

COLORADO ACCESS

We are a local, nonprofit health plan that serves members throughout Colorado. We've been on a mission for more than 25 years to partner with communities and empower people through access to quality, affordable care. Our focus is driving improvements in quality, member experience, outcomes, and cost. We care for individuals, families, children, and senior citizens who receive health care with Child Health Plan Plus (CHP+) or Health First Colorado (Colorado's Medicaid Program). To learn more about us, please visit coaccess.com.

Please note that we do not offer crisis services. If you need crisis services, please contact Colorado Crisis Services. Call them at 844-493-8255 or text TALK to 38255.

REGIONAL ACCOUNTABLE ENTITY

Colorado has seven regions. Those with Health First Colorado belong to a Regional Accountable Entity (or regional organization) that helps connect them with the health care they need. We are the Regional Accountable Entity (RAE) for the Region 3 (Adams, Arapahoe, Douglas, and Elbert counties) and Region 5 (Denver County) of Colorado. We are also a Managed Care Organization for CHP+.

As a RAE, we help our members understand and manage their physical and behavioral health benefits, connect them to providers in our network, and pair them with resources for needs such as transportation, food assistance, and other social services.

When a person first enrolls in Health First Colorado, they are assigned to a RAE based on the location of their primary care provider (PCP). If a member wants to change their PCP or RAE, they can do so:

- At enroll.healthfirstcolorado.com
- On the Health First Colorado mobile app (for iOS and Android)
- Or by calling Health First Colorado at 303-839-2120

CARE COORDINATION AND CARE MANAGEMENT SERVICES

Our care coordinators can work with members, their families, and their providers to help coordinate the member's care. Our care managers are licensed clinicians that can help members and their providers navigate more complex needs.

To get connected to a care coordinator, call us at 866-833-5717. To refer a member to one of our care managers, please fill out our care management referral form and our release of information form and email both to us at resource&referral@coaccess.com. Both forms can be found at coaccess.com/providers/forms.

Both forms must be completed for the referral.

ENROLLMENT SERVICES

Access Medical Enrollment Services (AMES) is our Eligibility Application Partner (EAP) that can help Coloradans who qualify sign up for medical assistance programs, including Health First Colorado and CHP+. Visit accessenrollment.org, call 303-755-4138, or email appassist@accessenrollment.org for more information.

AUTHORIZATION REQUESTS

We strive to make the prior authorization process as easy as possible for you. Visit coaccess.com/providers/resources/um to learn more about our authorization rules and access forms for behavioral and physical health prior authorizations.