



Welcome to *Integrated Community Health Partners (IHP)*!

*I got a letter in the mail from Medicaid. It talks about a program called "ACC." I have questions about the ACC program.*

### ***What is the ACC?***

The State of Colorado created a new health care program called the *Accountable Care Collaborative (ACC)* for Medicaid members. It is a program that will help Medicaid members and their families get the right care at the right time. Medicaid members who belong to the ACC will belong to an "accountable care organization" to help manage all of their health care needs.

### ***Why is this important to me?***

People who are healthy get the best out of life. They can do the things they enjoy doing. When people have health problems, it's hard to take care of day-to-day activities. It's hard to give the most to their families and children. The ACC is set up to give you and your family members the health care you need to get well and stay well. You will get all of your health care from a group of doctors, nurses and specialists who know about your health problems. You won't have to go to the emergency room every time you get sick.

### ***Where is the ACC?***

The ACC is made up of seven regions in Colorado. Each of these regions has a *Regional Care Collaborative Organization (RCCO)*. The RCCO will manage the health care needs of all ACC members who live in the region.

You live in **Region 4**. *IHP* serves Medicaid members who live in the following counties:

**Alamosa, Baca, Bent, Chaffee, Conejos, Costilla, Crowley, Custer, Fremont, Huerfano, Kiowa, Lake, Las Animas, Mineral, Otero, Prowers, Pueblo, Rio Grande, and Saguache**

### ***Why was I chosen to be enrolled in ICHP?***

You were chosen because you are eligible for the program and you live in one of the counties listed above.

### ***Can anyone enroll in the program? I have a neighbor who is on Medicaid, but didn't get the letter. She would like to enroll.***

Yes, anyone who is fully eligible for Medicaid can enroll in ICHP as long as the following guidelines are met:

- There is room in the program
- They are not in a nursing home
- They do not have Medicare
- They live in Alamosa, Baca, Bent, Chaffee, Conejos, Costilla, Crowley, Custer, Fremont, Huerfano, Kiowa, Lake, Las Animas, Mineral, Otero, Prowers, Pueblo, Rio Grande, or Saguache counties

If you or someone you know who is on Medicaid would like to enroll in ICHP but did not get a letter, they can call the following number:

**HealthColorado**  
**888-367-6557 (toll free)**

### ***What is HealthColorado? Is that the same as Medicaid?***

HealthColorado is Medicaid's "enrollment broker." You can call HealthColorado at 888-367-6557. They can help you:

- Understand your Medicaid health plan choices.
- Choose a doctor who is best for you.

### ***Is there anyone else I can call? What if I want information about the program in my region?***

Yes. You can call ICHP, the RCCO program in your area. ICHP can help you with the following activities;

- Find doctors in your area.
- Find hours when you can get appointments.
- Answer your other questions.

**ICHP Customer Service**

**855-959-7340 (toll free)**

***Medicaid assigned me to a “primary care medical provider.”  
What is that? Why do I need to have both an RCCO and a primary  
care medical provider?***

Your primary care medical provider (PCMP) is your main health care provider. Your PCMP is your “medical home,” where you will get most of your health care. When you need specialist care, your PCMP will help you find the right provider to treat you.

Unlike your PCMP, ICHP is not a medical provider. ICHP does not make any medical decisions (your PCMP makes those) and it does not make decisions about your benefits (Medicaid makes those).

ICHP will help you with these activities:

- Connect you with the Medicaid providers where you live.
- Work with your PCMP to get you the medical services you need.
- Help your providers work with each other and with you.
- Connect you to other services in your area.

***I like the doctor I have now. Can my current provider be my  
PCMP?***

**Yes.** You can choose any provider that is an ICHP provider, and you can switch to a different ICHP provider at any time. To find out if your provider is a participating ICHP provider, call HealthColorado at 888-367-6557. If your provider is not a participating ICHP provider, call:

**ICHP Customer Service**

**855-959-7340 (toll free)**

ICHP may be able to enroll your doctor in the ICHP program.

***Can my whole family have the same PCMP?***

**Maybe.** When Medicaid enrolls a family into the program, we try to keep the whole family with the same PCMP. But some PCMPs only serve children, while others only serve adults. In some cases, the PCMP may not have room to add new members to their practice.

***Does my PCMP have to be in the region where I live?***

**No.** You can choose a PCMP and get care in another region. You live in **Region 4**. You will still stay with ICHP if you decide to get care in another region. ICHP will work with your PCMP to coordinate your care if you decide to get care in another region.

***What if I move? Would I stay with ICHP and my PCMP?***

If you are planning to move or have moved, contact ICHP at **1-855-959-7340** if you want a PCMP closer to your new home. Or, you can stay with your current PCMP if you want. If you are moving to a new region outside of the counties that ICHP covers, you may contact the RCCO in your new location to re-enroll in the program.

***What if I don't want to be enrolled in ICHP?***

You don't have to be in the program if you don't want to. You have 30 days from the date you got the notice to call HealthColorado to tell them you don't want to be in the program. For example, if you got the notice on May 1, you must call HealthColorado by May 31.

If you received your notice on:	You must call HealthColorado to opt out of the program by:
May 1, 2011*	May 31, 2011*

\*\*These are only examples; dates will vary. You must call HealthColorado within 30 days of when you get the letter if you don't want to be in the program.

Once you are enrolled in ICHP, you have another 90 days to decide if you want to stay in the program. If you decide you don't want to stay in the program, you must call HealthColorado at 888-367-6557 and let them know. For example, if you became enrolled on June 1, you must call Health Colorado by August 28, 2011.

If you became eligible for ICHP on:	You must call HealthColorado to opt out of the program by:
June 1, 2011**	August 28, 2011**

\*\* These are only examples; dates will vary. You must call HealthColorado within 90 days of enrollment if you don't want to be in the program.

Each year, you will have another chance to decide whether you want to be in the ACC Program during open enrollment. You have the chance to re-enroll during the two months before the month of your birthday.

If your Birthday Month is:	You can re-enroll in the program during:
April***	February and March***

\*\*\*Example only.

## **ACC Benefits**

### ***Do my Medicaid benefits change when I enroll in the ACC?***

**No.** Your Medicaid benefits are the same as they were before you were enrolled in ICHP. The only difference you will notice is that ICHP will help you coordinate your care and help you get the services you need. You may find it easier to get appointments and to see a doctor.

### ***Will I need a referral from my PCMP to see a specialist?***

**Probably.** When you need a referral, your PCMP and the specialist will take care of it. You don't need anything in writing. Once the appointment is made, simply go to your appointment at the scheduled time.

For some services, you **do not** need a referral. You **won't** need a referral for the following:

- Emergency services
- Check-ups for children
- Emergency and non-emergency transportation
- Anesthesiology services
- Pregnancy care
- Family planning services
- Dental services
- Vision services
- Mental health services
- Home and Community-Based waiver services

### ***What if my PCMP won't refer me to a specialist and I disagree with that decision?***

First, talk with your PCMP about the decision. If you are not satisfied after talking to your PCMP, call ICHP to see if we can do something to help:

## ICHP Customer Service

855-959-7340 (toll free)

If you are still having trouble, you can call the Medicaid Managed Care Ombudsman at 303-830-3560 for help. If you believe you have been wrongfully denied services, you can file an appeal and request a State Fair Hearing. Contact the Colorado Office of Administrative Courts at

Colorado Office of Administrative Courts  
633 17th Street, Suite 1300  
Denver, CO 80202

Or call:  
1-303-866-2000

### ***Will I have to pay for services?***

You will have the same co-payments for services that you had when you were in regular Medicaid. This is the list of co-payments for Medicaid services:

<b>Service</b>	<b>Co-payment Amount</b>
Inpatient Hospital Services	\$10.00 per covered day or 50% of the averaged allowable daily rate whichever is less.
Outpatient Hospital Services	\$3.00 per visit
Practitioner Services	\$2.00 per visit
Optometrist Visit	\$2.00 per visit
Podiatrist Visit	\$2.00 per visit
Psychiatric Services	\$0.50 per unit of service (1 unit = 15 minutes)
Community Mental Health Center Services	\$2.00 per visit
Rural Health Clinic/ FQHC Services	\$2.00 per date of service
Durable Medical Equipment	\$1.00 per date of service
Laboratory	\$1.00 per date of service
Radiological Services	\$1.00 per date of service
Prescription Services	Generic drugs - \$1.00 Brand name drugs - \$3.00

### ***I have been going through a Behavioral Health Organization (BHO) to get my mental health care. Will that change, now that I'm with ICHP?***

**No.** You will continue to get your mental health benefits through your BHO. Your BHO is Colorado Health Partnerships. Your PCMP and ICHP will work with your mental health providers to ensure that you are getting the care you need.

## ***Do I need to see my PCMP for emergencies?***

No. If you have a serious medical or mental health emergency, go to the hospital. If you are not sure if it's an emergency, call your Medical Home to see if the emergency room is most appropriate.

## ***What should I do if I need to see a doctor soon, but it's not an emergency?***

For urgent care, contact your PCMP, who must see you within 48 hours. Call ICHP to find out about where you can get non-emergency care after normal office hours.

## ***What if I don't like the service I'm getting through ICHP? Who should I tell?***

Talk with your PCMP or ICHP to see if they can help you solve the problem. If you are still having trouble, you can call the Medicaid Managed Care Ombudsman at 303-830-3560.

If you believe you have been wrongfully denied services, you can file an appeal and request a State Fair Hearing. Contact the Colorado Office of Administrative Courts by writing:

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Or call

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## ***Will this program affect my Medicaid Eligibility?***

No. Your Medicaid eligibility doesn't change. You can only be a member of ICHP if you are eligible for Medicaid.

## ***What if I lose my Medicaid eligibility while I am in the ACC?***

The ACC is a Medicaid program; if you lose your Medicaid eligibility you are no longer in the ACC.

## ***What if I get Medicaid benefits again?***

If you get your Medicaid benefits back again within 60 days of losing them, you will be automatically re-enrolled into the ACC with the same PCMP you had the last time you

enrolled. After 60 days, you will not be automatically enrolled, but you can ask to be in the ACC. Call HealthColorado at 888-367-6557 to re-enroll.