



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

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



issue |



Dental and oral health

Dental and oral health are big parts of your overall health. This is because problems in your mouth can affect your whole body. Make sure to take time to care for your teeth.

See a dentist regularly and brush and floss daily to help keep your teeth healthy. Both of these habits can help remove food or plaque that have built up on or in between your teeth.

Plaque is a sticky, colorless or light yellow film that forms on your teeth and along your gum line. It's made of saliva, food, and fluids. Plaque buildup can lead to many oral health issues, like cavities or gum disease. It can also cause bad breath and can make your teeth look yellow.

Cavities are permanently damaged areas of your teeth that turn into tiny openings or holes. Cavities are also called tooth decay or caries. One main cause of cavities is not cleaning your teeth well. Another is eating or drinking a lot of sugary foods and drinks, especially between meals.

Left untreated, cavities can get larger and affect deeper layers of your teeth. They can cause severe toothaches, infection, and tooth loss. This may lead to problems with eating, speaking, playing, and learning. Regular dental visits and healthy habits are the best way you can protect against cavities and tooth decay.

You should see your dentist at least once a year for a checkup. Regular checkups can help make sure your teeth are healthy and strong. They can also make sure you don't have any cavities or need any dental work. At your checkups, your dentist can teach you healthy habits to prevent gum disease and other mouth infections.

As a member, you get dental benefits through DentaQuest. If you need help finding a dentist, call DentaQuest at 888-278-7310. Or look online at dentaquest.com/members.

Find a Provider

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

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 us at 800-511-5010.



Fun things to do at home

As we all continue to stay home to help stop the spread of COVID-19, you may be looking for new things to do to keep from getting bored. We can help! Here are a few ideas:

- 1. Make up a secret language.** Or start learning a new language. Visit learnalanguage.com for free resources for hundreds of languages.
- 2. Have an indoor picnic.** Grab a blanket or sheet and enjoy a meal or snack on your floor.
- 3. Start a journal.** Writing down your thoughts can help relieve stress, inspire creativity, and can be fun to look back on in a few months or years.
- 4. Play games.** Truth or Dare, 20 Questions, I Spy, or Simon Says are all fun options that don't need any supplies to play.
- 5. Make a time capsule.** Gather items that represent your life: pictures, newspaper or magazine clippings, letters – anything you want! Then put everything into a small box or bag and write a date on the outside for when you can open it.

Connect with Us!

Join us on social media! We are on Facebook, Twitter, and YouTube. 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 for these emails.



Fill out a survey to get your voice heard!

The Consumer Assessment of Health Care Providers (CAHPS) survey may be coming in your mail soon. We want to hear from you! Please fill out the survey if you get it!

What it is: A survey about how happy you are with the health care you get. This means care from us and doctors in our network. It is sent each year.

How it works: A group called DataStat will send the survey to you. They work with the Department of Health Care Policy and Financing (HCPF) and Health Services Advisory Group (HSAG) to do the survey each year. We have to give contact information of all eligible Child Health Plan Plus (CHP+) members to HCPF and HSAG. They choose 1,650 members for DataStat to send the survey to.

What questions will be asked: They will ask for demographic information about you and your child. They will also ask about your child's health care in the last six months. This means information about your child's doctor, specialists, and health plan. We are your child's health plan.

How to fill it out: If you get this survey in the mail, it's easy to fill out and return. It even comes with a pre-addressed, postage-paid envelope. All you have to do is fill it out and drop it back in the mail. You may also get computer-assisted phone calls if you do not mail the survey back.

How results are used: We use what we learn to help us make your health plan better for you. If you would like to see the survey results, you can find them at colorado.gov/pacific/hcpf/client-satisfaction-surveys-cahps.

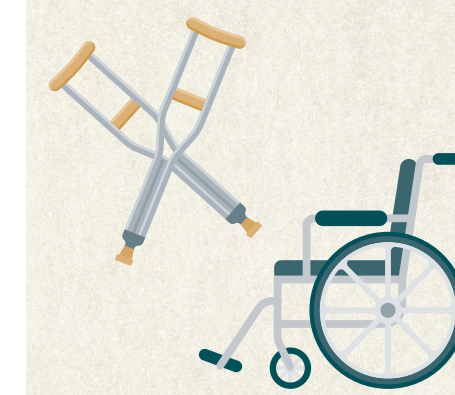


800-511-5010 | coaccess.com

In Our next issue

Durable medical equipment

Did you know that we cover durable medical equipment (DME)? Medical items that can be reused and are prescribed by a doctor are considered to be DME. This means things like wheelchairs, crutches, or oxygen.



Nurse Advice Line

Nurses are available 24 hours a day, seven days a week to give free medical information and advice. Call 800-283-3221.

Member Crisis Line

877-560-4520
You can call to talk to a behavioral health professional all day, every day. This is a free call.



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Benefit spotlight: behavioral health and substance use services

Your plan covers many behavioral health and substance use services. This means things like therapy or medications. Some benefits may need preapproval from us. This is also called preauthorization. This means you need to get us to okay the service before you get it.

We will work with you and your doctor to determine the right services for you. This means we will look at things like medical necessity, the appropriate treatment levels, and the right setting.

Visit coaccess.com/members/chp/benefits to find out more about your benefits. You can also call us at 303-751-9021 or toll free at 888-214-1101.



COVID-19 Awareness

For the latest information on COVID-19 in Colorado, including vaccine information visit coaccess.com/covid19.