



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

2014 - 2015

**Integrated Community
Health Partners (RCCO 4)**



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 5:00 p.m.
Customer.Service@hcpf.state.co.us
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. In the ACC Program, you must have a PCMP. 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 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
- 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

Customer.Service@hcpf.state.co.us
Colorado.gov/HCPF/Benefits

Behavioral Health Services

You can get behavioral health services through a Behavioral Health Organization (BHO). Your PCP and RCCO can work with your mental health or substance use disorder providers to make sure that you are getting the care you need. A list of BHOs and the counties they serve is below.

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) 720-490-4400 (Denver Metro Area) or 1-877-349-7379 (toll-free) http://www.bhicares.org/members.htm	Adams, Arapahoe, Douglas
Foothills Behavioral Health Partners (FBHP) 303-432-5950 (Denver Metro Area) or 1-866-245-1959 (toll-free) http://www.fbhpartners.com/members.htm	Boulder, Broomfield, Clear Creek, Gilpin, Jefferson
Northeast Behavioral Health Partnership (NBHP) 970-347-2374 (Denver Metro Area) or 1-888-296-5827 (toll-free) http://www.nbhpartnership.com/members.htm	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.yourchp.org	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.

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 **First 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. 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. 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

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. 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.

Service	Co-pay Amount
Inpatient Hospital Services	\$10 per covered day or 50% of the averaged allowable daily rate, whichever is less
Outpatient Hospital Services	\$3 per visit
PCMP and Specialist Services	\$2 per visit
Optometrist Visit	\$2 per visit
Podiatrist Visit	\$2 per visit
Rural Health Clinic/ FQHC Services	\$2 per date of service
Laboratory	\$1 per date of service
Radiology (X-ray) Services	\$1 per date of service. Dental x-rays do not have a co-pay
Prescription Services (each prescription or refill)	Generic drugs - \$1 Brand name drugs - \$3

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 **Metro Crisis Line at 1-888-885-1222**.

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/>

Exercise and weight control:
<http://www.smallstep.gov/>

Obesity & Body Mass Index:
<http://www.nhlbisupport.com/bmi/>

Oral Health

For information about oral health and dental care for children, 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 new 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 every three months in Denver and is open to the public. For more information, go to www.colorado.gov/hcpf click on “Board & Committees” and the “ACC Program Improvement Advisory”. You can also find information on this page about how to participate in your region.

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 633 17th Street, Suite 1300, Denver, CO 80202.

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 acc.rmhp.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: 303-260-2888/ 877-919-2888 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

303-839-2120 (Denver Metro Area)

1-888-367-6557 (all other areas)

www.HealthColorado.org

Call to change your provider, change Medicaid plans or to get a copy of this book in a different format.

Ombudsman for Medicaid Managed Care

303-830-3560 (Denver Metro Area)

1-877-435-7123 (all other areas)

Call if you need help filing a complaint.

FirstTransit

1-855-264-6368

Call if you need help arranging transportation to an appointment

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 any time. A nurse is always there to help you.

Suicide Hotline

1-800-273-8255

Tobacco Free Living

1-800-784-8669



Welcome to Integrated Community Health Partners. We call it ICHP ("I-Chip"). ICHP is a Medicaid program designed to put your health first and give you control. We are a partnership of medical and mental health providers and give you a one-stop shop for all your medical and mental health needs. We are here to help you in a whole new way.

You live in Region 4. Region 4 covers the following counties:

Alamosa, Baca, Bent, Chaffee, Conejos, Costilla, Crowley, Custer, Fremont, Huerfano, Kiowa, Lake, Las Animas, Mineral, Otero, Prowers, Pueblo, Rio Grande and Saguache.

ICHP's Customer Service Department can help you.

Integrated Community Health Partners (ICHP) has a customer service department that will help you in many ways. ICHP can:

- Answer your questions about the program;
- Answer questions about your benefits and co-pays;
- Help you enroll or disenroll in the program;
- Help you find other programs that will help you get and stay healthy;
- Help your doctors talk to each other about your health care needs;
- Help you make appointments and get to your appointments;
- Listen to you if you aren't happy with your health care;
- Help you solve any problems with or complaints about your health care;
- Find a Primary Care Medical Provider (PCMP) that will take care of all of your health needs.

As a member of ICHP, you will choose a PCMP (Primary Care Medical Provider). Your PCMP will:

- Give you regular check-ups and help you develop your health goals;
- Treat you when you're sick;
- Order prescription drugs and medical supplies;
- Connect you with a specialist if needed

Your PCMP is a partner in your care. It is important that you follow your Primary Care Medical Provider's advice and take part in decisions about your health care. Your PCMP will listen to your concerns and help you to set your health and wellness goals.

You can choose your PCMP. We can send you a provider list when you call us and ask for a list. You can choose your PCMP from our list.

You can call ICHP toll-free from anywhere in the USA and talk to a live person.

ICHP's customer service staff is here for you. You can call them from 8 a.m. to 5 p.m. MST, Monday through Friday. You will talk to a live person. You can also leave a message and our staff will call you back within 2 hours. ICHP is your "one-stop shop" for health care and health care benefits.

**ICHP Customer Service Line
1-855-959-7340 (toll free)**

If you have speech or hearing disabilities, or you don't speak or read English well, ICHP can help you.

ICHP has customer service staff who speak Spanish. If you have hearing or speech problems, or don't speak English, ICHP will find an interpreter for you. There is no charge for these services.

If you or a family member has special health care needs, care coordination can help you.

Care Coordinators are health care workers with special training. They can help you understand your health problems and set up care. A *Care Coordinator* will work with you and your provider or PCMP to get the care you need. Some examples of Members who may need care coordination are:

- Members who need help with one or more health problems;
- Members who have diabetes, heart problems, or high blood pressure;
- Children with special health problems;
- Members who have cancer;
- Members who are HIV positive or have AIDS.

ICHP Customer Service staff can help you get set up with a Care Coordinator.

Care Coordinators can help you with more than just getting a doctor's appointment.

Care coordinators can help you with many other things, so you can focus on getting and staying healthy. Care coordinators can also:

- Connect you with special programs that focus on your condition;
- Answer questions about your health;
- Schedule provider visits for you;
- Set up rides to your medical visits when appropriate;
- Schedule follow-up care if you go to the emergency room;
- Help you with pharmacy and medication concerns;
- Help you understand how to be a partner in your care.

If you think Care Coordination will help, call the ICHP Customer Service Line at **1-855-959-7340 (toll free).**

ICHP will call your PCMP and set up a care coordination appointment.

You can learn more about health and wellness by visiting our website.

ICHP has put together a website especially for our Members. You can visit our health information center, *AchieveSolutions®* and read health articles and news stories, watch videos and listen to web-casts. The web site is built for you. When you join the program, you can find all our tools at:

www.ichpcolorado.com

(You can go to the web site now and learn more about ICHP)

You will get care when you need it.

When you have a PCMP (Primary Care Medical Provider), you won't get put on a waiting list. You will get an appointment when you need one. You don't need to go to the emergency room to see a doctor.

- *Urgent Care* - You will be seen within 48 hours if you have a health problem that isn't an emergency, but need to be seen right away.
- *Routine Care with symptoms* - You will be seen in less than 10 calendar days based on your symptoms and needs if your condition isn't urgent.
- *Physicals, wellness check-ups and screenings* - You will be seen within 45 calendar days if you need an appointment for a physical, check-up or screening, and you don't have symptoms.
- *Well Child Check-ups or other programs* - If your child needs an appointment to make sure screenings are done on time, or for some other reason, you can ask to be seen earlier.
- *Emergency Care* - If you are having a life threatening emergency, call 911 or go to the emergency room. Do not wait. Act immediately.

You can also call the Nurse Advice Line.

If you aren't sure whether or not your problem is urgent, or if you just have a health related question, you can call the *Nurse Advice Line*. You can call them directly. If you call the ICHP Customer Service Line, and we can't answer your questions, we will transfer you directly to the *Nurse Advice Line*. You can call them toll free from anywhere in Colorado.

**Nurse Advice Line
1-800-283-3221**

We are happy to answer any questions or concerns that you have about this new program. We are here for you, and want to help you take charge of your care. Welcome to ICHP!

**ICHP Customer Service Line
1-855-959-7340 (toll free)**

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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en español, llamando al 303-839-2120 o
1-888-367-6557. La llamada es gratis.

Visit **www.HealthColorado.org**

