



Your guide to
Medicaid's Accountable
Care Collaborative
Program

2012

Community Care
Central Colorado (RCCO 7)



Welcome

Welcome to the Accountable Care Collaborative (ACC) program! In the ACC, you have a *Primary Care Medical Provider*, and you also belong to a Regional Care Collaborative Organization (RCCO). The RCCO connects you to Medicaid providers and also helps you find community and social services in your area. The RCCO helps your providers to communicate with you and with each other, so the care they give you is coordinated.

If you need this book in large print, in another language, or for a friend or relative, call **HealthColorado** at 303-839-2120 (Denver area) or 1-888-367-6557 (all other areas).

This book describes your Medicaid benefits. If you have any questions about your benefits, call the Medicaid Customer Contact Center at 303-866-3513 (Denver Metro Area) or 1-800-221-3943 (all other areas).



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About the ACC Program

• What is a “Regional Care Collaborative Organization (RCCO)”?

The RCCO connects you to Medicaid providers and also helps you find community and social services in your area. The RCCO helps your providers to communicate with you and with each other, so the care they give you is coordinated. Your RCCO will also help you get the right care when you are going back home from the hospital or a nursing facility, to give you the support you need to recover faster. Your RCCO helps with other care transitions too, like moving from children’s health services to adult health services, or moving from a hospital to nursing care.

• What is a “Primary Care Medical Provider (PCMP)”?

Your primary care medical provider (PCMP) is your main health care provider. Your PCMP is your “medical home,” where you will get most of your health care. When you need specialist care, your PCMP will help you find the right provider to treat you. In the ACC, you must have a PCMP.

• How can I choose or change my PCMP?

You can choose any ACC provider as your PCMP, or switch to a different PCMP by contacting **HealthColorado**. To find out whether your provider is a participating ACC provider, call **HealthColorado** at 303-839-2120 (Denver Metro Area) or 1-888-367-6557 (other areas). For TTY, call 1-888-876-8864. If your current provider is not a participating ACC provider, contact your RCCO. The RCCO may be able to enroll him or her in the ACC program. Information about your RCCO is at the end of this handbook.

• Can my whole family have the same PCMP?

Medicaid tries to keep the whole family with the same PCMP. However, some PCMPs only serve children or only serve adults. And in some cases, a PCMP may not have room to add new members to their practice.

Getting Health Care

Getting started

• **How do I get started with finding health care?**

Choose a PCMP, because your PCMP will help you get the care you need. Your PCMP is your main health care provider.

• **Will I need a referral from my PCMP to see a specialist?**

Yes, for some services. When you need a referral, your PCMP and the specialist will take care of it. You don't need anything in writing. Once the appointment is scheduled, simply go to your appointment at the scheduled time.

You **do not** need a referral for:

- Anesthesiology services
- Behavioral health services
- Check-ups for children
- Dental services
- Emergency and non-emergency transportation
- Emergency services
- Family planning services (birth control, contraception)
- Home and Community-Based waiver services
- Pregnancy care
- Vision services

Medicaid benefits

You will continue to receive the same Medicaid benefits that you would receive in regular Medicaid (listed below). If you have questions about your benefits, ask your PCMP or RCCO, or call the Medicaid Customer Contact Center at 303-866-3513 (Denver Metro Area) or 1-800-221-3943 (all other areas).

- Behavioral health services, including mental health and substance abuse
- Dental care for children, including preventative (like cleanings and fluoride) and restorative (like fillings and crowns).
- Emergency care
- Family planning services (birth control, contraception)
- 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
- Prescription drugs
- Surgery – inpatient and outpatient
- Vaccinations (shots)
- Vision services
 - For adults, exams and eyeglasses after surgery only
 - For children, regular exams and eyeglasses

Mental health benefits

You can get mental health care through a Behavioral Health Organization (BHO). If you would like help getting mental health services, your PCMP and RCCO can work with your mental health providers to ensure 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 in the ACC (ages 20 and under) get regular check-ups. These check-ups help keep your child healthy, treating little problems before they get big. Well-child check-ups include a check of your child's whole body, and screenings to check your child's vision, hearing, dental 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 means of 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, the Department's transportation broker, at 1-855-264-6368. If you live in any other county, call the Department of Social Services in the county you live in and they will assist you with your transportation needs. If you're not sure how to contact your county, call the Medicaid Customer Contact Center at 303-866-3513 (Denver Metro Area) or 1-800-221-3943 (all other areas). When you call, be sure to have your name, Medicaid ID number, address and phone number. You will also need your provider's name, address and phone number, and the time of the appointment.



Co-payments

You will have the same co-payments for services as regular Medicaid. Some services do not have co-payments, such as services for children ages 18 and under, pregnancy-related services, and services provided to American Indians.

Service	Co-payment Amount
Inpatient Hospital Services	\$10.00 per covered day or 50% of the averaged allowable daily rate whichever is less
Outpatient Hospital Services	\$3.00 per visit
PCMP and Specialist Services	\$2.00 per visit
Optometrist Visit	\$2.00 per visit
Podiatrist Visit	\$2.00 per visit
Rural Health Clinic/ FQHC Services	\$2.00 per date of service
Durable Medical Equipment and Supplies	\$1.00 per unit or period of service, depending on the item
Laboratory	\$1.00 per date of service
Radiology (X-ray) Services	\$1.00 per date of service. Dental x-rays do not have a co-pay
Prescription Services (each prescription or refill)	Generic drugs - \$1.00 Brand name drugs - \$3.00

Making the Most of Your Care

You are an essential part of your health care. Here are some of the things you can do to get the most out of your care:

- Go to your PCMP. A doctor that knows you will know what treatments and services are best for you. Talk to your PCMP when you think you need to go to a specialist.
- As a partner with your PCMP in your care, you have rights and responsibilities. Your responsibilities include:
 - Arriving to your appointment at least 10 minutes early.
 - Canceling 24 hours ahead of your appointment time, when you cannot make the appointment.
- Write your questions down before your visit. If you can, bring a family member to help you ask questions and remember what your provider says.
- When you are describing a problem, give your provider all of the information even if it does not seem important or it seems embarrassing.
- 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 call the 24-hour Nurse Advice Line at 1-800-283-3221.

Healthy Living

Tobacco-Free Living:

If you would like help from a personal coach to quit smoking, or stop using tobacco products, call: **800-QuitNow (1-800-784-8669)** or see <http://www.coquitline.org> for resources. The QuitLine is a FREE service.

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

Behavioral Health

If you have a mental health crisis and can't reach your BHO (see page 8), call the **Metro Crisis Line at 888-885-1222**.

If you are afraid that you or someone you know is at risk for suicide, please call: **800-273-TALK (800-273-8255)**, The National Suicide Hotline - a 24 hour crisis line for depression and suicide.

Nutrition and Fitness

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

For information about healthy eating and how to plan, shop and cook healthy meals: <http://www.nutrition.gov/>

For information about different ways to exercise and control your weight: <http://www.smallstep.gov/>

If you would like to understand your Body Mass Index (a measure of obesity): <http://www.nhlbisupport.com/bmi/>

Oral Health

For guidance about oral health and dental care, visit: <http://www.ada.org/365.aspx>

Grievances and Appeals

Grievance

A complaint you have about the ACC or Medicaid in general is called a “grievance.” If you have a grievance about the service you’re getting through the ACC, or if you do not like a decision your PCMP made about your care, talk with your PCMP or RCCO to see if they can assist you and solve the problem. If you are still having trouble, you can contact the Ombudsman for Medicaid Managed Care at 303-830-3560 or 1-877-435-7123 or email help123@maximus.com for assistance.

Appeal

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 633 17th Street, Suite 1300, Denver, CO 80202, 303-866-2000.

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

HealthColorado

303-839-2120 (Denver Metro Area)

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

www.HealthColorado.org

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

24-Hour 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 Contact Center

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.

Ombudsman for Medicaid Managed Care

303-830-3560 (Denver Metro Area)

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

Call if you need help in filing a complaint.



Questions? Call the Community Care Service Center
Monday through Friday from 8:00 am to 5:00 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 8:00 am to 5:00 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: www.peak.state.com.us 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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Monday through Friday from 8:00 am to 5:00 pm
1-866-938-5091 or 719-314-2560

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

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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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**

Usted puede obtener esta información
en español, llamando al **1-888-367-6657**.
La llamada es gratis.

Visit **www.HealthColorado.org**

