



HealthColorado

Your Medicaid Choice

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

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

Visit www.HealthColorado.org.



HealthColorado

Your Medicaid Choice

Your guide to the
Primary Care
Physician Program

2009 | 2010



Welcome

Welcome to the Medicaid Primary Care Physician Program, the PCP Program!

In the PCP Program, you choose your own doctor, sometimes called a *primary care physician*.

Read this book to find out more about the PCP program!

If you need this book in another form, such as large print, call **HealthColorado** at **303-839-2120** (Denver Metro Area) or **1-888-367-6557** (all other areas).

If you have questions about benefits, call Medicaid Customer Service at **303-866-3513** (Denver Metro Area) or **1-800-221-3943** (all other areas). The phone number is at the bottom of each page in this book.

You are responsible to know:

- the name of your PCP
- your PCP's phone number
- after hours contact for your PCP

You must contact your PCP at least annually for updates and referral change requirements.



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About the PCP Program

How do I find a doctor (Primary Care Physician)?

Call **HealthColorado** at 303-839-2120 (Denver Metro Area) or 1-888-367-6557 (all other areas) or visit www.HealthColorado.org to find a PCP (Primary Care Physician) in your area. Once you choose a PCP from the list, you are in the PCP program!

Can I change my PCP?

Yes. You can change any time.

- If you call **HealthColorado** to change before the last day of the month, you can start seeing your new PCP on the first day of the next month.
- If you change your PCP when you have scheduled health services in the coming weeks or months, your new PCP will have to approve.



Can I change Medicaid plans?

Yes. You can change Medicaid plans in the first 90 days after you join a plan. There are three Medicaid plans that you can choose from:

1. The Primary Care Physician (PCP) program
 2. A managed care organization, **or**
 3. Regular Medicaid
- After the first 90 days, you can change your Medicaid plan once a year. We will send you a letter telling when you can change.

You can also change Medicaid plans any time if you have “*good cause*”, for example:

- You move out of the area or your PCP moves out of the area or leaves the plan
- Your PCP, because of moral or religious reasons, does not cover services you need
- Your PCP says you need many services from another provider
- You think the quality of care received was poor
- You cannot get covered services
- You cannot find providers with the health care experience you need
- You were put in the wrong Medicaid plan

What happens if I lose Medicaid and then get it back?

If you lose Medicaid and get it back within 60 days, Medicaid will keep you with the PCP you had before. You can go back to your PCP for health care when you get Medicaid back.

Can I get my newborn baby on Medicaid?

Yes. Your baby can be on Medicaid if:

- You were on Medicaid when your baby was born, and
- The baby is under 1 year old and lives with you, the mom.

Call your county technician before you leave the hospital to sign up your new baby for Medicaid. This makes it easy and fast for your new baby to get care. To find the phone number, look in the telephone book under “Government/County Agencies” or visit our website at www.HealthColorado.org.

The technician will ask:

- How to spell your baby’s name
- How to spell your name
- Your baby’s birth date
- Your baby’s sex – boy or girl
- Your Medicaid ID number

Can my newborn baby be in the PCP program?

Yes. Your baby can be in the PCP program if your baby is on Medicaid. Call **HealthColorado** to get your baby signed up for the PCP program.

Questions? Call **HealthColorado** at **303-839-2120** (Denver Metro Area) or **1-888-367-6557** (all other areas). The call is free. TTY only: **1-888-876-8864**. Visit www.HealthColorado.org.

Getting Health Care

How do I get health care in the PCP program?

It's easy! Once you choose a PCP, you are in the program. Go to your PCP for all your health care. Ask your PCP about after-hour services and how to use the services. Take the Medicaid ID Card to each visit.

When do I need a referral?

A **referral** is permission from your PCP to see another doctor. You need a referral any time you go to another health care provider such as the emergency room or to another doctor. **You must pay for services if you don't have a referral.**

You do **not** need a referral for family planning services. You can go to any Medicaid doctor (such as an OB doctor) for family planning services.



Are there co-pays in the PCP program?

Yes. Co-pays are your share of the cost of your health care. Here are the co-pays:

\$2	for each PCP visit
\$1	for a generic prescription drug
\$3	for a brand name prescription drug
\$1	for lab services
\$1	for x-rays
\$3	for each outpatient hospital service
\$10	each day for each hospital stay
\$1	each day for durable medical equipment, for example, a wheelchair

The co-pays may change. Call Medicaid Customer Service at **303-866-3513** (Denver Metro Area) or **1-800-221-3943** (all other areas) to find out if the co-pays have changed.

Does everyone have co-pays?

No. These PCP program members do not have co-pays:

- Children 18 and under
- Pregnant women
- People who are in a nursing facility

What if I have other insurance?

If you have other insurance, tell your county worker about it.

- Show both your Medicaid ID card and your other insurance card ***each time*** you see a health care provider. If you show both cards you will never have to pay more than the Medicaid co-pay.

What services does Medicaid cover?

Medicaid covers the medically necessary services that your PCP says you need, as long as they are provided by a Medicaid doctor.

Read the list on the next pages of this book to find out more.

Call Medicaid Customer Service at **303-866-3513** (Denver Metro Area) or **1-800-221-3943** (all other areas) if you have a question or if the service you need is not on the list.



List of Services (A to Z)

Here are basic Medicaid services. If you have questions, ask your provider or call Medicaid Customer Service at 303-866-3513 (Denver Metro Area) or 1-800-221-3943 (all other areas).

Covered Services

Birth control

Dental services – children only

- Diagnostic services, such as exams and x-rays
- Preventative services, such as cleanings
- Restorative services, such as fillings

Dialysis (for patients with kidney disease)

Drugs

- Prescription drugs and limited over-the-counter drugs

Family planning services

Hearing services

- Testing and evaluation
- Aids/implants – children only

Home health care services

Hospice services

Hospital inpatient and outpatient services

Immunizations (shots)

Laboratory and radiology (x-ray)

(Covered Services continued next page)

Covered Services *(continued)*

Medical equipment and supplies

Nursing facilities

Occupational therapy

Physical exams (check-ups)

Physical therapy

Prenatal care

Smoking cessation (to help people stop smoking)

Speech therapy

Substance abuse treatment

Transportation services

- Emergency
- Non-emergent medical transportation

Vision services

- Exams and eyeglasses after surgery
- Eyeglasses and contacts – children only

Services NOT Covered

Abortions are only covered in cases of:

- Sexual assault,
- Incest, or
- The pregnancy is life-threatening for the woman

Acupuncture

Cosmetic procedures

Chiropractic services

Curandero (a folk healer that uses herbs, rituals, and other methods)

Dentures

Doula (provides non-medical support during pregnancy, birth, and after the birth)

Ear molds to help reduce noise or for use during swimming

Experimental or investigational (new, unproven) treatments

Furniture

Home appliances or fixtures

Infertility treatments (to help women become pregnant)

Personal hygiene items (such as creams, lotions, and adult diapers)

Most over-the-counter drugs or remedies

Sports or exercise equipment

Vaccines (shots) for travel

-
- Children age 20 and under can get any treatment or service that the doctor says is medically necessary.
 - Medicaid may need to approve some services before you get the service. Ask your provider for this approval.
 - You may need to pay a co-pay.

Transportation

Medicaid may help you get to and from visits with a Medicaid doctor.

- Your doctor must write a certificate that you need this help for medical reasons.
- Call your county technician if you have questions.

Well-Child Checkups

All children age 20 and under who get Medicaid also get well-child checkups.

A well-child checkup is a head-to-toe physical exam. The doctor gives shots (immunizations) when your child needs them. The doctor also examines your child and treats any medical problems your child has.

Well-child checkups also include vision, hearing, dental and mental health exams.

You can get your child's eyes, hearing and teeth examined by going to any doctor who takes Medicaid. You do not need a referral.

Regular well-child checkups help keep your child healthy and give you peace of mind. Little problems can be treated before they get big.

Take your child for well-child checkups 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 age 2 to 20



Emergency Care

What is an emergency?

An emergency is a serious medical crisis. Here are some examples of emergencies:

Severe bleeding

Loss of consciousness

Burns

Infants with high fever

Severe shortness of breath

Chest pain

Damage to the eyes

Broken bones

Seizures

Severe pain

What should I do if I have an emergency?

Go to a hospital emergency room. Tell the staff what is wrong. Tell your PCP as soon as you can.

Or call 911.

How do I know if it is an emergency?

Sometimes it is hard to tell if a medical problem is an emergency.

- If you are not sure, call **Nurse Advice Line** at **1-800-283-3221** (toll-free). You may call any time, night or day. The nurse will help you decide if it is an emergency.
- You can also call your PCP anytime. The PCP or the doctor on call will help you decide.

Are other services in the emergency room covered by Medicaid?

Emergency care is covered in the emergency room without a referral from the PCP. If you go to the emergency room for **non-emergency care**, or care that your doctor's office provides you will need a referral. The emergency room does an initial screening to find out if your care is an emergency. The care after the screening is called **post-stabilization services**. The post-stabilization keeps you stable so your condition does not get worse. **If your post-stabilization care is not to treat an emergency you will need a referral or you may receive a bill.**

What is urgent care?

Urgent care is health care when you are sick or hurt and need care right away, but it is not serious enough to be an emergency. Urgent care is for colds, sore throat, rash, pink eye, low grade fever, ear infection or minor injuries.

- If you need urgent care call your PCP, even at night or a weekend or holiday. Your PCP must see you within 48 hours for urgent care.

If you go to an emergency room when it is **not** an emergency, you may have to pay for the visit.



Mental Health Care

Mental Health Care

Medicaid will pay for members to get treatment for mental health problems from a behavioral health organization.

- You do not need a referral to go to a behavioral health organization.

To find the behavioral health organization that you should use, look for the county you live in on the chart below.

County: Denver

- ▶ **Access Behavioral Care (ABC)**
303-751-9030 (Denver Metro Area) or 1-800-984-9133 (toll-free)

County: Adams, Arapahoe, Douglas

- ▶ **Behavioral HealthCare, Inc. (BHI)**
720-490-4400 (Denver Metro Area) or 1-877-349-7379 (toll-free)

County: Boulder, Broomfield, Clear Creek, Gilpin, Jefferson

- ▶ **Foothills Behavioral Health Partners (FBHP)**
303-432-5950 (Denver Metro Area) or 1-866-245-1959 (toll-free)

County: Cheyenne, Elbert, Kit Carson, Larimer, Lincoln, Logan, Morgan, Phillips, Sedgwick, Washington, Weld, Yuma

- ▶ **Northeast Behavioral Health Partnership (NBHP)**
970-347-2366 (Denver Metro Area) or 1-888-296-5827 (toll-free)

County: Alamosa, Archuleta, Baca, Bent, Chaffee, Cheyenne, 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

- ▶ **Colorado Health Networks (CHN)**
1-800-804-5008 (toll-free)
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Your Rights

You have the right to:

- Be treated politely and with respect by all health care providers and staff
- Talk to your doctor and know that your talks and records are kept private
- Understand your health condition
- Get information about health care choices
- Take part in decisions about your health care
- Talk about any treatment your doctor suggests ***before*** it happens
- Accept or refuse treatment
- Get a second opinion
- Get family planning services from any Medicaid provider without a referral
- Not be locked in a room or have movement restricted for revenge or convenience
- Ask for and get a copy of your medical records
- Ask that your medical records be changed or corrected
- Exercise your rights without worry of being treated badly if you “speak up”
- Find out more about Medicaid
- Make a complaint

Doing Your Part to get the best care

To make sure you get the best health care, you and your PCP need to work together as a team. Here is what you need to do:

- Go to your PCP for everything, so that he or she can get to know you and manage your health needs
- Tell your PCP if you have other insurance
- Keep your appointments and be on time – show your Medicaid ID Card when you go
- Call your PCP if you have to miss an appointment
- Pay your co-pays when you go to the doctor
- Get a referral (permission) from your PCP before you go to other providers or you will pay for those services
- Treat your PCP and other providers with respect
- Ask your PCP questions about your treatment
- Go to the emergency room only when the problem is a serious emergency

Making a Complaint

You can make a complaint if something happened that you think was wrong.

It can be about the quality of care or services. It can be about a provider or staff member who was rude or did not respect your rights.

What do I do if I have a complaint?

- First, talk to your doctor about the problem
- If you need help making a complaint, call the **Ombudsman** at **303-830-3560** (Denver Metro Area) or **1-877-435-7123** (toll-free).
- If you want to change your PCP because of the problem, call **HealthColorado** at **303-839-2120** (Denver Metro Area) or **1-888-367-6557** (all other areas).

Denial

- If your complaint is about services that Medicaid denied, you can ask for a state hearing.
 - ▶ A **state hearing** is a meeting with you, an Administrative Law Judge, and someone from Medicaid where you can explain what happened.
- The “Request for State Hearing” form is on page 21 of this book.

If you need help making a complaint, call the Ombudsman at **303-830-3560** (Denver Metro Area) or **1-877-435-7123** (toll-free).

How do I ask for a State Hearing?

Fill out the form on page 21 and put a copy of the letter you got from the Agency with it. Mail both of them to:

Office of Administrative Courts
633 17th Street Suite 1300
Denver, Colorado 80203

Or fax them to: **303-866-5909**

You must file your request for a hearing in writing **no later than 30 days** after the date of the notice.



Fill this out to ask for a state hearing

Name (*please print*): _____

Home address: _____

City & Zip code: _____

Home Phone: _____

Medicaid ID Number: _____

I ask for a State hearing with an Administrative Law Judge.

My complaint is about:

- Colorado Department of Health Care Policy and Financing
 County Department of Social Services

Name of county: _____

Name of person I have been working with at the county:

Their phone number: _____

I had a conference with the county worker Yes No

Types of assistance I get: _____

Type of assistance my complaint is about: _____

Problem with my assistance:

- Terminated (Stopped) Amount changed
 Application was denied Recovery of overpayment Other

Signature: _____ Date: _____

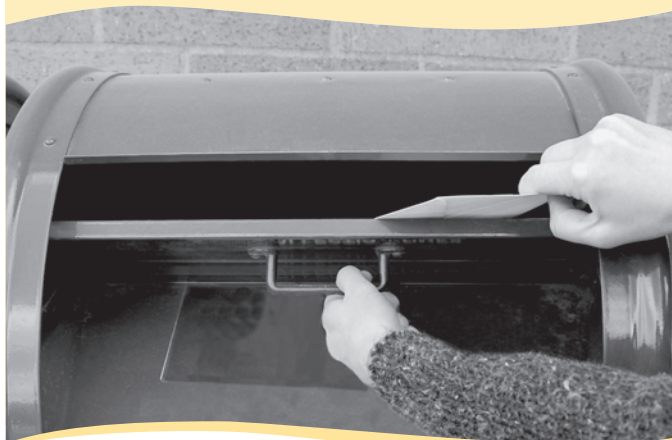
Please remember to:

- Sign the form on the other side of this page, and remove the page from the handbook
- Include a copy of the letter from the Agency
- Mail the form and letter to:

**Office of Administrative Courts
633 17th Street Suite 1300
Denver, Colorado 80203**

Or fax them to: **303-866-5909**

Mail your **signed form** on page 21
with a **copy of the letter** from the Agency.



Phone List

Here is a list of important phone numbers

Nurse Advice Line

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

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

Medicaid Customer Service

303-866-3513 (Denver Metro Area)

1-800-221-3943 (all other areas)

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

The Language Line

303-866-4008 (Denver Metro Area)

1-800-221-3943 Option 1 (all other areas)

Call if you speak another language and need an interpreter.

See the next page for more phone numbers.



HealthColorado

303-839-2120 (Denver Metro Area)

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

www.HealthColorado.org

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

Medicaid Ombudsman

303-830-3560 (Denver Metro Area)

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

Call if you need help in filing a complaint.

Medicaid Fraud Control Unit

303-866-5431 (Denver Metro Area)

1-800-221-3943 ext. 5431 (all other areas)

Call to complain about possible provider fraud. Call your county department of social services to report possible client fraud.

Children's Health Services

303-866-6010 (Denver Metro Area)

1-800-221-3943 ext.6010 (all other areas)

Call to get help finding services for your children.

Colorado Board of Medical Examiners

303-894-7690

Call to file a complaint against a doctor.

Community Resource Information

211

Call to find out about community resources in your area such as clinics, support groups, faith-based organizations, and community and senior centers.

Colorado Hospital Association

720-489-1630

Call to file a complaint against a hospital.

My Phone Numbers

**Write your important phone numbers here
and keep in a safe place.**

My Name _____

My Medicaid ID # _____

My county technician

Name _____

Phone _____

My Behavioral Health Organization

Name _____

Phone _____

My PCP

Name _____

Phone _____