

Important Phone Numbers

Help with Medicaid Services

Health*Colorado*

303-839-2120 (Denver Metro Area)

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

www.healthcolorado.org

Refer a client to Health*Colorado* if they need to change providers, change Medicaid plans or to get a copy of this book in a different format.

Medicaid Customer Contact Center

1-800-221-3943

TDD 1-800-659-2656

www.Colorado.gov/hcpf

Refer a client to the Medicaid Customer Contact Center if they have questions about services, benefits, 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)

Help123@maximus.com

Refer a client to the Ombudsman for Medicaid Managed care if they need help filing a grievance or appeal related to Medicaid benefits, or they need help solving problems with quality of care.

Help with Medicare Services

Medicare Customer Contact Center

1-800-MEDICARE

www.medicare.gov

Refer a client to Medicare Customer Contact Center if they have questions about their Medicare services or benefits.

Colorado State Health Insurance and Assistance Program (SHIP)

1-888-696-7213

Refer a client to SHIP if they have questions about Medicare enrollment or Medicare benefits.

Long-Term Care Ombudsman

1-800-288-1376

www.thelegalcenter.org

Refer a client to the Long-Term Care Ombudsman if they need help understanding options for long-term care, need help choosing a long-term care facility, or have a complaint about care at a nursing home or assisted living residence.

Colorado Foundation for Medical Care
Medicare Quality Improvement Organization
1-800-727-7086

www.cfmc.org

Refer a client to this organization if they need information on choosing a nursing home or hospital, or have concerns about the quality of care relating to their Medicare services.

Other Helpful Numbers

FirstTransit
1-855-264-6368

www.medicaidco.com

Refer a client if they need help arranging transportation to an appointment.

Nurse Advice Line (24-Hour)
1-800-283-3221

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

Colorado Legal Services
303-837-1321

www.coloradolegalservices.org

Subject to available resources, CLS may be able to provide legal assistance or information regarding a civil legal matter including an appeal of the denial of Medicaid or Medicare eligibility or services.

Suicide Hotline
1-800-273-8255

www.suicide.org

Tobacco Free Living
1-800-784-8669

www.coquitline.org

Informacion en Espanol

303-839-2120

1-888-367-6657