



A GUIDE TO GETTING CARE FOR COLORADO ACCESS MEMBERS

You have health coverage - now what? Here's a quick guide to finding care.

Find In-Network Care

To find in-network care, use the “Find a Provider” search tool at coaccess.com or the “Find a Doctor” tool at healthfirstcolorado.com. For dental care, go to dentaquest.com. You can also call us at **800-511-5010**. TTY users should call **888-803-4494**.

Always check if your provider is in-network and accepts your insurance. We cannot reimburse you for any care you pay for, so make sure your care is in-network. Reimburse means pay you back. If you have Health First Colorado (Colorado's Medicaid program), out-of-network providers cannot bill you for any covered service. But if you have Child Health Plan *Plus* (CHP+), out-of-network providers can bill you for covered services.

Find or Change Your Doctor

Your primary care provider (PCP) is your main doctor for care. To choose or change your Health First Colorado PCP, call **888-367-6557**. TTY users should dial **711**. CHP+ members can go to any in-network PCP.

Get Care After Hours

Ask your doctor what to do if they're closed when you need care quickly. They may have a nurse or doctor on call. You can also go to an in-network urgent care center near you. If you have Health First Colorado, you may also call the Nurse Advice Line 24-hours a day, seven days a week at **800-283-3221**.

If you need care for something that could cause serious harm and needs immediate attention, go to the emergency room. If not, go to your doctor or urgent care center first.

Telehealth

Telehealth is a doctor or therapy visit done by video or phone. Ask your doctor or therapist if they offer telehealth. To get the most from your telehealth appointment, prepare for it. Make sure your internet connection and phone or computer work for video calls. Tell your provider if you need captions, an interpreter, or other help. Find a quiet place for your telehealth call where you can talk openly without distractions.



[VISIT OUR WEBSITE](#)

Get Mental Health Support

We can help you find mental health care and substance use treatment. Use the “Find a Provider” search tool at coaccess.com, or call us at **800-511-5010**. TTY users should call **888-803-4494**.

If you need to talk to someone right away, call or text **988**, or live chat at **988colorado.com**. The **988** Colorado Mental Health Line is available for free, immediate, human support 24 hours a day, seven days a week.

Get Care Coordination

Our care coordinators can help you find the care and services you need to support your health. They can:

- Help you find care and make appointments.
- Connect you to health programs that help you with health goals like quitting smoking, managing diabetes, or having a healthy pregnancy.
- Tell you about other benefits and programs you may want to apply for, like the Supplemental Nutrition Assistance Program (SNAP), housing

programs, and utility assistance. They can’t apply for you, but they’ll help guide you.

If you’re going through a difficult time with your health, we can also assign you a care manager. Care managers are helpful when you:

- Are leaving the hospital.
- Are pregnant and have health challenges.
- Have several health problems at once.
- Have a health problem that may get worse if you don’t find the right care.
- Need many services and feel overwhelmed by managing your care.

To get help from a care coordinator or request a care manager, call our care coordination team at **866-833-5717**. TTY users should call **888-803-4494**.