



Member Code of Conduct

At Colorado Access, we treat members with respect and expect the same of you.

You may not abuse, threaten, or intimidate our staff. You also may not be offensive, insulting, or disruptive. We will not tolerate:

- Yelling and swearing.
- Lying or hiding the truth.
- Personal attacks or insults.
- Racist or prejudiced words.
- Words or actions that threaten, intimidate, or frighten.
- Harassment through repeated calls, emails, or visits for a problem or question we have already dealt with.
- Talking to our staff through their personal contact methods.
- Any other inappropriate words or actions. Our staff will decide what is inappropriate.
- Weapons on our property.

If we think you might put our staff or other members in danger, we may limit you from coming to our office. If needed, we may call the police to keep people safe at our office.

If you break this code of conduct, we will set up a communication plan. This plan will have:

- A point of contact.
- A timeframe.
- Expectations for communicating with us.

The communication plan does not limit your access to services. It also does not limit your access to care management. It will include accommodations for disabilities and languages other than English. To learn more about your rights and responsibilities as a member, go to coaccess.com/members/services/rights.

If you need this document in large print, Braille, other formats, or languages, or read aloud, or need another copy, call 800-511-5010. For TDD/TTY, call 888-803-4494. Call Monday to Friday, 8 a.m. to 5 p.m. The call is free.