

Concerns & Complaints

At any time that you are not happy or have a problem with your healthcare, we want to know!

We want to know if you are not happy with us, our providers, or any healthcare decision. We have a system for helping you with 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.

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

- ♦ Call our Grievance and Appeals team at 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.

If you would like this newsletter in large print, on tape, or in another language, call us at at (303) 751-5903, toll free at 1-888-380-3726 or TTY at (720) 744-5126

Si necesita información en español, llámenos al (303) 751-5903 o 1-888-380-3726.

If you need an interpreter at the next Member Advisory Council Meeting, please call (720) 744-5610



Colorado Access
Caring for You & Your HealthSM
PO Box 17580
Denver, CO 80217-0580

Access to Care

A Newsletter for Colorado Access Health Plan Members • Adams/Arapahoe/Denver



Colorado Access
Caring for You & Your HealthSM

3rd Quarter 2009

Make the Right Call

Your Primary Care Provider (PCP) can give you the best information on how to get care. They are available 24 hours a day to give you help. Your PCP's phone number is listed on your Colorado Access ID card. If you are sick or hurt, and are not sure what to do, You can call your PCP. They can:

- ♦ Tell you how to treat yourself at home.
- ♦ Help you make an appointment.
- ♦ Tell you if you should go to the emergency room (ER).



What is an Emergency?

An emergency is a sudden medical problem that needs care right away. If you do not get care right away, it can cause death, long term physical damage, or serious injury to your body.

If you feel you are having an emergency, call 911 or go to a hospital or emergency room near you.

Remember, if you are sick or hurt, and are not sure what to do, call your PCP. They are available 24 hours a day.

If you need help finding your PCP's phone number, or if you would like a new PCP, call Colorado Access at (303) 751-5903 or toll free 1-888-380-3726.

Have Questions? Need Help? Call Colorado Access

Denver Metro Area (303) 751-5903
Toll Free 1-888-380-3726
TTY For Hearing Impaired (720) 744-5126
TTY - Toll Free 1-888-803-4494

Visit us on the web at www.coaccess.com

Attend the next Advisory Council Meeting and receive a \$15.00 King Sooper gift card!

The Advisory Council is a forum for all members of Colorado Access Health Plan. You can share your thoughts and ideas and we listen. Together we can make a difference!

Next Meeting:

Date: August 5, 2009

Time: 2:00 PM

Place: 10065 E. Harvard Ave Denver (On the first floor. It is the pyramid shaped building on the corner of Iliff Ave and Parker Rd. Bus routes 21 or 83L).

Agenda:

- 2:00 - Introductions
- 2:15 - General Announcements
- 2:30 - Helen Sullivan, Acting Director of Care Management
- 3:00 - Questions & Answers Session
- 4:00 - Adjourn

Meeting Rules:

- ♦ Bring up your ideas.
- ♦ Be respectful.
- ♦ NO TALKING during the presentations.
- ♦ We will start and end on time.
- ♦ To get the gift certificate, you must stay for the whole meeting.
- ♦ NO cell phones during meeting.

Remember - this is your meeting. If you do not follow these rules, you may be asked to leave and you will not receive your gift certificates.

The New Colorado Access Web Site

You may have noticed that Colorado Access has a new Web site. This new Web site has a lot of information for Colorado Access Health Plan members. Here is some of the information on the new Colorado Access Web site that you might find helpful.

For Our Members

<http://www.coaccess.com/our-members>

To find information for Colorado Access Health Plan members, click on the *For Our Members* link located on the left hand side of the page. Then, click on *Colorado Access Health Plan*. Here, you will find important member information including:

- ♦ The Colorado Access Health Plan Member Handbook
- ♦ The Colorado Access Health Plan Formulary
- ♦ A printable version of the Provider Directory
- ♦ A search tool to help you find a Colorado Access Health Plan provider

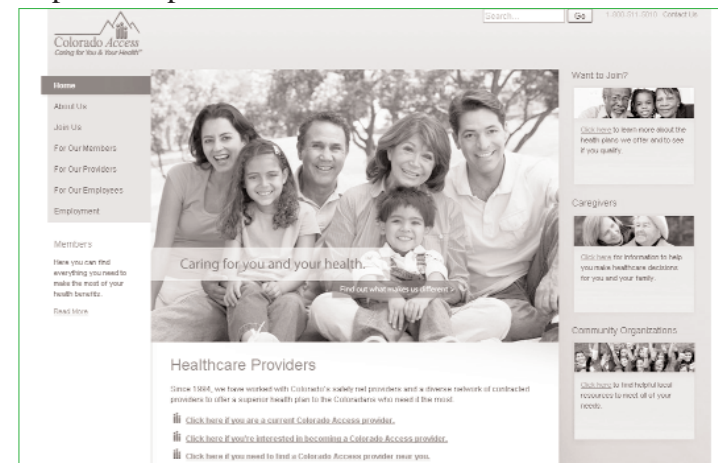
Member Resources

We have also added a new section to the Web site called Member Resources. To get to the Member Resources section, click on *For Our Members* located on the left hand side of the page. This will drop down several more links. Click on the *Member Resources* link.

In the Member Resource section you will find:

- ♦ A list of helpful community resources,
- ♦ Information about Advance Directives, and
- ♦ Health and Wellness information including Health Education Answers, which is a tool to help you learn about certain illnesses.

We hope you will have a chance to look at the new Web site. If you have any ideas or suggestions for the site, feel free to mention them at the next Member Advisory Board Meeting, or send an e-mail to important.updates@coaccess.com.



The new Colorado Access Web site home page located at www.coaccess.com. Information for Access Health Plan members is located in the *For Our Members* section

Colorado Access Care Management, Caring for You and Your Health

Our Care Management team works side by side with Colorado Access Health Plan members to help them with their healthcare and more. Hope, is a member who worked with our Care Management team.

Hope worked with Colorado Access Care Manager, Anne. In order to make sure Hope had the support she needed, Anne helped her set up services with mental health providers at Aurora Mental Health Services. Also, since Hope has certain health concerns, Anne helped her work with her primary care provider (PCP). Anne said that these services are helping her take care of her own health.



Anne also made sure Hope had other services such as a personal care provider and helped her with housing. These things are not Colorado Access Health plan benefits. Our Care Management department believes that in order to be healthy, all of a person's needs must be met.

Anne recently talked with Hope's PCP. The PCP said that Hope's overall health has improved.

If you have questions for our Care Management team, give us a call at 1-866-833-5717.

Your Benefits

Colorado Access Health Plan members get all Medicaid covered benefits as well as some extra benefits.

Some of the extra Colorado Access Health Plan benefits are:

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

You can learn more about your Colorado Access Health Plan benefits by reading the Colorado Access Health Plan Member Handbook. If you do not have a Member Handbook, call Customer Service at (303) 751-5903 or toll free 1-888-380-3726. A copy of the Member Handbook is also available on our Web site at <http://www.coaccess.com/colorado-access-health-plan>

A Note from the Care Management Team

Have you heard from your Care Manager? Sometimes we have a hard time getting in touch with members. If you have not talked with a Colorado Access Care Manager, please call 1-866-833-5717.

Remember, if you have moved or have changed your phone number, call your care manager and let them know.

Have a Safe and Happy Summer!

By Claudine McDonald, Director of the Office of Member and Family Affairs



It is hard to believe that we are well into the summer months. Be sure to make the rest of your summer a safe one. Remember to wear sun screen to protect your skin from the sun, and be sure to wear a hat and sunglasses to protect your eyes. Also, drink plenty of water.

The end of the summer brings an important health observance. September, is National Cholesterol Education Month. During September, remember that it's not only the foods you eat that can cause high

Meet the Care Management Team

Our Care Management team helps you, your family, and your healthcare providers work together. They can also give you health information. In every issue of this newsletter, we will introduce you to a member of our Care Management team. If you have questions about care management, call us at 1-866-833-5717.



My Name is Frank. I am a Care Manager with Colorado Access. This means that I work directly with Colorado Access members.

As a Care Manager, I listen to the healthcare concerns of the members I work with. We work together to solve these concerns.

Colorado Access has many different kinds of members. I enjoy helping each of them come up with the answers that fit their needs the best. Sometimes, this can be something like helping a diabetic member start an exercise plan and improve their diet.

Also, I am a Hispanic-American. I enjoy helping our Spanish-speaking members get healthcare. As a Spanish-speaker myself, I can help solve problems that might come up because of a language barrier.

Remember, if you have questions about care management, give us a call at 1-866-833-5717.

cholesterol. Some other risk factors are:

- ♦ Cigarette smoking, or
- ♦ A family history of high cholesterol.

If you would like more information about cholesterol, talk with your primary care provider (PCP) or you can go online to, <http://www.nhlbi.nih.gov/health/public/heart/chol/wyntk.htm>.

One last note, details about the next Member Advisory Council meeting are on the front cover of this newsletter. Please come to the meeting to share your thoughts and ideas. I look forward to seeing you!