

# Provider Resource Helpline

*Helping care for our children with special health care needs*



**The Provider Resource Helpline is here to help Providers offer information and access to valuable community resources and care coordination for children with special health care needs.**

## **The Colorado Provider Resource Helpline is here:**

- To give providers information and access to valuable community resources for children with special health care needs.
- To provide case management and care coordination services to families.
- To identify shortages in services/barriers through the data collected.
- To provide family-centered programs, training and education.

## **When Calling, Please Have the Following Information:**

- The PCP name and office phone and fax information.
- Name and date of birth of patient. Medical condition / disability of patient.
- Resource question or service need of patient/family.
- Family Contact information, if the provider wishes us to follow up directly with the family.

If the helpline can answer your question immediately, you can provide the information to the family while they are still in the office.

If we are unable to answer immediately, we will contact you with an answer as soon as possible following the patient's visit (via phone, fax, or email).

If you feel the family needs more assistance or follow-up, please have them call us at **FAMILY VOICES CO 1-877-731-6017**.

## **We Understand That Providers Want:**

- A quick initial response time within (24 hours).
- Support services such as research and follow-up on complex situations
- Care Coordination services
- Connections to community service resources as well as a feedback loop to assist providers.
- Timely Follow up on information on services provided

**Provider Resource Helpline**  
**1.877.731.6017**

