

IMPORTANT PHONE NUMBERS

Medicaid Customer Contact Center

For questions and problems with
your Medicaid coverage.

1-800-221-3943

TDD 1-800-659-2656

HealthColorado

For information on Medicaid
health plans and to select a plan.

In Denver: **303-839-2120**

Outside of Denver: **1-888-367-6557**

TTY: 1-888-876-8864

Medicaid Nurse-advice Line

A free hotline for questions about your
health and if you should go to the doctor.

Available anytime.

1-800-283-3221

Colorado's QuitLine

Get free help to quit smoking.

1-800-784-8669

Mental Health Hotline

Metro Crisis Services offers a free,
confidential hotline for mental health
and substance abuse help.

Available anytime.

1-888-885-1222

In an emergency, call **911**

IMPORTANT WEBSITES

PEAK

Manage your Medicaid and
other public benefits online.

www.colorado.gov/PEAK

Colorado Department of Health Care Policy and Financing

The state agency responsible for Medicaid.

www.colorado.gov/hcpf

HealthColorado

For information on Medicaid health plans.

www.healthcolorado.net

Colorado.gov/Health

A collection of helpful frequently
asked questions on health coverage
options in Colorado.

www.colorado.gov/health

Connect for Health Colorado

Colorado's health insurance Marketplace
where individuals, families, and small
employers can buy health insurance
and apply for financial help.

www.connectforhealthco.com



Colorado Covering Kids and Families

www.cchn.org/ckf



I HAVE MEDICAID! WHAT'S NEXT?



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Medicaid is a public health insurance program with many benefits. To make the most of them, follow these four steps:

1 WATCH YOUR MAIL FOR IMPORTANT INFORMATION

- **Medicaid card:** Your card should arrive in 7-10 days.
- **Benefit letters:** These letters may require additional **action** from you so you can keep your benefits. Don't ignore these letters!
- **Enrollment packet:** Approximately a month after your approval, you will receive information on Medicaid health plans and benefits from HealthColorado.
- **Renewal or redetermination request:** 12 months after your approval, you will be asked to renew your Medicaid benefits. This is also called a redetermination. Follow the instructions to complete your redetermination carefully.

You can see your benefit letters and print your Medicaid card online at **www.colorado.gov/PEAK**



2 CHOOSE A HEALTH PLAN

There are two ways to get Medicaid:

- **Regular Medicaid:** You will have basic Medicaid benefits but you must find your own doctors and specialists.
- **Medicaid health plan:**
 - ♦ Accountable Care Collaborative: A Primary Care Medical Provider will coordinate your care and needs. You will have basic Medicaid benefits and you can see any doctor who accepts Medicaid.
 - ♦ Health Management Organization (HMO): Your HMO will coordinate your care. You can only see doctors who are part of the HMO network and you might need a referral to see a specialist.

How should I choose a plan?

- Call your doctors and pharmacy and ask if they participate in a plan you like.
- Explore the plan comparison chart called "Medicaid Health Options."
- Call HealthColorado with questions and when you are ready to decide:
1-888-367-6557

After you enroll in Medicaid, you have 90 days to choose a plan. If you do not choose a plan, one might be chosen for you. Generally, you can change your plan two months before your birthday.



3 STAY COVERED

- Kids 18 years and younger will have Medicaid for 12 months after approval no matter what.
- For adults, Medicaid eligibility may change if income or family size changes. You should report these changes to your county office or online using the PEAK website immediately: **www.colorado.gov/PEAK**
- If you think you might lose coverage, you can apply for tax credits to buy private health insurance at **www.connectforhealthco.com**
- Don't forget to complete your renewal every 12 months!

4 STAY HEALTHY

- Stay active!
- Eat healthy, colorful meals.
- Take care of your mental health.
- Use your preventive dental and medical benefits.
- Quit smoking!



Colorado Covering Kids and Families

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