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. Here are three ways you can get additional support:

1. **Contact your 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].**

2. **Contact your Regional Care Collaborative Organization (RCCO).** Your 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].**

3. **Contact the FREE Nurse Advice Line.** Your Medicaid benefits include 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]