



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

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2012

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Colorado Access  
(RCCO 2,3,5)



# Welcome

Welcome to the Accountable Care Collaborative (ACC) Program! As a member, you will have a primary care provider (PCP) and you will belong to an organization, called a 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  
303-866-3513 (Denver Metro Area) or  
1-800-221-9343 (all other areas)  
Monday - Friday except holidays 7:30 a.m. to 5:00 p.m.

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, mental health care and the care you receive in the community.

- **What is a Primary Care Provider (PCP)?**

Your primary care provider, also called a PCP (or PCMP, the new term for PCP which stands for Primary Care Medical Provider), is your main contact and source of support. In the ACC Program, you must have a PCP. When you need specialty care, your PCP will help you find the right provider to treat you. Your PCP 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 (PCP). However, some PCPs only serve children or only serve adults; or a PCP 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 PCP 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 PCP, call the office to see if your PCP is part of the ACC. If your PCP is not in the ACC, call your RCCO to see if your PCP can be added. If you do not have a PCP or want to change PCPs, call 303-839-2120 (Denver Metro Area) or 1-888-367-6557 (other areas) for help. Once you have a relationship with your Primary Care Provider (PCP), 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 abuse
- 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
- 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

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

## Mental health benefits

You can get mental health care through a Behavioral Health Organization (BHO). If you need help getting mental health services, your PCP and RCCO can work with your mental health 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
<b>Access Behavioral Care (ABC)</b> 303-751-9030 (Denver Metro Area) or 1-800-984-9133 (toll-free) <a href="http://www.coaccess.com/access-behavioral-care">http://www.coaccess.com/access-behavioral-care</a>	Denver
<b>Behavioral HealthCare, Inc. (BHI)</b> 720-490-4400 (Denver Metro Area) or 1-877-349-7379 (toll-free) <a href="http://www.bhicares.org/members.htm">http://www.bhicares.org/members.htm</a>	Adams, Arapahoe, Douglas
<b>Foothills Behavioral Health Partners (FBHP)</b> 303-432-5950 (Denver Metro Area) or 1-866-245-1959 (toll-free) <a href="http://www.fbhpartners.com/members.htm">http://www.fbhpartners.com/members.htm</a>	Boulder, Broomfield, Clear Creek, Gilpin, Jefferson
<b>Northeast Behavioral Health Partnership (NBHP)</b> 970-347-2374 (Denver Metro Area) or 1-888-296-5827 (toll-free) <a href="http://www.nbhpartnership.com/members.htm">http://www.nbhpartnership.com/members.htm</a>	Cheyenne, Elbert, Kit Carson, Larimer, Lincoln, Logan, Morgan, Phillips, Sedgwick, Washington, Weld, Yuma
<b>Colorado Health Partnerships (CHP)</b> 1-800-804-5008 (toll-free) <a href="http://www.yourchp.org">http://www.yourchp.org</a>	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 303-866-3513 (Denver Metro Area) or 1-800-221-3943 (all other areas). 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-payments

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

Service	Co-payment 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 **800-QuitNow (1-800-784-8669)** 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 mental health crisis and cannot reach your BHO, call the **Metro Crisis Line at 888-885-1222**.

If you are afraid that you or someone you know is considering suicide, please call (24-hours): **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](http://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 PCP what you’re taking to avoid bad interactions.
- 4) Please be courteous to your PCP 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 PCP 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 PCP 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](mailto: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
<b>Rocky Mountain Health Plans</b> Customer Service: 970-254-5771/ 800-667-6434 <a href="http://acc.rmhp.org">acc.rmhp.org</a>	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
<b>Colorado Access</b> Customer Service: 303-368-0035/ 855-267-2094 <a href="http://www.coaccess-rcco.com">www.coaccess-rcco.com</a>	2	Cheyenne, Kit Carson, Lincoln, Logan, Morgan, Phillips, Sedgwick, Washington, Weld, Yuma
<b>Colorado Access</b> Customer Service: 303-368-0037/ 855-267-2095 <a href="http://www.coaccess-rcco.com">www.coaccess-rcco.com</a>	3	Adams, Arapahoe, Douglas
<b>Integrated Community Health Partners</b> Customer Service: 855-959-7340 <a href="http://www.ichpcolorado.com">www.ichpcolorado.com</a>	4	Alamosa, Baca, Bent, Chaffee, Conejos, Costilla, Crowley, Custer, Fremont, Huerfano, Kiowa, Lake, Las Animas, Mineral, Otero, Prowers, Pueblo, Rio Grande, Saguache
<b>Colorado Access</b> Customer Service: 303-368-0038/ 855-384-7926 <a href="http://www.coaccess-rcco.com">www.coaccess-rcco.com</a>	5	Denver
<b>Colorado Community Health Alliance</b> Customer Service: 303-260-2888/ 877-919-2888 <a href="http://www.cchacares.com">www.cchacares.com</a>	6	Boulder, Broomfield, Clear Creek, Gilpin, Jefferson
<b>Community Care of Central Colorado</b> 719-314-2560/ 866-938-5091 <a href="http://www.mycommunitycare.org">www.mycommunitycare.org</a>	7	El Paso, Elbert, Park, Teller

## Important Phone Numbers

### Medicaid Customer Contact Center

303-866-3513 (Denver Metro Area)

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

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

### HealthColorado

303-839-2120 (Denver Metro Area)

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

[www.HealthColorado.org](http://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

## About Colorado Access

### Mission Statement

Colorado Access is dedicated to the operation of a competitive health program designed to improve access to needed healthcare directly for enrolled members, and indirectly through its partners, to all underserved Coloradans with an emphasis upon primary care and offering high quality services for all types of care.

### About Colorado Access

Colorado Access is a nonprofit health plan that provides access to behavioral and physical health services for Coloradans. Established in late 1994, the company is sponsored by Children's Hospital Colorado, Colorado Community Managed Care Network and University of Colorado Hospital/University Physicians, Inc.

### Need help? Have questions?

Call us (toll free): 1-855-4MY-RCCO (1-855-469-7226)

Monday through Friday, 8:00 a.m. to 6:00 p.m. MT

Visit us at our Website: [www.coaccess-RCCO.com](http://www.coaccess-RCCO.com)



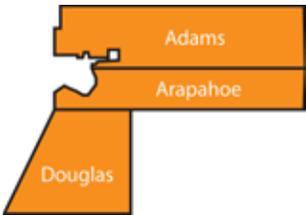


# Contact Your RCCO



### Northeast RCCO

Denver Metro Area ..... (303) 368-0035  
 Toll Free ..... 1-855-267-2094  
 TTY ..... (720) 744-5126  
 TTY - Toll Free ..... 1-888-803-4494



### East Metro RCCO

Denver Metro Area ..... (303) 368-0037  
 Toll Free ..... 1-855-267-2095  
 TTY ..... (720) 744-5126  
 TTY - Toll Free ..... 1-888-803-4494



### Denver RCCO

Denver Area ..... (303) 368-0038  
 Toll Free ..... 1-855-384-7926  
 TTY ..... (720) 744-5126  
 TTY - Toll Free ..... 1-888-803-4494

### Need help? Have questions?

Call us (toll free): 1-855-4MY-RCCO (1-855-469-7226)  
 Monday through Friday, 8:00 a.m. to 6:00 p.m. MT  
 Visit us at our Website: [www.coaccess-RCCO.com](http://www.coaccess-RCCO.com)



# Care Management

We want to make sure you get the most from your health plan. One of the ways we help you do this is through our Care Management Program.

The program is made up of healthcare professionals called care managers. They will work with your Primary Care Medical Provider (PCMP) and help you get the care you need.

Care managers can also help make sure your doctors are talking to each other. They may call you to talk about what special care you may need and to see if we can help. They know about many different health conditions, like:

- Asthma
- Bipolar Disorder
- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure
- Depression
- Diabetes
- High Blood Pressure
- Kidney Disease
- Schizophrenia

### Our Care Management Program Can:

#### *Help you find a Primary Care Medical Provider (PCMP)*

A Primary Care Medical Provider (PCMP) is the one provider you see when you need a checkup, get sick or hurt. A Primary Care Medical Provider(PCMP) keeps all of your medical records in one place and they get to know you so that you get the best care possible.

#### *Help you stick to your treatment plan and learn more about self-care.*

This means that care management can help you:

- find the tools to take care of any healthcare needs you may have
- with weight management
- set up a healthy diet and exercise plan
- quit smoking
- follow-up with your providers
- make sure all of your providers are working together
- find community resources for things like food, transportation, housing and dental care.

For questions about the Care Management Program, please contact your regional RCCO (numbers located on page 18) or call Customer Service at 1-855-4MY-RCCO (1-855-469-7226).

**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 303-839-2120 o  
1-888-367-6557. La llamada es gratis.

Visit **[www.HealthColorado.org](http://www.HealthColorado.org)**

