

A health and safety
newsletter for members
of Child Health Plan
Plus offered by
Colorado Access



Stages

A decorative graphic of a yellow maple leaf and a branch with red leaves, positioned to the right of the 'Stages' title.

fall 2018

888-214-1101
888-803-4494 (TTY)
coaccess.com/chp

P.O. Box 17580
Denver, CO 80217-0470

Delta Dental Benefits:
[coaccess.com/
members/chp/benefits](http://coaccess.com/members/chp/benefits)



Baby, We've Got You Covered



Do you know someone
who might qualify
for CHP+? Have them
call us at 800-511-5010
or visit [coaccess.com/
members/chp](http://coaccess.com/members/chp) to learn
about their options.



protect your member id card

The member ID card you get from your health plan should never be loaned or sold. Sharing this card is against the law.

To help protect your child's information, follow these easy steps:

- Guard your child's member ID card. Sharing the card with someone can put you at risk. Don't share it with anyone. If someone gets health care using your child's name or information, you might not be able to get care when you need it.
- Treat your child's member ID card like a credit card or driver's

license. Keep it in a safe place.

- Don't let anyone else use the member ID card. Be sure to watch out for people looking over your shoulder when you use the card at a pharmacy, doctor's office, or other public place.
- Don't share your child's information in exchange for free gifts or services. If someone uses your child's information, money that should be used to pay for your child's care is being stolen.



Holiday blues



For many, the holidays are a time of joy and excitement. But it can be a hard time for some. The cold weather and darker days can change your mood. Also, if something bad happened during a past holiday season, like death or divorce, the same feelings may come up again. It is important to recognize these feelings. Also

know that it is okay that you or your child may not be as happy as everyone else seems. Find something that does make you happy. Maybe it's going on a walk in the snow. Or reading a book under a blanket on a cold day. Whatever it is, make sure you take care of yourself and your child. Stay healthy physically

and mentally. Stay active, wash your hands, and get a flu shot. Visit your doctor if your mood gets worse or if you start feeling sick. If you need help finding a doctor, call us at 800-511-5010 or visit coadirectory.info/search-member.

Find a Provider:

To find a list of Colorado Access providers near you, visit us at: coaccess.com/chp.

Our online provider directory tool can also tell you:

- Which providers are in your area
- The languages spoken, other than English, by the provider
- Which providers are accepting new patients (call the provider to make sure)



parents corner: bullying



You have probably seen a lot of stories in the media about bullying. Bullying is any unwanted, aggressive behavior that is repeated. It can include threats, rumors, or leaving someone out of a group. This can be in person or online. About 21% of students between the ages of 12 and 18 have reported being bullied at some point (source: stopbullying.gov). Bullying can lead to issues in school, anxiety or depression. Luckily, there are things you can do. Make sure to talk to your child about bullying. Let them know they can talk to you if they feel like they are being bullied. Teach them why it is important not to bully people. There are many resources on how to talk to your child about bullying. You can visit stopbullying.gov or stompoutbullying.org for more helpful tips.

Connect with Us!

Have you found us on social media yet? We are on Twitter, Facebook, YouTube and Google+. You can also get emails with general wellness tips and information about services and programs to support your health. Go to coaccess.com/email to sign up to receive these emails.



Care Manager spotlight

Meet **Joanna**. Joanna is a care manager who works with members who are elderly, blind and disabled. Joanna's favorite part of her job is knowing that she is making a difference in the lives of our members. She loves being able to provide them with resources to keep them living in their homes. At work, she is inspired by her teammates. "My teammates make coming to work a pleasure," she says.

Outside of work, Joanna loves to travel. She also enjoys spending time with her two kittens, Lucy and Sasha. One thing people may not know about Joanna is that she speaks Polish. She was born in Poland and moved to the United States with her family when she was six years old. She moved to Colorado after she finished school, and we are so glad she did!



WHAT TO DO IF YOU THINK YOUR INFORMATION WAS STOLEN

If you lose your child's member ID card or if it is stolen, call us right away. The new card will come in the mail in a few weeks. You can continue to get the health care you need while you wait for your new card.

IF YOU SUSPECT FRAUD - TELL US! HERE'S HOW:

You can send an email to compliance@coaccess.com or call the Colorado Access Medicaid compliance officer at 720-744-5462 or to stay anonymous, call our compliance hotline at 877-363-3065 (toll free).

You will know that you are a victim of medical identity theft or fraud if you:

- get a bill for medical services your child didn't get;
- are contacted by a debt collector about medical bills you don't owe;
- see medical collection notices on your credit report that you don't recognize;
- are told by your child's health plan that you've reached the limit on benefits and you know you didn't get services; or
- you've been promised free goods, such as medical equipment or gift cards, for providing your child's medical identification to someone.



¿QUÉ DEBE HACER SI PIENSA QUE SU INFORMACIÓN HA SIDO ROBADA?

Si usted pierde la tarjeta de identificación del miembro de su niño o si fue robada, llámenos pronto. La nueva tarjeta de su niño llegará por correo en algunas semanas.

SI SOSPECHA FRAUDE - ¡DÍGANOS! AQUÍ ESTA COMO:

Puede mandar un email a compliance@coaccess.com o llame al oficial de cumplimiento de Colorado Access Medicaid al 720-744-5462. O para quedarse anónimo, llame a nuestra línea de cumplimiento al 877-363-3065 (llamada gratuita).

Usted sabrá que es víctima de robo de identidad médica o fraude si usted:

- recibe una factura para servicios médicos que su niño no ha recibido;
- es contactado por un cobrador de deudas sobre facturas médicas que usted no debe;
- ve noticias de colecciones médicas en su reporte de crédito que usted no reconoce
- le han dicho que el plan de salud de su niño ya ha alcanzado su límite en beneficios; o
- le han prometido bienes gratuitos, como equipos médicos o tarjetas de regalo, por proporcionar la identificación médica de su niño a alguien.



P.O. Box 17580
Denver, CO 80217-0470

NONPROFIT ORG
US POSTAGE
PAID
DENVER, CO
PERMIT NO. 2111



Stages



in this issue

holiday blues
parents corner
care manager spotlight

en esta edición

depresión navideña
el rincón de padres
conozca a un gerente
de cuidado



LANGUAGE SERVICES

If you need the attached document or any document in large print, Braille, other formats or languages, or read aloud, or need another copy, call 800-511-5010. For TDD/TTY, call 888-803-4494. Call Monday to Friday, 8 a.m. to 5 p.m. The call is free.

Español/Spanish

Si necesita el documento adjunto o cualquier documento en letra grande, Braille, otros formatos o idiomas, o se lea en voz alta, o necesita otra copia, llame al 800-511-5010 (llamada gratuita). Para TTY/TDD llame al 888-803-4494. Llame de lunes a viernes, de 8 a.m. a 5 p.m. La llamada es gratis.

Tiếng Việt / Vietnamese

Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-511-5010 hoặc TTY theo số 888-803-4494.

繁體中文 / Chinese

如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-511-5010，TTY 使用者請致電 888-803-4494。

한국어 / Korean

한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-511-5010 또는 TTY 888-803-4494번으로 전화해 주십시오.

Русский / Russian

Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-511-5010 или 888-803-4494 для пользователей TTY.

አማርኛ / Amharic

የአማርኛ ቋንቋ ተናጋሪ ከሆኑ፣ ነጻ የቋንቋ ፎንክ አገልግሎት ይቀርብልዎታል። ወደ 800-511-5010 ወይም TTY ወደ 888-803-4494 ይደውሉ።

العربية/Arabic

إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم 800-511-5010. رقم الهاتف المخصص للصم والبكم 888-803-4494.

Deutsch / German

Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufen Sie unter 800-511-5010 oder bei TTY unter der Nummer 888-803-4494.

Français / French

Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 800-511-5010 ou pour TDD/TTY, le 888-803-4494.

नेपाल / Nepali

तपाईंले नेपाली बोलनुहुन्छ भने तपाईंको नमितिभाषा सहायता सेवाहरू नःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 800-511-5010 वा TTY का लागि, 888-803-4494।

Tagalog / Filipino

Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 800-511-5010 o TTY sa 888-803-4494.

日本語 / Japanese

日本語を話される場合、無料の言語支援をご利用いただけます。

800-511-5010 まで、お電話にてご連絡ください。耳が不自由な方は888-803-4494までご連絡ください。

Oroomiffa / Oromo

Afaan dubbattu Oroomiffa yoo ta'e, tajaajila gargaarsa afaanii, kanfaltiidhaan ala ni argatta. Bilbilaa 800-511-5010 ykn TTY 888-803-4494" n bilbili.

فارسی

اگر فارسی صحبت می کنید، می توانیم خدمات ترجمه رایگان را در اختیارتان قرار دهیم. با شماره 800-511-5010 تماس بگیرید. شماره مخصوص TTY به صورت 888-803-4494 است.

Polski / Polish

Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 800-511-5010 lub 888-803-4494 (w przypadku korzystania z systemu TTY).

Colorado Access complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Colorado Access cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.