Questions? Call **Health***Colorado* at:
303-839-2120 (Denver Metro Area)
1-888-367-6557 (toll free)
TTY: 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.Health*Colorado*.org**

Your guide to the

Accountable Care Collaborative (ACC): Medicare-Medicaid Program

Welcome to the ACC, a new program that helps your Medicare and Medicaid benefits work together.

2014 | 2015

ROCKY MOUNTAIN HEALTH PLANS (RCCO 1)

Welcome

Good news! With the Accountable Care Collaborative (ACC) program, you keep all of your Medicare and Medicaid benefits and services. You'll get more benefits and can keep your doctors.

The ACC program makes it easier to get the Medicare and Medicaid services you need.

You'll join a Regional Care Collaborative Organization (RCCO) that will coordinate your Medicare and Medicaid care and services. You can find the RCCO for your county on page 14.

If you have questions about the ACC program or about your benefits, call us toll free:

Medicare Customer Contact Center	Medicaid Customer Contact Center
1-800-MEDICARE	**1-800-221-3943**

Office hours are Monday to Friday, 7:30 a.m. to 5:00 p.m. (except holidays). Or visit **Colorado.gov/HCPF** or email us at Customer.Service@hcpf.state.co.us

If you need this booklet in large print or another language, or need another copy, call:

HealthColorado at **303-839-2120** (Denver Metro Area) or **1-888-367-6557** (The call is free) (TTY: 1-888-876-8864) Office hours are Monday to Friday, 8:00 a.m. to 5:00 p.m., except holidays.

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)?

RCCOs are groups that coordinate your health care. You can find the RCCO for your county on page 14 of this booklet.

What is a Primary Care Medical Provider (PCMP)?

Your Primary Care Medical Provider (PCMP) is the person you see for most of your health care. Your PCMP and your RCCO work together to make sure you get the right care. Your PCMP helps you find specialists and other services you need. You can choose to keep the PCMP you have now.

What is a Medical Home?

Your medical home is where you go to see your PCMP. It is where your records are. Your PCMP is your contact at your medical home. Specialists report care you get from them to your PCMP.

What is Care Coordination?

Care Coordination helps you and all your providers and services work together as a team. Your Care Coordinator can help you find community resources and talk to people who help, like your child's school or the Department of Human Services. When there are changes in your care, your RCCO and PCMP will make sure you keep getting the best care for you.

What is a Service Coordination Plan?

Your Service Coordination Plan is a list of all the services and support you need, plus your health goals and ways to meet them. Your RCCO creates the plan with you.

How does a Service Coordination Plan work?

Your RCCO will check your health and help you make and follow your plan. You, your RCCO, your PCMP, and other providers will review and update your plan at least once every 6 months.

Do I need a Service Coordination Plan if I have other health care plans?

Your RCCO will work with the care plans you have now to make the best plan for you.

Frequently Asked Questions (FAQs)

Will I keep all my benefits and services if I use the ACC program?

Yes. You will keep all of your Medicare and Medicaid benefits and services.

Will I still be able to see the doctors I see now?

Yes. You can keep all your doctors and other health care providers.

Will I need approval before I can see my doctor or use services?

No. You will not need approval to see your doctor or use other services.

Will my information be kept private?

Yes. All medical records and information are private, unless you give permission in writing to share it.

Your Benefits in the ACC Program

In the ACC, you will keep all of your Medicare and Medicaid benefits and services, including medical care, prescription drugs, behavioral health care, emergency care, dental care, long-term supports and services, and home health care.

If you have questions about your benefits, ask your PCMP or call your RCCO. You can also call:

Medicaid Customer Contact Center
1-800-221-3943 (TDD: 1-800-659-2656)

Or visit **Colorado.gov/HCPF/Benefits** or email us at Customer.Service@hcpf.state.co.us

Behavioral Health Services

You can get behavioral health services through a Behavioral Health Organization (BHO). Find the BHO for your county on the next page.

Your PCMP and RCCO can also work with mental health providers and providers that help with substance abuse.

If you have a behavioral health crisis and can't reach your BHO, call the Metro Crisis Line at **1-888-885-1222**.

If you are afraid that you or someone you know is thinking of suicide, call **1-800-273-TALK (1-800-273-8255)**. The hotline is open 24 hours a day.

If you live in this county:	Contact this BHO:
Denver	**Access Behavioral Care (ABC)** 303-751-9030 (Denver Metro Area) 1-800-984-9133 (toll free) www.coaccess.com/accessbehavioral-care
Adams, Arapahoe, Douglas	**Behavioral HealthCare, Inc. (BHI)** 720-490-4400 (Denver Metro Area) 1-877-349-7379 (toll free) www.bhicares.org/members.htm
Boulder, Broomfield, Clear Creek, Gilpin, Jefferson	**Foothills Behavioral Health Partners (FBHP)** 303-432-5950 (Denver Metro Area) 1-866-245-1959 (toll free) www.fbhpartners.com/members.htm
Cheyenne, Elbert, Kit Carson, Larimer, Lincoln, Logan, Morgan, Phillips, Sedgwick, Washington, Weld, Yuma	**Access Behavioral Care (ABC) Northeast** 970-221-8508 (Denver Metro Area) 1-844-880-8508 (toll free) www.coaccess.com/accessbehavioral-care
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	**Colorado Health Partnerships (CHP)** 1-800-804-5008 (toll free) www.yourchp.org

Your Benefits in the ACC Program continued on next page ►►

Transportation

If you don't have a way to get to and from your Medicaid appointments, Medicaid can help.

If you live in one of these counties, call First Transit at **1-855-264-6368**: Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer or Weld.

If you live in any other county, call your county's Department of Social Services or your RCCO. You can find the RCCO for your county on page 14 of this booklet.

If you're not sure how to contact your county, call the Medicaid Customer Contact Center at **1-800-221-3943 (TDD 1-800-659-2656)**.

When you call, be ready to give:

- Your name, address and phone number
- Your Medicaid ID number
- Your doctor's name, address and phone number
- The time of your appointment

Emergency Services

If you have an emergency, go to the nearest emergency room or call 911 right away. You can get emergency services 24 hours a day, 7 days a week.

Co-Pays

Co-pays are small amounts of money you pay for services like office visits, medications and hospital stays. Some services do not have co-pays. American Indians do not have co-pays.

The ACC program may also cover your Medicare premiums, deductibles and co-insurance.

Service Type	Service	Co-Pay
Inpatient Hospital Services	Care at a hospital when you stay in the hospital	$10 for each covered day, or 50% of the average daily rate hospital allows, whichever is less
Outpatient Hospital Services	Care at a hospital when you are not staying in the hospital	$3 each visit
PCMP and Specialist Services	Care you get from your PCMP or specialists outside of a hospital	$2 each visit
Optometrist Visit	Visit to an eye specialist	$2 each visit
Podiatrist Visit	Visit to a foot doctor	$2 each visit
Rural Health Clinic/ FQHC Services	Visit to a health center or clinic	$2 each day of service
Laboratory Services	Blood tests and other lab work	$1 each day of service
Radiology Services	X-rays	$1 each day of service Dental x-rays do not have co-pays
Prescription Services (each prescription or refill)	Medications	$1 for generic drugs $3 for brand name drugs

State & Local Disability Resources

Colorado Advisory Council for Persons with Disabilities: coloradodisabilitycouncil.org

Colorado Cross Disability Coalition: www.ccdconline.org

Rocky Mountain ADA Center, Health Care & the ADA: adainformation.org/healthcare

Ability Connection Colorado: abilityconnectioncolorado.org

Advocacy Denver: www.advocacydenver.org

Colorado Developmental Disabilities Council: www.coddc.org

Colorado Statewide Independent Living Council: coloradosilc.org

Family Voices Colorado: familyvoicesco.org

Healthy Living

Tobacco-Free Living

If you want someone to help you quit smoking or using tobacco products, call **1-800-QuitNow (1-800-784-8669)**. Or visit **www.coquitline.org**. It's free!

You can also ask your PCMP for a prescription to help you quit smoking. You can get 90 days of nicotine replacement and other medications two times a year to help you quit.

Your Rights and Responsibilities

You have the right to:

- Be treated with dignity and respect for your privacy.
- Get information in a way that's easy to understand.
- Get information about ways to take care of your health care needs.
- Get help with your health care choices, including choosing not to use health care.
- Ask for a specific provider to be added to your RCCO.
- Ask for and get a copy of your medical records, and have them changed or corrected.
- Exercise your rights without having it change the way you are treated.
- Be free from being forced to do something you don't want to do.

You have the responsibility to:

- Be part of your health care, and ask questions or tell your concerns.
- Talk about your health care history with the people taking care of you.
- Tell your Care Coordinator about your medications, health problems, and other important things.
- Only go to the emergency room when your life is in serious danger and you need care right away. If you're not sure it's an emergency, call your PCMP or the 24-hour Nurse Advice Line at **1-800-283-3221**.
- Treat health care providers with respect, such as calling to cancel 24 hours before an appointment.

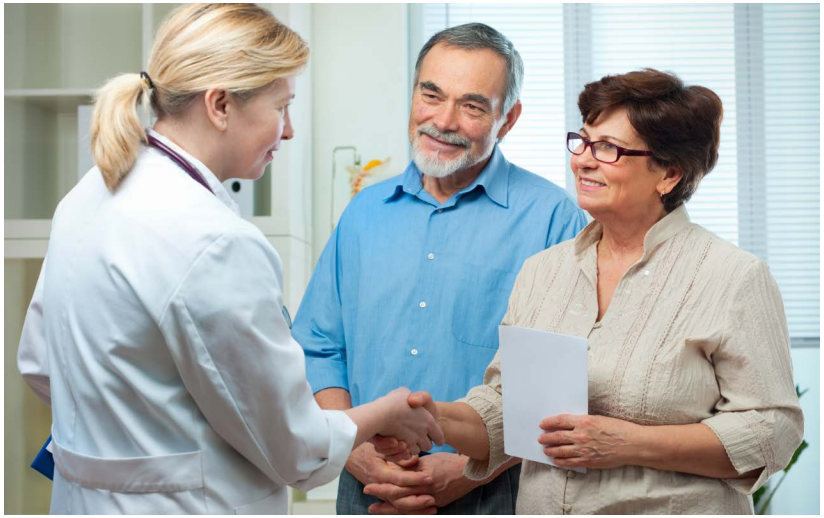
Complaints

Here's what to do if you have a complaint.

- Talk to your PCMP or RCCO
- If you are still having trouble, call the Ombudsman for Medicaid Managed Care at:

  303-830-3560 (Denver)
  1-877-435-7123 (toll free)
  TTY: 1-888-876-8864 (hearing impaired)
  Email: help123@maximus.com
- If you believe you were denied services without cause, you can appeal and ask for a State Fair Hearing. Call the Colorado Office of Administrative Courts at **303-866-2000**.
- Or, write to:

  Colorado Office of Administrative Courts
  633 17th Street
  Suite 1300
  Denver, CO 80202



Privacy

Your privacy is important. Privacy laws say your health information can only be shared if you give permission, except:

- To help you get treatment and services and to pay for and review them.
- To conduct approved research.
- To help make you or others safe, if a health care provider thinks you might be a danger to yourself or others. This includes child abuse and neglect.
- By a judge's order to give information about your health in court.
- By state agencies to make sure you are getting good service.

Questions or Complaints about Privacy

Call your RCCO with questions or complaints about privacy. The phone number for the RCCO in your county is on the next page. Your RCCO will not take any action against you for making a complaint. If you do not get a solution, call the Department of Health Care Policy and Financing Privacy Officer at **303-866-4366.**

RCCO Contact Information

If you live in this county:	Contact this RCCO:
Region 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	**Rocky Mountain Health Plans** 970-254-5771 (local) 1-800-667-6434 (toll free) acc.rmhp.org
Region 2 Cheyenne, Kit Carson, Lincoln, Logan, Morgan, Phillips, Sedgwick, Washington, Weld, Yuma	**Colorado Access** 303-368-0035 (local) 1-855-267-2094 (toll free) www.coaccess-rcco.com
Region 3 Adams, Arapahoe, Douglas	**Colorado Access** 303-368-0037 (local) 1-855-267-2095 (toll free) www.coaccess-rcco.com
Region 4 Alamosa, Baca, Bent, Chaffee, Conejos, Costilla, Crowley, Custer, Fremont, Huerfano, Kiowa, Lake, Las Animas, Mineral, Otero, Prowers, Pueblo, Rio Grande, Saguache	**Integrated Community Health Partners** 1-855-959-7340 (toll free) www.ichpcolorado.com
Region 5 Denver	**Colorado Access** 303-368-0038 (local) 1-855-384-7926 (toll free) www.coaccess-rcco.com
Region 6 Boulder, Broomfield, Clear Creek, Gilpin, Jefferson	**Colorado Community Health Alliance** 303-260-2888 (local) 1-877-919-2888 (toll free) www.cchacares.com
Region 7 El Paso, Elbert, Park, Teller	**Community Care of Central Colorado** 719-314-2560 (local) 1-866-938-5091 (toll free) www.mycommunitycare.org

Important Phone Numbers

Help with your Medicare or Medicaid Services

HealthColorado
303-839-2120 (Denver Metro Area)
1-888-367-6557 (toll free)
www.healthcolorado.org
Call to change your health care provider, change Medicaid plans, or get a copy of this booklet in large print or a different language.

Colorado Foundation for Medical Care
Medicare Quality Improvement Organization
1-800-727-7086
www.cfmc.org
Call if you need information about choosing a nursing home or hospital, or have concerns about the quality of your Medicare services.

Medicaid Customer Contact Center
1-800-221-3943
TDD: 1-800-659-2656
www.Colorado.gov/hcpf
Call if you have questions about services or benefits, need help finding other health care providers, or are not sure who to call.

Colorado State Health Insurance and Assistance Program (SHIP)
1-888-696-7213
Call if you have questions about Medicare enrollment or benefits.

Important Phone Numbers continued on next page ►►

Ombudsman for Medicaid Managed Care
303-830-3560 (Denver Metro Area)
1-877-435-7123 (toll free)
Help123@maximus.com
Call if you need help filing a complaint or appeal about your Medicaid benefits, or need help because you are not getting good health care.

Long-Term Care Ombudsman
1-800-288-1376
www.thelegalcenter.org
Call if you need help understanding your long-term care choices, need help choosing a long-term care facility, or have a complaint about care at a nursing home or assisted living residence.

Colorado Legal Services
303-837-1321
www.coloradolegalservices.org
This organization may be able to give you legal help or information. For example, if you think you should have gotten Medicare or Medicaid services but were told you could not, they may be able to help you with an appeal.

Other Helpful Numbers

FirstTransit
1-855-264-6368
www.medicaidco.com
Call if you need help getting to or from a Medicaid appointment.

Nurse Advice Line (24-hour help)
1-800-283-3221
A nurse will answer your health care questions at any time.

Suicide Hotline (24-hour help)
1-800-273-8255
www.suicide.org

Tobacco Free Living
1-800-784-8669
www.coquitline.org

Información en Español
303-839-2120 (local)
1-888-367-6657 (toll free)

Rocky Mountain Health Plans (RMHP) has served Medicaid-eligible persons in Colorado since 1974.

RMHP's role as Regional Care Collaborative Organization for Region 1 is to:

- Serve as a one-stop shop of Medicaid and Medicare information and resources for you. RMHP also has helpful information for medical providers.
- Work with you to develop a medical home for you. This is a doctor or clinic, which will provide your primary care and will refer you to other medical providers if you need it.
- Work with you and your health care providers to provide Care Coordination that focuses on you and your needs.

RMHP will mail all Accountable Care Collaborative (ACC) members residing in Region 1 an ACC identification card. Show this card AND your Medicaid State ID Card anytime you get care. If you lose your ACC ID card, call RMHP at **970-254-5771** or **1-800-667-6434** to get a new one.

In this program you must have a Primary Care Medical Provider (PCMP). A Primary Care Medical Provider cares for you, coordinates all of your care and is your medical home. Your ACC ID card has the name of your doctor or clinic. If you did not choose a doctor, contact us for help selecting one. You can change your doctor at any time, but be sure to tell us so you get a new ACC ID card.

More information about the Medicaid and Medicare ACC and RMHP is at **acc.rmhp.org**. This website has a list of doctors, community help, and information about how to get care.

More Information on Your RCCO continued on next page ►►

Call Customer Service if you have any special health care needs or concerns. RMHP has Care Coordinators who can work with you and your doctors to help you reach your health and wellness goals. Care Coordinators will help coordinate the different services you receive, explain covered services, and get you education you need about caring for yourself. **If you have asthma, diabetes, heart disease, cancer, need a transplant, or if you're pregnant, please call RMHP ACC Customer Service as soon as possible.** We will connect you with a Care Coordinator.

If you have any questions about the Medicaid and Medicare ACC program or RMHP, call RMHP ACC Customer Service at:

- **970-254-5771** or **1-800-667-6434**. We are here between 8:00 a.m. and 5:00 p.m., Monday to Friday.
- If you are hearing impaired and use TTY equipment, call 1-800-704-6370.
- E-mail us at: rccoinquiry@rmhp.org (please do not include any personal information in your email, like your social security number or Medicaid number, as this is not secure email).
- Para asistencia en español llame al **1-800-667-6434** y oprima numero 1.

Rocky Mountain Health Plans ACC Customer Service

970-254-5771 (local)
1-800-667-6434 (toll free)
acc.rmhp.org