

Ombudsman for Medicaid Managed Care

If you are a member of Colorado Access Health Plan or any of the Medicaid Managed care plans, you can get free help from the Ombudsman for Medicaid Managed Care. The Ombudsman for Medicaid Managed Care does not work at Colorado Access Health Plan.

Why would you call the Ombudsman?

- ♦ You are unhappy with care or services provided
- ♦ You want or need assistance accessing services
- ♦ A requested service has been denied, reduced or stopped
- ♦ You were treated unfairly or disrespectfully
- ♦ To learn about your rights and responsibilities
- ♦ Assistance with filing grievances or appeals
- ♦ As a resource for when you are not sure who to call

To contact the Ombudsman for Medicaid Managed Care:

- ♦ (303) 830-3560 within Metro Denver (Spanish available)
- ♦ 1-877-435-7123 outside Metro Denver (Spanish available)
- ♦ TTY: 1-888-876-8864 for the hearing impaired
- ♦ Fax: (303) 832-8352
- ♦ Email: help123@maximus.com
- ♦ Web address: www.healthcolorado.org

If you would like this newsletter in large print, on tape, or in another language, call us 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 at least 7 business days before the meeting.



A Newsletter for Colorado Access Health Plan Members • Adams/Arapahoe/Denver 4th Quarter 2009

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: November 4, 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 Road Bus routes 21 or 83L).

Agenda:

- 2:00 - Introductions
- 2:15 - General Announcements
- 2:30 - Reid Reynolds, Program Evaluator
- 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.

Flu Season Is Here!

Flu season is usually between October and May. You may have heard that this year, there are 2 different kinds of flu, the Seasonal Flu and the 2009 H1N1 Flu (also known as the Swine Flu). This flu season, make sure you protect yourself from the flu. Here are some tips for you and your family



Vaccinations

The best way to protect you and your family against any flu is with a vaccination (a shot). You and your family members should talk to your Primary Care Provider (PCP) about getting vaccinated as soon as possible.

Here are the shots that are expected to be ready this fall.

- ♦ Seasonal Flu Vaccine (this is also called the flu shot): Everybody between 6 months of age and older should get the flu shot. You can get the flu shot from your PCP, or you can call us for help finding a covered location at (303) 751-5903 or toll free 1-888-380-3726.
- ♦ 2009 H1N1 Vaccine: The 2009 H1N1 vaccine should be ready by the end of October. Talk to your PCP to see if you should get the 2009 H1N1 shot.

Prevention Methods

There are other things you can do to help prevent yourself and those around you from getting sick this flu season.

Continued on the inside

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

Reporting Suspected Fraud and Abuse

If you suspect fraud or abuse, you can report it to Colorado Access. Colorado Access will not take any action against you or retaliate against you for reporting something you think is fraud or abuse, and you reported it in good faith.

Fraud: *An intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to him/herself or some other person.* An example of fraud is a provider sending a claim to Colorado Access for a service that you did not receive. Another example of fraud is a Medicaid member giving their Medicaid card to another person, so that they can get services.

Abuse: *Practices that are inconsistent with sound fiscal, business or medical practices, and that result in an unnecessary cost to government programs, or in seeking reimbursement for goods or services that are not medically necessary or that fail to meet professionally recognized standards for healthcare. It also includes member practices that result in unnecessary cost to government programs.* An example of abuse is a provider giving you a test or procedure you do not need in order to get a bigger payment.

You can report suspected fraud or abuse to Colorado Access in one of the following ways:

- ♦ Send an email to our corporate compliance e-mail address at corporate.compliance@coaccess.com.
- ♦ Call the Corporate Compliance Hotline at 1-877-363-3065. This line is confidential and you do not need to give your name.
- ♦ Fill out the Suspected Fraudulent Claim Form located on our Web site at: http://www.coaccess.com/sites/default/files/fraud_and_abuse_12309%20_for%20web.pdf

Mail the completed form to:

Colorado Access
Corporate Compliance Officer
PO Box 17580
Denver, CO 80217-0580

-OR-

fax it to (303) 755-4138

Thank You, Colorado Access Members!

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



Our last Colorado Access Health Plan Advisory Council Meeting for the year will be on November 4. It is hard to believe it is already the end of the year. I would like to take this time to thank those of you who have attended our Member Advisory

Council Meetings. We have enjoyed talking with you and meeting with you. For those of you who have not attended one of our Member Advisory Council Meetings, I would like to invite you. Details about the next meeting can be found on the front cover of this newsletter. This meeting is a great opportunity for you to meet with us here at Colorado Access, and to let us know about your concerns. We listen to your feedback and use it to make the services we provide to our members even better.

The last meeting of the year means that winter is almost here. This also means it is flu season. The cover story of this newsletter has some helpful hints on how to avoid getting the flu this season. As it says, the best way to protect you and your family against any flu is with a vaccination (a shot). So remember, talk to your Primary Care Provider (PCP) about getting the flu shot.

Lastly, the holiday season is right around the corner! On behalf of your friends at Colorado Access, I would like to wish each and every one of you a safe and happy holiday season. We look forward to serving you this winter, and into the new year.



**Happy Holidays
from your Friends at
Colorado Access!**

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 education. 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 Nancy. I am a Care Manager II with Colorado Access. This means that I help members of Colorado Access get the physical and mental healthcare that they need. Some of the ways I help are by:

- ♦ Helping members get doctor appointments.
- ♦ Helping members get transportation to appointments.
- ♦ Helping members work with their providers.
- ♦ Helping members find community resources that meet some of their other needs.
- ♦ I also help answer questions that members have about their health concerns and their Colorado Access benefits.

I find working with Colorado Access members very rewarding and enjoy helping members navigate through the healthcare system.

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

Have You Seen Your PCP?

Every Colorado Access Health Plan member has a Primary Care Provider (PCP). Your PCP is the one doctor's office or clinic that you go to:

- ♦ When you are sick.
- ♦ When you need a checkup.
- ♦ When you have questions about your health.

If you do not know who your PCP is, or would like to choose a different PCP, please call us at (303) 751-5903.

Flu Season is Here (Continued)

Good hand washing is the best way to protect you from both types of flu. Make it a family habit to wash your hands well and often with soap and water for at least 20 seconds. Do this throughout the day, especially before eating or drinking, after using the bathroom, or after coughing or sneezing. You can also use an alcohol-based hand sanitizer.

If you do get sick, it is very important that you stay home, so that you do not get anyone else sick. Anyone with flu-like symptoms, including a fever of 100°F, should stay home from work, school, or daycare until they have been without a fever for at least 24 hours.

When caring for a sick family member at home, try to keep them in a room to themselves. If possible, have only one person provide care. That person should try to avoid being directly face-to-face with the sick person, and they should wash their hands frequently with soap and water. Encourage the sick person to wash their hands frequently, cover their cough or sneeze, and avoid sharing personal items.

Here are other prevention methods:

- ♦ Try not to touch your eyes, nose, or mouth.
- ♦ Stay at least six feet away from people who are sick with flu-like symptoms such as coughing, sneezing, runny nose, or fever.
- ♦ Cover your nose and mouth when you cough or sneeze with a disposable tissue or use your sleeve if necessary.
- ♦ Throw used tissues in the trash.
- ♦ Do not share food, drinks, or utensils.

Remember, if you have questions about the flu or the flu shots, call your PCP.

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

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