



Member Handbook



Welcome!

Welcome to Colorado Access Health Plan—Enhanced Care Management! We are honored to be your health plan. This book will help you understand your benefits. It has information about:

- + How your plan works
- + Different kinds of care
- + How to get a doctor and health care providers who are right for you
- + Special programs

We are here to help you. If you need more information or help, please call us at 1-888-380-3726 (toll free).

Thank you!

A handwritten signature in black ink, appearing to read "Marshall Thomas".

Marshall Thomas, MD
Colorado Access
President and CEO
Chief Medical Officer

Table of Contents

Chapter 1: Important Information	1
How to Contact Colorado Access Health Plan.....	1
Chapter 2: Keeping You Healthy—How Your Health Plan Works	2
What Do I Have to Pay?.....	3
Doctor or Primary Care Provider (PCP) Information.....	3
Specialists.....	4
Types of Care.....	4
PCP and Doctor Visits.....	5
How to Get Care When You Are Away From Home.....	6
Chapter 3: Your Health Plan Benefits	6
What Are My Benefits.....	7
When Someone Else Should Pay for Your Health Care.....	10
Women’s Health Care.....	11
For Your Special Health Care Needs.....	12
Additional Benefits.....	12
Chapter 4: Quality Care	13
Our Quality Program.....	13
Utilization Management.....	13
Chapter 5: Concerns and Complaints	14
Grievances.....	14
Appeals.....	15
Chapter 6: Your Rights and Responsibilities	16
Asking for Information.....	17
Service Change.....	18
Advance Medical Directives.....	18
Disenrollment.....	19
Treating You Fairly.....	20
Member Advisory Board.....	20
Member/Behavioral Quality Improvement Committee.....	20
Chapter 7: County Department of Human/Social Services	20

Colorado Access Health Plan Confidential Member Complaint Form
Important Phone Numbers and Reminders

Important Information

Colorado Access Health Plan—Enhanced Care Management is here to help you in every way we can. Our goal is for you to be happy with your medical care and to get the care you need. Please call us whenever you have a question about your benefits. We are available Monday through Friday, 8 a.m. to 5 p.m.

How to Contact Colorado Access Health Plan

- ✦ Questions, concerns, or complaints, please contact the Customer Service Department at (303) 751-5903 or toll free 1-888-380-3726 (toll free)
- ✦ Visit us on the web at www.coaccess.com
- ✦ Write to us at:
Colorado Access Health Plan
Customer Service
PO Box 17580
Denver, CO 80217-0580
- ✦ Office Location:
10065 E. Harvard Ave, Suite 600
Denver, CO 80231
- ✦ TTY for the hearing impaired: 1-888-803-4494 or Colorado Relay at 1-800-659-3656 (toll free).
- ✦ Si necesita información en español, llámenos al 1-888-380-3726 (llamada gratis).
- ✦ If you need this handbook in large print, Braille, or audio tape, please call 1-888-380-3726 (toll free).
- ✦ We can help you talk to your doctor in your language at 1-888-380-3726 (toll free).
Podemos ayudar a comunicarse con su doctor en español. Llámenos al 1-888-380-3726 (sin cargo) y le ayudaremos.
Если Вы не владеете английским, мы можем помочь Вам общаться с доктором на родном языке. Просто позвоните нам по бесплатному номеру 1-888-380-3726 (пошлина свободно), и мы к Вашим услугам.

About This Handbook

This is a guide to your health care benefits. Please read it carefully. Refer to it when you need information about how Colorado Access Health Plan works. Please call Customer Service at 1-888-380-3726 (toll free) if you have questions. We are here Monday through Friday from 8 a.m. to 5 p.m.

Confidentiality (Privacy)

Your privacy is important. We will not give your health care information to anyone without your permission. A copy of our Notice of Privacy Practices is sent with this handbook. This tells you how to keep your information private. Call us if you have any questions about your privacy or need additional information.

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Keeping You Healthy — How Your Health Plan Works

What is a Health Plan?

A health plan helps you get the medical care you need. Colorado Access Health Plan helps you get the treatment that is best for you, the doctors and prescriptions (drugs or medicine) you need, and we assist you with your health care. We are here to help you.

Your Colorado Access Health Plan and Medicaid ID Cards

Take your Colorado Access Health Plan ID card and your Medicaid ID card when you get any medical care. Show both ID cards when you see doctors, clinics, hospitals, or when you get lab tests or need medical supplies. Also take your ID cards when you get medicine. Health care providers may not see you if you do not have both ID cards. You may have to make a new appointment if you do not have your ID cards when you visit a doctor or specialist.

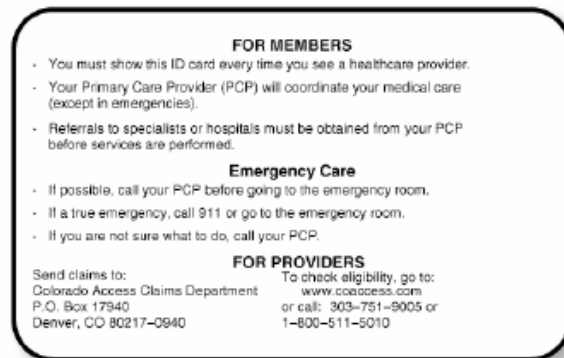
What do I do if I lose my ID Cards?

- + If you lose your Medicaid ID card, call your County Social Services Department. Their phone numbers are on page 20.
- + If you lose your Colorado Access Health Plan ID card, call us at 1-888-380-3726 (toll free).

Sample Colorado Access Health Plan ID Card:



Front

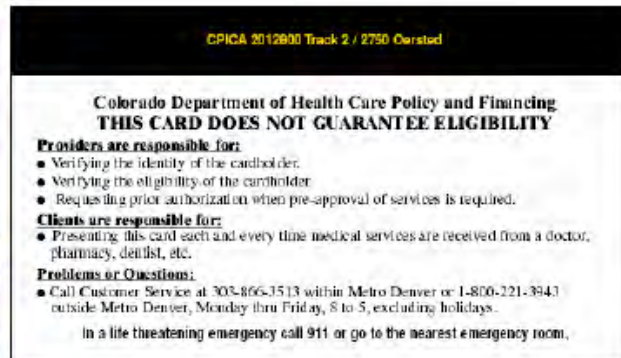


Back

Sample Medicaid ID Card:



Front



Back

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What Do I Have to Pay?

You pay nothing to see Colorado Access Health Plan providers.

- + You pay \$0 for doctor visits.
- + You pay \$0 for prescription drugs.
- + You pay \$0 for hospital care.
- + **Call us right away if you get a bill.**

You Might Have to Pay if:

- + You go to a specialist (such as bone doctor, heart doctor, cancer doctor, etc.) **without** approval from your Primary Care Provider (PCP).
- + You see a doctor or provider who does not take Colorado Access Health Plan and you do not have approval from your PCP or Colorado Access Health Plan.
- + You get medical care and do not tell the doctor you are a Colorado Access Health Plan member.
- + You pay for your prescription (medicine) yourself.
- + You sign a “consent form” that says you will pay the doctor or hospital.
- + If you have other insurance and do not follow the rules of the other insurance.
- + You get health care outside of the United States of America.
- + You may have to pay for services that you get during an appeal to the State of Colorado. You may have to pay only if you lose the appeal or hearing.

Doctor or Primary Care Provider (PCP) Information

Each Colorado Access Health Plan member has a Primary Care Provider or PCP. We have many PCPs in your area. Our Customer Service Department can help you select a different PCP or help you find one that meets any special needs you have.

How do I get a Primary Care Provider (PCP)?

Colorado Access Health Plan has many providers in its network. Check in your Colorado Access Health Plan provider directory for a PCP close to you. Once you find one you like, call Customer Service at (303) 751-5903 or toll free at 1-888-380-3726 (toll free).

- + If you need help finding a PCP, call Customer Service.
- + If you do not choose your PCP, we will choose one for you. We will try to choose a PCP that you have seen in the past. If you do not want to see the PCP we chose for you, call us to change.

How do I Change my Primary Care Provider (PCP)?

- + Just call Customer Service. It is easy to change your PCP over the phone.

How do I Get Information About Health Care Providers?

- + Look in your provider directory.
- + Ask your PCP’s office for information.
- + Visit our website at www.coaccess.com.
- + Call us if you need help getting the names of doctors or providers who care for you.

Go to your PCP when:

- + You are sick.
- + You need a check-up.
- + You have questions about your health.

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For more information about:

- ✦ Health care providers, call the Colorado Division of Registrations – the state agency that regulates providers in Colorado. They can tell you if a doctor’s license is OK. Their number is (303) 894-7434.
- ✦ Nurses, call (303) 894-7888.
- ✦ Specialists (such as bone doctor, heart doctor, etc.), call 1-866-275-2267 (toll free).
- ✦ Pharmacies, call (303) 894-7891.

Specialists

Talk to your PCP if you need to see a specialist doctor. Specialists are doctors such as bone doctors, heart doctors, or cancer doctors. You must get a referral (approval) from your PCP to see a specialist.

You DO NOT need a referral:

- ✦ When you get a routine eye exam by a Colorado Access Health Plan eye doctor.
- ✦ When you see a Colorado Access Health Plan OB/GYN specialist for well woman exams, pregnancy care and/or family planning with a Colorado Access Health Plan doctor.
- ✦ When you see any other Medicaid provider for family planning services.
- ✦ If you need to see a specialist often, you can get a “standing referral”. This means you will not have to get a referral each time.

These are the only times that you do not need a referral to see a specialist. Call us with questions.

Authorizations (Approvals)

Some services need approval from Colorado Access Health Plan. This approval is called an “authorization.” Your doctor will get this approval from Colorado Access Health Plan. We try to make it as easy as possible for you to get the services that you need. Some examples of services that need authorization are:

- ✦ Home care
- ✦ Therapies
- ✦ Medical equipment (like wheelchairs and walkers)
- ✦ Hospital stays
- ✦ Outpatient surgeries

We have very few services that require authorization.

Types of Care

Preventive and Routine Care (physical exams and check-ups)

Everyone needs medical check-ups. Women need things like pap smears and breast exams. Men need things like prostate exams. Ask your doctor what you need or call Customer Service. We will tell you about care you need, even when you are not sick. This care is a benefit of Colorado Access Health Plan. There is no cost to you. Call your primary care doctor or PCP to get an appointment now.

After-hours care

After-hours care is care when your PCP’s office is closed (like nights or weekends). If you need care and your PCP’s office is closed, call them and someone will help you or call you right back.

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Emergency Care

An emergency is an event you think will cause death or serious harm to your life if you do not get quick care. **Call 911 or go to the nearest hospital if you have a true emergency.** You will not have to pay for medical and transportation costs because you called 911. You will not have to pay if you go to the nearest hospital in the case of a true emergency. You do not need approval for care if it is a true emergency. If you go to the hospital for an emergency, you will not have to pay if you must stay. we will work with the hospital, even if it is not a Colorado Access Health Plan hospital. Please call us with any questions.

Urgent Care

Services for urgent care are less serious than emergency care. Urgent care is needed to prevent serious harm to your health or to your ability to take care of yourself. If you have an urgent medical issue, call your PCP first. If it is after work hours or your PCP is not available, go to the nearest urgent care clinic. If you are out of town and can not see your PCP, go to the nearest urgent care clinic. Colorado Access Health Plan will pay if you go to an urgent care clinic.

Hospital Care

Your PCP will help you if you need to go to the hospital. If you must stay in the hospital after an emergency, the hospital will help you.

PCP and Doctor Visits

Seeing your PCP is very important. It is important that you get in when you need to. It is also important to make the most of the time you have with your PCP. If you follow the information below, your appointments will be very easy.

Making Appointments

Call your PCP to make an appointment. Tell your PCP that you are a member of Colorado Access Health Plan. Give them your Colorado Access Health Plan and Medicaid ID numbers. Make sure to take both of your ID cards with you to your appointment. If you are sick but do not need urgent care, you will get an appointment within one (1) week. If you are too sick to wait one (1) week, you will get an appointment within 24-hours. You will get an appointment for adult check-ups within four (4) weeks. If it is an emergency, tell your PCP or go to the emergency room or dial 911. Call us if you feel you did not get your appointments soon enough.

Canceling Your Appointment

Make sure to call your PCP if you cannot make your appointment. It is important to let your PCP know in advance. This will allow your PCP to see you at a different time. Please try to call your PCP 24-hours prior to your appointment if you can not make it.

Transportation

Make sure you get to your appointment. If you cannot drive, ask a friend or family member. You can also check the bus schedules. You can also call your County Department of Human/Social Services to see if they can help you with transportation. Be sure to call them at least three (3) days before your appointment. Make sure to tell them it is for your Medicaid doctor's appointment. Their phone numbers are listed on page 20. If you need more help, call our Care Management Department at 1-866-833-5717 (toll free).

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How to Get Care When You Are Away From Home

Health Care in Another State

When you are in another state, Colorado Access Health Plan will only pay for your emergency or urgent care. Call Colorado Access Health Plan as soon as you can if you had an emergency when you were not in Colorado. You will not be denied coverage for medical care or transportation costs when you call 911 or go to the emergency room in the case of a true emergency. See page 5 for our definition of an emergency.

Call Your PCP

Call your PCP if you think you need medical care when you are away from home. Your PCP can help you. If your PCP's office is closed, call them and someone will help you or call you right back.

Prescriptions When You are Away from Home

If you are not in Colorado and you need an emergency or urgent prescription, you can get your medicine at many of the national "chain" pharmacies that take Colorado Access Health Plan. These include:

- + Albertsons,
- + City Market, Kroger and King Soopers,
- + Kmart,
- + Rite-Aid,
- + Safeway,
- + Walgreen's and
- + Wal-Mart.

You will need to show your Colorado Access Health Plan ID card to the drug store (pharmacy). Call us if you have any problems getting your medicine when you are away from home. If you have Medicare, your drugs are covered by a Medicare Prescription Drug Plan, not by Medicaid. Call your Medicare Prescription Drug Plan or Medicare at 1-800-633-4227 (1-800-MEDICARE) (toll free) if you have questions.

Health Care in Another Country

If you get health care outside the United States of America, Puerto Rico, Guam, U.S. Virgin Islands or American Samoa, Colorado Access Health Plan will not pay for your health care.

Chapter 3:

Your Health Plan Benefits

Colorado Access Health Plan members get all Medicaid covered benefits. As a member, we will help you get most medical services.

There are also some special Medicaid benefits that you can get from Medicaid. These are called "wrap-around" benefits.

There may also be some benefits or services you would like that are not covered by Medicaid or Colorado Access Health Plan. We want to help you learn what you can get and how to get it. Give us a call with any questions.

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You received this member handbook because you are a member of Colorado Access Health Plan. If you have Medicaid and Medicare, your prescription drug benefits are covered (paid for) by your Medicare prescription drug plan.

Call your Medicare Prescription Drug Plan or call Medicare at 1-800-633-4227 (1-800-MEDICARE) (toll free) if you have questions about your Medicare drug coverage. If you have problems getting medications you need, call us and let us know.

What Are My Benefits?

EXTRA Benefits for Colorado Access Health Plan Members Only

These benefits are more than the regular Medicaid-covered benefits. Some extra benefits are:

- ✦ No co-payments.
- ✦ Over 200 free over-the-counter medicines, such as Tylenol and vitamins (with a prescription from your doctor).
- ✦ Eyeglasses for adults.
- ✦ Care coordination to help you get all the care you need.
- ✦ Stop-smoking program.

Here is a list of the Medicaid benefits and extra benefits you get from Colorado Access Health Plan. You must use Colorado Access Health Plan providers to get these services, except in the case of an emergency. This list gives an overview of what benefits are covered. Talk to your PCP or our Customer Service Department for questions about specific services being covered. “Yes” means generally the service is covered by Colorado Access Health Plan or Medicaid. “No” means Medicaid and Colorado Access Health Plan do not pay for this service. If you have questions about any services, call us.

Service	Description	Covered
Ambulance Service	Use an ambulance when you have an emergency and can not be safely transported by a car or van. In a true emergency, you do not need a referral. This is covered by Colorado Access Health Plan.	Yes
Auditory Services	Not covered by Colorado Access Health Plan or the State Medicaid Program.	No
Cosmetic Surgery	Not covered by Colorado Access Health Plan or the State Medicaid Program.	No
Custodial Care	Not covered by Colorado Access Health Plan or the State Medicaid Program	No
Dental Care for Adults	Covered by Colorado Access Health Plan only when it is an oral surgical service and coverage is limited to treat certain conditions such as accidental injury or treatment for tumors.	Yes
Doctor Appointments	Covered by Colorado Access Health Plan.	Yes
Drug and Alcohol treatment for pregnant women	Covered by the State Medicaid Program.	Yes

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Service	Description	Covered
Durable Medical Equipment	Only equipment and supplies that are medically necessary for treatment of an illness, injury, or condition are covered by Colorado Access Health Plan. You need approval from your PCP or specialist.	Yes
Emergency Services	An emergency is an event you think will cause death or serious harm to your life if you do not get quick care. If you have an emergency, call 911 or go to the nearest hospital. You do not need approval from your PCP or Colorado Access Health Plan for a true emergency. This is covered by Colorado Access Health Plan.	Yes
Exercise Programs	Not covered by Colorado Access Health Plan or the State Medicaid Program.	No
Family Planning	Covered by the State Medicaid Program when you do not use a Colorado Access Health Plan provider (such as Planned Parenthood). You do not need a referral. Counseling care, treatment, and follow-up is available. This includes birth control pills, the putting in and taking out of birth control devices, diaphragm measurement, and surgical sterilization for men and women. You may go to any Colorado Access Health Plan doctor or clinic for these services. You do not need a referral. For sterilization you must be 21 years old or over and must sign a consent form at least 30 days before. This is covered by Colorado Access Health Plan.	Yes
Flu Shots	Covered by Colorado Access Health Plan.	Yes
Health Club Memberships	Not covered by Colorado Access Health Plan or the State Medicaid Program.	No
Home and Community Based Services (HCBS)	Covered by the State Medicaid Program.	Yes
Home Health Care Services—For the First 60-days.	If medically necessary, they are covered by Colorado Access Health Plan for 60-days.	Yes
Home Health Care Services—After 60-days	Home Health Care Services after 60-days, are covered by the State Medicaid Program and require prior authorization from the State Medicaid Program.	Yes
Home Modification	Not covered by Colorado Access Health Plan or the State Medicaid Program.	No
Hospice Care	Covered by the State Medicaid Program.	Yes
Hospital Services	Planned hospital services must be at a Colorado Access Health Plan hospital. Emergency hospital services may be at any hospital. You need a referral from you PCP for these services unless it is an emergency. This is covered by Colorado Access Health Plan.	Yes
Infertility Services	Not covered by Colorado Access Health Plan or the State Medicaid Program.	No
Intestinal Transplants	Covered by the State Medicaid Program.	Yes

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Service	Description	Covered
Laboratory Services	All medically necessary tests are covered by Colorado Access Health Plan.	Yes
Mental Health Services	Covered by the Behavioral Health Organization in your area.	Yes
Oral Surgery	Limited to certain conditions. Call us for details. You need a referral from your PCP for these services. This is covered by Colorado Access Health Plan.	Yes
Over-the-Counter Medication	Colorado Access Health Plan pays for some over-the-counter medication like aspirin and vitamins. You must get a doctor's prescription and take it to your pharmacy.	Yes
Personal Hygiene	Items such as toothpaste, deodorant, shampoo are not covered by Colorado Access Health Plan or the State Medicaid Program.	No
Pregnancy (delivery)	Covered by Colorado Access Health Plan.	Yes
Pregnancy (prenatal)	All pregnancy care is covered by Colorado Access Health Plan. Make your first appointment as soon as you learn you are pregnant or think you may be pregnant.	Yes
Prenatal Vitamins	Covered by Colorado Access Health Plan.	Yes
Prescription Drugs	Drugs that are prescribed by a doctor are covered by Colorado Access Health Plan. You must take your prescription to a pharmacy in the Colorado Access Health Plan network. Make sure to take the prescription, both your Colorado Access Health Plan and your Medicaid ID cards to the pharmacy. If you have Medicare, your drugs are covered (paid for) by your Medicare Prescription Drug Plan. Call your Medicare Prescription Drug Plan or call Medicare at 1-800-633-4227 (1-800-MEDICARE) (toll free) if you have questions about your Medicare drug coverage.	Yes
Prescription or pharmacy "buy-up"	You can pay extra if you want a medicine that is more expensive than the medicine that is approved by Colorado Access Health Plan. An example is if you want a brand name drug and a generic is available. Colorado Access Health Plan pays the basic cost and you pay the extra cost.	Yes
Primary and Preventive Care	Covered by Colorado Access Health Plan. This includes all physicals, health screenings like mammograms, prostate screenings, flu shots, etc. You do not need a referral to see your PCP for these services.	Yes
Private Nursing Duty	Covered by the State Medicaid Program.	Yes
Shots	Recommend vaccinations such as flu shots and pneumococcal shots are covered for adults. Other shots may be covered if your doctor determines they are necessary.	Yes
Skilled Nursing Facility	Covered for the first 30 days by Colorado Access Health Plan. The State Medicaid Program pays for this care after 30 days. You need a referral from your PCP.	Yes

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Service	Description	Covered
Specialty Care	Covered by Colorado Access Health Plan. You need a referral from your PCP.	Yes
Substance Abuse Treatment	Available only for medical detoxification. You need a referral from your PCP for these services. This is covered by Colorado Access Health Plan.	Yes
Therapies	This includes speech therapy, occupational therapy, physical therapy and cardiac rehabilitation. You need a referral from your PCP. This is covered by Colorado Access Health Plan.	Yes
Transportation	Non-emergency transportation may be covered. Call your local County Department of Human/Social Services for information. Make sure to tell them you need transportation to your Medicaid appointment.	Yes
Vision “buy-ups”	You can pay extra for frames or glasses that cost more than the basic frames that Colorado Access Health Plan pays for. Colorado Access Health Plan pays the basic frame cost and you pay the difference for more expensive frames.	Yes
Vision Therapy	This is care such as eye exercises. You need a referral from your PCP for these services. These are covered by Colorado Access Health Plan.	Yes
Vision (Adults ages 21-47)	Includes routine exams and eyeglasses once every two (2) years. These are covered by Colorado Access Health Plan.	Yes
Vision (Adults ages 48 and older)	Includes routine exams and eyeglasses once a year. These are covered by Colorado Access Health Plan.	Yes
Vocational Rehab	Not covered by Colorado Access Health Plan or the State Medicaid Program.	No
Well-Women Health Care	This is covered by Colorado Access Health Plan.	Yes
X-ray Services	All medically necessary x-ray services are covered. These are covered by Colorado Access Health Plan.	Yes
Skilled Nursing Services	After 30 days it is covered by the State Medicaid Program.	Yes

When Someone Else Should Pay for Your Health Care

Sometimes another insurance company pays for your care. For example, if you are in a car accident, the other person’s car insurance might pay. Or, if you have Medicare, they pay before Colorado Access. This is called a “third party.” If a third party is involved:

- + Always follow the rules of the other insurance company for your health care.
- + If you do not follow the rules of this other insurance, you will have to pay.
- + If another insurance company is paying for your care, you must tell us in writing within 15 days.
- + If you file a claim or lawsuit about an injury or illness, you must let us know in writing within 15 days.

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Women's Health Care

Women need additional health services to keep healthy. Colorado Access Health Plan provides many services to keep women healthy. If you have questions about your care, call us.

No Referral Needed for OB/GYN Care in From a Colorado Access Health Plan Provider

You do not need a referral to see an OB/GYN doctor (women's services doctor) for pregnancy services or well-woman care. The OB/GYN must be a Colorado Access Health Plan doctor.

Cervical Cancer Screening (Test)

Women between 18 and 64 should get a Pap smear every year. A Pap smear can help find cancer early. Colorado Access Health Plan pays for this test. There is no cost to you. Ask your PCP or OB/GYN doctor for this test.

Breast Cancer Screening (Test)

A mammogram is an x-ray that finds breast cancer before you can feel it. Women between 40-49 years old should have a mammogram every 1-2 years. Women over 50 should have a mammogram every year. You do not need a referral from your PCP for a mammogram if you use a place approved by Colorado Access Health Plan. To find a place to get a mammogram or if you have any questions call us.

Pregnancy

Call Colorado Access Health Plan if you are pregnant. We have special services and people to help you. We will also send you information on pregnancy. If you think you are pregnant, see your PCP right away. This is important for your baby. Your PCP will help you get all your care before, during and after the birth of your baby. If you are a new member and are more than 3 months pregnant, you may be able to keep seeing your current doctor. You may keep your current doctor until after delivery. Your doctor must agree to work with Colorado Access Health Plan.

Free Prenatal Vitamins

Prenatal Vitamins help your baby grow. These vitamins are free to you. Ask your PCP for a prescription if you need prenatal vitamins. There is no cost to you.

Prenatal Plus

Prenatal Plus is a program for women who might have a baby that is born too small. This program helps you make sure your baby will be born healthy. Call our Care Management line at 1-866-833-5717 (toll free) to see if you can get help from this program.

WIC - Women, Infants and Children's Food Program

WIC is a program for pregnant or breastfeeding women and children up to age 5. WIC gives you information on nutrition and free food coupons. WIC also gives you referrals to health and social services agencies. Call us to find the WIC clinic nearest you.

Alcohol, Drugs and Pregnancy

Special Connections is a program to help pregnant women who drink and use drugs. Call the State of Colorado Alcohol and Drug Abuse Division at (303) 866-7480 to sign up for this confidential program.

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For Your Special Health Care Needs

We understand your special needs and we have many services to help you. Call us to learn more. We may also call you to let you know about special health programs. You may also talk to your PCP about your special health needs. Your PCP can help you.

For New Members

If you are a new member to Colorado Access Health Plan with special needs, we can help you. If your non-Colorado Access Health Plan doctor agrees, you can keep seeing this doctor for up to 60 days after you join Colorado Access Health Plan. Your doctor must agree to work with Colorado Access Health Plan for these 60 days. You may also keep your home health or DME (durable medical equipment) provider for up to 75 days after you transfer to Colorado Access Health Plan. Your DME provider must also agree to work with Colorado Access Health Plan. You must tell us who these providers are. You must also tell us if you want to keep working with these providers until your care is transferred.

Care Management

Our Care Management Department helps you, your family, and your health care providers all work together. They can also provide you with health education. The Care Management team is made up of nurses called Care Coordinators and other healthcare professionals called Case Managers and Health-care Navigators. Our Care Management team may call you to talk about what special care you may need and to see if we can help you. You can also call them at 1-866-833-5717 (toll free) if you need help with your health care or have any questions.

Taking Care of Diabetes

Diabetes changes the way your body uses food and sugar. People who have diabetes must take special care of their health. The right food and exercise are very important. Talk to your doctor about what you should do. Colorado Access Health Plan Members who have diabetes can get special equipment and supplies. To get special equipment:

- + Call 1-888-744-3671 (toll free) to get your glucose monitor and supplies.
- + Show your PCP what you received from calling this number. Ask your PCP to give you a prescription for the monitor and supplies.
- + If your PCP gives you a prescription, your supplies will cost you \$0.00.

Stop Smoking Program

Start a new day. Stop smoking. Colorado Access Health Plan will help you with a stop smoking program. We can also give you medication to help you stop smoking. Call us to sign up for our Stop Smoking Program.

Additional Benefits

In addition to the benefits provided by Colorado Access Health Plan, there may be more available to you. Call us for information. Also call us if your PCP thinks you need additional services. We can help you find those services or tell you who can help you.

Need Help? Have Questions?
Please call our Customer Service Department, at (303) 751-5903
or toll free at 1-888-380-3726
Monday through Friday, 8 a.m. to 5 p.m.
Visit us at our Website: www.coaccess.com

Wrap-Around Benefits

Colorado Access Health Plan members can also get wrap-around benefits. These are services from State Medicaid and other agencies. Information about these benefits is provided in the Benefits Section of this handbook. We can help you get information about these benefits. Call us.

Mental Health Services

You can get mental health services. Mental health services are provided by the Behavioral Health Organization (BHO) for your county. Call us to find out where you can get mental health services or for any questions.

Chapter 4:

Quality Care

We want to make sure you get good care. We want you to get the right care at the right time. Some people have complex health care needs. We will work with you, your family, and your doctors to make a “care plan.” This care plan will make sure that your care is:

- + Needed,
- + Available,
- + Given at the right time, and
- + Right for you.

Our Quality Program

Colorado Access Health Plan has a lot of doctors and hospitals to meet your needs. One way to meet your needs is to have a “Quality Program.” We do this by:

- + Asking you questions to see if you are happy with our services.
- + Looking at your complaints to find ways to do things better.
- + Getting information from our doctors and hospitals about how to do things better.

Please call Customer Service for more information about our Quality Management Program.

Utilization Management

This is how we decide if medical care is needed. We use standard rules and guidelines to approve care. If Colorado Access Health Plan does not approve your care, you can appeal. Please see page 17 for information about appeals. If you are in the hospital, we work with the hospital. We will talk to the hospital during your stay to see how you are doing and what care you will need when you get out. We work to make sure that you are getting the care you need. Call Customer Service if you have questions. Ask to talk to our clinical staff.

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or toll free at 1-888-380-3726
Monday through Friday, 8 a.m. to 5 p.m.
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Concerns and Complaints

At any time that you are not happy or have a problem with your health care, we want to know. We want to know if you are not happy with us, our providers, or any health care decision. We have a system for working through your concerns and complaints. If you ever have any questions or problems, please call us. We are here to help. Call Customer Service if you would like a complete copy of the complaint process.

**YOU WILL NEVER LOSE YOUR MEDICAID IF YOU COMPLAIN.
YOU WILL NEVER BE PUNISHED IF YOU COMPLAIN.
IT IS THE LAW.**

What are the Types of Complaints?

You can complain when a medical service was denied and you do not agree. This is called an “appeal.” When you complain for any other reason, other than a denied medical service, it is called a “grievance.” A grievance may be when you do not like how you were treated by someone at Colorado Access Health Plan or you were not able to see a doctor as soon as you liked.

If You Have a Complaint

If you are not happy with Colorado Access Health Plan, our providers, or a decision, please:

- + Call our Grievance and Appeals team, 1-877-276-5184 (toll free).
- + Or write us at: Colorado Access Health Plan
Attn: Grievance and Appeals team
PO Box 17950
Denver, CO 80217-0950

Be sure to include your name, Medicaid ID number, address, and phone number.

- + Or fill out the form in the back of this book and send it to us at the address listed above.

Grievances

If you are unhappy and would like to make a complaint about any matter that is NOT a medical decision, let us know. This complaint is called a grievance. You can call our Grievance and Appeals Team at 1-877-276-5184 (toll free). You can write us a letter or use the Member Complaint Form at the back of this book. If you want your provider to file the grievance for you, you must give your written approval for your provider to do so. You have 20 calendar days from the date the issue occurred to submit your complaint. You should send your written grievance to:

Colorado Access Health Plan
Attn: Grievance and Appeals Team
PO Box 17950
Denver, CO 80217-0950

If you need help filing your grievance, call our Grievance and Appeals Team at 1-877-276-5184 (toll free).

What Will Happen When You Submit a Complaint?

Colorado Access Health Plan will send you a letter saying we received your complaint.

Need Help? Have Questions?
Please call our Customer Service Department, at (303) 751-5903
or toll free at 1-888-380-3726
Monday through Friday, 8 a.m. to 5 p.m.
Visit us at our Website: www.coaccess.com

We will do this within 2 working days after we receive it. We will review your complaint. We will send you a letter with a decision. We will do this within 15 working days from the day we receive your complaint. If you do not like our decision, you may contact the State of Colorado, Health Care Policy and Financing, at (303) 866-3513 (Denver metro), or 1-800-221-3943 (toll-free) outside the Denver metro area.

Appeals

If Colorado Access Health Plan does not approve a requested medical service we will tell you. We will send you and your PCP a letter telling you why the request was not approved. The letter also will explain your right to appeal (your right to try to change the decision). You will not lose your Medicaid benefits if you appeal. You can continue to receive the service in question if they are already being provided. However, you may have to pay for the medical care you got if you do not win the appeal.

How do I Request an Appeal

- + You may call our Grievance and Appeals Team at 1-877-276-5184 (toll free).
- + Or write to us at: Colorado Access Health Plan
Attn: Grievance and Appeals Team
PO Box 17950
Denver, CO 80217-0950
- + You may also have your PCP or someone you choose make the request for you.

You may need your medical records for an appeal. You must give your doctor or health care provider written approval to get your medical records.

We will send you a letter telling you the reason for the decision. We will do this for both standard and rush medical appeals. We will also tell you how to request a State Fair Hearing.

If you need help filing your appeal, call our Grievance and Appeals Team at 1-877-276-5184 (toll free).

What Will Happen if you Request an Appeal?

You may ask for an appeal (another review) of a medical decision. You must send a letter or call us to do this. You must do this within 20 calendar days from the date you receive the notice of action. The notice of action is the letter telling you Colorado Access Health Plan did not approve your services. Colorado Access Health Plan will review your appeal. We will send you a letter letting you know we received your appeal. We will do this within two (2) working days after we receive your appeal. We will send you another letter with a decision. This letter will be sent within 10 working days from the day we receive your appeal.

Rush Appeals (Expedited Medical Appeals)

There may be times when you need a medical decision reviewed quickly. This may be because taking the time for a standard appeal could cause you serious harm. In this case, you may ask us for a “rush” appeal. Colorado Access Health Plan will review rush appeals faster than standard appeals. We will try to call you with a decision within three (3) working days from the day we receive your appeal. If the rush request is denied, we will try to call you to let you know. We will also send you written notice within two (2) calendar days. Colorado Access Health Plan will continue to process your request for an appeal under the standard appeal timeframes.

Need Help? Have Questions?
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or toll free at 1-888-380-3726
Monday through Friday, 8 a.m. to 5 p.m.
Visit us at our Website: www.coaccess.com

What Happens if You Still Don't Like the Decision?

There is something you can do if you still do not like the decision made by Colorado Access Health Plan. You can request a State Fair Hearing. An Administrative Law Judge (ALJ) will review the action and make a decision. We encourage you to complete the Colorado Access Health Plan grievance and appeal process first. This is so you may receive the benefit of “full consideration” by Colorado Access Health Plan. You can choose to use the State Fair Hearing process first. This must be done within 20 calendar days from when you receive a notice of action. The notice of action is the letter telling you what services were denied.

If you need information about how to get a State Fair Hearing, you can contact the Office of Administrative Courts at (303) 866-2000. You can also contact our Grievance and Appeals Team at 1-877-276-5184 (toll free). Your benefits will continue as long as your request for a state fair hearing is within the filing timeframe set by the State Medicaid Department. You may have to pay for health care services that you get while they are being reviewed by a State Fair Hearing. You may have to pay only if you do not win the hearing.

Can Someone Help You with Your Appeal?

Yes. You can have legal counsel, a family member, friend, or anyone you like, appeal for you. This is called a “Designated Client Representative” (DCR). You don't have to have someone represent you. You may represent yourself.

Medicaid Ombudsman

A Medicaid Ombudsman can also help you. This person does not work for Colorado Access. You can talk with a person and ask questions and for help. You can call a Medicaid Ombudsman at (303) 830-3560, or toll-free at 1-877-435-7123 (toll free). You also can contact the Medicaid Ombudsman via e-mail at Help123@maximus.com, or TTY 1-888-876-8864 for the hearing-impaired.

Your Rights and Responsibilities

You have many rights under the law. We want to help you know what they are and how to use your rights. You also have responsibilities. We want to make sure that you know these as well.

You Have a Right:

- + To be treated with respect. Colorado Access Health Plan will respect your dignity and privacy.
- + To receive information on available treatments and what your choices are. You will be informed of these treatments in a way that considers your medical needs. You will also be informed in a way you understand.
- + To participate in decisions about your health care. You have the right to accept or refuse medical treatment. You have the right to ask for a second opinion.
- + To be free to tell us anything about your health care needs. You have the right to discuss your health care with your Colorado Access Health Plan provider.
- + To get family planning services from any Colorado Access Health Plan or Medicaid provider who provides these services without a referral.

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or toll free at 1-888-380-3726
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Visit us at our Website: www.coaccess.com

- ✦ To ask for and get a copy of your medical records and ask for corrections that is allowed under the law.
- ✦ To exercise your rights and know that Colorado Access Health Plan will not treat you differently if you do.
- ✦ To be free from any form of restraint or seclusion. No one may do this to force you to cooperate, to punish you, because it is easier for the caregiver, or as a way to get back at you.
- ✦ To receive information about any Colorado Access Health Plan doctor, hospital, health care provider, or services.
- ✦ To expect that all communications about your health care to be kept private.

And Your Responsibility:

- ✦ To choose a Colorado Access Health Plan PCP.
- ✦ To inform Colorado Access Health Plan Customer Service of any changes, such as address, phone number, marriage, birth of a child, or adoption of a child.
- ✦ To learn about the benefits provided by Colorado Access Health Plan and to be cooperative and considerate with your health care providers and their staff.
- ✦ To follow the Colorado Access Health Plan and Medicaid rules described in this handbook.
- ✦ To ask your PCP for a referral to see a specialist or get special services or equipment.
- ✦ To follow the Colorado Access Health Plan steps in this handbook for grievances and appeals.
- ✦ To talk to Colorado Access Health Plan when you want to change doctors.
- ✦ To pay for health care services not covered by Colorado Access Health Plan or Medicaid.
- ✦ To tell Colorado Access Health Plan about any other insurance you may have, including Medicare.
- ✦ To tell Colorado Access and your doctors you have enrolled in Colorado Access Health Plan so we can work together to transfer your care.

Asking for Information

As a Colorado Access Health Plan member, you have the right to ask us for information at any time about:

- ✦ Names, locations, and phone numbers for Colorado Access Health Plan providers who speak other languages.
- ✦ Your rights and protections.
- ✦ Colorado Access' Notice of Privacy Practices and how you can get a copy.
- ✦ Procedures for getting benefits.
- ✦ Cost sharing, if it applies.
- ✦ Access to Care Plan.
- ✦ After-hours and emergency care information.
- ✦ The structure and operations of Colorado Access.
- ✦ Post-stabilization care services (care when you are recovering after being in the hospital).
- ✦ The amount, length, and scope of your benefits.
- ✦ How and where to get any benefits that are Medicaid-covered, but not part of Colorado Access Health Plan.
- ✦ Grievance, appeal and fair hearing procedures.
- ✦ How you can get benefits from an out-of-network provider.
- ✦ Advance Medical Directives.
- ✦ Physician Incentive Plans.

Need Help? Have Questions?
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- + Standard practice Preventive guidelines.
- + Policy on referrals for specialty care.
- + Quality assessment and improvement program analysis and annual report.
- + Any restrictions (limits) on your freedom of choice among Colorado Access Health Plan providers.
- + Providers who are not accepting new members.
- + Information on the qualifications of health care professionals contracted with Colorado Access Health Plan.

Service Change

We will let you know in writing if:

- + Your benefits change.
- + Your PCP or specialist (such as bone doctor, heart doctor, cancer doctor) leaves our plan.
- + You are denied services

Advance Medical Directives

We recognize your right to have advance directives. They can:

- + Protect your right to make medical decisions and choices about your health care.
- + Help family members make decisions if you can not.
- + Help your doctors by telling them your wishes.

There are Three Kinds of Advance Medical Directives Recognized by Colorado Law

1. **Living Will** - A Living Will tells your doctor not to use machines to keep you alive if you become “terminally ill” (deathly or seriously sick). Copies of Living Will forms are at health care facilities, doctors’ offices and office supply stores. They are also at the Guardianship Alliance of Colorado. You can call them at (303) 423-2898.
2. **Medical Durable Power of Attorney (also called a “Health Care Proxy”)** - A medical durable power of attorney is a person you choose to make health care choices for you if you can not speak for yourself. A medical durable power of attorney does not need to be an attorney. They may be a family member or friend.
3. **CPR Directive** - CPR is when you try to help someone get their heart and/or breathing started again. If you have a CPR Directive, medical staff will **not** try to get your heart or breathing started if your heart stops or you stop breathing.

What Happens if Your Advance Medical Directive Isn’t Followed?

You may file a complaint if your Advanced Medical Directive is not followed. You may file a complaint in writing or may call. You may file a complaint with:

Colorado Department of Public Health and Environment
4300 Cherry Creek Drive South
Denver, CO 80246-1530
(303) 692-2980

Need Help? Have Questions?
Please call our Customer Service Department, at (303) 751-5903
or toll free at 1-888-380-3726
Monday through Friday, 8 a.m. to 5 p.m.
Visit us at our Website: www.coaccess.com

How to use a Designated Client Representative (DCR)

A DCR is someone you choose to be in charge or to help you when you have a complaint or appeal about your health care. You must give permission in writing. This person will not see your medical records or get information about your complaint unless you sign a release for medical information. The release must have the name, address and phone number of the DCR.

What happens if I don't have an advance directive and I have an emergency?

Under Colorado law, family members and close friends can select a substitute decision maker (proxy) for you if you do not have an advance directive or a guardian, and if a doctor or a judge determines that you are unable to make medical decisions. Your spouse or parent or adult child, grandchild, brother/sister, or a close friend may be chosen as the proxy by mutual agreement. When a doctor determines a patient is unable to make medical decisions, reasonable efforts must be made to tell you who the proxy is, and the patient has the right to object to the proxy selected and any proxy's decision. If the patient is re-examined later and has regained decision-making capacity, the proxy is relieved of duty.

A proxy can make decisions about all kinds of personal and medical care, and shall comply with your wishes for medical care, if known. (If your wishes are not known, the proxy is to act in your best interest.) The proxy can decide to stop (or not to start) tube feeding only when two doctors agree that tube feeding would only prolong dying and is unlikely to help the patient recover. One of the doctors must be trained in neurology or neurosurgery.

If any of the people entitled to choose your proxy disagree with the choice, or with the proxy's actions, or no proxy can be agreed upon, then that person can ask the court to start a guardianship. Under Colorado's proxy law, no member of the group has "automatic" priority. The person chosen as your proxy should be the one who knows your medical wishes the best.

Disenrollment

Belonging to Colorado Access Health Plan is voluntary. Once a year you will receive information about changing health plans.

Under certain circumstances you may choose to not have Colorado Access Health Plan as your health plan. Some of the reasons are:

- + You are in a skilled nursing facility;
- + You move out of the Colorado Access Health Plan service area;
- + Colorado Access Health Plan does not cover a service you need for moral or religious reasons;
- + You need services to be performed at the same time, but not all of the services are available within the network and receiving the services separately would put you at risk;
- + An administrative error on the part of the State or Colorado Access;
- + Poor quality of care;
- + You do not have access to covered services;
- + You cannot find a provider that can deal with your needs;
- + Your PCP leaves the plan;

If you have questions or want to disenroll, call us 1-888-380-3726 (toll free). You may also call Health-Colorado at 1-888-367-6557 (toll free) outside Denver, or (303) 839-2120 from the Denver metro area.

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or toll free at 1-888-380-3726
Monday through Friday, 8 a.m. to 5 p.m.
Visit us at our Website: www.coaccess.com

Treating You Fairly

Colorado Access will always treat you fairly. We will not treat you differently because of your:

- + Physical or mental status,
- + Health needs or disability,
- + Race, color, national origin, ancestry,
- + Age, creed, marital status, or sex,
- + Political or religious connections,
- + Sexual orientation, or
- + HIV/AIDS status.

The following information is from federal laws and rules. If you have questions or do not understand it, call us. Colorado Access follows the laws and rules in accordance with Title VI of the Civil Rights Act, as amended; Section 504 of the Rehabilitation Act, as amended; the Age Discrimination Act of 1975, as amended; the Americans with Disabilities Act of 1990, as amended; and all other related laws and rules. All employees and contractors of Colorado Access are informed of their responsibility to follow these laws and rules. If you ever feel that these laws or rules are not followed, call us.

Member Advisory Board

At Colorado Access Health Plan, we see our members as our partners. We know that the only way to operate a good health plan is to ask the members for their advice. That is why we formed a Member Advisory Council.

This Council is open to all members of the Colorado Access Health Plan—Enhanced Care Management. When you join the Council, you can share your thoughts and ideas with Colorado Access staff and we listen.

To find out more about our Member Advisory Council please contact our Department of Consumer and Family Affairs at (303) 751-5903.

Medical/Behavioral Quality Improvement Committee

This is a meeting for members like you. You can tell us what you like and what you don't like. You can join the committee. Call us at 1-888-380-3726 (toll free) for more information or to let us know that you would like to join.

County Department of Human/Social Services

Adams County Department of Social Services	(303) 287-8831
Arapahoe County Department of Human Services	(303) 636-1130
Boulder County Department of Social Services	(303) 441-1000
Weld County Department of Social Services	(970) 352-1551

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 or toll free at 1-888-380-3726
 Monday through Friday, 8 a.m. to 5 p.m.
 Visit us at our Website: www.coaccess.com

**Colorado Access Health Plan
Confidential
Member Complaint Form**

Member's Name _____

Member's Address _____

Member's Phone _____

State Medicaid ID Number _____

Name of Member's Designated Representative/Guardian (if any) _____

Date of Incident _____

Contact Phone # (_____) _____ - _____

Person(s) or Doctor(s) involved _____

Describe Problem (write on the back of this page, or use another piece of paper if you need more room)

Please send to: Colorado Access Health Plan
Attn: Grievance and Appeals Team
P.O. Box 17950
Denver, CO 80217-0950

Keeping important phone numbers at your finger tips helps!

Use this form to keep important information about you and your family members handy.
Call us if you need help filling it out.

Family Member Name	Medicaid ID #	Colorado Access ID#	Doctor's Name and Number
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Other Important Number

Colorado Access	1-888-380-3726 (toll free)
My Pharmacy	_____
My County Social Services Department	_____
Taxi Cab Company, Bus Company, or Car Company	_____
Other Important Number	_____

Reminders:

- + Always take your Colorado Access Health Plan ID card and Medicaid ID card to your PCP (Primary Care Provider or doctor) and pharmacy.
- + Please talk with your PCP before seeing any other doctors. Your PCP will help to refer you to other providers if needed.
- + Always call us with questions. We are here to help.

