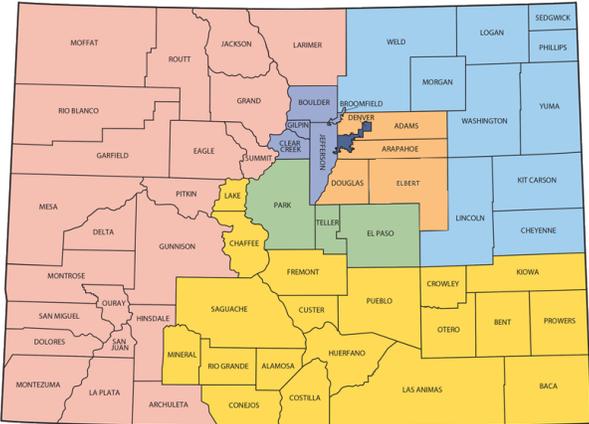


Newly Enrolled? What's Next?

A new member's guide to Health First Colorado and Child Health Plan *Plus*

WHO TO CALL FOR HELP:

Name	Help Offered	Contact Information (State relay is 711)		
<p>Regional Accountable Entity (RAE)</p> 	<ul style="list-style-type: none"> Explains your benefits Find a doctor or specialist Find transportation, food help, or other social services Connect you with long-term services 	<p>Call the RAE in your region (see county map)</p>		
		Colorado Community Health Alliance	303-256-1717, 719-598-1540, or 1-855-627-4685 cchacares.com	
		Colorado Access	303-368-0037 or 1-855-267-2095 Denver County: 303-368-0038 or 1-855-384-7926 coaccess.com	
		Health Colorado, Inc.	1-888-502-4185, Care Coordination Line: 1-888-502-4186 healthcoloradorae.com	
		Northeast Health Partners	1-888-502-4189, Care Coordination Line: 1-888-502-4190 northeasthealthpartners.org	
<p>CHP+ Managed Care Organizations (MCOs)</p>	<ul style="list-style-type: none"> Explains your benefits Find a doctor or specialist Find transportation, food help, or other social services Connect you with long-term services 	Colorado Access	1-888-214-1101 coaccess.com	
		Denver Health Medical Plan	1-800-700-8140 denverhealthmedicalplan.org	
		Friday Health Plans	719-589-3696 or 800-475-8466 fridayhealthplans.com	
		Kaiser Permanente	303-338-3800 kaiserpermanente.org	
		Rocky Mountain MCO	1-800-346-4643 rmhp.org	

WHO TO CALL FOR HELP:

Name	Help Offered	Contact Information (State relay is 711)
CHP+ Managed Care Organizations (MCOs)	<ul style="list-style-type: none"> • Explains your benefits • Find a doctor or specialist • Find transportation, food help, or other social services • Connect you with long-term services 	1-800-221-3943 HealthFirstColorado.com
Health First Colorado Enrollment	<ul style="list-style-type: none"> • Help choose or change your health plan • Help you find a doctor 	1-303-839-2120 or 1-888-367-6557 Enroll.HealthFirstColorado.com
Child Health Plan Plus (CHP+) Customer Service	<ul style="list-style-type: none"> • General questions • Other languages or information in large print 	1-800-359-1991 colorado.gov/pacific/hcpf/child-health-plan-plus
PEAK Mobile App	<ul style="list-style-type: none"> • See if your coverage is active • Learn about your benefits • Update your information • Find a doctor • View your member ID card • Buy-In and CHP+ members can pay premiums and annual enrollment fees • Call the Nurse Advice Line, Colorado Crisis Line, and Quitline 	Make an account at: Co.gov/PEAK
PEAK Technical Support	<ul style="list-style-type: none"> • Help with technical problems on the PEAK application • Explain error messages • Help finding what you need on the site 	1-800-250-7741 Email: CBMS.Help@state.co.us
Nurse Advice Line	<ul style="list-style-type: none"> • Answer medical questions • Help deciding how serious a medical problem is and if you should go to the Emergency Room, Urgent Care, or Doctor • Help available in English and Spanish and over 200 other languages available through an interpretation service 	Open 24/7 1-800-283-3221
DentaQuest Member services (Dental Benefits)	<ul style="list-style-type: none"> • Learn more about your dental benefits • Find a dentist 	1-855-225-1729 dentaquest.com
Non-Emergent Medical Transportation	<ul style="list-style-type: none"> • Free transportation to doctor's appointments 	1-855-489-4999 or 303-398-2155

IMPORTANT NUMBERS TO REMEMBER:

Keep this information somewhere safe. You will need to remember these numbers when you make doctor's appointments, pick up prescriptions, or if you call for information on your benefits.

Assister Contact Information: _____

1. Your benefits start on _____

2. Your State ID number

_____ (also sometimes called your Member ID, Health First Colorado ID, or Medical Assistance ID)

3. Your CHP+ ID number (only for CHP+ members)

4. PEAK login Information
(to manage your benefits online):

Username: _____

Password: _____

5. Your RAE's or CHP+ MCO's contact information:
(for help understanding your benefits)

HEALTH FIRST COLORADO VS. CHP+

Health First Colorado (Colorado's Medicaid Program) is public health insurance for Coloradans.

Child Health Plan *Plus* (CHP+) is public health insurance for children and pregnant people. It is for people who earn too much to qualify for Health First Colorado (Colorado's Medicaid Program), but not enough to pay for private health insurance.

BENEFITS INFORMATION FOR Health First Colorado AND CHP+:

WHEN WILL MY HEALTH COVERAGE START?

- You can start using your **Health First Colorado** health insurance as soon as you find out you were approved. Your services will be covered even if it takes a few days for you to show up in your doctor's system. If you applied on PEAK, you may have found out about your eligibility right away.
- Your benefits might be retroactive, which means **Health First Colorado** would pay for your health care bills from the past 3 months, if you were eligible during that time. Make sure to let your doctor know that you are now covered through **Health First Colorado**.
- You can start using your **CHP+** health insurance as soon as you have paid the **CHP+** annual enrollment fee, if applicable.

WHAT ARE MY BASIC BENEFITS?

These are a few of the services that are covered through your health insurance.

- Medical
- Dental
- Vision
- Prescriptions
- Immunizations and vaccines
- Behavioral health

For the full list of **Health First Colorado** benefits and their costs, visit: healthfirstcolorado.com/benefits-services/

CHP+ benefits are different based on which Managed Care Organization (MCO) you have. For a list of your **CHP+** benefits, visit your MCO's **CHP+** page:

- Colorado Access: coaccess.com/members/chp/
- Denver Health: denverhealthmedicalplan.org/child-health-plan-plus-chp
- Friday Health Plans: fridayhealthplans.com/child-health-plan-plus/co/
- Kaiser Permanente: charitablehealth.kaiserpermanente.org/colorado/
- Rocky Mountain MCO: rmhp.org/medicaid-chp-plus/childrens-health-insurance-chp

WHEN DO MY BENEFITS END?

- Your benefits will ONLY end if you are no longer eligible. You might no longer be eligible if your income increases or there is a change in how many people are in your family. For example, if you or your family starts making too much money to qualify for **Health First Colorado**, or if someone in your family passes away.
- If the state thinks your income changed, you will receive a letter by mail or through PEAK, asking you to provide updated income information. Make sure to respond to all letters.

HOW DO I RENEW MY BENEFITS?

- If your income stayed the same all year, your **Health First Colorado** or children's **CHP+** benefits automatically renew one year after you first got covered.
- You will get a Renewal letter to renew your benefits, even if your income did not change and your coverage is automatically renewed. You should always respond to letters you receive. Renewals are due the 5th of each month and typically the auto-renewals occur on the 15th of each month.

WHO WILL HELP ME MANAGE MY BENEFITS?

- Regional Accountable Entities (RAEs) for **Health First Colorado** and Managed Care Organizations (MCOs) for **CHP+** will help coordinate your care. They can:
 - Help you understand your benefits.
 - Help you find a doctor or specialist.
 - Help you with transportation, food help, or other social services.
 - Help connect you with long-term services.

MAKING AN APPOINTMENT

WHERE CAN I USE MY BENEFITS?

- Your RAE will send you a letter with your assigned doctor. Also, many doctor's offices, hospitals, and pharmacies take **Health First Colorado** and **CHP+**, but not all do. It is important to make sure your doctor can take your health coverage before your visit.
- Search for all types of providers, including doctors, dentists, and behavioral health specialists online at HealthFirstColorado.com/find-doctors.
- To find a doctor, go to Enroll.healthfirstcolorado.com or call 303-839-2120 or 888-367-6557 (State Relay 711)
- To find dentists, call DentaQuest's Member Services at 855-225-1729 (State Relay 711)
- To find what prescription drugs are covered, talk to your doctor or go to CO.gov/HCPF/medicaid-pharmacy-benefits.

WHAT DO I NEED TO BRING TO AN APPOINTMENT?

- Bring personal identification to your appointment (like a driver's license or passport).

COST

HOW MUCH DOES MY HEALTH COVERAGE COST?

- There is no annual or monthly cost for **Health First Colorado**. This means that you only pay when you use your health coverage, like going to the doctor or getting prescription medication. This cost is called a co-pay.
- There may be an annual enrollment fee for **CHP+** that you have to pay when your child first starts their benefits, and every year after. This cost is based on your income. You may have to pay a co-pay when you use a covered service, like going to the doctor or getting prescription medication. Pregnant adults, American Indians, and Alaska Natives do not have to pay annual enrollment fees.

WHAT ARE CO-PAYS?

- Co-pays are the small amount of money you have to pay when you use a service, like going to the doctor or getting prescription medication.
- If a service is covered by **Health First Colorado** or **CHP+**, the only bill you have to pay is your co-pay.
- If a service is not covered, you will have a bigger bill.
 - A list of services that are covered is in the "Benefits" section of this handout. An example of a service that is not covered is an experimental treatment.
- Pregnant adults, American Indians, and Alaska Natives do not have to pay co-pays.

For the full co-pay list from **Health First Colorado**, visit: healthfirstcolorado.com/copay/

CHP+ co-pays are different based on which Managed Care Organization (MCO) you have. For a list of your CHP+ co-pays visit your MCO's CHP+ page:

- Colorado Access: coaccess.com/members/chp/
- Denver Health: denverhealthmedicalplan.org/child-health-plan-plus-chp
- Friday Health Plans: fridayhealthplans.com/child-health-plan-plus/co/
- Kaiser Permanente: charitablehealth.kaiserpermanente.org/colorado/
- Rocky Mountain MCO: rmhp.org/medicaid-chp-plus/childrens-health-insurance-chp

Copays are different for Health First Colorado and CHP+. Below is a chart with examples, it is not a full list:

Health Coverage	Inpatient Hospital (care at a hospital when you stay overnight)	Outpatient Hospital (care at a hospital when you do not stay overnight)	Emergency Room	Doctor's appointment	Lab/Imaging (for example, blood tests and x-rays)	Prescriptions (Cost per prescription)
Health First Colorado	\$10 per day up to half of the Medicaid cost for the first day of care in the hospital	\$4	\$6	\$2	\$1	\$3
CHP+ (less than 101% FPL)	\$0	\$0	\$3	\$0	\$0	\$0
CHP+ (101-156% FPL)	\$2 per day	\$2	\$3	\$2	\$0	\$1
CHP+ (157-200% FPL)	\$20 per day	\$5	\$30	\$5	\$5	\$3-10
CHP+ (201-260% FPL)	\$50 per day	\$10	\$50	\$10	\$10	\$5-15

This list was updated as of 2021

Covering Kids and Families (CKF) improves how Coloradans access and retain health coverage. CKF supports a state-wide network of community-based enrollment professionals and advocates for improved policies and systems so that all Coloradans can be covered. Please send questions to CKF@cchn.org, or visit the [Covering Kids and Families website](https://www.coveringkidsandfamilies.org) to learn more.

