

# PARTNERSHIP NEWSLETTER

THE NEWSLETTER FOR ACCESS BEHAVIORAL CARE MEMBERS AND FAMILY MEMBERS  
**ABC NORTHEAST** WINTER 2017

**Have Questions? Need Help?**  
**Call Access Behavioral Care.**

303-751-9030 (Local)  
800-984-9133 (Toll Free)  
888-803-4494 (TTY/TDD)  
[abc.coaccess.com](http://abc.coaccess.com)





# Here for You

Claudine McDonald,  
Director of Member Engagement and Inclusion

Happy New Year! I hope you had a nice holiday season and are staying warm in this cold weather. I am excited to see what this year will bring. I hope you are too. We want to help you have a healthy 2017. If this is the first newsletter you've ever received from us, welcome! Our goal is to let you know what is happening in the community, and at Colorado Access. We'll give you resources to help you stay healthy. This might include tips on eating healthy or staying active. We'll also help you find a doctor for your behavioral health or physical health needs. Your health is important to us. As always, if you have any questions, call us any time at 800-511-5010 (toll free). TTY users should call 888-803-4494. You can also visit our website at [coaccess.com](http://coaccess.com). For information on Health First Colorado (Colorado's Medicaid Program) and to sign up for their member newsletter, visit [healthfirstcolorado.com/news-resources](http://healthfirstcolorado.com/news-resources).

## Member Advisory Council

We want to hear from you! We are putting together groups to form what we call member advisory councils. These councils will meet every month. Any member is able to be in the council. When you join the member advisory council, you can share your thoughts and ideas and we listen. You have the opportunity to talk about projects and programs that will impact all of our members. For more information, call 720-744-5629 or email [julia.mecklenburg@coaccess.com](mailto:julia.mecklenburg@coaccess.com).

## MEMBER CRISIS LINE

877-560-4250

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



## Care Management Spotlight

We have many programs to help you stay healthy. The best part is they are free! And if for some reason we can't help, we can find someone who can. We can help you get access to care, coordinate services and help with other things. Our care managers can help you:

- Get behavioral or physical health services
- Find a primary care provider or specialist
- Figure out what might be preventing you from getting the care you need

- By going to appointments with you to help you talk to your provider
- Schedule transportation for medical and behavioral health appointments

If you would like to talk to you a care manager, call us! We're here Monday through Friday from 8:00 am to 5:00 pm. You can also call us at 866-833-5717 (toll free). TTY users should call 888-803-4494. You can visit our website at any time at [coaccess.com](http://coaccess.com).

# EPSDT: Staying Healthy

By Scott Humphreys, MD, Senior Medical Director

Health First Colorado (Colorado's Medicaid program) automatically gives child and youth members special health care services called EPSDT. It makes sure they get the right preventive, dental, mental health, developmental and specialty services.

EPSDT copays may vary depending on ages and the type of service:

- Children 18 years old and younger can get EPSDT with no copay for any covered service
- Adults 19 and 20 years old can get EPSDT

With EPSDT, any medically necessary service to treat any mental, behavioral or physical diagnosis is covered.

Covered services include:

- Well-child visits and teen check-ups
- Developmental evaluations
- Behavioral evaluations
- Immunizations (shots)
- Lab tests, including lead poisoning testing
- Health and preventive education
- Vision services
- Dental services
- Hearing services

## Early

**E** Find and assess problems early

## Periodic

**P** Check children's health at several ages

## Screening

**S** Check physical, mental, developmental, dental, hearing, vision and other health areas

## Diagnostic

**D** Do follow-up tests when a health risk or problem is found

## Treatment

**T** Correct, reduce or control health problems

If you have questions about EPSDT, please call our care management team at 866-833-5717.

## Member Handbook

Do you know all of the benefits you have as a member? If you are a member of our Access Behavioral Care program, you can find your member handbook at [coaccess.com/abc](http://coaccess.com/abc).

## Follow Us!

Are you interested in health issues around the state? Do you need healthy recipes? Do you want more information on community projects in your area? Find us on social media! We are on Twitter, Facebook and LinkedIn.



[coloradoaccess](https://www.facebook.com/coloradoaccess)



[@coaccess](https://twitter.com/coaccess)



[Colorado Access](https://www.linkedin.com/company/colorado-access)

## OMBUDSMAN FOR MEDICAID MANAGED CARE

If you have Medicaid or are a member of Access Behavioral Care, you can get free and independent help from the Ombudsman for Medicaid Managed Care. You can call to learn about your rights and responsibilities. You can also get help finding a resource for when you are not sure who to call.

Phone: 303-830-3560 or 877-435-7123 toll free (en español)

TTY: 888-876-8864

Email: [help123@maximus.com](mailto:help123@maximus.com)

Website: [healthcolorado.org](http://healthcolorado.org)



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Denver, CO 80217-0580

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## Frequently Used Phone Numbers

ABC Northeast: 844-880-8508

ABC Denver: 800-984-9133

Accountable Care Collaborative administered by  
Colorado Access: 855-469-7226

\*For Larimer County residents: We provide care management for behavioral health services only.  
For physical health services, call Rocky Mountain Health Plans at 800-667-6434.

## Rights and Responsibilities

As a member, you have certain rights and responsibilities.  
Make sure you know what they are! Find them at [coaccess.com/your-rights-and-responsibilities](https://coaccess.com/your-rights-and-responsibilities).

## New Name, Same Benefits

This summer Colorado Medicaid changed its name to Health First Colorado (Colorado's Medicaid Program). If you have Colorado Medicaid, your coverage, benefits and choice of providers stay the same. Current cards are still valid, so you do not need to get new ones. Learn more about Health First Colorado and review the member handbook at [Colorado.gov/hcpf/hfc](https://Colorado.gov/hcpf/hfc).