

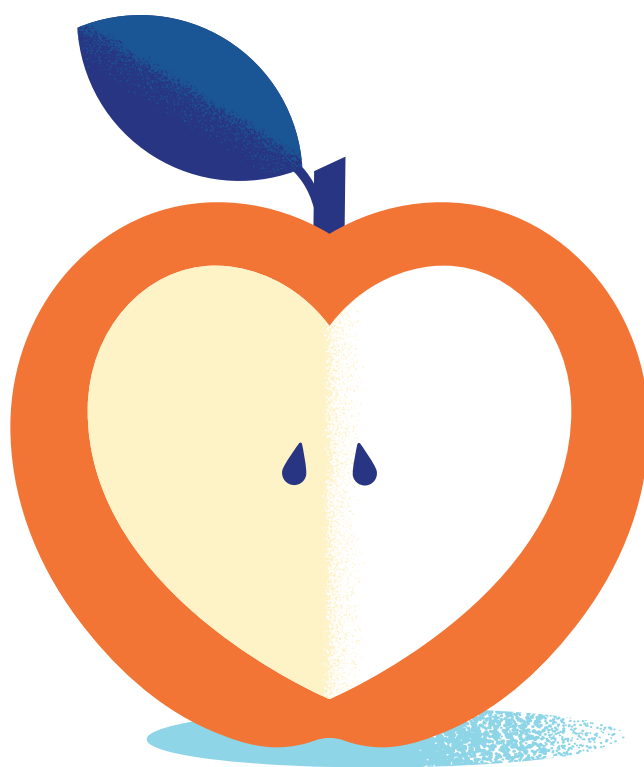
Make the most of your health plan

Getting Started Guide

Rocky Mountain Health Plans (RMHP) Child Health Plan Plus (CHP+) is the managed care plan for you or your child(ren). RMHP is part of UnitedHealthcare.

Look inside for:

- Getting help
- Getting care
- Resources



A graphic at the top of the page shows two hands, one in dark blue and one in yellow, holding a white heart. The hands are stylized with thick fingers.

Simple for you. That's our promise.

Start here



RMHP as your CHP+ managed care plan will support you in both your physical and behavioral health care. We'll call you to welcome you to your plan. As part of the call, we'll learn more about you and your health, and answer questions about your coverage. If we miss you, please watch for a "Sorry We Missed You" letter that will provide information of how you can contact Member Services so we can connect and learn about your health needs. Members may also access important information at uhccp.com/rmhp-chp or MyUHC secure Member website. Member Services can help you with any questions you have about these materials.



Your RMHP Member ID Card. You should have already received your RMHP Member ID Card. Please keep it in a safe place. Bring your card with you every time you or your child goes to a health care appointment.

If you need a new Member ID Card, you can: Chat with us in the app, call Member Services, or print one from your secure member website at myuhc.com/CommunityPlan. Your CHP+ copay is the amount you may need to pay for certain services. Your ID card shows which copay level you have under your plan. A copay is what you pay when you or your children get medical care or pick up prescription medicines.

Keep in mind: your copay amount can change if your income changes. Pregnant women on CHP+ do not have to pay copays. You can check the chart on page 3 to see your copay amounts. If you have questions, Member Services can help.

Your services and copay amounts

This is not an all-inclusive list of services and copay amounts, for more information on copayments and covered services, see the CHP+ Member Handbook. The amount of your copayments is based on your family size and income level.

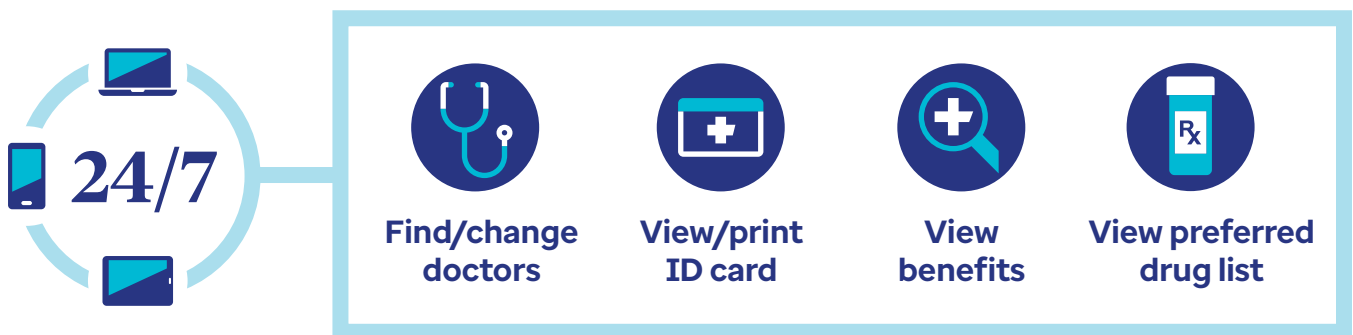
Service	Copay level		
	No copay	Low copay	High copay
Ambulance	You pay nothing	You pay nothing	\$15.00 per trip
Emergency Care	You pay nothing	\$3.00 per visit	\$30.00 per visit
Inpatient Services	You pay nothing	You pay nothing	\$20.00 per admission
Laboratory and X-rays	You pay nothing	You pay nothing	\$5.00 per visit
Office Visits (not routine)	You pay nothing	You pay nothing	\$5.00 per visit
Preventive, Routine and Family Planning Services	You pay nothing	You pay nothing	You pay nothing
Behavioral/SUD Services (Includes alcohol and substance abuse, hospital, mental health and therapy services)	You pay nothing	You pay nothing	You pay nothing
Outpatient Services	You pay nothing	You pay nothing	\$5.00 per visit
Prescription Drugs	You pay nothing	You pay nothing	\$3.00 Generic per fill; \$10.00 Brand Name per fill
Urgent Care/After Hours	You pay nothing	\$1.00 per visit	\$20.00 per visit
Vision	You pay nothing	You pay nothing	\$5.00 per visit
Maternity Care (Includes prenatal, delivery/inpatient well baby care, and prescription drugs)	You pay nothing	You pay nothing	You pay nothing



Get connected

You can take charge of your coverage and get 24/7 access to important plan details and Member information on uhccp.com/rmhp-chp, our website, or by signing into your secure Member website, myuhc.com/communityplan.

- **To register for MyUHC, visit myuhc.com/communityplan.** Then, follow the simple instructions to create your account. You will be able to view all of your information once your plan begins.
- **UnitedHealthcare® app.** Download the UnitedHealthcare app to access your health plan information. The app is available for Apple® through the App Store or Android® tablets and smartphones through Google Play. Use your member ID card information to register. Or log-in with your myuhc.com username and password.



Need more help? Our local, friendly Member Services team takes pride in getting you the help you need.

 **Call 1-877-668-5947, TTY 711, 8 a.m.–5 p.m. MST, Monday–Friday.** Para asistencia en español llame al **1-877-668-5947, TTY 711, de 8 a.m. a 5 p.m. MST, de lunes a viernes.**

 **Email us at rmhp_member_services@uhc.com**
You understand that any email you send to us outside of the MyUHC portal may have your protected health information in it. That email will be sent unencrypted. When an email is sent unencrypted there might be a risk that someone else could read it. The contents of the unencrypted email could be disclosed.

 **Live chat** with us at myuhc.com/communityplan, 8 a.m.–5 p.m., Monday–Friday

 **Send us a letter** at UnitedHealthcare Community Plan, P.O. Box 31349, Salt Lake City, UT 84131-0349



We speak your language

If you speak a language other than English, we can provide translated printed materials. Or we can provide a telephonic interpreter to help translate materials sent to you. You can also get this Getting Started Guide in other formats, such as Braille, large print or audio CD, at no cost within 5 business days. To arrange for an interpreter, translation services, call Member Services at **1-877-668-5947 (TTY 711)**.

Si necesita ayuda con la información en este documento incluida la traducción oral/escrita, un formato diferente (como letra grande), o un archivo de audio, podemos ayudarlo sin costo. Puede obtener ayuda llamando Rocky Mountain Health Plans (RMHP) al 1-877-668-5947 o State Retransmisión 711 para personas con discapacidad auditiva o del habla.

Helpful documents on online

MyUHC, myuhc.com/communityplan secure Member website information



- View plan and benefit information
- Check the status of a claim
- Get health and wellness info

Member handbooks

CHP+ Member Handbook is available on uhccp.com/rmhp-chp



- Covered services
- Important phone numbers
- Member rights and responsibilities

RMHP PRIME/CHP+ Preferred Drug List (formulary)

Available at uhccp.com/rmhp-chp



- The formulary is a list of medications that are covered under the RMHP CHP+ plan

Other resources on uhccp.com/rmhp-chp



- Provider directory
- Community resources
- Healthy tips
- Behavioral health services
- Benefits and features of the plan
- Care Coordination Information
- Organizational Documents and Clinical Guidelines
- Grievance and Appeal Information

Call Member Services and ask for a printed copy of materials at no cost within 5 business days.



1-877-668-5947, TTY 711



myuhc.com/communityplan



Health First Colorado app

Getting care

There are different options to get the care you need based on your situation.



Your primary care provider

We call the main doctor you see a primary care provider, or PCP. This is the doctor you should see for most of your care, like checkups, treatments, vaccinations, minor injuries, and other health concerns. Call your or your child(ren)'s PCP first, even after hours.

Important tip: Annual checkups are important for good health. Make an appointment with your or your child(ren)'s PCP if you have not had a visit in the past year.

If you are on CHP+ because you are pregnant, you may get most or all of your care through a prenatal provider, such as an OB/GYN or Certified Nurse Midwife. Please let all medical providers know that you are pregnant before they provide care.



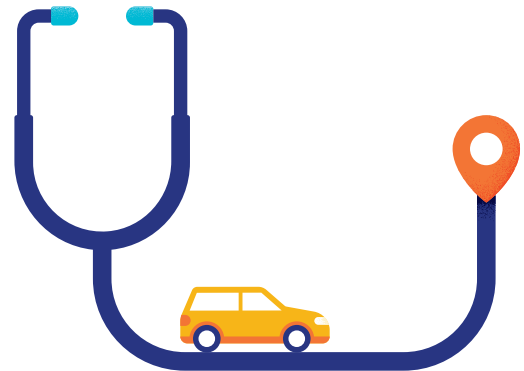
Urgent care

Urgent care is for non-emergent but serious illness or injuries that need medical care. These can include fevers, flu symptoms, minor cuts, or minor burns.



Emergency Room

Go to the Emergency Room if your condition is life-threatening or your doctor tells you to go. You should go to the Emergency Room for chest pain, trouble breathing, severe allergic reactions, or severe bleeding.



Colorado PEAK

CHP+ members have access to Colorado PEAK, which is a quick and easy way to apply for medical, food, and cash assistance programs. Are you moving? You can create an account at co.gov/PEAK and update your contact information. You can also download the Health First Colorado mobile app for easy access to tools to manage your health care.

Getting care continued



Mental/Behavioral Health

Behavioral health (BH) is an important part of your overall health. If you have changes in your mood or behavior, or if your alcohol or drug use is impacting your life, you may want to talk to a BH provider. RMHP can help you understand your behavioral health benefits and find a provider that can help you.



Dental health

Dental health can affect your entire body. It's important to take advantage of preventive services, like exams and cleanings every six months. Call DentaQuest at **1-855-225-1729** to learn more about your dental benefit and find a dentist near you, or visit **dentaquest.com** and select "Members > confirm location > "Medicaid/CHIP" for type of insurance > choose your plan of Colorado Child Health Plan Plus."



Crisis help

If you're struggling or someone you love is hurting and you need to get help right away, call or text **988**, the Colorado Mental Health Line. Coloradans can get free, confidential, and immediate help 24 hours a day, seven (7) days a week, 365 days a year from the **988** Colorado Mental Health Line. You can also get online support at **988Colorado.com**.



Need help finding a PCP or BH Provider?



You can find a doctor or provider for you or your child(ren) using our online provider directory. Visit uhccp.com/rmhp-chp and select Find a Provider or Find Behavioral Health Services. Then follow the directions to find providers close to you. The Provider Directory can be downloaded or you can call Member Services to request a copy be sent to you for you or your child(ren) at no cost.



Talk with a doctor now

With CirrusMD for RMHP, eligible Members can connect with a doctor at no cost through a computer or mobile device. Message, share photos and video chat to get the answers you need to your health questions. CirrusMD doctors are available 24/7. This service is completely free to RMHP regional organization (Regional Accountable Entity – “RAE 1”), PRIME and CHP+ Members. Download the CirrusMD app on the App Store or Google Play. Learn more at patients.cirrusmd.com/rmhp.



Help with your care

RMHP has Care Coordinators and nurses that can:

- Work with you and your child(ren)’s doctors to help you get the care needed
- Explain covered services
- Help coordinate services with community partners
- Connect you with pregnancy-related services and supports



Care Management

Our Care Management team can help you manage conditions like diabetes, cancer, heart disease, or pregnancy. Call **1-877-668-5947**, TTY **711** to speak with a Care Coordinator, Monday–Friday from 8 a.m.–5 p.m. *If you call after hours, you can leave a secure voicemail message. Your call will be returned the next business day.*

Notice of availability of language assistance services and alternate formats

ATTENTION: Free language assistance services and free communications in other formats, such as large print, are available to you. Call Member Services 1-800-421-6204, TTY 711.

ATENCIÓN: Si habla <español> (**Spanish**), tiene acceso a servicios gratuitos de asistencia lingüística y a materiales gratuitos en otros formatos, como letra grande. Llame a Servicios para Miembros al 1-800-421-6204, TTY 711.

تنبيه: إذا كنت تتحدث اللغة <العربية> (**Arabic**)، فنتوفر لك خدمات مساعدة لغوية مجاناً ووسائل تواصل مجانية بتنسيقات أخرى، مثل الطباعة بحجم كبير. اتصل بخدمات الأعضاء على الرقم 1-800-421-6204، الهاتف النصي 711.

ማሳሰቢያ:- <አማርኛ> (**Amharic**) የሚናገሩ ከሆነ ነፃ የቋንቋ እርዳታ አገልግሎቶች እና እንደ ትልቅ ህትመት ያሉ በሌሎች ቅርጾች የሚቀርቡ ነፃ የመገናኛ ዘዴዎች ለእርስዎ ይገኛሉ። ለአገላት አገልግሎት በ1-800-421-6204፣ TTY 711 ይደውሉ።

注意：如果您說<中文>(**Chinese**)，您可以獲得免費語言協助服務和其他格式（例如大字版）的免費通訊。請致電 1-800-421-6204（聽障專線 (TTY) 711）與會員服務部聯絡。

توجه: اگر به <فارسی> (**Farsi**) صحبت نمی‌کنید، خدمات رایگان کمکی زبان و مطالب رایگان در قالب‌های دیگر، مانند پرینت درشت، برای شما فراهم است. با خدمات اعضاء به شماره 1-800-421-6204 (TTY 711) تماس بگیرید.

ATTENTION: Si vous parlez <français> (**French**), des services d'assistance linguistique gratuits et des communications gratuites dans d'autres formats, tels que du texte en gros caractères, sont à votre disposition. Veuillez appeler le département des services aux membres au 1-800-421-6204, ATS 711.

HINWEIS: Wenn Sie <Deutsch> (**German**) sprechen, stehen Ihnen kostenlose Sprachdienste und kostenlose Mitteilungen in anderen Formaten, beispielsweise in Großdruck, zur Verfügung. Rufen Sie den Mitgliederservice unter 1-800-421-6204, TTY 711 an.

注意：<日本語> (**Japanese**) を話される場合は、無料の言語支援サービスや、大きな活字などの他の形式での無料コミュニケーションをご利用いただけます。次のメンバーサービスにお電話ください：1-800-421-6204, TTY 711。

참고: 귀하가 <한국어> (**Korean**)를 구사하시는 경우, 무료 언어 지원 서비스와 다른 형식의 무료 커뮤니케이션(예, 큰 활자체로 된 정보)을 이용하실 수 있습니다 가입자 서비스부에 1-800-421-6204, TTY 711번으로 전화하십시오.

ध्यान दिनुहोस: तपाईं <नेपाली> (**Nepali**) बोलुहुन्छ भने, तपाईंलाई निःशुल्क भाषिक सहायता सेवा दिइने छ र ठुलो अक्षरमा प्रिन्ट जस्ता अन्य ढाँचामा पनि सूचना आदानप्रदान गराइने छ। सदस्य सेवा कार्यालयलाई 1-800-421-6204, TTY 711 मा कल गर्नुहोस्।

UWAGA: Jeśli mówi Pan/Pani w języku <**polskim**> (**Polish**), dostępne są dla Pana/Pani bezpłatne usługi pomocy językowej i komunikacji w innych formatach, np. duży druk. Proszę zadzwonić do działu obsługi klienta pod numer 1-800-421-6204, TTY 711.

ВНИМАНИЕ: Если Вы говорите <**по-русски**> (**Russian**), Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например крупным шрифтом. Обращайтесь в отдел обслуживания участников по телефону 1-800-421-6204, TTY 711.

FIIRO GAAR AH: Haddii aad ku hadasho <**Somaali**> (**Somali**), adeegyada kaalmada luqadda oo bilaash ah iyo adeegyada wada-xiriirka oo bilaash ah oo ah qaabab kale, sida far waaweyn, ayaad heli kartaa. Ka wac Adeegyada Xubnaha lambarka 1-800-421-6204, TTY 711.

ATENSYON: Kung nagsasalita ka ng <**Tagalog**> (**Tagalog**), may makukuha kang mga libreng serbisyong tulong sa wika at mga libreng komunikasyon sa mga ibang pormat, tulad ng malaking letra. Tawagan ang Mga Serbisyo sa Miyembro sa 1-800-421-6204, TTY 711.

LƯU Ý: Nếu quý vị nói tiếng <**Việt**> (**Vietnamese**), quý vị sẽ nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí và các hình thức giao tiếp miễn phí khác, chẳng hạn như bản in chữ lớn. Gọi cho Dịch Vụ Hội Viên theo số 1-800-421-6204, TTY 711.



Know what's next

Get started on your journey to good health

- Register with MyUHC (myuhc.com/communityplan) and gain access.
- Review your benefits and ask questions. It's important to understand your coverage.
- Schedule your doctor visits, dental checkups, and eye exams.
- Set your personal health and wellness goals, and start taking steps to accomplish them!
- If you are pregnant, starting your prenatal care early is one of the most important things you can do to keep you and baby healthy!

Remember, we're here to help! We look forward to helping our members on their health care journey. **Thank you for being a valued member of RMHP.**



24/7 Secure Member Website

Learn more on your secure Member website, MyUHC at myuhc.com/communityplan to sign up for 24/7 web access to your account. This secure website keeps all of your plan information with RMHP in one place.



Making an impact

At Rocky Mountain Health Plans, we believe everyone – every single person – deserves access to the care and resources they need to thrive. Join us as we fulfill our mission to promote equitable health for ALL Coloradans. rmhp.org

