



# HEALTHY COMMUNITIES

*Connecting you to health care*





## Family Health Coordinators

Healthy Communities is a comprehensive community-based outreach program designed to assist families, children and pregnant women to find appropriate services.

Healthy Communities Family Health Coordinators want you to get the most of your benefits and to understand what those benefits can do for you. Family Health Coordinator services are free and can help you:

- Find available medical homes and health or dental providers in your area,
- Assist you in working with Medicaid and CHP+, and
- Connect you to available low or no-cost services and referrals to places in your community like food banks, housing agencies, childcare, Head Start, Health Care Program for Children with Special Healthcare Needs (HCP), and Women, Infants and Children (WIC).

Healthy Communities Family Health Coordinators CANNOT:

- Determine or approve Medicaid or CHP+ eligibility, or
- Assist with TANF, SNAP or Cash

Assistance programs.

If you are interested in applying for the above public assistance programs, please visit [Colorado.gov/benefits](http://Colorado.gov/benefits).

To locate your Family Health Coordinator, please visit [Colorado.gov/hcpf](http://Colorado.gov/hcpf) or call the Medicaid Customer Contact Center 303-866-3513 in the Denver Metro area or Toll Free at 1-800-221-3943. TDD is available at 1-800-659-2656.

## Medicaid

### What Does Medicaid Cost?

- There are no enrollment fees for Medicaid,
- Children 18 and under have no co-pays for services,
- Pregnant women (any age) have no co-pays for any services, and
- Persons 19 and over have small co-pays for doctor visits, prescription drugs, laboratory tests, durable medical equipment and hospital stays.

### What does CHP+ Cost?

The cost of CHP+ depends on your family size and income

- There may be an annual enrollment fee for some families.
- There may be co-pays of \$2 - \$20 for some medical and dental services and emergency and urgent care visits.
- Pregnant women have no enrollment fees and are only responsible for co-pays for non-prenatal care.
- There are no enrollment fees or co-pays for Native Americans and Alaskan Natives.

Clients on CHP+ receive their health services through a Health Maintenance Organization (HMO) and applicants must select a HMO at the time of application. An HMO is a group of doctors, nurses, hospitals and other providers who work together to give clients health care. Clients must visit a provider who is in their CHP+ HMO.

Pregnant women will be enrolled in the CHP+ State Managed Care Network.



## Your Medicaid Benefits

*Family Health Coordinators can help you with your Medicaid benefits*

Some of the benefits for children include:

- Yearly (or more frequent for those under the age of 3) check-ups with your provider or clinic, including:
  - Complete physicals for school, camp, daycare or sports
  - Other visits when your child is sick
- Immunizations
- Developmental screenings
- Dental visits beginning at age 1 and then every 6 months
- Vision screening and eye glasses
- Hearing screening and hearing aid if medically necessary
- Lab and blood tests, such as testing for lead poisoning
- Behavioral health screenings and services
- Family planning
- Pregnancy testing and prenatal care
- Prescription drugs

Some of the benefits for pregnant women include:

- Discussing eating habits
- Lab and blood tests
- Mental and behavioral health services
- Pregnancy testing and prenatal care
- Prescription drugs
- Family planning after the birth of a child

A referral is not required from your provider to see a dentist, eye doctor, behavioral health provider, or for hearing services or family planning services.

## How to Find a Provider

To find a participating Medicaid provider or dentist near you, please call your Family Health Coordinator, the Medicaid Customer Contact Center or visit [insurekidsnow.gov](http://insurekidsnow.gov) for a dentist or [medicalquest.com](http://medicalquest.com) for other providers.

## How to Get to Appointments

Medicaid clients are eligible for Non-Emergency Medical Transportation services to appointments. If you live in a Denver metro county (Denver, Larimer, Boulder, Broomfield, Adams, Arapahoe, Douglas, Jefferson and Weld) call First Transit at 1-855-264-6368. If you live outside the metro area, call your local department of human/social services for assistance with transportation.

## Approval for Some Services

Some services or items require a Prior Authorization Request (PAR). The PAR must be signed by your Primary Care Provider (PCP) and sent to Medicaid.

- If the PAR is **APPROVED**, call the provider on the form sent to you to get the service or item.
- If the PAR is **DENIED**, you have 20 days from the date on the letter to file an appeal. If you need help, call your Family Health Coordinator or the Ombudsman for Medicaid Managed Care.

Medicaid covers services and items that are medically necessary. Medicaid evaluates each service or item to decide if it is:

- Standard medical practice
- Correct for the problem
- Not for the convenience of the parent, guardian, or health care provider



## CHP+ Benefits

*Family Health Coordinators can help you with your CHP+ benefits*

Some of the basic benefits for children include:

- Developmental screening
- Mental health screening
- Dental screening
- Vision screening
- Hearing screening
- Immunizations
- Doctor visits
- Yearly check-ups, including
  - Physicals for school or sports
  - Other visits when your child is sick
- Lab and blood tests
- Behavioral health services
- Pregnancy testing and prenatal care
- Prescription drugs
- X-rays

Benefits for pregnant women age 19 and older include:

- Discussing eating habits
- Lab and blood tests
- Mental and behavioral health services
- Pregnancy testing and prenatal care
- Prescription drugs

Dental services are NOT covered for pregnant women.

All benefits are administered through the HMO and some HMOs may include additional benefits.



## Medical Home

*A medical home coordinates all health services and is centered on you and your family's needs*

A medical home:

- Builds a relationship with your family,
- Makes sure that your children get the check-ups and care that they need, and
- Keeps their health records together.

Often the medical home is the doctor or clinic who performs your children's regular checkups or treats them when they are sick.

Your medical home:

- Respects your cultural beliefs and family values,
- Helps you to understand treatment options and honors your treatment choices,
- Helps your child get regular well-care, sick-care and shots,
- Helps you get your sick or injured child medical care, even after hours,
- Helps you decide if your child should be seen in the emergency room or an urgent care clinic,
- Helps you find specialists, and
- Assures your child has a health care team that includes your child, the provider, the office staff and others and ensures that you are an important part of the team.

If you would like a list of providers that serve as medical homes, please visit [MedicalHomeColorado.org](http://MedicalHomeColorado.org) or call your local Family Health Coordinator.



## **Resource Contact Information**

To locate your Family Health Coordinator, please visit [Colorado.gov/hcpf](http://Colorado.gov/hcpf) or call the Medicaid Customer Contact Center

### **Medicaid Customer Contact Center**

Denver Metro Area: **303-866-3513** or

Toll Free: **1-800-221-3943**

TDD, Metro Area: **303-866-3883**

**Se habla Español**

### **Medicaid Nurse Advice Line**

Toll Free: **1-800-283-3221**

**Se habla Español**

### **CHP+**

[ChpPlus.org](http://ChpPlus.org)

Toll Free: **1-800-359-1991**

**Se habla Español**

### **Presumptive Eligibility (PE)**

Denver Metro Area: **303-866-3513**

Toll Free: **1-800-221-3943** or **1-800-359-1991**

[Colorado.gov/hcpf](http://Colorado.gov/hcpf)

Or call your Family Health Coordinator

**Se habla Español**

### **The Ombudsman for Medicaid Managed Care**

Denver metro area: **303-830-3560** or

Toll Free: **1-877-435-7123**

**Se habla Español**

### **HealthColorado**

**HealthColorado.org**

Denver metro Area: **303-839-2120**

Toll Free: **1-888-367-6557**

TTY: **1-888-876-8864**

**Se habla Español**

### **Colorado Program Eligibility and Application Kit (PEAK)**

To see if you may be eligible for medical programs online, please visit [Colorado.gov/Peak](http://Colorado.gov/Peak).