



Colorado Health Partnerships, LLC

AspenPointe ♦ SyCare ♦ West Slope Casa ♦ ValueOptions

Si usted necesita esta carta en español, por favor llame al 1-800-804-5040.

December 2013

Dear Medicaid Member:

We are sending you this letter because you have a right to get information about your Medicaid Behavioral Health Benefits at any time. We are required to remind you once a year that you can ask for information. Colorado Health Partnerships (CHP) has an agreement (contract) with the State of Colorado to manage Medicaid Behavioral Health Benefits in your county. If you need behavioral health services, we are here to help you. This letter is for information only.

As of January 1, 2014, your Medicaid mental health benefits will be expanded to include several outpatient substance use disorder benefits, including case management, individual and group therapy, medication assisted therapies, and recovery-oriented services. The definition of Behavioral Health services will now include both Mental Health and Substance Abuse services.

For additional details please refer to your CHP Member Handbook after January 1, 2014. You can call the number below and ask us to send you a handbook, or find the new handbook on our website at www.coloradohealthpartnerships.com

Also, starting January 1, 2014, there will no longer be any benefit limits for medically necessary **outpatient** individual therapy sessions or for medically necessary **inpatient** mental health services. For questions about your Medicaid behavioral health benefits call toll free 1-800-804-5040.

The Medicaid Member Handbook has information about all of your behavioral health services. We sent you a Handbook when you got approved for Medicaid. If you need another copy of the Handbook, please call or write:

Colorado Health Partnerships
Office of Member and Family Affairs
7150 Campus Dr. Suite 300
Colorado Springs, CO 80920
719-538-1430
1-800-804-5040
TTY 1-800- 432-9553

You can also get a copy on our website, www.coloradohealthpartnerships.com

The Handbook tells you the following information:

- Your rights and protections.
- The names, locations, phone numbers, and languages of CHP's behavioral health providers.
- Who you can choose to provide behavioral health services (network provider).
- How to get services from providers who are not in CHP's provider group.
- Details about your behavioral health benefits, covered services and how long you can receive them.
- How to get behavioral health services and get services approved.
- How to get after-hours and emergency behavioral health services.
- How to get care after a behavioral health emergency is over.
- How to get referrals for special care and other services that your primary care doctor does not offer.
- How to get Medicaid services that are not provided by CHP.
- Advance Directives
- EPSDT (Early Periodic Screening Diagnosis & Treatment).
- How to get help if you have a problem with your services including:
 - Your right to file grievances and appeals;
 - The timeframes and requirements for filing a grievance or appeal.

- Your right to a State Fair Hearing.
- How Colorado Health Partnerships is structured and operated.

You can also get the Member Handbook in Spanish or in large print or audio. If you do not read or speak English, or if you are deaf or hard of hearing, we will provide an interpreter to help you understand the Handbook. There is no charge for any of these services. Contact the Office of Member and Family Affairs for help with this, or if you have any questions about this letter. You can reach them at 719-538-1430 or toll free at 1-800-804-5040.

Sincerely,

Arnold Salazar
Executive Director
Colorado Health Partnerships