

Annual Health Plan Notice of Important Information

Northeast Health Partners (NHP) has important information about processes, programs, and services that we want Health First Colorado (Colorado’s Medicaid Program) regional organization (RAE 2) members to know. Read on to learn more:

Quality Counts for NHP: An Operating Principle Based on Quality

NHP is committed to looking for ways to improve the quality of care and level of service our members receive. We know that health care is personal. We honor the rights of doctors and patients in making medical decisions. For information about our Quality Improvement program contact the Quality Department at quality_management@nhpllc.org.

Finding a Primary Care Provider

NHP can help you find a doctor for you or your child.

If you cannot find a primary care provider, care coordination can help identify the best option for you or your child. Call NHP’s Member Services at **800-541-6870** for help.

Access to Care Coordination

Care coordination is a free benefit to all NHP/ region 2 members. This benefit offers support to members with setting up care, chronic conditions, hospital discharge, transportation, and more.

Care coordinators want to make sure each member gets the help they need to stay healthy. There are real problems that affect health which they can help with including housing, food and nutrition resources, transportation to appointments, and paying utility bills.

- Some examples of what care coordination can help with include,
- Accessing preventative care, screenings and health education
 - Connecting with local county resources such as food, housing and transportation
 - Help with follow up care and ongoing support after a care transition

Get connected with NHP’s Care Coordination today by calling **888-502-4190** or submitting an online referral form at <https://site-emju3.powerappsportals.com/en-US/>. The Care Coordination team is available Monday through Friday 8am-5pm.

NHP Health Campaigns & Communications

NHP offers a variety of health campaigns and ways for members to stay connected. Health Campaigns are messages we send our members on different topics to provide support, health education and linking to services. These messages are sent in different ways, including text messages, phone calls, mailed letters, and emails. Below is a listing of campaigns and communications you may be eligible for and/or receive. Members may opt out of any program at any time.

Campaign or Communications Name	About the Campaign/ Message	What Does the Message or Campaign Look Like
Welcome Messages	Members receive welcome messages from NHP when they join our network. This helps link members to us and where to go for services and resources.	Welcome messages are sent through text messages.
Renewal Communications	NHP sends Renewal messages to all of our members reminding them to renew and how to do so.	Renewal messages are sent through text messages, letters mailed to your address, and through email.
Adolescent Health Campaign	The Adolescent Health campaign is for youth and parents to talk about the importance of preventive care and annual exams. It reminds members to schedule and attend annual well-care visits and educate on common adolescent wellbeing topics. Parents of children ages 16-18 based on DOB.	The Adolescent Health campaign is sent through text messages.
Text4Kids Campaign	The Text4Kids campaign is for the parents/guardians of children ages 1-18. The module provides educational messages to the parents/guardians of children regarding a number of health-related topics like developmental milestones, well child visits and other areas.	Text4Kids is sent through text messages.

Campaign or Communications Name	About the Campaign/ Message	What Does the Message or Campaign Look Like
Text4Health Campaign	The Txt4Health campaign is for members being notified of check-ups and screenings recommended by the US Preventative Task Force. Reminders are sent for Physical, Dental, Mammogram, Cervical, and Colon screenings and are based on member age, gender and eligibility.	Text4Health is sent through text messages.
Care4Life Campaign	The Care4Life campaign supports education, goal tracking, reminders, and surveys on different health conditions like diabetes.	Care4Life is sent through text messages.
Text2Quit Campaign	The Text2Quit campaign is a smoking cessation program also known as a support to help people stop smoking. The messages will include setting goals, health education, tips, exercises and more!	Text2Quit is sent through text messages.
EPSDT Campaign	The EPSDT campaign shares information on the EPSDT benefit for children and youth 20 years and younger and pregnant adults.	The EPSDT campaign is sent through calls, text, mailed letters, and mailed birthday cards.
Monthly Community Newsletter	NHP’s Community Newsletter goes out monthly and shares information about upcoming events across region 2, community resources, health education and more!	The newsletter goes out through email, sign up at ip.constantcontactpages.com/sl/rcE6DO2/NHP See previous newsletters on our website at, www.nhprae2.org/community/community-news-events/

Sometimes we have additional communications go out with updates or changes to Health First Colorado benefits or current events in our communities. You can always opt out of any communication.

If you would like to learn more, join a program or opt out of programs please contact us a nhpmembersupport@nhpllc.org or **800-541-6870**. Hours are 8 a.m. – 5 p.m., MST, Monday- Friday. If you are Deaf, hard of hearing or have a speech disability, dial **711** for Relay Colorado.

Authorization & Medical Decisions

There are some medical and behavioral health services that require authorization, or approval, before those services can be performed. The goal of NHP is to make the authorization process as easy as possible. NHP’s Utilization Management team receives and reviews all of these requests. A list of services and supplies that require prior authorization can be found at nhprae2.org/members/faq-benefits.

Learn more about submitting prior authorizations visit www.healthfirstcolorado.com/what-is-a-prior-authorization-request-and-why-do-i-need-one/ or access HCPF’s Prior Authorization Form at hcpf.colorado.gov/sites/hcpf/files/Pharmacy_CO_Prior_Authorization_Form%2003_2026.pdf.

Know the Criteria for Medical Decisions

Decisions for authorization requests are based on whether the services or supplies are medically necessary. They must also be appropriate, effective, efficient, and covered under your health plan. NHP does not reward our decision makers for denying coverage. NHP also does not offer financial incentives to employees to encourage them to limit service.

The criteria NHP uses to make medical decisions are based on scientific research. A NHP Medical Director or Clinical Pharmacist

will review any request that may not meet these criteria. The Medical Director may work with specialists who have experience in the type of care requested.

The criteria NHP uses to make authorization decisions are available, upon request, at no cost to you. To be sent a copy of specific criteria, please call NHP Member Services. You can also send your request in writing to the NHP address listed in the table at the end of this document.

Questions About Authorizations

NHP staff is available Monday - Friday, 8:00 a.m. - 5:00 p.m. for calls, faxes, and secure emails about prior authorization requests. If you would like to speak with NHP’s team about any decisions that have been made, you can call or write using the contact information at the end of this document.

You can also call NHP Member Services to make a plan to talk to our Utilization Management team after work hours if needed.

All NHP staff have confidential voice mail in order to receive calls after normal business hours. Calls will be returned as soon as possible but no later than one business day.

Clinical Practice Guidelines

Clinical Practice Guidelines (“Guidelines”) are evidence-based. They are developed and approved from nationally recognized sources. NHP uses these Guidelines as an educational tool for you and for your provider in choosing appropriate health care for specific clinical conditions and diagnoses.

These Guidelines are not meant to replace the clinical judgement of your health care provider.

To review the complete list of Clinical Practice Guidelines, visit: <https://www.uhc.com/communityplan/assets/plandocuments/misc/CO-Clinical-Practice-Guidelines.pdf>

You Have a Right to Appeal

If you are not satisfied with a decision made by NHP, you have the right to ask us to reconsider our decision. This process is called an appeal. You can ask for an appeal by writing or calling our Member Services department.

There are two types of appeals that can lead to multiple levels of review. These types are internal and external. Part of your appeal rights include an independent review. Details about the appeals process can be found in your Member Handbook. More information and submission guidance is also available online at nhprae2.org/members/complaints-appeals.

Member Complaints and Quality of Care Concerns

NHP wants to hear from you if you have concerns about your health care. NHP is here to help. You have the right to file a complaint or grievance.

Here are a few examples:

- Services do not meet a quality of care that you expect
- Services were not covered and you feel the decision was wrong
- A health care provider or staff was not professional
- Unable to get care when needed
- Other concerns about your benefits

If you have concerns about the health care services you received, NHP calls these quality of care concerns. Having quality care means that the health care services you received meet medical standards and are likely to improve your health.

If you have concerns about the quality of care you received, please submit a complaint/grievance with as much detail as possible. NHP reviews all quality of care concerns that are filed, making sure your voice is heard.

To file a complaint/grievance, call **800-541-6870** or email us at nhpmembersupport@nhpllc.org.

Colorado Immunization Information System (CIIS)

NHP participates with the Colorado Immunization Information System (CIIS) Colorado’s registry for vaccines. CIIS is a secure confidential computerized system that collects vaccine data for Coloradans of all ages. CIIS helps your healthcare provider see the vaccines you/your child received as well as any vaccines recommended at the time of your visit.

Keeping vaccine records in one place helps ensure you/your child get the complete schedule of recommended vaccines.

For more information about CIIS including a description of the registry contact information and how to opt out visit cdphe.colorado.gov/immunization.

Find Important Plan Information

Your **Health First Colorado Member handbook** contains important information. Please refer to your handbook for information about:

- Your rights and responsibilities
- Covered and non-covered benefits and services
- Copayments and other charges
- Benefit restrictions that apply to services outside the service area
- Find a copy of the drug list
- Get language assistance
- File a claim
- Find participating providers
- Get primary care, specialty care, behavioral health care services, and hospital services
- Find care after hours
- Get emergency care
- Access care outside the service area
- Submit a complaint
- Appeal a decision

For a copy of your handbook, visit: <http://healthfirstcolorado.gov> or contact Health First Colorado Member Contact Center at **1-800-221-3943** to request a copy be mailed to you (at no cost) within 5 business days.

The formulary (also called a drug list) contains important information about drug coverage such as copayments, prior authorization, step therapy treatment, and the exceptions process. For your plan’s formulary, contact NHP or visit: <https://hcpf.colorado.gov/pharmacy-benefits>

You may also visit nhprae2.org/members for more information on your benefits and NHP services.

Understanding the EPSDT Benefit

EPSDT (Early and Periodic Screening, Diagnostic & Treatment) is a program for children, teens 20 years old and under, and pregnant women that are enrolled in Health First Colorado (Colorado's Medicaid Program). At NHP, we want to help you understand and make the most of this benefit. Members who are a part of our regional organization (RAE) are part of the EPSDT program. EPSDT helps make sure that children, adolescents, and expecting mothers receive appropriate preventive, dental, mental health, developmental, and specialty services.

Behavioral Health Crisis Services

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.

Finding the Right Provider for You

Looking for an in-network provider that fits your needs? Find a Primary Care Provider by visiting nhprae2.org/nhpdirectorypcmp or find a Behavioral Health Providers by visiting www.uhccp.com/nhp-rae2 and click on ‘Find a Provider’ or ‘Find Behavioral Health Services’. You can also call us at **800-541-6870** Monday through Friday 8-5pm to find a provider.

To find other providers like specialists or dentists please visit nhprae2.org/members/find-a-provider. The online provider directory or member services department can assist you in finding a provider based on location preference, languages spoken by the practitioner or language services available through the practices, services offered and more!

Health and Wellness

Living healthier starts with learning about key health topics

Learning about health and wellness is one way to better understand your own health (or the health of a loved one) and help you reach your health and wellness goals.

Interactive self-management tools provide the opportunity to enter information and receive results that can help identify risk factors, provide guidance how to reduce or maintain low risk and provide recommendations on ways to improve health.

We have wellness and prevention resources available to help you better understand your care, access helpful services, and learn more about key benefits. These tip sheets were created with input from members like you through our Member Materials Review Workgroup. Visit these resources at, nhprae2.org/members/wellness-and-prevention-resources.

Recommended Articles & Tools	
Diabetes Prevention	English: nhprae2.org/wp-content/uploads/2025/06/Diabetes-Prevention.pdf Spanish: nhprae2.org/wp-content/uploads/2025/06/Spanish-Diabetes-Prevention.pdf
Quitting Smoking	English: nhprae2.org/wp-content/uploads/2025/06/Quit-Smoking-Quit-Line.pdf Spanish: nhprae2.org/wp-content/uploads/2025/06/Spanish-Quit-Smoking-Quit-%E2%80%A6.pdf
Fitness and Exercise	English: nhprae2.org/wp-content/uploads/2025/06/Exercise.pdf Spanish: nhprae2.org/wp-content/uploads/2025/06/Spanish-Exercise-1.pdf
Healthy Eating	English: nhprae2.org/wp-content/uploads/2025/06/Eating-Healthier.pdf Spanish: nhprae2.org/wp-content/uploads/2025/06/Spanish-Eating-Healthier.pdf
Stress Reduction	English: nhprae2.org/wp-content/uploads/2025/06/Stress-Reduction.pdf Spanish: nhprae2.org/wp-content/uploads/2025/06/Spanish-Stress-Reduction.pdf
Immunizations	English: nhprae2.org/wp-content/uploads/2025/06/Immunizations-1.pdf Spanish: nhprae2.org/wp-content/uploads/2025/06/Immunizations-1.pdf
Managing Depression	English: nhprae2.org/wp-content/uploads/2025/06/Managing-Depression.pdf Spanish: nhprae2.org/wp-content/uploads/2025/06/Spanish-Managing-Depression.pdf

Trainings and Learning Opportunities

Helping members access information and training on different health topics.

Making sure members have access to learning and training opportunities is important to us. We have different training courses available to members, and we are always looking to create more. Some of the trainings we currently have available include,

- Advance Directives
- Accessing Food & Nutrition Resources (WIC, SNAP, local food banks)
- Job & Career Trainings
- Learning about NHP Member Services and Benefits

And more! These training courses are available to members at any time in a few different ways. A member can request a one-on-one session or take the training online through our free training site, the Professional Development Hub (PDH). To sign up for the PDH please visit pdh.nhprae2.org/plus/signup. If you need help or have questions email training@nhpllc.org.

If you have a topic request or idea for a training please email training@nhpllc.org!

Member Experience Advisory Committees

Your voice matters to NHP. At NHP, we know that better health starts with listening. That’s why we actively invite Health First Colorado members, providers, caregivers, and community partners to get involved in shaping the services and support we offer.

We host advisory committees that bring together diverse groups—from members and their families to advocates, providers, and local organizations. These gatherings create space for open dialogue, shared problem-solving, and meaningful collaboration. Your experiences and ideas help us strengthen programs, improve care, and build healthier communities.

You can join a team with NHP at the local level, or also at the State level with Health First Colorado. Below are opportunities to get involved with NHP:

- Region 2 MEAC
- MEAC de habla hispana
- Larimer county MEAC
- Bridging Communications: Deaf & Hard of Hearing MEAC
- Youth Voice Council
- Member Material Review Workgroup
- Urban Improvement Advisory Committee (PIAC)
- Rural Improvement Advisory Committee (PIAC)

All members receive a gift card for their time and effort to be a part of these groups. To sign up or learn more email nhpmembersupport@nhpllc.org today!

We Are Here for You

If you have questions, NHP is here to help.



Call us at **800-541-6870**, Monday – Friday, 8:00 a.m. – 5:00 p.m. MT.
If you are Deaf, hard of hearing or have a speech disability, dial 711 for Relay Colorado.



Email us at nhpmembersupport@nhpllc.org
You will receive a response within 24 business hours.



Go online to our website at nhprae2.org. It’s available 24 hours a day.



Send us a letter at 710 11th Ave., Suite L75 Greeley, CO 80631

NHP is contracted with Rocky Mountain Health Plans/UnitedHealthcare to be the administrative services organization for the behavioral health benefit. Website links and materials may go to one of the three sites (NHP, RMHP or UHC) or may notice co-branding. If you have questions about the partnership NHP has with RMHP/UHC please reach out to nhpmembersupport@nhpllc.org.

Notice of nondiscrimination

NHP complies with applicable civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with 45 CFR § 92.101(a)(2)). We do not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

We provide free aids and services to help you communicate with us. You can ask for interpreters and/or for communications in other languages or formats such as large print. We also provide reasonable modifications for persons with disabilities.

If you need these services, call Member Services at **1-800-541-6870, TTY 711.**

If you believe that we failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can send a complaint to the Civil Rights Coordinator:

Civil Rights Coordinator UnitedHealthcare Civil Rights Grievance P.O. Box 30608 Salt Lake City, UT 84130 UHC_Civil_Rights@uhc.com	Optum Civil Rights Coordinator 1 Optum Circle Eden Prairie, MN 55344 Optum_Civil_Rights@Optum.com
--	---

If you need help filing a complaint, call Member Services at **1-800-541-6870, TTY 711.**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Online:	https://ocrportal.hhs.gov/ocr/portal/lobby.jsf
Phone:	1-800-368-1019, 800-537-7697 (TDD)
Mail:	U.S. Department of Health and Human Services 200 Independence Avenue SW Room 509F, HHH Building Washington, D.C. 20201

Complaint forms are available at: **<http://www.hhs.gov/ocr/office/file/index.html>.**

This notice is available at: **<https://www.uhc.com/nondiscrimination-med>**
<https://www.optum.com/en/language-assistance-nondiscrimination.html>

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 1-800-541-6870, 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 1-800-541-6870, TTY 711.

تنبيه: إذا كنت تتحدث اللغة العربية (**Arabic**)، فتتوفر لك خدمات مساعدة لغوية مجانًا ووسائل اتصال مجانية بتنسيقات أخرى، مثل الطباعة بحروف كبيرة. اتصل بخدمات الأعضاء على الرقم 1-800-541-6870، الهاتف النصي 711.

ማሳሰቢያ:- አማርኛ (Amharic) የሚናገሩ ከሆነ ነፃ የቋንቋ እርዳታ አገልግሎቶች እና በሌሎች ቅርጾች የሚቀርቡ እንደ ትልቅ ህትመት ያሉ ነፃ የመገናኛ ዘዴዎች ለእርስዎ ቀርበዋል። ለአጠቃላይ አገልግሎት በ1-800-541-6870፣ TTY 711 ይደውሉ።

注意：如果您說**中文 (Chinese)**，免費語言協助服務和其他格式（例如大字版）的免費通訊可提供給您。請致電1-800-541-6870（聽障專線 (TTY) 711）與會員服務部聯絡。

توجه: اگر به فارسی (**Persian**) صحبت نمی‌کنید، خدمات رایگان کمکی زبان و مطالب رایگان در قالب‌های دیگر، مانند پرینت درشت، برای شما فراهم است. با خدمات اعضاء به شماره 1-800-541-6870 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 1-800-541-6870, ATS 711.

ACHTUNG: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachdienste und kostenlose Mitteilungen in anderen Formaten, wie in Großdruck, zur Verfügung. Rufen Sie den Mitglieder-Service unter 1-800-541-6870 (mit TTY unter 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：1-800-541-6870、TTY 711

주의: 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 1-800-541-6870, TTY 711번으로 전화하십시오.

ध्यान दिनुहोस्: तपाईं **नेपाली (Nepali)** बोलुहुन्छ भने, ठुलो अक्षर जस्ता अन्य ढाँचाहरूमा निःशुल्क भाषा सहायता सेवाहरू र निःशुल्क सञ्चार सेवाहरू तपाईंको लागि उपलब्ध छन्। सदस्य सेवालाई 1-800-541-6870, TTY 711 मा कल गर्नुहोस्।

UWAGA: Jeśli mówi Pan/Pani w **języku polskim (Polish)**, dostępne są bezpłatne usługi pomocy językowej i komunikacji w innych formatach, np. duży druk. Proszę zadzwonić do działu obsługi klienta pod numer 1-800-541-6870, TTY 711.

ВНИМАНИЕ: Если Вы говорите на **Русский (Russian)** языке, Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например, крупным шрифтом. Обращайтесь в отдел обслуживания участников по телефону 1-800-541-6870, 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 1-800-541-6870, TTY 711.

ATENSYON: Kung nagsasalita ka ng **Tagalog**, available para sa iyo ang mga serbisyong libreng tulong sa wika at libreng mga komunikasyon sa ibang mga pormat, gaya ng malaking print. Tawagan ang Mga Serbisyo sa Miyembro sa 1-800-541-6870, TTY 711.

LƯU Ý: Nếu quý vị nói tiếng **Việt (Vietnamese)**, quý vị sẽ được cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí và các hình thức truyền đạt khác miễn phí, chẳng hạn như chữ in lớn. Gọi cho Dịch Vụ Hội Viên theo số 1-800-541-6870, TTY 711.