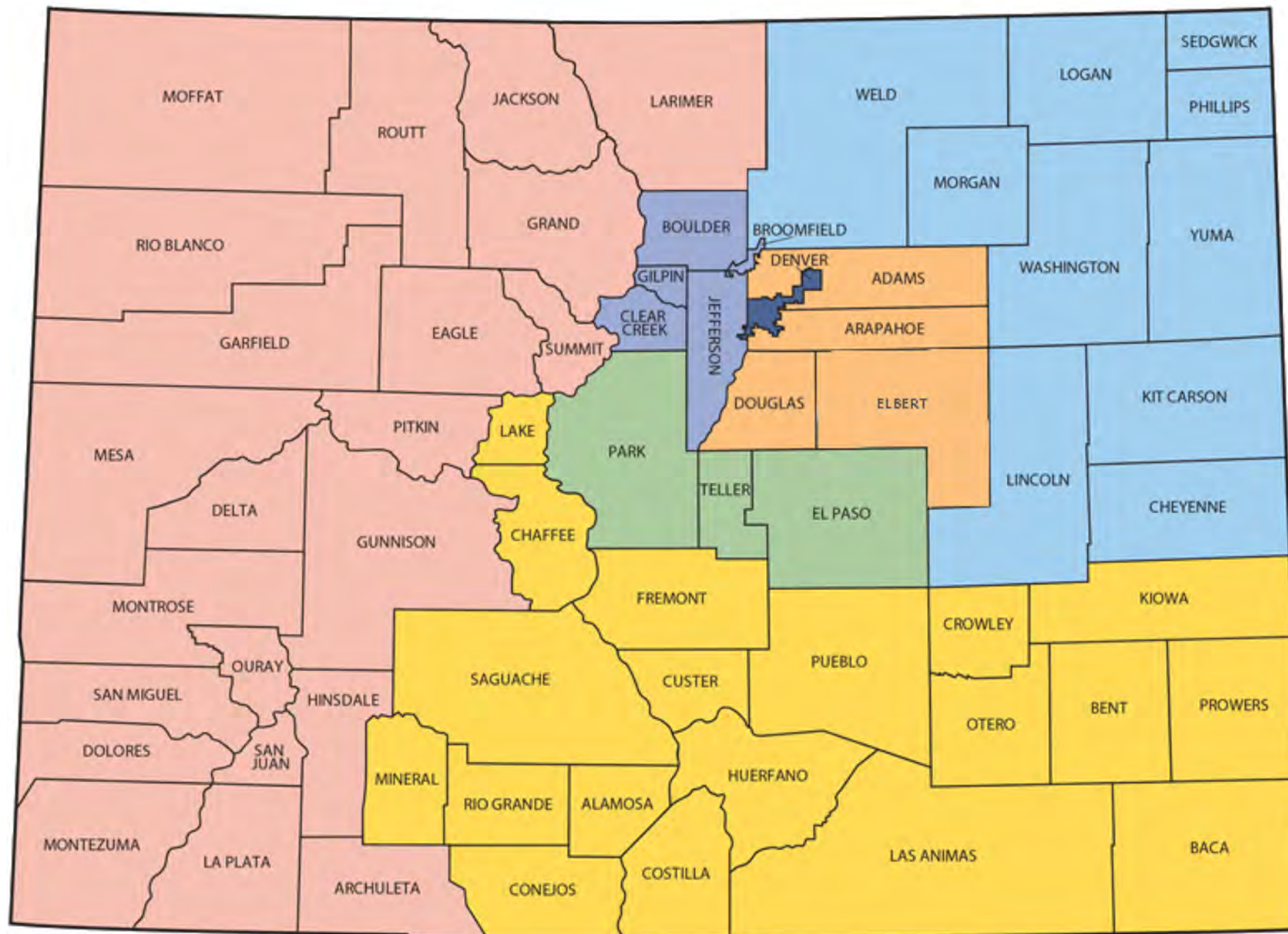


What Is the Regional Organization's Role?




- Helps connect members with health care and community services
- Manages members' physical and behavioral health care
- Supports a network of providers to make sure members can access care for physical health, vision, mental health, and substance use in a coordinated way



Regions



Region 1  Rocky Mountain Health Plans
 Region 2  Northeast Health Partners
 Region 3  Colorado Access
 Region 4  Health Colorado, Inc.

Region 5  Colorado Access
 Region 6  Colorado Community Health Alliance
 Region 7  Colorado Community Health Alliance

Member Reference Guide

Use This:	Not That:
Qualify	Eligible/Eligibility
Primary care provider (PCP)	Primary care medical provider (PCMP)
Regional organization	Regional Accountable Entity (RAE)
Health First Colorado Enrollment	Health First Colorado Enrollment Broker; Health Colorado
Health First Colorado	Medicaid; Accountable Care Collaborative
Member	Client; beneficiary; enrollee
Managed care plan	Managed Care Organization

Who to Go to For What

Who:	For What:
Health First Colorado Enrollment	<ul style="list-style-type: none"> • Changing your primary care provider • Requesting a handbook • Getting help finding a provider
County Department of Human/Social Services	<ul style="list-style-type: none"> • Applying for benefits Questions about what programs you qualify for • Reporting changes to your household
Primary Care Provider	<ul style="list-style-type: none"> • Making an appointment • Getting help finding other providers • Getting assistance coordinating your care
Regional Organization	<ul style="list-style-type: none"> • Getting assistance coordinating your care • Getting help finding a provider • Getting connected to behavioral health (mental health or substance use disorder) services • Filing a grievance
Health First Colorado Member Contact Center	<ul style="list-style-type: none"> • Getting help finding a provider • Getting help if you received a bill from a provider • Requesting a new Health First Colorado card
Ombudsman for Medicaid Managed Care	<ul style="list-style-type: none"> • Help with a grievance, appeal or other issue related to your health care
Nurse Advice Line	<ul style="list-style-type: none"> • Nurses will answer your medical questions, provide care advice and help you determine if you should be see a doctor right away • Get help with medical conditions, such as diabetes or asthma • Get advice on the type of doctor that may be right for your medical condition

Online Resources

- [Provider and Stakeholder Resource Center](#)
- [Member Messaging Resource Center](#)
- [Health First Colorado Member Handbook](#)



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Regional Organization Contact Information

Region	Regional Accountable Entity	Contact Information
1	Rocky Mountain Health Plans	1-888-282-8801 Monday-Friday, 8:00 a.m. to 5:00 p.m. State Relay: 711 for callers with hearing or speech disabilities Email: customer_service@rmhp.org Live chat at: https://www.rmhp.org/
2	Northeast Health Partners	1-888-502-4189 Care Coordination Line: 1-888-502-4190 Monday-Friday, 8:00 a.m. to 5:00 p.m. State Relay: 711 for callers with hearing or speech disabilities https://www.northeasthealthpartners.org/
3 & 5	Colorado Access	303-368-0037 or 1-855-267-2095 (toll free) 303-368-0038 (Denver County) or 1-855-384-7926 (toll free) (Denver County) Monday-Friday, 8:00 a.m. to 5:00 p.m. State Relay: 711 for callers with hearing or speech disabilities http://www.coaccess.com/
4	Health Colorado, Inc.	1-888-502-4185 Care Coordination Line: 1-888-502-4186 Monday-Friday, 8:00 a.m. to 5:00 p.m. State Relay: 711 for callers with hearing or speech disabilities https://www.healthcoloradae.com/
6 & 7	CO Community Health Alliance	303-256-1717, 719-598-1540, or 1-855-627-4685 (toll free) Monday-Friday, 8:00 a.m. to 5:00 p.m. State Relay: 711 for callers with hearing or speech disabilities http://www.cchacares.com/



Questions or Concerns?



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Thank You!



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