

Frequently Used Phone Numbers

Who	For What	How
Health First Colorado Enrollment	<ul style="list-style-type: none"> • Changing your primary care provider • Requesting a handbook • Getting help finding a provider 	303-839-2120 888-367-6557 (outside of Denver) Monday-Friday, 8:00 a.m. to 5:00 p.m. State Relay: 711 for callers with hearing or speech disabilities
County Department of Human/Social Services	<ul style="list-style-type: none"> • Applying for benefits • Questions about what programs you qualify for • Reporting changes to your household 	Contact information for each County Office
Primary Care Provider	<ul style="list-style-type: none"> • Making an appointment • Getting help finding other providers • Getting assistance coordinating your care 	The name of your primary care provider is listed on your enrollment letter or you can contact Health First Colorado Enrollment: 303-839-2120 or 888-367-6557 (outside of Denver) Monday-Friday, 8:00 a.m. to 5:00 p.m. State Relay: 711 for callers with hearing or speech disabilities
Regional Organization	<ul style="list-style-type: none"> • Getting assistance coordinating your care • Getting help finding a provider • Getting connected to behavioral health (mental health or substance use disorder) services • Filing a grievance 	<p>Colorado Access 303-368-0037 or 855-267-2095 (toll free) 303-368-0038 (Denver County) or 855-384-7926 (toll free) (Denver County) Monday-Friday, 8:00 a.m. to 5:00 p.m. State Relay: 711 for callers with hearing or speech disabilities www.coaccess.com</p> <p>Colorado Community Health Alliance 303-256-1717, 719-598-1540, or 855-627-4685 (toll free) Monday-Friday, 8:00 a.m. to 5:00 p.m. State Relay: 711 for callers with hearing or speech disabilities www.cchacares.com</p> <p>Health Colorado, Inc. 888-502-4185 Care Coordination Line: 888-502-4186 Monday-Friday, 8:00 a.m. to 5:00 p.m. State Relay: 711 for callers with hearing or speech disabilities www.healthcoloradorae.com</p>

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		<p>Northeast Health Partners 888-502-4189 Care Coordination Line: 888-502-4190 Monday-Friday, 8:00 a.m. to 5:00 p.m. State Relay: 711 for callers with hearing or speech disabilities www.northeasthealthpartners.org</p> <p>Rocky Mountain Health Plans 888-282-8801 Monday-Friday, 8:00 a.m. to 5:00 p.m. State Relay: 711 for callers with hearing or speech disabilities Email: customer_service@rmhp.org Live chat at: www.rmhp.org</p>
Health First Colorado Member Contact Center	<ul style="list-style-type: none"> • Getting help finding a provider • Getting help if you received a bill from a provider • Requesting a new Health First Colorado card 	<p>800-221-3943 Monday – Friday 7:30 a.m. to 5:15 p.m. State Relay: 711 for callers with hearing or speech disabilities</p>
The Ombudsman for Medicaid Managed Care	<ul style="list-style-type: none"> • Help with a grievance, appeal or other issue related to your health care 	<p>303-830-3560 or 877-435-7123 For TDD/TTY, call 888-876-8864 Or email help123@maximus.com</p>
Nurse Advice Line	<ul style="list-style-type: none"> • Available free of charge, 24 hours a day, 7 days a week, 365 days a year • Nurses will answer your medical questions, provide care advice and help you determine if you should be see a doctor right away • Get help with medical conditions, such as diabetes or asthma • Get advice on the type of doctor that may be right for your medical condition 	<p>800-283-3221 TTY 303-389-1210 24 hours a day, every day of the year</p>