



Your guide to
**Medicaid's Accountable
Care Collaborative
Program**

2015 - 2016

**Community Care
Central Colorado**



COLORADO

**Department of Health Care
Policy & Financing**

Welcome

Welcome to the Accountable Care Collaborative (ACC) Program! As a member, you will have a Primary Care Medical Provider (PCMP) and you will belong to an organization, called a Regional Care Collaborative Organization (RCCO), that will help you find specialists and community and social services in your area. The RCCO makes sure everyone involved in your care is talking to each other and working as a team. You are an important member of this team.

If you have any questions about your benefits, contact:
Medicaid Customer Contact Center
1-800-221-3943
Monday - Friday except holidays 7:30 a.m. to 5:15 p.m.
Colorado.gov/HCPF

If you need this book in large print, in another language, or need another handbook for a friend or relative, call **HealthColorado** from 8:00 a.m. to 5:00 p.m. Monday - Friday at 303-839-2120 (Denver Area) or 1-888-367-6557 (all other areas).

Usted puede obtener esta información en español, llamando al 303-839-2120 o 1-888-367-6557. La llamada es gratis.

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About the ACC Program

- **What is a Regional Care Collaborative Organization (RCCO)?**

A RCCO is an organization that coordinates your care - your physical health care, behavioral health care and the care you receive in the community.

- **What is a Primary Care Medical Provider (PCMP)?**

Your PCMP is your main contact and source of support. You benefit most from the ACC Program when you have a PCMP, called a medical home. When you need specialty care, your PCMP will help you find the right specialist to treat you. Your PCMP may also help connect you with other types of services you need to stay healthy.

- **Can my whole family have the same provider?**

Medicaid tries to keep the whole family with the same provider (PCMP). However, some PCMPs only serve children or only serve adults; or a PCMP may not be able to accept new patients.

- **What is a Medical Home?**

A medical home is a place to get most of your health care services. Your PCMP is the head coach for your “medical home”. You may need to get care from a specialist somewhere else. If so, the specialist will report back to your medical home so everyone is on the same page when it comes to your care.

- **What is Care Coordination?**

Your medical home also helps to coordinate your care. Care coordination means that all of your providers are working together. Your care coordinator can help you find community resources like food, clothing, utility assistance and housing. Your medical home may let you know about special healthcare programs. They can also talk to the different people involved with you and your family, like your child’s school, or the Department of Human Services.

- **How do I get health care?**

If you already have a PCMP, call the office to see if your PCMP is part of the ACC. If your PCMP is not in the ACC, call your RCCO to see if your PCMP can be added. If you do not have a PCMP or want to change PCMPs, call 303-839-2120 (Denver Metro Area) or 1-888-367-6557 (other areas) for help. Once you have a relationship with your PCMP, he or she can help you manage your health care and make appointments with specialists.



Your Medicaid Benefits in the ACC

Benefits include:

- Behavioral health services, including mental health and substance use disorders
- Adult dental with a maximum \$1,000 annual year
- Dental care for children, including preventative (like cleanings and fluoride) and restorative (like fillings and crowns)
- Emergency care (including ambulance)
- Family planning services (birth control)
- Hearing services
 - For adults, hearing exams only when there is an existing related medical condition
 - For children, hearing exams and other hearing services
- Home health care
- Hospital stays
- Laboratory and radiology (X-ray) services
- Maternity (pregnancy, prenatal) care
- Medical equipment and supplies
- Nursing home services
- Office visits
- Physical, occupational and speech therapy services
- Podiatry services (for foot issues)
- Prescription drugs
- Preventive services, including screenings and counseling
- Surgery (inpatient and outpatient)
- Vaccinations (shots)
- Vision services
 - For adults, exams and eyeglasses after surgery only
 - For children, regular exams and eyeglasses
- Well child check-ups

You may also qualify for habilitative services. If you have questions about your benefits, ask your PCMP, call your RCCO, or call the Medicaid Customer Contact Center at 1-800-221-3943 or TDD 1-800-659-2656

Colorado.gov/HCPF/Benefits

Behavioral Health Services

You can get behavioral health services through a Behavioral Health Organization (BHO). Your PCMP and RCCO can work with your mental health or substance use disorder providers to make sure that you are getting the care you need. Your BHO is based on the county you live in.

Behavioral Health Organization	Counties
Access Behavioral Care (ABC) 303-751-9030 (Denver Metro Area) or 1-800-984-9133 (toll-free) http://www.coaccess.com/ access-behavioral-care	Denver
Behavioral HealthCare, Inc. (BHI) 303-361-8100 or 1-877-349-7379 (toll-free) http://www.bhicares.org	Adams, Arapahoe, Douglas
Foothills Behavioral Health Partners (FBHP) 1-866-245-1959 (toll-free)	Boulder, Broomfield, Clear Creek, Gilpin, Jefferson
Access Behavioral Care - Northeast 970-221-8508 or 1-844-880-8508 (toll-free) http://www.coaccess.com/ access-behavioral-care	Cheyenne, Elbert, Kit Carson, Larimer, Lincoln, Logan, Morgan, Phillips, Sedgwick, Washington, Weld, Yuma
Colorado Health Partnerships (CHP) 1-800-804-5008 (toll-free) http://www. coloradohealthpartnerships.com	Alamosa, Archuleta, Baca, Bent, Chaffee, Conejos, Costilla, Crowley, Custer, Delta, Dolores, Eagle, El Paso, Fremont, Garfield, Grand, Gunnison, Hinsdale, Huerfano, Jackson, Kiowa, Lake, La Plata, Las Animas, Mesa, Mineral, Moffat, Montezuma, Montrose, Otero, Ouray, Park, Pitkin, Prowers, Pueblo, Rio Blanco, Rio Grande, Routt, Saguache, San Juan, San Miguel, Summit, Teller

Well Child Check-Ups

All children age 20 and under in the ACC should get regular check-ups. These check-ups help keep your child healthy by treating little problems before they get big. Well child check-ups include a physical check-up and screenings to check your child's vision, hearing, oral health and mental health. A sports physical is not the same as a well-child check-up, but a well-child checkup can be used to meet the requirements for a sports physical.

Take your child for well child check-ups at these ages:

- 2-4 days after birth
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- Once a year from ages 2-20



Transportation

If you have no other transportation, Medicaid can help you get to and from your Medicaid appointments. If you live in Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer or Weld County, contact **Total Transit**, at 1-855-264-6368.

If you live in any other county, call your county's **Department of Social Services** or your RCCO and they will help you with your transportation needs. When you call, please have the following information ready:

- Your name and Medicaid ID number
- Your address and phone number
- Your doctor's name, address and phone number
- The time of your appointment

If you're not sure how to contact your county, call the **Medicaid Customer Contact Center** at 1-800-221-3943 or TDD 1-800-659-2656.

Emergency Services

If you have an emergency, go directly to the nearest emergency room or call 911. Emergency services are available 24 hours a day, 7 days a week.



Co-pays

Co-pays are a small amount of money you pay for your care. For adults, most services, such as office visits, medications and hospital stays have co-pays. Some services do not have co-pays. Services for children up to age 18 or related to pregnancy do not have co-pays. There are also no co-pays for services for American Indians or Alaska Natives.

Service Type	Service	Co-Pay
Inpatient Hospital Services	Care at a hospital when you stay in the hospital	\$10 for each covered day, or 50% of the average daily rate hospital allows, whichever is less
Outpatient Hospital Services	Care at a hospital when you are not staying in the hospital	\$3 each visit
PCMP and Specialist Services	Care you get from your PCMP or specialists outside of a hospital	\$2 each visit
Optometrist Visit	Visit an eye specialist	\$2 each visit
Podiatrist Visit	Visit a foot doctor	\$2 each visit
Rural Health Clinic/ FQHC Services	Visit to a health center or clinic	\$2 each day of service
Laboratory Services	Blood tests and other lab work	\$1 each day of service
Radiology Services	X-rays	\$1 each day of service. Dental x-rays do not have co-pays
Prescription Services (each prescription or refill)	Medications	\$1 for generic drugs \$3 for brand name drugs

Do You Have Other Health Insurance?

Sometimes another insurance company pays for your care. For example, if you are in a car accident, the other driver's car insurance might pay. If you have Medicare, your Medicare pays before Medicaid. Medicaid is always the payer of last resort. Be sure to tell your provider if you have other insurance. If you have other insurance 1) Always follow the rules of the other insurance company. 2) Use the providers in the other insurance company's network for non-emergency care.

Healthy Living

Tobacco-Free Living:

If you would like help from a personal coach to quit smoking, or stop using tobacco products, call **1-800-QuitNow (800-784-8669)** or go on-line to <http://www.coquitline.org>. It's free!

To receive medication to help you quit, contact your PCP for a prescription. You can receive 90 days of nicotine replacement and other supportive medications for two quit attempts each year.

Behavioral Health

If you have a behavior health crisis and cannot reach your BHO, call the **Colorado Crisis and Support Line at 1-844-493-8255**.

If you are afraid that you or someone you know is considering suicide, please call (24-hours): **1-800-273-TALK (800-273-8255)**.

Nutrition and Fitness

Quick Guide to Healthy Living:
<http://healthfinder.gov/>

Eating and preparing healthy meals:
<http://www.nutrition.gov/>

Obesity & Body Mass Index:
http://www.nhlbi.nih.gov/health/educational/lose_wt/BMI/bmicalc.htm

Oral Health

For information about oral health and dental care for children and adults, visit: <http://www.cavityfreeatthree.org/>

Improving Your Health Care Experience

You have the Right to:

- 1) Be treated with respect for your dignity and privacy.
- 2) Get information in a way that you can easily understand.
- 3) Get information on available treatment options and alternatives for your condition.
- 4) Participate in decisions about your health care, including the right to refuse treatment.
- 5) Ask that a specific provider be added to the RCCO.
- 6) Request and receive a copy of your medical records and to request that they be changed or corrected.
- 7) Exercising your rights should not affect the way you are treated.
- 8) Be free from any form of restraint or seclusion used to convince you to do something you may not want to do, or as a punishment.

The ACC is a program that was created to serve you. If you have ideas about how to make the ACC better, there are many ways to be involved. The ACC Program Improvement Advisory Committee meets monthly in Denver and is open to the public. For more information, go to www.colorado.gov/hcpf, then click on For Stakeholders, then click on Boards, Committee and Collaboration, then find the “ACC Program Improvement Committee”.

Your Responsibilities

- 1) You are a part of your health care team. It is your responsibility to communicate your needs, preferences, questions and concerns to everyone on your team.
- 2) You have important information about your health care history. It is your responsibility to share that information with the people who are treating you. Describe all the information about your health problem, even if it does not seem important or could be embarrassing.
- 3) Know your medications. Sometimes medications interact in a way that can be harmful to you. It is your responsibility to tell your PCMP what you’re taking to avoid bad interactions.
- 4) Please be courteous to your PCMP and to other patients by arriving 10 minutes early for your appointment. Also call to cancel your appointment at least 24 hours in advance if you cannot make it.
- 5) Make sure you understand information and instructions. If not, ask questions. When possible, bring someone with you to your appointments. Another person can help you think of questions to ask and can help you remember the answers. It’s a good idea to write down questions ahead of time and to write down answers during the appointment. Ask as many times as you need until you understand.
- 6) Only go to the emergency room for emergencies. An emergency is when your life is in serious danger and you need care right away, such as severe pain, or a sudden serious illness. If you are not sure whether your illness is serious, call your PCMP or the 24-hour Nurse Advice Line at 1-800-283-3221.

Remember:

The decisions you make have an effect on your health. You are responsible for the decisions you make. Think about healthy habits like exercising, eating healthy, reducing stress and choosing healthy relationships. Be honest with yourself about addictions to tobacco, drugs and alcohol. If you need help, ask for it!

If You Have a Complaint

Please follow these 3 steps:

- 1) Talk to your PCMP or RCCO if you have a complaint about the service you received.
- 2) If you are still having trouble, you can contact the Ombudsman for Medicaid Managed Care at 303-830-3560 (Denver) or 1-877-435-7123 (outside of Denver) or TTY: 1-888-876-8864 for hearing impaired or email help123@maximus.com.
- 3) If you believe you have been wrongfully denied services, you can file an appeal and request a State Fair Hearing. Contact the Colorado Office of Administrative Courts at 303-866-2000 or 1525 Sherman Street, 4th Floor, Denver, CO 80203

Privacy

Your privacy is important. There are times when information about you can be shared without your permission. The law says information about your health care can be shared for these reasons:

- To help you get treatment and services, pay for your treatment and services, to review your treatment and services, or to conduct approved research.
- If a provider believes you could be a danger to yourself or other people, he or she may share information to help make you or others safe. This includes child abuse and neglect.
- A judge can order that information about your health be shared in court.
- State agencies may look at your records to make sure you are receiving high-quality services.

Questions or Complaints about Privacy

If you believe your privacy rights have been violated or have a question about how your health information is handled, please contact your RCCO (see numbers on page 15). Your RCCO will not take any negative action against you if you file a complaint. If your complaint is not resolved, you can contact the Privacy Officer at the Department of Health Care Policy and Financing at 303-866-4366.

RCCO Contact Information

A list of the RCCOs and the counties they serve is below.

RCCO	Region	Counties
Rocky Mountain Health Plans Customer Service: 970-254-5771/ 800-667-6434 rmhpcommunity.org	1	Archuleta, Delta, Dolores, Eagle, Garfield, Grand, Gunnison, Hinsdale, Jackson, La Plata, Larimer, Mesa, Moffat, Montezuma, Montrose, Ouray, Pitkin, Rio Blanco, Routt, San Juan, San Miguel, Summit
Colorado Access Customer Service: 303-368-0035/ 855-267-2094 www.coaccess-rcco.com	2	Cheyenne, Kit Carson, Lincoln, Logan, Morgan, Phillips, Sedgwick, Washington, Weld, Yuma
Colorado Access Customer Service: 303-368-0037/ 855-267-2095 www.coaccess-rcco.com	3	Adams, Arapahoe, Douglas
Integrated Community Health Partners Customer Service: 855-959-7340 www.ichpcolorado.com	4	Alamosa, Baca, Bent, Chaffee, Conejos, Costilla, Crowley, Custer, Fremont, Huerfano, Kiowa, Lake, Las Animas, Mineral, Otero, Prowers, Pueblo, Rio Grande, Saguache
Colorado Access Customer Service: 303-368-0038/ 855-384-7926 www.coaccess-rcco.com	5	Denver
Colorado Community Health Alliance Customer Service: 303-256-1717/ 855-627-4685 www.cchacares.com	6	Boulder, Broomfield, Clear Creek, Gilpin, Jefferson
Community Care of Central Colorado 719-314-2560/ 866-938-5091 www.mycommunitycare.org	7	El Paso, Elbert, Park, Teller

Important Phone Numbers

Medicaid Customer Contact Center

1-800-221-3943

TDD 1-800-659-2656

Call if you have questions about services, benefits, need help finding other health care providers, or are not sure who to call.

Colorado.gov/HCPF

HealthColorado

1-888-367-6557 (outside Denver)

303-839-2120 (Denver Metro Area)

www.HealthColorado.org

Call to select or change your provider/PCMP, change Medicaid plans, opt in to RCCO/ACC, or to get a copy of this book in a different format.

Ombudsman for Medicaid Managed Care

1-877-435-7123 (outside Denver)

303-830-3560 (Denver Metro Area)

Call if you need help filing a complaint.

Total Transit

1-855-264-6368

Call if you need help arranging transportation to an appointment.

Serves Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer and Weld counties.

Información en Español

303-839-2120 o 1-888-367-6657

Nurse Advice Line (24-Hour)

1-800-283-3221 (toll-free)

Call for health care advice at any time. A nurse is always there to help you.

Suicide Hotline

1-800-273-8255

Tobacco Free Living

1-800-784-8669



Questions? Call the Community Care Service Center
Monday through Friday from 7:00 am to 7:00 pm
1-866-938-5091 or 719-314-2560

Visit us on the web anytime at www.mycommunitycare.org

Welcome to Community Care of Central Colorado in Elbert, El Paso, Park and Teller Counties. Being a member of Community Care will give you a chance to have a Primary Care Medical Provider (PCMP). This PCMP will provide most of your medical care and will set up any other care you will need. Your PCMP will know about any medical care you have, and will work with other medical providers to help you get the care you deserve.

Important Contact Information:

If you need help finding a PCMP, or if you have questions, please call the Service Center
Monday through Friday from 7:00 am to 7:00 pm
1-866-938-5091 or 719-314-2560

Visit us on the web anytime at www.mycommunitycare.org

If your PCMP's office is closed (nights or weekends) and you need help, please call the Nurse Advice Line at 1-800-283-3221. You may call them anytime. They will help you decide what care is right for you.

To apply for Colorado Medicaid and other State services online visit: Colorado.gov/PEAK or call the Medicaid Customer Contact Center at 1-800-221-3943.

For complaints or grievances call:

Service Center: 1-866-938-5091

Ombudsman for Medicaid Managed Care: 1-877-435-7123



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For Our Members

- A helpline and call center (1-866-938-5091)
- Help in choosing a Primary Care Medical Provider (PCMP) that best meets your needs
- Patient support
- Information on the complaints and grievances process
- Help in removing barriers to care
- Health education and wellness. We can help you with managing conditions such as asthma, depression, heart disease and diabetes.
- Appointments with your PCMP within 48 hours for urgent care, 10 days for non-urgent, symptomatic care, and 45 days for non-symptomatic care
- Links to community resources:
 - Food assistance
 - Public assistance
 - Utilities
 - Social services
 - Transportation
 - And, other non-medical support, to name a few.



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Monday through Friday from 7:00 am to 7:00 pm
1-866-938-5091 or 719-314-2560

Visit us on the web anytime at www.mycommunitycare.org

You have the right to:

- Thoughtful, fair, and respectful care.
- Complete and current information about your diagnosis, treatment, and what to expect in terms you can understand from the provider.
- Know who is taking care of you.
- Be involved in decisions involving your health care.
- A safe and private environment.
- The option to refuse treatment and to be informed of possible results.
- Choice in your PCMP and specialty providers within the network.
- Reasonable access to necessary medical services.
- An answer within a reasonable period of time to any voiced concerns.
- The option to obtain a second opinion.

Questions? Call **HealthColorado** at:
303-839-2120 (Denver Metro Area) or
1-888-367-6557 (all other areas)
TTY only: **1-888-876-8864**

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1-888-367-6557. La llamada es gratis.

Visit **www.HealthColorado.org**



CO L O R A D O

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