



**Colorado  
Health  
Partnerships  
Member  
Handbook**

**COLORADO**  
**HEALTH PARTNERSHIPS**

August 2016

*Si usted necesita una copia de esta información en español, por favor llame al 1-800-804-5008.*

### **Non-Discrimination**

Colorado Health Partnerships does not discriminate against anyone on the basis of race, religion, gender, age, disability, or sexual orientation. The decision to provide services is based on clinical needs and what will best help you in your recovery.

**For copies of this handbook in large type or on audiotape, or if you need interpreter services, please call 1-800-804-5040.**

*Cover Photo Credit - Robert Duncan*

# **WELCOME!**

Welcome to Colorado Health Partnerships. The State of Colorado has chosen Colorado Health Partnerships (CHP) to arrange behavioral health services for people who live in the counties listed below. Colorado Health Partnerships is your Behavioral Health Organization (BHO). Behavioral health services include services for mental health and substance use disorders. If you or your family need behavioral health services, we can help you. We can also help you find services if you have problems with alcohol, street drugs and prescription drug addictions. Since you have Health First Colorado (Colorado's Medicaid Program), you are automatically enrolled in the program.

You can use this handbook to answer questions you have about your new plan. We want you to understand your benefits. We want you to feel confident that you are receiving the best possible behavioral health care. If you have any questions or comments about your services, you can call our

## **Access to Care Line**

**24 hours a day, 7 days a week**

**1-800-804-5008**

Or

During business hours, call the  
**Office of Member and Family Affairs**

**1-800-804-5040**

Or

visit us on the Web at:

[www.yourchp.org](http://www.yourchp.org)

You will get your behavioral health care from Colorado Health Partnerships (CHP) if you live in one of the following counties.

Alamosa	Eagle	La Plata	Prowers
Archuleta	El Paso	Las Animas	Pueblo
Baca	Fremont	Mesa	Rio Blanco
Bent	Garfield	Mineral	Rio Grande
Chaffee	Grand	Moffat	Routt
Conejos	Gunnison	Montezuma	Saguache
Costilla	Hinsdale	Montrose	San Juan
Crowley	Huerfano	Otero	San Miguel
Custer	Jackson	Ouray	Summit
Dolores	Kiowa	Park	Teller
Delta	Lake	Pitkin	

Colorado Health Partnerships (CHP) and our providers want to make sure that you and your family receive the best behavioral health care possible. We help people with emotional problems as well as people with serious mental illness. We also provide help to families of children and adults with emotional problems and behavioral illness. CHP and our providers believe that everyone can recover from emotional disorders, substance use and mental illness. We know that individuals and families are resilient and have the ability to overcome problems. The principles of recovery and resiliency are at the core of everything that we do.

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## **GETTING AND CHOOSING SERVICES**

If you or your family needs mental health or substance abuse services, we make it easy to get services from the provider of your choice.

For mental health services:

- Call 1-800-804-5008 and press the “member” option. You can call 24 hours a day, 7 days a week. You can talk to a mental health counselor who will help you find a provider who meets your needs.
- Call or visit the community mental health center serving your county. The mental health centers are listed in Appendix A. You can also call 1-800-804-5008 to get the number of your mental health center.
- Go to our Web site at [www.yourchp.org](http://www.yourchp.org) and click on “For Members”. On the left side of the page, to “Provider Directories”. Click on “Provider Directory” for a printable list or click on the “Referral Connect” link for a searchable list of providers. Both the “Provider Directory” and “Referral Connect” will tell you what languages in addition to English our providers speak.

You have the right to get services from one of our behavioral health centers or from an independent provider in our network. You may also ask to have a provider added to our network. We will try to match your needs with providers within our network, but will find a provider outside the network if we can't find a provider in network. If you have a need that our network providers aren't able to meet, please call 1-800-804-5040 to request to see an out of network provider. If you need the care of a specialist, we will refer you to one. Our providers do not have incentive plans.

For substance use disorder services:

- Call 1-800-804-5008 and press the “member” option. You can call 24 hours a day, 7 days a week. A counselor will help you find a provider who meets your needs.

You have the right to choose any substance use disorder provider from our network. We will try to match your needs with providers within our network, but will find a provider outside the network if we can't find a provider in network. If you have a need that our network providers aren't able to meet, please call 1-800-804-5040 to ask to see an out of network provider. Our providers do not have incentive plans. You may also ask to have a provider added to our network.

There is no charge to you for any mental health or substance use service **covered** by your Health First Colorado Behavioral Health Plan. There are no co-pays. Note that inpatient and residential services for substance use are not covered under your Health First Colorado Behavioral Health Plan. If you need inpatient or residential services for substance use, talk to your provider to find out if there are other payment sources. If you have any questions about what services you can get under your Health First Colorado Behavioral Health Plan, contact us at:

**Colorado Health Partnerships  
Office of Member and Family Affairs  
9925 Federal Drive, Suite 100  
Colorado Springs, CO 80921  
1-800-804-5040**

## Hours of operation

Our business offices are open from 8:00 a.m. to 5:00 p.m. Monday through Friday. You can talk to someone on our Access to Care Line 24 hours a day, 7 days a week by calling 1-800-804-5008. Call your provider to find out what their office hours are. Office hours for Health First Colorado members are the same as for all other clients.

## Location of services

We sent you a list of behavioral health providers along with this handbook. You can also find CHP behavioral health centers in Appendix A of this handbook. The business offices at the behavioral health centers are open from 8:30 a.m. to 5:00 p.m. Monday – Friday. Call them to find out when they have clinical hours. Some offer appointments in the evening and on weekends. Office hours for Health First Colorado members are the same as for all other clients. The phone numbers are listed in Appendix A.

## When will I be seen?

As a Health First Colorado member, you have the right to get behavioral health services in a timely manner. When you call to make a first appointment, it is important to tell us or your provider if you have a special need. Some of our members may need special help to get the most from their behavioral health services. If you have a disability and need special assistance, please let us know when you call for an appointment. Also let us know if you need an interpreter for a non-English language or a sign language interpreter.

### For Mental Health Services

- When you call to make a first or routine care appointment, our providers will offer you an appointment within 7 days.
- If you call about an urgent mental health problem, our providers will see you within 24 hours.
- If you are calling with a mental health emergency, our on-call providers will see you within one hour if you live in a city. If you live in a rural area, they will see you within two hours.

### For substance use disorder services:

- When you call to make a first or routine care appointment, our providers will offer you an appointment within 7 days.
- If you call about an urgent substance use problem, our providers will see you within 24 hours.
- If you have an emergency substance use problem, you should call 911 or go to the nearest emergency room. If you have a substance use provider, you may call them to ask about your treatment options.

Appointments for regular, ongoing therapy will be scheduled within 2 weeks from when you had your first appointment with your provider. Regular ongoing therapy services include being assigned to a regular therapist, one-to-one counseling and group therapy.

## What can I expect when I begin behavioral health treatment?

We want you to get the best possible care. Only the most skilled providers are included in our network. You have the right to select a provider from our network, but we will try to match the provider's skills with your needs. You may ask for an out of network provider, or ask to have a provider added to the network. If you choose to see a provider who is not in our network, and don't get approval from us to see the provider, you may have to pay for your care.

When you begin mental health or substance use treatment, our providers will ask you questions so they understand what you need. They will ask about your background and family history. They will talk with you about your strengths and any mental health or substance use problems you have. Because your mental and physical health affect one another, it is important that you tell your provider about any medical care you are getting and any medications you are taking. Your provider will use all of this information to decide what kinds of services or medication will help you get better. You are a partner in these decisions.

We want our providers to respect your time. If you have to wait more than 15 minutes for a scheduled appointment, let the receptionist know. They will tell you the reason for the delay and ask if you want to reschedule. If your condition is urgent or you are having an emergency, they will give you a new appointment within certain timeframes. If the appointment is for medications, they will give you an appointment before you run out of medications.

You will get a care coordinator while you are getting behavioral health services. Your care coordinator will:

- Be in charge of your treatment and coordinating your care.
- Help you create your service (treatment) plan.
- Ask you to sign releases of information for other providers and your supporters. This is so that we can coordinate your mental health, substance use and other health services.
- Help you identify any special needs you may have.
- Work with other community agencies to make sure that your other needs (such as medical and housing) are met.
- Provide follow-up and help in a crisis.

### **Important information about services for substance use disorders:**

Please note that if you need substance use services, your provider will ask you to sign a Release of Information (ROI) to share information with CHP so that CHP can pay for your service. If you do not sign this ROI, CHP will not be able to authorize and will not pay for your substance use services.

## What if I miss an appointment?

Modern life is busy. We understand that people sometimes can't make it to an appointment. If you have to miss an appointment, please call your provider at least 24 hours before the appointment. This way, your provider can make another one for you. It also gives other people who need an appointment the chance to get one. If you continue missing appointments, your provider may think you do not want services. If you miss more than three (3) appointments without calling or returning the provider's calls, we may ask you to see a different provider. In any case, your provider cannot charge you for missed appointments.

## What is a service plan?

This is a plan that you help develop that will guide your treatment. It takes into account your goals in life as well as in treatment. It may include goals like wellness activities, housing, jobs, education, and relationships you want. As a partner in your care, you need to be involved in writing your service plan. If you want, you can invite other people who can advocate for and support you when making your plan.

## What behavioral health services can I get?

### Mental Health Services:

The table below explains your behavioral health benefits covered under this Behavioral Health Plan. All services must be medically necessary for your covered behavioral health diagnosis. See page 10 for a definition of medical necessity.

<b>Case Management Services</b>	These are services you get in the community. They help you stay in the community. They include service planning, outreach, referral, and coordination of services. Routine case management is part of the services provided by your care coordinator.
<b>Emergency Care</b>	Emergency care is the treatment of a mental health condition that is life threatening. It is life threatening to the person who is having the crisis. Or, another person may think it is life threatening to you.
<b>Inpatient Hospital</b>	Inpatient services are those mental health services that need to be given in a hospital.
<b>Medication Management</b>	This is when a doctor, or other licensed prescriber, prescribes and monitors your psychiatric medications.
<b>Outpatient Treatment</b>	These are services you get in an office or other place in the community. Services include individual, brief, family, and group therapy.
<b>Psychosocial Rehabilitation</b>	Psychosocial rehabilitation programs help people with serious mental illness. They teach people the skills they need to live in the community.
<b>Residential Treatment</b>	A residential treatment program is a 24-hour living situation. It provides care when a person does not need to be in the hospital, but still needs help and structure 24-hours a day. Residential treatment can be for adults or children.
<b>School Based Services</b>	School-based services are for children and youth with special mental health needs. They are provided in the school setting. Services may include smaller classrooms, specially trained staff, counseling, and other services to help the child succeed.

### Other required services

The following services may be offered in your community. To learn more, call your behavioral health center or CHP. The behavioral health center numbers are listed in Appendix A.

- Vocational and employment services
- Home-based services for children and adolescents
- Intensive case management
- Respite services
- Drop-in centers
- Clubhouses

- Peer services and support services
- Peer mentoring for children and adolescents
- Assertive community treatment programs
- Warm (telephone support) lines
- Special services for adoption issues
- Early childhood intervention services
- Family support, education and training services
- Multi-systemic therapy
- Prevention services and early intervention activities
- Recovery services
- Supported employment

**Substance use disorder services:**

The following table explains your substance use disorder benefits covered under this Behavioral Health Plan. (Note that inpatient and residential services are **not** covered services.) All services must be medically necessary for your covered substance use disorder:

<b>Case Management Services</b>	These are services you get in the community. They help you stay in the community. They include service planning, outreach, referral and coordination of services. Routine case management is part of the services provided by your care coordinator.
<b>Emergency Care</b>	Emergency care is the treatment of a substance use disorder that is life threatening. It is life threatening to the person who is having the crisis. Or, another person may think it is life threatening to you.
<b>Outpatient Treatment</b>	These are services you get in an office or other place in the community. Services include individual, brief, and group therapy.
<b>Social Detox Services</b>	These are services that help people get clean and sober. They will monitor your vital signs, assess your motivation for treatment, provide your daily living needs and do a safety assessment.
<b>Medication Assisted Therapy</b>	These are services provided in an outpatient Substance Use Disorder setting. They include administration of Methadone or another approved controlled substance to a person who is opiate dependent in order to decrease or do away with dependence on opiates. It also may include counseling to help the person focus on their recovery without having to deal with withdrawal symptoms.
<b>Peer Services</b>	These are services provided by a recovery coach or a peer specialist. A recovery coach/peer specialist is someone who has had personal experience with a drug or alcohol disorder, is now sober, and has had special training to use his or her experience to help others in recovery. Recovery Coaches and Peer Specialists are part of a treatment team at the behavioral health center or substance abuse provider setting.

If you have a substance use disorder, the following services may also be available. Call CHP at 1-800-804-5008 or ask your substance use provider:

- Vocational and employment services
- Home-based services for adolescents
- Intensive case management
- Respite services
- Drop-in centers
- Clubhouses
- Peer mentoring for adolescents
- Assertive community treatment programs
- Warm (telephone support) lines
- Family support, education and training services
- Prevention services and early intervention activities
- Recovery services.

## **How will I know if there are changes in my behavioral health coverage or benefits?**

CHP gives you this information in several ways:

- We will give you written notice of any major change at least 30 days before the date of that change.
- We will notify you of your right to ask for information about Health First Colorado behavioral health benefits and services at least once a year.
- If there are changes with the person or the place where you get your behavioral health services, we will contact you by mail. We will try to let you know at least 15 days ahead.
- Changes will be posted on our Community Behavioral health Center Web sites.
- Changes will be posted online at [www.yourchp.org](http://www.yourchp.org)

You may also call the CHP Office of Member and Family Affairs at 1-800-804-5040 to ask for a copy of this information at any time.

## **How do you make decisions about my care?**

### *Medical necessity*

CHP considers medical necessity when making decisions about your care. The state defines a service as medically necessary if it:

- Is reasonably needed to treat the problem
- Is reasonably needed to improve, make stable or keep your conditions from getting worse
- Is given in the most appropriate, least restrictive and safest setting
- Cannot be stopped without it having a bad effect on your health or the quality of your care

It is important that you get medically necessary services when you need them.

## *Clinical guidelines*

Your provider also uses CHPs' clinical guidelines to help us make decisions about care that is right for you. Our clinical guidelines are based on the definition of medical necessity. Providers, members, and family members help us develop these guidelines. CHP does not deny services based on moral or religious objections.

If you would like a copy of our clinical guidelines, please visit our web site at [www.yourchp.org](http://www.yourchp.org) or call us at 1-800-804-5040.

## *Least restrictive setting*

State and federal Health First Colorado rules require that we provide services in the least restrictive setting that will meet your needs. This means that care should be provided in the community whenever possible.

## **How are decisions made about changing or stopping my services?**

There may come a time when you no longer need behavioral health services. In that case, your provider will work with you to find resources to help maintain your recovery. If your provider recommends discharge and you disagree, you can file a grievance with CHP. (See page 23.)

When you first start services, you and your provider will agree on the goals you want to reach during your treatment and before you are discharged. This is called your discharge criteria.

## **What if I have a disability, special need, or need help speaking or understanding English?**

When you call to make a first appointment, let us know if you have any special needs. For example, you may have a disability and need an accommodation. Or you may need an interpreter. We use Voiance<sup>®</sup> Language Line telephone interpreters if we do not speak your language. We will use Relay Colorado or a TTY line if you are Deaf or hard of hearing.

If you do not speak English, we will try to find a provider who speaks your native language. Or, we will provide an interpreter. If you are Deaf, we will try to find a provider who signs. If none are available, we will provide an interpreter. There is no charge to you for interpreter services. Our providers never ask family or friends to interpret--unless that is your choice.

Our written materials are available in Spanish. If you speak a language other than English or Spanish, we will arrange to have an interpreter read our materials to you. We also have materials on audiotape or in large print.

There is no fee for any of these services. Please call us to ask for any of these services or materials at 1-800-804-5040.

## **Integrated care**

It's important to take care of your physical as well as your mental health. Everyone should get regular preventive care, even if they are healthy. If you have on-going health problems like diabetes, you should be under the care of a doctor. If you have a primary care physician (PCP), he or she will remind you about preventive care and other services that will keep you healthy. If you have a chronic illness, your PCP will help you manage your condition so you can get and stay well. Many CHP members are also enrolled in an Accountable Care Collaborative administrative or (ACC). If you are in an ACC, they will help you select a PCP. If you are not in an ACC, you can contact Health First Colorado's Enrollment Broker, HealthColorado, to choose a PCP. Call them toll-free at 1-888-367-6557.

It is very important that your behavioral health provider and your doctor share information about your care. That's why it is important to sign all releases of information. This will let all of your providers share information to ensure you get the best possible care.

## **Trauma informed care**

Trauma can play a big role in mental health and substance use disorders. Many people with mental health or substance use problems have had a traumatic event at some point in their life. Trauma may also lead to a number of physical ailments. People who have had trauma may have problems dealing with everyday stress. Or have a hard time managing their feelings. It may also be hard for them to trust people. A program that is trauma-informed treats trauma first.

If this is something that is important to your treatment and recovery, you should ask to see a therapist who has experience helping people with trauma. Be sure to mention this at your first appointment. You can also call the CHP Access to Care Line at 1-800-804-5008 and ask for a therapist who has experience with trauma informed care.

## **New treatment procedures**

You may learn about a new treatment or medication and would like to find out if it might work for you. We keep up with new treatments and new medications. You have the right to ask that we review any new treatment or medications that you think might help you.

# EMERGENCIES

## What if I have an emergency?

An “Emergency Medical Condition” is a serious medical or mental health or substance induced condition. An emergency condition has severe symptoms. The symptoms are so severe that a person who knows a little about health would believe that not getting help could:

- Put a person’s health at serious risk, or in the case of a pregnant woman, put the health of the woman or baby at serious risk.
- Cause harm to a person’s body functions.
- Cause harm to a body part or organ.

If you have a **mental health** emergency, you should do **one** of the following:

- Call your behavioral health center (listed in Appendix A).
- Call your individual provider, if you have one.
- Call the CHP toll-free number at **1-800-804-5008**. This number is available 24 hours a day, 7 days a week.
- Go to the nearest emergency room (listed in Appendix B).
- Call 911.
- You may also call Colorado Crisis Services at 1-844-493-TALK (8255) or visit [www.ColoradoCrisisServices.org](http://www.ColoradoCrisisServices.org). Colorado Crisis Services offers confidential help for any mental health, substance use or emotional crisis.

If you have a **substance use emergency**, you should do **one** of the following:

- Call your substance use provider, if you have one
- Call CHP at **1-800-804-5008**. This number is available 24 hours a day, 7 days a week.
- Go to the nearest emergency room (listed in Appendix B).
- Call 911.

If you have a **physical health** emergency, you should do **one** of the following:

- Call the Nurse Advice Line toll-free number at **1-800-283-3221**. This number is available 24 hours a day, 7 days a week.
- Call your (local) health clinic.
- Go to the nearest emergency room (listed in Appendix B).
- Call 911

You do not need prior approval to get emergency services. You can get emergency services from any hospital or qualified provider emergency rooms in your area. Hospitals in your area are listed in [Appendix B](#).

## What happens when the emergency is over?

If you have a mental health or substance use emergency and need services once the emergency is over, CHP will approve the necessary services to keep you stable after the emergency is over. This is called Post-Stabilization Care. Post-stabilization services are services provided just after a mental health or substance use emergency. There is no charge for the services you get to keep you stable after the emergency.

## What if I am away from home and I have an emergency?

“Out of Area Care” is when you get services outside the counties served by CHP. If you need emergency “out of area care”, go to the nearest emergency room. Tell the staff that you are signed up with CHP for behavioral health coverage. The emergency room will contact us. When your emergency care is finished, we will work with the emergency room or hospital to move you back to your behavioral health provider.

Only emergency room and emergency inpatient care is covered when you are traveling or visiting outside of CHP’s area. If you need non-emergency behavioral health care when you are out of the CHP area, call your care coordinator or call the CHP Access to Care Line at 1-800-804-5008. A licensed clinician will help you decide what to do.

## **OTHER THINGS YOU SHOULD KNOW ABOUT YOUR SERVICES**

### **Are there limits on the services I can get?**

#### **Mental Health Services**

There are no limits on medically necessary individual and group therapy sessions or residential inpatient hospital days for mental health services.

#### **Substance Use Disorder Services**

There are no limits on medically necessary individual or group therapy sessions for substance use disorders. However, Colorado Health Partnerships does not cover inpatient or residential services for substance use. If you need inpatient services for a substance use disorder, talk with your provider to see if they can recommend other community resources.

### **How do I get my medications?**

#### **Colorado Prescription Drug Program**

Health First Colorado has a Preferred Drug List (PDL) for Health First Colorado members who need prescription medication. The PDL is a list of drugs that do not need prior approval by the state. Drugs that are not on this list do need approval from the state.

Health First Colorado members get their mental health medications in one of two ways:

- If you have Health First Colorado only, you get medications through the state fee service prescription program. The PDL currently includes some medications for Attention Deficit Hyperactive Disorder (ADHD), depression, and psychotic disorders. People with serious mental illness can still get the medications they need, even if their medications are not on the PDL. The state has a process for this.
- If you have Medicare and Health First Colorado (dual eligible), you must enroll in a Medicare Part D plan. Medicare Part D covers certain medications. If your Part D plan will not pay for certain classes of drugs, then Health First Colorado will pay. Benzodiazepines are an example of mental health drugs not covered by Medicare Part D.

To get more information about the PDL and any future changes:

- Go to [www.colorado.gov/cs/Satellite/HCPF/HCPF/1197969485609](http://www.colorado.gov/cs/Satellite/HCPF/HCPF/1197969485609).
- Call your Office of Member and Family Affairs at 1-800-804-5040 (toll free).

If you have Medicare and need help signing up for a Part D plan, call Medicare at 1-800-633-4227. You can also call the State Health Insurance Assistance Program at 1-888-696-7213.

## How much does it cost to get behavioral health services?

As a Health First Colorado Member, have a right to get covered mental health services and substance use disorder services at no cost. Remember that inpatient and residential services for substance use are not covered. If you need inpatient or residential substance use services, talk with your substance use provider about other payment options.

There are no co-pays for your mental health or substance use services. If you get a bill for any behavioral health services, contact CHP at 1-800-804-5040. See the section “What if I have other Insurance in addition to Health First Colorado?” for special situations.

## What if I want a second opinion about my treatment or diagnosis?

You may have questions about your treatment or diagnosis. You have the right to get a second opinion about your mental health and substance use disorder care or diagnosis. You can get a second opinion from a qualified health care professional within our network, or CHP will arrange for you to get a second opinion outside the network if there is no other qualified health care professional within the network, at no cost to you.

- Call CHP Access to Care Line at 1-800-804-5008.
- Call the CHP Office of Member and Family Affairs at 1-800-804-5040.

## What if I have other insurance besides Health First Colorado?

To make sure you don't get bills for your care, you must follow the rules of your primary insurance. For example, you must use providers in their network. You must follow their rules to get services approved. If you don't, you may have to pay for your services. For help finding a provider, you call your primary insurance company. They can tell you how to get services approved. If you have Medicare, you can go to the Medicare web site. You can also call Medicare and ask for a member handbook.

You should let both your primary insurance and CHP know that you have other insurance. You may ask for help finding a provider who is in both networks. If your provider is in both networks, you do not pay for Health First Colorado covered services. If you choose a provider with your primary insurance that is not in CHPs' network, you may have copays and deductibles. If your primary insurance does not cover a Health First Colorado mental health or substance use service you need, call us. CHP will help you find a network provider for those services.

If you have Medicare, we will help you find a provider who takes Medicare. If we cannot find a Medicare provider for you, we will help you find a provider in our network. You may need a mental health or substance use service that Medicare does not cover. If Health First Colorado covers the service, we will help you get that service from one of our providers.

We understand that this is confusing. If you have questions, please call the CHP Office of Member and Family Affairs at 1-800-804-5040.

## What is Health First Colorado fraud and abuse?

Your Health First Colorado benefits are provided to keep you or your family members healthy. As a Health First Colorado member, CHP expects that you will use your Health First Colorado card and Health First Colorado benefits in a responsible and legal way. Misusing your Health First Colorado benefits or Health First Colorado card can cause serious problems.

It is considered *fraud* if a member or provider lies so they can:

- Get a service that has not been approved for the member
- Get Health First Colorado benefits they are not entitled to.

*Abuse* happens if a member causes needless costs to the system, on purpose. For example:

- Loaning their Health First Colorado card to someone else, or giving the information on their Health First Colorado card to someone to use to get services.
- Selling their Health First Colorado card to someone else, or selling the information on the card.

Misuse of your Health First Colorado card, including loaning, selling or giving it to others could result in losing your Health First Colorado or other benefits. You can lose your Health First Colorado eligibility. Fraud and abuse are felony crimes. They can result in legal action against the member or the provider.

If you think someone is committing fraud and abuse, you can contact:

- CHP Compliance at 1-800-804-5040
- Health First Colorado Fraud Unit at 303-866-5431

## Dental benefits

Adult Health First Colorado members now have access to dental benefits. The benefit covers dental services needed to maintain good oral health. Services include checkups, cleanings, x-rays, fillings, root canals, crowns, and partial dentures. Other services are also covered, but need to be approved by the state. Cosmetic procedures are not covered. Health First Colorado has partnered with DentaQuest to help members find a dentist and manage dental benefits. For a full list of dental benefits and plan details, go to

<https://www.colorado.gov/hcpf/dental-benefits>

Health First Colorado members can call the dentist themselves to make the appointment. To find a dentist in your area, call DentaQuest at 1-855-225-1729 or go to

<http://www.dentaquest.com/state-plans/regions/colorado/>

## How can I get transportation to appointments?

If you need help getting to your appointments, call your care coordinator or your local Department of Social Services. If you are enrolled in an ACC, you may also contact your ACC's Customer Service for help. They can help you find a ride to appointments if you are very sick or cannot walk or drive. They can also help if you are not sick, but don't have a car or another way to get there. For help with transportation, you can also call:

CHP Office of Member and Family Affairs at 1-800-804-5040.

## What if I or my family member has a brain injury or a developmental disability?

The state has a list of diagnoses that are covered by CHP. TBI (traumatic brain injury) and DD (developmental disabilities) are covered by other Health First Colorado programs. If you have a mental health or substance use disorder, you can get mental health or substance use care even if you have TBI or DD. The State has a list of guidelines for caring for persons with TBI or DD and mental illness. You can find the guidelines at

<https://www.colorado.gov/pacific/hcpf/program-list>

or you can call the CHP Office of Member and Family Affairs to get a copy.  
Call 800-804-5040.

# YOUR RIGHTS AS A HEALTH FIRST COLORADO MEMBER

## Your rights and responsibilities

Members have the right to:

- Be treated with respect, dignity and regard for your privacy.
- Be free from discrimination on the basis of race, religion, gender, age, disability, health status, or sexual orientation.
- Get information about your behavioral health benefits and how to access them.
- Help make decisions about your health care. You have the right to refuse treatment unless it is required by law.
- Not be secluded or restrained as a punishment or to make things easier for your provider.
- Review or get a copy of your medical records; ask that they be changed or corrected.
- Choose someone to represent your best interests if you need help.
- Have a choice of providers within our network. Ask that a provider be included in our network.
- Get a second opinion from within our network at no cost.
- Get services that are suitable to your culture.
- Have an interpreter if you have problems communicating or do not speak English.
- Be told quickly if your services have ended. Be told when there are changes to your services or providers.
- Tell others your opinion about our services. Sharing your opinion with others will not affect how we provide your covered services.
- Get medically necessary behavioral health care services according to federal law.
- Be free to use all of your rights without it affecting how you are treated.
- Be free from sexual closeness in any relationship with your providers. Department of Regulatory Agencies (DORA) can be reached at 303-894-7788 or by writing to DORA at 1560 Broadway, Suite 1350, Denver 80202.
- Get information about your treatment choices in a way that you can understand.
- Have a service plan that you help write and get a copy of your plan.
- Get help understanding your rights and making a complaint or an appeal.
- Get help from the Ombudsman for Health First Colorado Managed Care by calling 303-830-3560 or 1-877-435-7123.
- Make a complaint about any part of your services.
- Ask for a state fair hearing if a service is denied or reduced.
- Have your record and the information you give in therapy kept private. Know that federal and state laws permit your information to be shared if:
  - o You are a danger to yourself or others.
  - o You are gravely disabled (unable to care for yourself).
  - o In cases of child abuse or suspected child abuse.

**Members** have the responsibility to:

- Learn about your behavioral health benefits and how to use them.
- Be a partner in your care. This means:
  - Following the plan you and your care coordinator have agreed on.
  - Participating in your treatment and working toward the goals in your service plan.
  - Taking medications as you and your doctor agreed.
- Tell your therapist or doctor if you do not understand your service plan. You should tell him or her if you do not agree with your service plan, or want to change it.
- Give your therapist or doctor the information he or she needs to give you good care. This includes giving written permission so that your providers can coordinate your care. This may also be called a release of information.
  - Sign the state-approved Substance Use Disorder consent and authorization form so that CHP can pay your provider to give you the care that you need.
- Come to your appointments on time. You should call the office if you will be late, or if you can't keep your appointment.
- Cooperate with CHP when you choose a provider or see your provider. If you have questions about choosing a provider, or how to make an appointment, call CHP at 1-800-804-5008
- Let us know when you change your address or phone number.
- Treat others with the same courtesy and respect that you expect.

## Confidentiality

Any information about your mental health or substance use is called “*protected health information*” or PHI. We will only use your PHI to make sure that you get good behavioral health care and for activities of payment. For example, we can only use PHI:

- For treatment. We may share your health information with people involved in providing your health care.
- For coordinating your care between providers or for coordinating care between a provider and an insurance company.
- To communicate with providers who have given you services so we can pay claims.
- To look at how our members use services. This helps us to provide better care.
- When required by law. We will share PHI when federal, state or local law requires it. We will share PHI if we get a court order or if your records are subpoenaed.
- To collect information about disease or injury to report it to a public health authority.
- To avoid a serious threat to health or safety. We may share PHI with law enforcement or other persons if we think it will prevent or reduce the threat of harm.

## Confidentiality of alcohol and drug treatment information

The confidentiality of alcohol and drug abuse member records maintained by CHP or our providers is protected by Federal law and regulations (42 CFR Part 2). Generally, CHP may not say to anyone outside our program that a member attends the program or is an alcohol or drug and user, unless:

- The member consents in writing
- The disclosure is allowed by a court order, or
- The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.

There are additional exceptions, where:

- A crime is committed by a member either at CHP or against any person who works for CHP or about any threat to commit a crime, or
- Suspected child abuse or neglect can be reported per state law to appropriate state or local authorities

## Advance directives

You have the right to provide advance written instructions to health care workers. These instructions talk about the type of care you want or don't want. They are used when you become so ill or injured that you cannot speak for yourself. These decisions are called Advance Directives. Advance Directives are legal papers you prepare while you are healthy. In Colorado, medical Advance Directives include:

- A Medical Durable Power of Attorney. This names a person you trust to make medical decisions for you if you cannot speak for yourself.
- A Living Will. This tells your doctor what type of life sustaining procedures you want and do not want.
- A Cardiopulmonary Resuscitation (CPR) Directive. This is also known as a "Do Not Resuscitate" Order. It tells medical persons not to revive you if your heart and/or lungs stop working.

For more information, talk with your Primary Care Physician (PCP). Your PCP will have an Advance Directives form that you can fill out. The CHP Office of Member and Family Affairs (OMFA) can also help you find out where to go to learn how to make an Advance Directive.

Your behavioral health provider will ask you if you have an Advance Directive. You may have a copy placed in your record if you wish. But you do not need to have an Advance Directive to get behavioral health care. For a copy of our policy on Advance Directives, please contact us at 1-800-804-5040.

If you think your providers are not following your Advance Directive, you can file a complaint. Call or write the Colorado Department of Public Health and Environment at:

**Colorado Department of Public Health and Environment**  
**4300 Cherry Creek Drive South**  
**Denver, Colorado 80246-1530**  
**303-692-2000**

Colorado does not recognize Mental Health Directives. Even so, it is a good idea for you to have a *crisis plan*. A crisis plan will help you have more control over decisions if you do have a behavioral health crisis. Talk with your provider about writing a crisis plan. A crisis plan can be used to help you stay healthy and can tell your family and providers what you want to happen in an emergency. Your provider can put a copy of your crisis plan in your record.

## What if I have problems with my rights not being respected?

Colorado Health Partnerships (CHP) cares about you and the quality of your behavioral health services. We work hard to give you the best care. We always try to improve the way we serve you and want your feedback about how we are doing.

We also know that problems happen. If you are unhappy with any part of your service, you have the right to file a grievance (complaint). You also have the right to appeal any action (decision) that you disagree with. The Office of Member and Family Affairs (OMFA) can help with this. You can contact our Service Center to start an appeal process.

### Terms

**Action:** An Action is when CHP:

1. Denies or limits all or part of a requested service, including the type or level of service.
2. Reduces, changes or ends treatment that was already approved.
3. Denies payment in whole or in part for a service.
4. Does not provide services in a timely manner.
5. Does not act within approved time frames for grievances and appeals.
6. Denies a request to obtain treatment outside the network in rural areas.

**Appeal:** When you disagree with an Action by CHP and ask for a review of the Action. You may your Appeal orally but it must be followed up in writing.

**Colorado Child Mental Health Treatment Act:** A state law that allows families to access residential services for their child without having to go through the dependency and neglect process, when there is no abuse or neglect of the child.

**Designated Client Representative (DCR):** A person you choose to file a grievance or appeal for you. You must put this choice in writing. This person can be one of your providers, like a doctor or therapist. It can also be a friend or a family member or anyone else you choose.

**Expedited Appeal:** An appeal that is decided on within 3 working days of making the appeal. Expedited appeals are used when waiting for the standard time frame for a decision might put a member's health at risk. The Medical Director makes the final decision about whether an appeal will be handled in the shorter time frame.

**Grievance:** A complaint about your mental health or substance use services, your provider or staff. You can file a Grievance if you are unhappy about any service or staff person. This includes things like the quality of your care, or failure to respect your rights. It could also include a provider or staff being rude to you. A Grievance can be oral (in person or by telephone) or in writing.

**Notice of Action:** This is a letter that CHP sends you explaining the Action it is taking and your Appeal rights.

*Ombudsman for Health First Colorado Managed Care:* An independent Advocate provided by the state to help members with Grievances and Appeals.

*State Fair Hearing Process:* A hearing before a state administrative law judge (ALJ); available for Appeals of a Notice of Action, only.

### **How do I file a grievance (complaint)?**

First, try talking with your provider or a supervisor so that problems can be fixed quickly. If you don't want to do that, or if you have tried and it didn't help, here are other ways to file a grievance:

- Contact the CHP Client or Family Advocate at your behavioral health center: They are listed in Appendix A of this handbook.
- Contact the Office of Member and Family Affairs at 1-800-804-5040.
- Contact the Ombudsman for Health First Colorado Managed Care at 303-830-3560, 1-877-435-7123, TTY 1-888-876-8864. They will help you file a grievance.

You may ask someone else to file a grievance for you. However, you must make that person your "Designated Client Representative". This is a person whom you name to file a grievance or appeal on your behalf. If you are filing an appeal, this person can be one of your service providers. This means that you sign a form naming that person as your DCR and also sign a Release of Information so CHP can share information with that person.

You can file your grievance in person, on the phone, or by e-mail. You can also file by letter on a form that you can get from the OMFA. You must file your grievance within thirty (30) calendar days from when the event happened. The CHP Client and Family Advocate or CHP Grievance Coordinator can help you with this. If you want, they can help you put your complaint in writing. They can also arrange for interpreter services if you do not speak English, are deaf or hard of hearing.

CHP will send you a letter to let you know we received your grievance within two (2) working days.

We will look into your concerns and may call you for more information. The person who makes decisions on your grievance will not be the same person who was involved in your complaint. If your complaint involves a clinical problem, we will talk to a clinical person who was not involved in your case. You will not lose your Health First Colorado benefits for filing a grievance.

Within (15) fifteen working days after we get your grievance, we will mail you a letter. The letter will tell you our decision about your grievance and the date it was made. If CHP needs more time, or you do, we can extend the time for up to fourteen (14) more calendar days. We will send you a letter telling you why we extended the time and how it is in your best interest.

If you do not agree with our decision about your grievance, you can ask for a review by the Department of Health Care Policy and Financing (HCPF). The Department's decision will be final. To request a review by the Department, call:

**Health First Colorado Customer Service**  
**303-866-3513 (Denver Metro area)**  
**1-800-221-3943 (outside the Metro area)**  
**TTY 303-866-7471**

## How do I appeal a decision CHP makes about my services?

You have the right to appeal any decision that Colorado Health Partnerships (CHP) makes to deny, reduce or stop your mental health or substance use disorder services. You may also ask for a State Fair Hearing (SFH) before an Administrative Law Judge (ALJ). This section of the handbook will answer your questions about how to appeal a decision that CHP makes.

The appeal and State Fair Hearing process are only used when CHP denies, reduces or stops a mental health or substance use disorder service. If you have a complaint about the services themselves, you can file a grievance as described above.

## Where do I file an appeal?

- Contact the CHP Care Management Department at 1-800-804-5008 or write them at:

**Colorado Health Partnerships  
Care management Department  
9925 Federal Drive, Suite 100  
Colorado Springs, CO 80921**

- Contact the Client Advocate at your Community Behavioral Health Center.
- Contact the Ombudsman for Health First Colorado Managed Care at 303-830-3560, 1-877-435-7123, TTY 1-888-876-8864. They will help you file your appeal.
- Contact the state Office of Administrative Courts directly. You do not have to file with CHP first, but you must let CHP know you have contacted the Office of Administrative Courts. Their contact information is :

**Office of Administrative Courts  
1525 Sherman Street, 4th Floor  
Denver, CO 80203  
(303) 866-5626**

## The Appeal Process

There are four basic parts to the appeal process, and we will explain all of them in detail. There are several different types of appeals. All of them have different requirements and different timelines, but the same four components apply in each case. In short, the four components are:

1. **Request for services** – you or your provider ask CHP to get a certain kind of service.
2. **Notice of Action** – if CHP denies your request to get a certain service, we send a Notice of Action.
3. **File an Appeal or State Fair Hearing** - If you disagree with our decision to deny services, you can file an appeal or request a State Fair Hearing
4. **Appeal Decision** – we review your appeal, make a decision, and notify you about our decision.

## The Notice of Action

When CHP denies a service that you or your provider has requested, or stops or reduces a service that was previously authorized, this is called an “**action.**” When CHP denies a service that you or a provider has requested or stops or reduces a service that was previously authorized we will send you a letter called a “**Notice of Action.**”

## Information Included in the Notice of Action

The letter, or Notice of Action, that CHP sends will have the information you need to file an appeal or a State Fair Hearing. Some of the information is complex and confusing, so if you need help understanding the letter, or understanding your rights, call the CHP Office of Member and Family Affairs at 1-800-804-5040 to get help with the appeal process. The Notice of Action letter contains the following information:

- The action CHP has taken or plans to take.
- The reasons for the action.
- Your right to appeal the action and how to do so. If you have a designated client representative or advocate, it will explain their rights.
- Your right to ask for a State Fair Hearing.
- How and when to ask for a State Fair Hearing.
- How and when to ask CHP for an expedited (quicker) decision on your appeal and the time limits.
- The situations when you can ask for your services to continue during the appeal and how to do that.
- An explanation that you might have to pay for services if the final decision is not in your favor.

## What to do if you disagree with the Notice of Action

You can file an appeal with CHP by phone, in person or in writing after you get your Notice of Action letter. If you file an appeal over the phone or in person, we will consider that the date of your appeal. But, you must follow up in writing and we can help you with this. If you need interpreter services or an accommodation for a disability, we will arrange for those.

You can also request a State Fair Hearing from the Office of Administrative Courts. Your appeal will be heard by an Administrative Law Judge, and he or she will make the decision about your appeal. If you appeal first to CHP you can still request a State Fair Hearing at the same time. But there are time limits. If you wait for CHP to make a decision about your appeal before you request a State Fair Hearing, you may miss the deadline for the State Fair Hearing. That’s why we suggest you file an appeal with CHP and file for a State Fair Hearing at the same time. This will ensure that you don’t miss the deadlines. You must request a State Fair Hearing in writing.

Office of Administrative Courts  
1525 Sherman St., 4th Floor  
Denver, Colorado 80203  
303-866-2000  
FAX 303-866-5909

## Timeframes for sending the Notices of Action

*If CHP denies or limits a requested service:*

If you or your provider request a service, and CHP denies the request or doesn't approve the length of time of your service, CHP will mail the Notice of Action within 10 calendar days of when you ask for the service. These are considered "standard service authorization decisions."

*If CHP terminates (stops) or reduces a previously authorized (approved) service:*

Most appeals are standard appeals. But there may be a time when you already have an approval to get a service, and CHP decides to stop the service before the approval expires. We refer to these as "previously authorized services." There are different rules if this happens.

- If CHP stops or reduces a previously authorized service, we will mail the Notice to you at least 10 calendar days before the action (the date we want the service to end).
- CHP may shorten the timeframe for sending you the Notice of Action to 5 calendar days from the date of action if we have proof that a member has committed fraud.
- CHP may mail the Notice no later than the date of action if:
  - CHP finds out the member has died;
  - You tell us in writing that you no longer want services,
  - You give us information and we are required to stop or reduce your services as the result of giving us this information,
  - You are admitted to an institution which causes you to lose Health First Colorado eligibility,
  - Your whereabouts are unknown and the post office returns your letter with no forwarding address,
  - We find out that you have Health First Colorado in another county or state, or
  - Your doctor prescribes a change in your level of care.

We may send you the Notice as soon as its reasonable before your transfer or discharge if the following things are true:

- The safety or health of other people in the facility is in danger,
- Your health improves enough that you can be immediately transferred or discharged,
- You have an urgent medical needs that requires we discharge or transfer you immediately, OR
- You have not lived in the facility for 30 days.

If CHP shortens the timeframe for sending you the Notice, we will tell you why in the Notice.

## Deadlines for filing an appeal or requesting a State Fair Hearing

### *Standard Appeals*

Once you receive your Notice of Action letter, you have deadlines for filing an appeal. In most cases, you have thirty (30) calendar days from the mailing date on the Notice of Action to file an appeal with CHP and (60) calendar days to ask for a State Fair Hearing. Both the 30 and 60 day time frames apply to standard appeals. A standard appeal is when CHP sends a Notice of Action to deny or limit a service that you or your provider requested. This is the most common type of appeal.

### *Appeals about previously authorized services*

The time frame is different if CHP sends you a Notice of Action lowering, changing or stopping a service that we previously authorized and *that authorization period has not ended and you ask for those services to continue during your appeal or during the State Fair Hearing*. In that case, you must file your appeal within 10 days from the mailing date of the NOA or the date the action will take effect – whichever is later. Also,

- The service must have been ordered by an authorized provider,
- The time period for the authorized service must not be over yet, and
- You must ask CHP to continue the service.

If you want your services to continue during the appeal process, you must ask that your services continue. If you ask for services to continue, services will continue until:

- You withdraw the appeal,
- 10 days pass after CHP mails its decision on your appeal and the decision is against you, unless, within the 10 day timeframe, you have requested a State Fair Hearing and asked for a continuation of benefits until a State Fair Hearing decision is reached.
- A State Fair Hearing officer makes a decision that is not in your favor, or
- The time period or service limits of the original authorized service have expired.

If you ask for your services to continue during the appeal, it is important to know that if the decision on your appeal is against you, you may have to pay CHP for the cost of the services you received because you requested a continuation of services during the appeal process.

If you appeal an action to lower, change or stop a previously authorized service *but you do not ask for your services to continue during your appeal*, then the time limits and process for a standard appeal will apply. You have thirty (30) calendar days from the mailing date of the NOA to file your appeal.

## **CHP Timeframe for making a decision on your appeal**

### *Standard Appeals*

CHP will notify you of our decision in writing within 10 working days from the day we got your appeal. The appeal decision letter will explain the decision and tell you the date it was made. If the decision is not in your favor, the letter will also explain your right to ask for a State Fair Hearing (SFH) and how to do that.

### *Requesting an extension*

CHP may lengthen the time for making a decision on your appeal if you ask CHP for more time, or if CHP needs more information.

- If CHP extends the timeframe, CHP will send you a letter explaining why more time is needed to make a decision and explain how the delay is in your best interest.
- The extension gives CHP 14 more days, but CHP will make a decision as quickly as your health requires and no later than the date the extension ends.

### *Expedited Appeals – asking for your appeal decision to be made quickly*

If you or your provider think that waiting for a decision on a standard appeal would be harmful to your health, you may ask us to make a decision within three working days. This is called an Expedited Appeal. CHP will not take any negative action against you or your provider for doing so. The CHP Medical Director will decide if your appeal should be expedited. His or her decision is based on whether taking

the time for a standard resolution could be harmful to your health. If your appeal is expedited, we will send you a written decision within three working days of your appeal. We will also try to call you on the phone to tell you our decision.

If we deny your request for an Expedited Appeal, we will call you on the phone and send you written notice within two calendar days. This notice will explain why we denied your request for an Expedited Appeal. This doesn't mean that your appeal was denied or dropped. It only means that your appeal will be handled in the standard timeframes. If you disagree with the Medical Director's decision not to handle your appeal as an expedited appeal, you can file a grievance.

If the Medical Director grants your request for an Expedited Appeal, but decides that it would be in your best interest to extend the timeframe for making a decision, we will send you a letter extending the decision date by up to 14 calendar days. The letter will explain why this is in your best interest. You may also ask CHP to extend the expedited decision date if you think it is in your best interest.

### **Other things you need to know about your appeal**

CHP will notify you when we get your appeal. Within two working days of receiving your appeal, we will send you and your Designated Client Representative (DCR) a letter telling you we got your appeal. We will do this unless you file an Expedited Appeal (described above).

We will make sure that the reviewer who decides on your appeal was not involved in making the original decision. We will make sure that the reviewer has the necessary clinical training if he or she is making a decision about:

- An appeal of a denial that is based on lack of medical necessity,
- A grievance about denying your request for an expedited appeal
- Any grievance that involves clinical issues.

You have the right to have an advocate in the appeal process. This advocate can be anyone you choose, such a family member, a friend or an attorney. You are not required to have an advocate, but you can have one if you choose.

You have the right to give the reviewer any information you think should be included in the appeal decision. You can do this in person by delivering the information to our office, or by sending it to us through the mail, fax or in an encrypted e-mail. We will let you know about any time limits that apply to your case. We will also let you and your DCR see and review any records used in making our decision. This includes medical records and any other information used in the appeal process.

### ***The State Fair Hearing***

To ask for a State Fair Hearing (SFH), contact:

**Office of Administrative Courts  
1525 Sherman St., 4th Floor  
Denver, Colorado 80203  
303-866-2000  
FAX 303-866-5909**

You must put your request for a State Fair Hearing in writing. You may represent yourself at the hearing, bring an advocate or have someone else represent you. To learn more, or to get help putting your request in writing, call CHP at toll free at **1-800-804-5040** or call the Ombudsman for Health First Colorado Managed Care at **1-877-435-7123**.

If CHP denied or reduced services that were already approved, and the CHP reviewer or the State Fair Hearing Officer rules in your favor, and those services were not provided during the appeal, CHP must quickly approve and provide the services. If those services were continued during the appeal, CHP must pay for the services. However, if you requested previously authorized services be continued during the State Fair Hearing and the Hearing Officer rules against you, you may have to pay CHP for those services you received during the State Fair Hearing.

This information is hard to understand, so if you need help with any part of the process, the Office of Member and Family Affairs will help you. Call us any time between 8 am and 5 pm, Monday through Friday at **1-800-804-5040**. This is toll free and you can call anywhere from within the state.

## **Ombudsman for Health First Colorado managed care**

The Ombudsman is independent from CHP and Health First Colorado. They can help you resolve health or behavioral health care issues. They can help you file a grievance or appeal. They can help any Health First Colorado managed care member or BHO member. This is a free service. You can call the Ombudsman at:

### **Ombudsman for Health First Colorado Managed Care**

**1-877-435-7123 outside of Denver**

**303-830-3560 in the Denver Metro area**

**TTY 1-888-876-8864 for hearing impaired**

# **OTHER THINGS YOU SHOULD KNOW TO HELP YOU USE YOUR HEALTH FIRST COLORADO BEHAVIORAL HEALTH BENEFITS**

## **Office of Member and Family Affairs**

CHP has an Office of Member and Family Affairs (OMFA) to help you. They can help with any problems or questions about your behavioral health services. The Office of Member and Family Affairs:

- Helps members with grievances (complaints) and appeals.
- Advocates for members and their families.
- Helps members and families understand the behavioral health services available and how to access them.
- Provides information about resources in the community, such as self-help and advocacy groups.
- Helps members and families understand their rights and responsibilities. Works to protect members' rights.
- Helps members and their families have a voice in the behavioral health system by getting involved in committees and advisory boards.
- Provides education about mental health, substance use and recovery.

Call your behavioral health center or CHP if you would like to talk to someone from the Office of Member and Family Affairs at 1-800-804-5040. They can also tell you about member advisory boards in your area.

## **Quality Improvement Program**

CHP has a Quality Improvement (QI) Program. This program helps us measure and improve the quality of our services. Our QI Program provides information about things like:

- How our services help people get better
- How we are doing to help people meet their recovery goals
- How quickly and well we respond to complaints and appeals
- How satisfied members are with the complaint process
- How quickly people get appointments
- How long people stay in the hospital
- How we are doing at keeping people from going back to the hospital too soon after discharge

To learn more about our Quality Improvement program or to get a free copy of our Quality Plan, call us at 1-800-804-5040.

## Member surveys

We want to know your opinion about the services you get. To get your opinion, we do surveys over the phone or by mail. Our surveys ask you questions about your treatment. They will also ask what you think we can do better. All information we get from the survey is confidential. We do not give out any names. If you have questions about the survey, please call CHP and ask to speak to someone in the Quality Department.

## Member Advisory Committees

CHP and the behavioral health centers have advisory groups that give us feedback about how we are doing. If you would like to learn more about any groups in your area, call the Office of Member and Family Affairs, at 1-800-804-5040, to find out how you can get involved.

## Other Health First Colorado benefits

This handbook does not list all of your Health First Colorado benefits. The next section lists some Health First Colorado benefits you may be eligible for. For more information about your Health First Colorado health care benefits please call:

**Health First Colorado Customer Service**  
**303-866-3513 (Denver Metro Area)**  
**1-800-221-3943 (outside of Denver)**  
**Or go to the state Health First Colorado Web site:**  
**<https://www.colorado.gov/hcpf>**

### How can I get care for physical health problems?

If you need medical care, see your Primary Care Physician (PCP) or other doctor. If you do not have PCP, call *HealthColorado*. *HealthColorado* is the enrollment broker and helps people on Health First Colorado join health plans and choose providers.

**HealthColorado**  
**Metro Denver 303-839-2120**  
**All Other areas 1-888-367-6557**  
**TTY: 1-888-876-8864**  
**<http://www.healthcolorado.net/>**

CHP can also help you find a doctor. Call us at 1-800-804-5040.

You may have to pay a co-pay for medical care. A co-pay is your share of the cost of your health care. Call Health First Colorado Customer Service at 303-866-3513 or 1-800-221-3943 to learn more about co-pays. Or go to the state Web site at:

<https://www.colorado.gov/hcpf/our-members>

## Coordinating your care

Your mental and physical health affect each another. It is important that you tell your behavioral health providers about any other care you are getting. You should also tell your PCP about your behavioral health care. It is very important that all your providers know about any medications you are taking. If you have questions, or need help coordinating your care, talk to your care coordinator. You can also call CHP at 1-800-804-5008.

### Early Periodic Screening, Diagnosis & Treatment (EPSDT)

EPSDT is a special healthcare program for children and youth. It makes sure they get the right preventive, dental, behavioral health, developmental and specialty services. With EPSDT, any medically necessary healthcare service is covered. A service may be covered even if it is not a Health First Colorado (Medicaid) benefit. No arbitrary limitations on services are allowed. Any person enrolled in the Health First Colorado (Medicaid) program can get EPSDT services if they are 20 years old or younger. They are automatically enrolled, and all Health First Colorado providers can offer the EPSDT services.

- Children 18 years old and younger can get EPSDT with no co-pay for any covered service.
- Adults 19 and 20 years old can get EPSDT, but may have a small co-pay for some services.
- Children in Department of Social and Human Services custody can get EPSDT services with no co-pay, if they are 18 or younger. They may have some co-pays if they are 19 or 20.

Assessments are conducted by Primary Care Physicians or Pediatricians to screen for mental health needs and other healthcare issues.

EPSDT stands for:

Early: Find and assess problems early

Periodic: Check children's health at several ages

Screening: Check physical, mental, developmental, dental, hearing, vision and other health areas

Diagnostic: Do follow-up tests when a health risk or problem is found

Treatment: Correct, reduce or control health problems

Under EPSDT, children and youth can get all medically necessary care, such as:

- Well-child visits and teen check-ups
- Developmental evaluations
- Behavioral evaluations
- Immunizations (shots) and vaccines
- Lab tests, including lead poisoning testing
- Health and preventive education
- Vision services
- Dental services
- Hearing services

**Well-child Check-ups:** Well-child check-ups are regularly scheduled medical examinations that make sure a child or adolescent is healthy and meeting the expected developmental milestones. The provider can identify physical and behavioral health risks early and correct, reduce or control health problems. They also can ensure that a child gets necessary immunizations and screenings at the right ages. Well-child check-ups are more comprehensive than sports physicals. A child should get well-child check-ups at the following ages:

- 2-4 days after birth
- 1 month
- 2 months
- 4 months
- 6 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- Once per year from ages 3-20

### **Family Health Coordinators (Formerly EPSDT Case Managers)**

Local communities have Family Health Coordinators that are responsible for providing case management services to children and youth who are receiving EPSDT services. The Family Health Coordinators ensure that EPSDT recipients receive the health services they are eligible for and help them overcome barriers to obtaining these services. The Family Health Coordinators do not make decisions about health care. Their role includes the following duties:

- Educate all eligible Members about the EPSDT Program
- Describe the available benefits in greater detail.
- Help find a primary care physician or other medical providers as needed.
- Arrange for an appointment, if the Member needs help.
- Give options for transportation assistance if necessary.
- Follow-up on screening appointment. Follow-up includes assistance to reschedule the missed appointment.

To locate the EPSDT office nearest to you, please call the Department of Health Care Policy and Financing at: (303) 866-6167, or go to their EPSDT web site: <https://www.colorado.gov/pacific/hcpf/early-and-periodic-screening-diagnostic-and-treatment-epsdt>, or call the CHP Office of Member and Family Affairs.

### **EPSDT Care Providers:**

EPSDT Exams are performed by or under the supervision of a certified Medicaid physician, dentist or other provider who is qualified to provide medical services.

Behavioral health providers are required to:

- Assess new Members to determine that EPSDT screenings have been occurring.
- Refer Members to their PCP, if screenings are not being conducted.
- Provide behavioral health assessment/treatment upon referral from a PCP who desires additional behavioral health services, in which medical necessity has been determined.
- Communicate with the PCP regarding any pertinent findings/actions.
- Document all actions in the Member's clinical record.

If additional assistance is needed, or if you have questions about EPSDT resources, you can call the Access to Care line and ask to speak with a CHP care manager: 1-800-804-5008.

## Home and Community-Based Services (HCBS) waivers

The State of Colorado has many waiver programs. Waiver programs help people with special health care needs remain in their home and community. To qualify, people must meet certain levels of financial, medical and care needs.

People who receive services through a waiver are eligible for most basic Health First Colorado services. Long term hospital care and nursing facility services are not included. Some waivers may be applied for through a state agency. Others must be applied for through a Single Entry Point (SEP) agency. Appendix C of this handbook lists the Single Entry Point organizations for your county.

Each waiver has an enrollment limit and may have a waiting list. People can apply for more than one waiver, but can get services through one waiver at a time. You have the right to appeal to the state if your waiver application is denied.

There are several different types of waiver programs. To get general information about a waiver, you can call:

**Department of Health Care Policy and Financing (HCPF).**

**303-866-3513**

**1-800-221-3943 or**

**TTY 1-800-659-2656**

**<https://www.colorado.gov/hcpf/program-list>**

### Waivers for children

**Children's HCBS Waiver:** Provides Health First Colorado services in the home or community for disabled children through 17 years old. This is for children who are not eligible for regular Health First Colorado because family income is too high. Children must be at risk of being placed in a nursing facility or hospital. Methods for applying for this waiver vary from area to area. To find out how to apply, call your county Single Entry Point ([Appendix C](#)).

**Children with Autism Waiver:** Provides Health First Colorado services in the home or community for children through age 5 with a medical diagnosis of Autism. A child must have high behavioral needs making him/ her at risk of being placed in an institution. To apply for this waiver, contact the Community Centered Board in your area ([Appendix D](#)).

**Children's Extensive Support Waiver:** Provides Health First Colorado services in the home or community for children through 17 years old with developmental disabilities or delays. The child must be at risk of being placed in an institution. Children age 0-4 must have a developmental delay; Children age 5-17 must have a developmental disability. Children must meet other conditions, too. For more information, call the Division of Developmental Disabilities, Colorado Department of Human Services (DHS) at 303-866-7467. To apply for the waiver, call the Community Centered Board in your area ([Appendix D](#)).

**Children's Habilitation Residential Program Waiver:** Provides residential services for children and youth in foster care who have a developmental disability and very high needs. Children must be at risk for being placed in an institution. This program helps children from birth to 21 years old to get, keep or improve skills needed to live in the community. To be eligible, children and youth must be placed through a County Department of Human Services. For more information, call the Division of Developmental Disabilities, Colorado Department of Human Services at 303-866-4393. To apply, call the Department of Human Services in your county.

**Pediatric Hospice Waiver (HOPEFUL Program):** This program is for children up to age 19 with a serious medical illness that may shorten their life. The services help keep children from being placed in a hospital or institution. There are other requirements, as well. To apply, call the Single Entry Point agency for your county ([Appendix C](#)).

### **Waivers for adults**

**Waiver for Persons with Brain Injury:** Provides services in the home or community for people 16-64 years of age with a brain injury. These services help keep people from being placed in a hospital or institution. Qualified brain injuries are defined in the Colorado Code of Regulations. To apply for this waiver, call the Single Entry Point in your community ([Appendix C](#)).

**Waiver for Persons Living with AIDS:** Provides services in the home or community for people of all ages living with HIV/ AIDS. These services help keep people from being placed in a hospital or institution. To apply for this waiver, call the Community Centered Board in your area ([Appendix C](#)).

**Waiver Community Mental Health Services:** Provides services in the home or community for people 18 or older with major mental illness. These services help keep people stay in the community instead of a nursing facility. To apply, call the Single Entry Point in your community ([Appendix C](#)).

**Waiver for Persons who are Elderly, Blind, and Disabled:** Provides a home or community-based alternative to nursing facility care for elderly, blind, and disabled persons 18 years of age and older. To apply, call the Single Entry Point in your community ([Appendix C](#)).

**Waiver for Supported Living Services:** Provides supported living in the home or community to persons age 18 and older with developmental disabilities. For more information, call the Division of Developmental Disabilities, Colorado Department of Human Services, at 303-866-7462. To apply for this waiver, call the Community Centered Board in your area ([Appendix C](#)).

**Waiver for Persons Developmentally Disabled:** Provides services and supports out of the family home which allow people age 18 and older with developmental disability to continue to live in the community. For more information, call the Division of Developmental Disabilities, Colorado Department of Human Services, at 303-866-7462. To apply, call the Community Centered Board in your area ([Appendix D](#)).

## GLOSSARY

**Action:** An Action is when the Behavioral Health Organization (BHO) does any of the following:

1. Denies or limits all or part of a requested mental health service, including the type or level of service.
2. Reduces, changes, or ends treatment that was already approved.
3. Denies payment, in whole or in part, for a service.
4. Denies a request to obtain treatment outside the network, in rural areas.
5. Does not provide services in a timely manner.
6. Does not act within approved time frames to resolve grievances and appeals.

**Appeal:** When you disagree with an Action by CHP and ask for a review of the Action.

**ACC (Accountable Care Collaborative):** Colorado's Health First Colorado program that connects Health First Colorado members with a primary care physician and coordinates member's medical and behavioral health care. Members are enrolled in the ACC by the state. Members can choose to stay in the program, or they can opt out. There are 7 ACC's in the state. 3 ACC's serve the CHP region.

**Behavioral Health Organization (BHO):** This is an organization that the state of Colorado contracts with to arrange for behavioral health services for Health First Colorado members. There are five BHOs in the state.

**Care Coordinator:** A Care Coordinator can be your therapist or case manager. He or she is your primary mental health or substance use provider and responsible for coordinating your mental health and substance use services and keeping your records.

**Community Behavioral Health Center:** Community behavioral health centers offer behavioral health services. There are seventeen community behavioral health centers in Colorado. Each center serves from one to several counties. See Appendix A to find the center that serves your county.

**Covered Benefits:** The mental health or substance use services you can get if you are on Health First Colorado.

**Designated Client Representative (DCR):** A person you choose to file a grievance or appeal for you. You must put this choice in writing.

**Early Periodic Screening, Diagnosis and Treatment (EPSDT):** A health care program for children who get Health First Colorado. It covers children ages birth through 20. EPSDT provides health checkups, nutritional checkups, baby shots and other services.

**Grievance:** A Grievance is when you complain about your mental health or substance use services, a provider or staff. You can file a Grievance about anything you are not satisfied with.

**Notice of Action:** A letter that CHP sends you explaining the Action it is taking. It also explains your appeal rights.

**Out of Area Care:** The mental health or substance use services you get when you are outside of the counties covered by your BHO.

**Program Improvement Advisory Committee (PIAC):** This committee is chaired by the CHP Director of Quality Management. It includes community stakeholder organizations and provides guidance and feedback to CHP on service delivery and quality improvement issues. The PIAC meets quarterly; its minutes are posted on the CHP website.

**Primary Care Physician (PCP):** The doctor you choose to provide your medical care.

**Provider:** An organization or individual who provides behavioral health services. A provider can be a behavioral health center, a hospital or an individual.

**State Fair Hearing Process:** This is a hearing before a state administrative law judge and is available for Appeals only.

**Waiver Program:** These are special programs to help people with special health care needs stay in their home and community.

## APPENDIX – A

### COMMUNITY MENTAL HEALTH CENTERS

Your Community Behavioral Health Center (CMHC) may provide services in areas that are not listed here. If your community is not listed here, please call the nearest CMHC to learn about the services that are available close to your home. All CMHC's provide crisis services. You can get crisis services from your CMHC 24 hours a day, 7 days a week.

<p><b>ALAMOSA - (Main)</b>                  San Luis Valley MHC                  8745 CR 9 South                  Alamosa, CO 81101                  719-589-3671  <a href="http://www.slvvmhc.org">www.slvvmhc.org</a></p>	<p><b>ASPEN</b>                  Aspen Counseling Center                  Mind Springs Health                  405 Castle Creek Road #9                  Aspen, CO 81611                  970-920-5555  <a href="http://www.mindspringshealth.org/">www.mindspringshealth.org/</a></p>
<p><b>CANON CITY (Main)</b>                  Sol Vista Health                  3225 Independence Road                  Canon City, CO 81212                  719-275-2351  <a href="http://www.wcmhc.org/">www.wcmhc.org/</a></p>	<p><b>COLORADO SPRINGS (Main)</b>                  AspenPointe                  Adult Services                  875 West Moreno Avenue                  Colorado Springs, CO 80905                  719-572-6100                  1-800-285-1204  <a href="http://www.aspenpointe.org/">www.aspenpointe.org/</a></p>
<p><b>COLORADO SPRINGS</b>                  AspenPointe                  Child and Family Services                  179 South Parkside Drive                  Colorado Springs, CO 80910                  719-572-6100                  1-800-285-1204  <a href="http://www.aspenpointe.org/">www.aspenpointe.org/</a></p>	<p><b>COLORADO SPRINGS</b>                  AspenPointe Crisis &amp; Acute Services/                  Lighthouse                  115 South Parkside Drive                  Colorado Springs, CO 80910                  844-493-8255  <a href="http://www.aspenpointe.org/">www.aspenpointe.org/</a></p>
<p><b>CORTEZ</b>                  AXIS Health System                  215 W. Arbecam                  Cortez, CO 81321                  970-565-7946  <a href="http://www.axishealthsystem.org/">www.axishealthsystem.org/</a></p>	<p><b>CRAIG</b>                  Mind Springs Health                  439 Breeze Street, Suite 200                  Craig, CO 81625                  970-824-6541  <a href="http://www.mindspringshealth.org/">www.mindspringshealth.org/</a></p>

<p><b>DELTA</b> Center for Mental Health 107 W. 11th Street Delta, CO 81416 970-874-8981 <a href="http://www.centermh.org">www.centermh.org</a></p>	<p><b>DURANGO</b> AXIS Health System 281 Sawyer Drive, Suite 100 Durango, CO 81303 970-259-2162 <a href="http://www.axishealthsystem.org/">www.axishealthsystem.org/</a></p>
<p><b>EAGLE</b> Mind Springs Health 137 Howard Street P.O. Box 1620 Eagle, CO 81631 970-328-6969 <a href="http://www.mindspringshealth.org/">www.mindspringshealth.org/</a></p>	<p><b>FRISCO</b> Mind Springs Health 360 Peak 1 Drive, Suite 110 Frisco, CO 80443 970-668-3478 <a href="http://www.mindspringshealth.org/">www.mindspringshealth.org/</a></p>
<p><b>GLENWOOD SPRINGS</b> Mind Springs Health 6916 Highway 82 Glenwood Springs, CO 81601 970-945-2583 <a href="http://www.mindspringshealth.org/">www.mindspringshealth.org/</a></p>	<p><b>GRAND JUNCTION</b> Mind Springs Health 515 28 ¾ Road Grand Junction, CO 81501 970-241-6023 <a href="http://www.mindspringshealth.org/">www.mindspringshealth.org/</a></p>
<p><b>GUNNISON</b> Center for Mental Health 710 N. Taylor P.O. Box 898 Gunnison, CO 81230 970-641-0229 <a href="http://www.centermh.org">www.centermh.org</a></p>	<p><b>LA JUNTA</b> Southeast Health Group 711 Barnes La Junta, CO 81050 719-384-5446 800-511-5446 <a href="http://www.southeasthealthgroup.org">www.southeasthealthgroup.org</a></p>
<p><b>LAMAR</b> Southeast Health Group 3500 First Street South Lamar, CO 81052 719-336-7501 800-603-7501 <a href="http://www.southeasthealthgroup.org">www.southeasthealthgroup.org</a></p>	<p><b>LAS ANIMAS</b> Southeast Health Group 623 Carson Las Animas, CO 81054 719-456-0069 <a href="http://www.southeasthealthgroup.org">www.southeasthealthgroup.org</a></p>
<p><b>LEADVILLE</b> Sol Vista Health 714 Front Street P.O. Box 1583 Leadville, CO 80461 719-486-0985 <a href="http://www.wcmhc.org/">www.wcmhc.org/</a></p>	<p><b>MEEKER</b> Mind Springs Health 267 6th Street P.O. Box 598 Meeker, CO 81641 970-878-5112 <a href="http://www.mindspringshealth.org/">www.mindspringshealth.org/</a></p>

<p><b>MONTE VISTA</b>  San Luis Valley MHC  402 Fourth Street  Monte Vista, CO 81144  719-852-5186  <a href="http://www.slvmhmc.org">www.slvmhmc.org</a></p>	<p><b>MONTROSE</b>  Center for Mental Health  605 E. Miami Road  Montrose, CO 81401  P.O. Box 1208  Montrose, CO 81402  970-249-9694  <a href="http://www.centermh.org">www.centermh.org</a></p>
<p><b>NORWOOD</b>  Center for Mental Health  1350 Aspen Street, #B.  P.O. Box 366  Norwood, CO 81423  970-327-4449  <a href="http://www.centermh.org">www.centermh.org</a></p>	<p><b>ORDWAY</b>  Southeast Health Group  220 East 1st Street  Ordway, CO 81063  719-267-4993  <a href="http://www.southeasthealthgroup.org">www.southeasthealthgroup.org</a></p>
<p><b>PAGOSA SPRINGS</b>  AXIS Health System  475 Lewis Street, #104  P.O. Box 1347  Pagosa Springs, CO 81147  970-264-2104  <a href="http://www.axishealthsystem.org/">www.axishealthsystem.org/</a></p>	<p><b>PARK COUNTY</b>  AspenPointe  Bailey Office  460 County Road #43 Ste 7  Bailey, CO 80421  303-838-5013</p> <p>AspenPointe  295 5th Street  Fairplay, CO 80440  719-836-9087  <a href="http://www.aspenpointe.org/">www.aspenpointe.org/</a></p>
<p><b>PUEBLO</b>  Health Solutions  1304 Chinook Lane  Pueblo, CO 81001  719-545-2746  <a href="http://www.spanishpeaks.org">www.spanishpeaks.org</a></p>	<p><b>PUEBLO</b>  Health Solutions  1012 W. Abriendo  Pueblo, CO 81004  719-583-2207  <a href="http://www.spanishpeaks.org">www.spanishpeaks.org</a></p>
<p><b>RANGELY</b>  Mind Springs Health- Rio Blanco  17497 Hwy. 64  County Annex Building  Rangely, CO 81648  970-675-8411  <a href="http://www.mindspringshealth.org/">www.mindspringshealth.org/</a></p>	<p><b>RIFLE</b>  Mind Springs Health  796 Megan Avenue, Suite 300  Rifle, CO 81650  970-625-3582  <a href="http://www.mindspringshealth.org/">www.mindspringshealth.org/</a></p>

<p><b>SALIDA</b>  Sol Vista Health MHC  111 Vesta Road  Salad, CO 81201  719-539-6502  <a href="http://www.wcmhc.org/">www.wcmhc.org/</a></p>	<p><b>SPRINGFIELD</b>  Southeast Health Group  1049 Kansas  Springfield, CO 81073  719-523-4889  <a href="http://www.southeasthealthgroup.org">www.southeasthealthgroup.org</a></p>
<p><b>STEAMBOAT SPRINGS</b>  Mind Springs Health  407 S. Lincoln Ave.  Steamboat Springs, CO 80487  970-879-2141  <a href="http://www.mindspringshealth.org/">www.mindspringshealth.org/</a></p>	<p><b>TELLER COUNTY</b>  AspenPointe  Aspen Mine Resource Center  166 E. Bennett Avenue  Cripple Creek, CO 80813  719-689-3584  <a href="http://www.aspenpointe.org/">www.aspenpointe.org/</a></p>
<p><b>TRINIDAD</b>  Health Solutions  417 S. Indiana  Trinidad, CO 81082  719-846-4416  <a href="http://www.spanishpeaks.org">www.spanishpeaks.org</a></p>	<p><b>VAIL</b>  Mind Springs Health- Eagle Valley  395 E. Lionshead Cir.  Vail, CO 81657  970-476-0930  <a href="http://www.mindspringshealth.org/">www.mindspringshealth.org/</a></p>
<p><b>WALSENBURG</b>  Health Solutions  926 Russell  Walsenburg, CO 81089  719-738-2386  <a href="http://www.spanishpeaks.org">www.spanishpeaks.org</a></p>	<p><b>WALDEN</b>  Mind Springs Health  350 McKinley  Walden, CO 80480  970-723-0055  <a href="http://www.mindspringshealth.org/">www.mindspringshealth.org/</a></p>
<p><b>WESTCLIFF</b>  Sol Vista Health  Please call the Canon City office (719-275-2351)  to make an appointment  <a href="http://www.wcmhc.org/">www.wcmhc.org/</a></p>	

## APPENDIX – B

### Area Hospitals

<p><b>ALAMOSA</b> San Luis Valley Medical Center 106 Blanca Avenue Alamosa, CO 81101 719-589-2511</p>	<p><b>ASPEN</b> Aspen Valley Hospital 0401 Castle Creek Road Aspen, CO 81611 970-925-1120</p>
<p><b>CANON CITY</b> Thomas More Hospital 1338 Phay Street Canon City, CO 81212 719-285-2000</p>	<p><b>COLORADO SPRINGS</b> Cedar Springs Health System 2135 Southgate Road Colorado Springs, CO 80906 719-633-4114</p>
<p><b>COLORADO SPRINGS</b> Memorial Hospital 1400 E. Boulder Street Colorado Springs, CO 80909 719-365-5000</p>	<p><b>COLORADO SPRINGS</b> Penrose – St. Francis Hospital 6001 E. Woodmen Colorado Springs, CO 80923 719-571-1000</p>
<p><b>CORTEZ</b> Southwest Memorial Hospital 2095 N. Dolores Road Cortez, CO 81321 970-564-9777</p>	<p><b>CRAIG</b> The Memorial Hospital 750 Hospital Loop Craig, CO 81625 970-824-9411</p>
<p><b>DEL NORTE</b> Rio Grande Hospital 310 County Road 14 Del Norte, CO 81132 719-657-2510</p>	<p><b>DURANGO</b> Mercy Medical Center 1010 Three Springs Blvd. Durango, CO 81301 970-247-4311</p>
<p><b>FRUITA</b> Family Health West Hospital 300 West Ottley Avenue Fuita, CO 81521 970-858-3900</p>	<p><b>GLENWOOD SPRINGS</b> Valley View Hospital 1906 Blake Avenue Glenwood Springs, CO 81601 970-945-6535</p>
<p><b>GRAND JUNCTION</b> Community Hospital 2021 North 12th Street Grand Junction, CO 81501 970-242-0920</p>	<p><b>GRAND JUNCTION</b> West Springs Hospital 515 28 ¾ Road Grand Junction, CO 81501 970-263-4918</p>

<p><b>GRAND JUNCTION</b>  St. Mary's Hospital  2635 North 7th Street  Grand Junction, CO 81501  970-244-2273</p>	<p><b>GUNNISON</b>  Gunnison Valley Hospital  711 N. Taylor Street  Gunnison, CO 81230  970-641-1456</p>
<p><b>KREMMLING</b>  Kremmling Memorial Hospital  214 S. 4th Street  P.O. Box 399  Kremmling, CO 80459  970-724-3442</p>	<p><b>LA JARA</b>  Conejos County Hospital  19021 State Hwy. 285  La Jara, CO 81140  719-274-5121</p>
<p><b>LA JUNTA</b>  Arkansas Valley Medical Center  1100 Carson Avenue  La Junta, CO 81050  719-384-5412</p>	<p><b>LAMAR</b>  Prowers Medical Center  401 Kendall Drive  Lamar, CO 81052  719-336-4343</p>
<p><b>LEADVILLE</b>  St. Vincent General Hospital  822 West 4th Street  Leadville, CO 80461  719-486-0230</p>	<p><b>MEEKER</b>  Pioneers Hospital  345 Cleveland Street  Meeker, CO 81641  970-878-5047</p>
<p><b>MONTROSE</b>  Montrose Memorial Hospital  800 South Third Street  Montrose, CO 81401  970-249-2211</p>	<p><b>PUEBLO</b>  Colorado Mental Health Institute  1600 West 24th Street  Pueblo, CO 81003  719-546-4000</p>
<p><b>PUEBLO</b>  Parkview Medical Center  400 W. 16th Street  Pueblo, CO 81003  719-584-4000</p>	<p><b>PUEBLO</b>  St. Mary Corwin Medical Center  1008 Minnequa Ave.  Pueblo, CO 81004  719-557-4000</p>
<p><b>RANGELY</b>  Rangely Hospital  511 South White Avenue  Rangely, CO 81648  970-675-5011</p>	<p><b>RIFLE</b>  Grand River Medical Center  501 Airport Road  Rifle, CO 81650  970-625-1510</p>
<p><b>SALIDA</b>  Heart of the Rockies Medical Center  1000 Rush Drive  Salida, CO 81201  719-530-2200</p>	<p><b>SPRINGFIELD</b>  Southeast Colorado Hospital  373 East 10th Avenue  Springfield, CO 81073  719-523-4501</p>

<p><b>STEAMBOAT SPRINGS</b>  Yampa Valley Medical Center  1024 Central Park Drive  Steamboat Springs, CO 80487  970-879-1322</p>	<p><b>TRINIDAD</b>  Mt. San Rafael Hospital  410 Benedicta Avenue  Trinidad, CO 81082  719-846-9213</p>
<p><b>VAIL</b>  Vail Valley Medical Center  181 W. Meadow Drive  Vail, CO 81657  970-476-2451</p>	<p><b>WALSENBURG</b>  Spanish Peaks Health Center  23500 US Highway 160  Walsenburg, CO 81089  719-738-5000</p>

## APPENDIX – C

### Single Entry Point Agencies

<p><b>ALAMOSA AND SAGUACHE:</b>                  Alamosa County Public Health                  8900 Independence Way                  Alamosa, CO 81101                  Main Phone Number: 719-589-6639                  FAX Number: 719-589-1103</p>	<p><b>BENT AND KIOWA:</b>                  Bent County Public Health                  701 Park Avenue                  Las Animas, CO 81054                  Main Phone Number: 719-456-0517                  FAX Number: 719-456-0518</p>
<p><b>CHAFFEE, CUSTER, FREMONT, LAKE AND PARK:</b>                  Central Mountain OLTC                  172 Justice Center Road                  Canon City, CO 81212                  Main Phone Number: 719-269-2041                  FAX Number: 719-275-5206</p>	<p><b>CONEJOS AND COSTILLA:</b>                  Conejos County Nursing Service                  PO Box 78                  La Jara, CO 81140                  Physical Address:                  1902 State Highway 285 South                  La Jara, CO 81140                  Main Phone Number: 719-274-4307                  FAX Number: 719-274-4309</p>
<p><b>DELTA, GUNNISON, HINSDALE:</b>                  Delta County Dept of Social Services                  Courthouse Annex                  560 Dodge Street                  Delta, CO 81416                  Main Phone Number: 970-872-1201                  FAX Number: 970-872-1229</p>	<p><b>HUERFANO, LAS ANIMAS:</b>                  Las Animas City Dept. of Human Services                  204 South Chestnut                  Trinidad, CO 81082                  Main Phone Number: 719-846-2276                  FAX Number: 719-846-4269</p>
<p><b>MESA</b>                  Mesa County Dept. of Human Services                  PO Box 20000                  Grand Junction, CO 81502-5035                  Physical Address (if Different):                  510 29 1/2 Road                  Grand Junction, CO 81502                  Main Phone Number: 970-248-2888                  FAX Number: 970-248-2849</p>	<p><b>DOLORES, MONTEZUMA</b>                  Montezuma County Health Department                  County Annex Building                  106 West North St                  Cortez, CO 81321-3189                  Main Phone Number: 970-565-3056 ext. 250                  FAX Number: 970-565-0647</p>

<p><b>MONTROSE, OURAY, SAN MIGUEL</b>  Montrose County Dept of Health and Human Services  1845 S. Townsend Ave.  Montrose, CO 81401  Intake Phone Number: 970-252-5092  Main Phone Number: 970-252-5000  FAX Number: 970-252-5049</p>	<p><b>EAGLE, GARFIELD, GRAND, JACKSON, MOFFAT, PITKIN, RIO BLANCO, ROUTT, SUMMIT:</b>  Northwest OLTC  195 W. 14th Street  Rifle, CO 81650  Physical Address (if Different):  108 Eighth Street, Suite 300  Glenwood Springs, CO 81601  Main Phone Number: 970-963-1369  FAX Number: 970-963-1974</p>
<p><b>CROWLEY, OTERO:</b>  Otero County Dept of Human Services  PO Box 494  La Junta, CO 81050  Physical Address (if Different):  Courthouse, 13 West 3rd  La Junta, CO 81050  Main Phone Number: 719-383-3167  FAX Number: 719-383-4607</p>	<p><b>BACA, PROWERS:</b>  Prowers City Public Health Nursing Service  1001 S Main Street  Lamar, CO 81052  Main Phone Number: 719-668-0458  FAX Number: 719-336-9763</p>
<p><b>PUEBLO</b>  Pueblo County Dept of Social Services  212 W. 12th Street  Pueblo, CO 81003  Main Phone Number: 719-583-6862  FAX Number: 719-583-6348</p>	<p><b>MINERAL, RIO GRANDE</b>  Rio Grande County Dept. of Social Services  Rio Grande County OLTC  925 6th St.  Del Norte, CO 81132  Intake Phone Number: 719-657-4208  Main Phone Number: 719-657-4208  FAX Number: 719-657-4211</p>
<p><b>EL PASO, TELLER:</b>  Rocky Mountain OLTC  2812 E Bijou Street  Colorado Springs, CO 80909  Main Phone Number: 719-457-0660  FAX Number: 719-457-0762</p>	<p><b>ARCHULETA, LA PLATA, SAN JUAN:</b>  San Juan Basin Health Department  P.O. Box 140  Durango, Colorado 81302  Physical Address (if Different):  281 Sawyer Dr  Durango, CO 81301  Main Phone Number: 970-247-5702  FAX Number: 970-247-9126</p>

## APPENDIX – D

### Community Centered Boards

<p><b>INSPIRATION FIELD</b> 612 Adams Avenue La Junta, CO 81050 719-384-8741</p>	<p><b>HORIZONS SPECIALIZED SERVICES</b> 405 Oak Steamboat Springs, CO 80477 970-879-4466</p>
<p><b>BLUE PEAKS DEVELOPMENTAL SERVICES</b> 703 Fourth Street Alamosa, CO 81101 719-589-5135</p>	<p><b>STRIVE</b> 950 Grand Avenue Grand Junction, CO 81502 970-243-3702</p>
<p><b>COLORADO BLUESKY ENTERPRISES</b> 115 West 2nd Street Pueblo, CO 81003 719-546-0572</p>	<p><b>MOUNTAIN VALLEY DEVELOPMENTAL SERVICES</b> 700 Mount Sopris Drive Glenwood Springs, CO 81602 970-945-2306</p>
<p><b>COMMUNITY CONNECTIONS</b> 281 Sawyer Drive, #200 Durango, CO 81303 970-259-2464</p>	<p><b>SOUTHEASTERN DEVELOPMENTAL SERVICES</b> 1111 South Fourth Street Lamar, CO 81052 719-336-3244</p>
<p><b>COMMUNITY OPTIONS</b> 336 South 10th Street Montrose, CO 81402 970-249-1412</p>	<p><b>SOUTHERN COLORADO DEVELOPMENTAL SERVICES</b> 1205 Congress Drive Trinidad, CO 81082 719-846-4409</p>
<p><b>DEVELOPMENTAL PATHWAYS</b> 325 Inverness Drive South Englewood, CO 80112 303-360-6600</p>	<p><b>STARPOINT</b> 601 Greenwood Canon City, CO 81215 719-275-1616</p>
<p><b>THE RESOURCE EXCHANGE</b> 418 South Weber Colorado Springs, CO 80903 719-380-1100</p>	

## **How to get more information about Colorado Health Partnerships**

For more information about CHP, please contact the Office of Member and Family Affairs. Our contact information is on the back of this Member Handbook. We can give you information about CHP's structure and operations and about our unique Recovery Forum. We can also tell you how you can get involved in committees and meetings to help us improve services.

Colorado Health Partnerships will let you know, in writing, at least once a year of your right to ask for all of the information that is in this handbook.

## IMPORTANT PHONE NUMBERS

24 hour toll free Access to Care line.....	1-800-804-5008
TTY.....	1-800-432-9553
Office of Member and Family Affairs.....	1-800-804-5040

### Mental Health Centers

San Luis Valley Mental Health Center .....	719-589-3671
The Center for Mental Health .....	970-252-3200
Southeast Health Group .....	1-800-511-5446
Health Solutions .....	719-545-2746
Mind Springs Health .....	970-945-2583
AspenPointe Mental Health Center .....	719-572-6100 or 1-800-285-1204
Sol Vista Health .....	719-275-2351
AXISHealth System .....	970-259-2162

### Client Advocates

San Luis Valley Mental Health Center .....	719-589-3671
The Center for Mental Health .....	970-252-3200
Southeast Health Group .....	1-800-511-5446
Health Solutions .....	719-545-2746
Mind Springs Health .....	970-241-6023
AspenPointe Mental Health Center .....	719-572-6300 or 1-800-285-1204
Sol Vista Health .....	719-275-2351
AXISHealth System .....	970-259-2162

Grievances/Appeals.....1-800-804-5040

Ombudsman for Health First Colorado Managed Care Toll Free.....1-877-435-7123

Ombudsman for Health First Colorado Managed Care.....TTY 1-888-876-8864

Health First Colorado Customer Service toll free.....1-800-221-3943

Health First Colorado Customer Service.....TTY 303-866-7471

**IN AN EMERGENCY, CALL...1-800-804-5008**  
**Or call 911**







*Si usted necesita una copia de esta información carta  
en español, por favor llame al 1-800-804-5008.*

### **Non-Discrimination**

Colorado Health Partnerships does not discriminate against anyone on the basis of race, religion, gender, age, disability, or sexual orientation. The decision to provide services is based on clinical needs and what will best help you in your recovery.

**For copies of this handbook in large type, mp-3, audiotape,  
or if you need interpreter services, please call 1-800-804-5040.**

*Back Cover Photo Credit - Robert Duncan*



# COLORADO

HEALTH PARTNERSHIPS

Colorado Health Partnerships  
9925 Federal Drive, Suite 100  
Colorado Springs, CO 80921

