

Key DHMC Talking Points

Information for Health First Colorado providers serving members enrolled in Denver Health Medicaid Choice (DXC, providers)

As of January 1, 2020, the Department of Health Care Policy & Financing is making changes to the way we contract with Denver Health (Denver Health Medicaid Choice [DHMC]).

- The Department will contract directly with DHMC.
 - DHMC will administer physical health benefits of Health First Colorado members under a capitated payment.
 - DHMC will subcontract with Colorado Access to administer the capitated behavioral health benefit for members.
 - This is the reverse of the arrangement that was in place through December 2019, when Colorado Access was the contractor and they sub-contracted the physical health services to DHMC.
- DHMC is not RAE 8; it is a managed care initiative operating as part of the Accountable Care Collaborative.
- This change is due to state legislation passed in 2019: [House Bill 19-1285](#). In implementing this legislation, the Department wanted to continue to hold one entity accountable for the physical and behavioral health of members.
- Specific information for providers:
 - If you are already a Health First Colorado behavioral health provider contracted with and credentialed by Colorado Access, you do not need to do anything.
 - Colorado Access will continue to pay claims under the capitated behavioral health benefit for members enrolled in Denver Health Medicaid Choice.
 - Colorado Access will continue to authorize behavioral health services for members enrolled in Denver Health Medicaid Choice.
 - Colorado Access will continue to help re: PARs; eligibility; and questions about payment, utilization management or their contracts
 - When providers check Health First Colorado eligibility in the [Provider Web Portal](#), they will see Denver Health Medical Plan listed as the Regional Accountable Entity. **[see screenshot below]**
 - Behavioral health providers who are not currently contracted with Colorado Access should contact Colorado Access if they want to receive reimbursement for providing capitated behavioral health services to members enrolled in Denver Health Medicaid Choice.



Provider Name Provider ID: Providers - (NPI) Location
Taxonomy

[Print Preview](#)

Coverage Details

[Back to Eligibility Verification](#)

Coverage Details for Member ID
Eligibility Verification Response Guarantee Number

[Expand All](#) | [Collapse All](#)

Demographic and Copay Details

Mailing Address
City State Colorado Zip Code 80010-1736
Copay Status Exempt

Due to the timing of when claims are submitted and paid, it is possible that the member's Copay Status may change. This eligibility verification is NOT a guarantee of the copay status or copay due.

Click '+' to expand and view copay amounts. Click '-' to collapse.

Benefit Details

	Coverage	Description	Effective Date	End Date
	TXIX	Medicaid State Plan - HR	01/01/2019	01/31/2019
	ABP	Alternative Benefit Plan - HR	01/01/2019	01/31/2019
	BHO+B	Behavioral Health Benefits - HR	01/01/2019	01/31/2019

Managed Care Assignment Details

NPI/MCD	Managed Care Plan	Provider Name	Effective Date	End Date
None/ 16374576	Administrative Service Organization - Dental	ASOD - DENTAQUEST USA INSURANCE CO	01/01/2019	01/31/2019
None/ 23876239	Denver Health Medicaid Choice	DENVER HEALTH MEDICAID CHOICE	01/01/2019	01/31/2019
None/ 99999900	REGIONAL ACCOUNTABLE ENTITY	DENVER HEALTH MEDICAL PLAN	01/01/2019	01/31/2019



Information for Members

- As of January 1, 2020, the Department of Health Care Policy & Financing is contracting directly with Denver Health Medicaid Choice. This change will not impact members who have been enrolled to Denver Health Medicaid Choice as part of their partnership with Colorado Access.
 - DHMC will provide physical health benefits for members of Health First Colorado under a capitated payment.
 - DHMC will subcontract with Colorado Access to administer the capitated behavioral health benefit for members.
 - This is the reverse of the arrangement that was in place through December 2019, when Colorado Access was the contractor and they sub-contracted the physical health services to DHMC.
- Enrollment and Disenrollment
 - Enrolled members will still be able to opt-out within 90 days of enrollment. 60 days prior to their birth month they will get another chance to opt-out.
 - Newly enrolled members will receive the letter – attached at the end of these talking points.

03/16/2019

John Sample
123 Main St
Anycity, ST 12345-7012

1

Your case number:
5555555

MGD-0480-R

Dear John Sample,

Welcome to Health First Colorado (Colorado's Medicaid program)!

Each member listed below is enrolled with Denver Health Medicaid Choice. Denver Health is a managed care plan that coordinates both physical and behavioral health. If you need to make an appointment with Denver Health please call at 303-602-2116. Denver Health works with Colorado Access to give behavioral health services. If you need behavioral health services, call Colorado Access at 303-368-0038 or 855-384-7926.

Member Name	Member Number
John Sample	A123456
Name1 Sample	A222222
Name2 Sample	A333333
Name3 Sample	A444444

Can I change my managed care plan?

Yes. You can change your managed care plan for any reason before **6/30/2019**. You can also change your plan in the 60 days before the first day of your birth month. Members can change their managed care plan at any time for these reasons:

- You moved out of your managed care plan's area, your provider moved out of your area, or your provider left your managed care plan.
- You need a service that your managed care plan does not cover for moral or religious reasons.
- Your managed care plan says you need multiple services they cannot provide, and your provider says you need services right away.
- Other reasons like poor quality of care, not being able to get the services you need, not being able to see providers you need, or if you were put in the wrong plan by mistake.

You can change your managed care plan at Enroll.HealthFirstColorado.com. Or call Health First Colorado Enrollment at 303-839-2120 or 888-367-6557 (State Relay: 711). You can call Monday-Friday, 8 a.m. to 5 p.m.

If you leave your managed care plan, you will be assigned a primary care provider and enrolled into a regional organization.

What else do I need to know?

- Get your Member Handbook at HealthFirstColorado.com or CO.gov/PEAK. Call us if you want a free copy mailed to you.
- Get your Health First Colorado member card on the PEAKHealth mobile app. Log in or create an account at CO.gov/PEAK. For help, call 1-800-250-7741 (State Relay: 711).
- You can get member materials and take the member health survey at Enroll.HealthFirstColorado.com.

Thank you,
Health First Colorado Enrollment



03/16/2019

John Sample
123 Main St
Anycity, ST 12345-7012

Su número de caso:
5555555

MGD-0480-R

Estimado John Sample:

¡Bienvenido a Health First Colorado (el programa de Medicaid de Colorado)!

Todos los miembros anotados abajo están inscritos en Denver Health Medicaid Choice. Denver Health es un plan de cuidados administrados que coordina tanto la salud física como la del comportamiento. Si necesita hacer una cita con Denver Health, por favor llame al 303-602-2116. Denver Health trabaja con Colorado Access para prestar servicios de salud del comportamiento. Si necesita servicios de salud del comportamiento, llame a Colorado Access al 303-368-0038 ó 855-384-7926.

Nombre del miembro	Número del miembro
John Sample	A123456
Name1 Sample	A222222
Name2 Sample	A333333
Name3 Sample	A444444

¿Puedo cambiar mi plan de cuidados administrados?

Sí. Usted puede cambiar su plan de cuidados administrados por cualquier motivo antes del 6/30/2019. Usted también puede cambiar su plan durante los 60 días antes del primer día del mes de su cumpleaños. Los miembros pueden cambiar su plan de cuidados administrados en cualquier momento por estos motivos:

- Usted se mudó fuera del área de su plan de cuidados administrados, su proveedor se mudó fuera de su área o su proveedor dejó su plan de cuidados administrados.
- Usted necesita un servicio que su plan de cuidados administrados no cubre por motivos morales o religiosos.
- Su plan de cuidados administrados dice que usted necesita varios servicios que no puede proporcionar y su proveedor dice que usted necesita los servicios inmediatamente.
- Otros motivos, como cuidados de mala calidad, no poder obtener los servicios que necesita, no poder ver a los proveedores que usted necesita o si le pusieron en el plan equivocado por error.

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Si usted deja su plan de cuidados administrados se le asignará un proveedor personal y le inscribirán en una organización regional.

¿Qué más tengo que saber?

- Obtenga su Manual del miembro en HealthFirstColorado.com/es o en CO.gov/PEAK. Llámenos si quiere que le enviemos por correo una copia gratuita.
- Obtenga su tarjeta del miembro de Health First Colorado con la aplicación para teléfono móvil (celular) PEAKHealth. Inicie una sesión o cree una cuenta en CO.gov/PEAK. Si necesita ayuda, llame al 1-800-250-7741 (State Relay: 711).
- Usted puede obtener materiales para el miembro y llenar la encuesta de salud para los miembros en Enroll.HealthFirstColorado.com/es.

Gracias,
Health First Colorado Enrollment

03/16/2019

Sally Fake
456 Main St
Anycity, ST 12345-2956

90

Your case number:
9999999

MGD-0480-R

Dear Sally Fake,

Welcome to Health First Colorado (Colorado's Medicaid program)!

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Member Name	Member Number
Sally Fake	B123456
Name1 Fake	B222222

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- Your managed care plan says you need multiple services they cannot provide, and your provider says you need services right away.
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Thank you,
Health First Colorado Enrollment



03/16/2019

Sally Fake
456 Main St
Anycity, ST 12345-2956

Su número de caso:
9999999

MGD-0480-R

Estimado Sally Fake:

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Nombre del miembro	Número del miembro
Sally Fake	B123456
Name1 Fake	B222222

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Gracias,
Health First Colorado Enrollment

03/16/2019

Jane Doe
 789 Main St
 Anytown, ST 12345-4481

139

Your case number:
 8888888

MGD-0480-R

Dear Jane Doe,

Welcome to Health First Colorado (Colorado's Medicaid program)!

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Member Name	Member Number
Jane Doe	0958004

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03/16/2019

Jane Doe
789 Main St
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Su número de caso:
8888888

MGD-0480-R

Estimado Jane Doe:

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Nombre del miembro	Número del miembro
Jane Doe	0958004

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Health First Colorado Enrollment