



COLORADO
Department of Health Care
Policy & Financing
1570 Grant Street
Denver, CO 80203

Date

First Name Last Name
Address
City, State, zip

Our records show that you have [problem field (visited the ER X times, had more than X prescriptions filled, or Department identified criteria)] in the last three months. This may be a sign that you need additional support in managing your health care.

You are a member of Medicaid's Accountable Care Collaborative (ACC) program, which can help you get the care that you need. As a member of the ACC, you have full Medicaid benefits plus a Primary Care Medical Provider (PCMP). Your PCMP is your point of contact for care and coordinates your health care so you don't have to manage your health care alone. **Our records show that your PCMP is [NAME].**

As an ACC member, you also belong to a Regional Care Collaborative Organization (RCCO). The RCCO has providers to help you get what you need to be healthy. The RCCO also has care coordinators to help members with complex health care needs.

Your RCCO is [name of RCCO] and you may contact them by calling [RCCO phone number]. Please contact your RCCO. They are ready to help you get the care you need.

Your Medicaid benefits also include a *free* Nurse Advice Line for around-the-clock access to medical information and advice. A nurse will answer your medical questions and help you decide if it's best to see a doctor or go to urgent care or the emergency room. **You may contact the Nurse Advice Line any time of the day or night by calling 800-283-3221. The call is always free.**

If you have any questions, contact [RCCO] at [RCCO phone number].

Sincerely,

[RCCO]

