

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 बोल्नुहुन्छ भने तपाईंको नमिता भाषा 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.

800-511-5010 | coaccess.com



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

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

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



summer 2019

### Important Benefit Information

As of July 1, 2019, Child Health Plan Plus (CHP+) dental benefits are run by DentaQuest. DentaQuest will give you customer service for your dental benefits. They can also help you find a dentist and schedule an appointment. For more information, go to **memberaccess.dentaquest.com** or call **888-307-6561** (TTY 711).



### Behavioral health care

Behavioral health is a big part of good overall health. It's also an important part of your child's growth. Good behavioral health will help them have a positive quality of life. This is because they are able to function well. They are also able to learn healthy social skills and how to cope with problems.

Children of all ages and backgrounds can be affected by behavioral health problems. Behavioral health problems can be chronic health conditions. They may never go away completely. But early diagnosis and treatment can help children function well.

The environment your child grows up in can also affect their future behavioral health. A loving and compassionate environment can

have a positive impact. But a hateful and resentful environment can have a negative impact.

If your child has a behavioral health problem, you may be able to spot the symptoms. They may have trouble getting through the day. They may also have changes in the way they learn, behave, and handle their emotions. But these symptoms can change over time, as your child grows.

We cover many behavioral health services as part of your child's plan. Counseling and care management are covered. Care managers can help you get the right care for your child from doctors, counselors, schools, and other programs. Call us at **866-833-5717** to find a care manager.



### Activity corner: squishy stress balls

#### What's Needed

Balloons  
½ cup flour (per balloon, approximately)  
Empty water bottle, dry  
Funnel



#### Directions

1. Put funnel into the water bottle. Pour flour through the funnel.
2. Stretch the balloon around the opening of the water bottle.
3. Turn water bottle upside down. Gently squeeze the flour into the balloon. Make sure to use some pressure. The air helps the balloon open up so the flour can all go in.
4. After the flour is all in, pinch the balloon and release it from the bottle.
5. The balloon should have a snug fit to the flour inside it. Just make sure it here isn't any extra air in the balloon.
6. Tie the balloon. Wipe away any excess flour from the outside.
7. All ready to squeeze away stress and have fun!

Note: If your child has poked a hole in one or a little bit of flour is falling out through the hole, cover it with another balloon.

Source: <https://www.naturalbeachliving.com/make-stress-balls-kids-will-love/>

#### Find a Provider

To find a list of Colorado Access providers near you, visit us at: **coaccess.com/child-health-plan-plus**. 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)

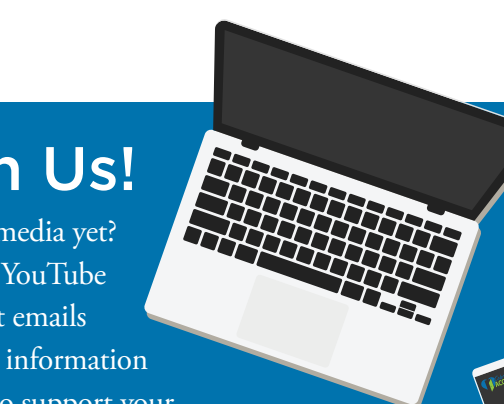
#### Member Handbook

Do you know all of the benefits you have as a member? You can find your member handbook at **coaccess.com/members/chp/benefits** or call **800-511-5010**.



### Connect with Us!

Have you found us on social media yet? We are on Facebook, Twitter, 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.



### In Our next issue!

#### Care Managers

As a member, you and your child have access to a care manager. They can help you understand your child's health. Care managers can also help you create a personalized treatment plan. They know about many different behavioral and physical health conditions.

Care managers can make sure your child is getting the right care, at the right time, in the right place. There are many ways your child can get involved in our care management program. Providers can also refer patients to care management. Or you can contact us at **303-751-9021** or **888-214-1101** (toll-free) for more information.

### Benefit Spotlight: behavioral health/ substance use care



Our network of behavioral health providers can deliver certain behavioral health services. This includes things like therapy or medications. We will work with you, your child, and their provider to determine things like: medical necessity, the appropriate treatment levels, and the right setting. Your benefits include both behavioral health and substance use care services.



#### Nurse Advice Line

Nurses are available 24/7 to give free medical information and advice. Call **800-283-3221**.

#### Member Crisis Line

You can call to talk to a behavioral health professional all day, every day. This is a free call. Call **877-560-4250**.