



- Call RMHP within 72 hours if you're admitted to the hospital.
- Show your Medicaid ID card at the hospital.

### **Here's what to do if you get sick or injured but it's not an emergency:**

- Call your PCP.
- The office telephone message may give you a number to call for a doctor who can take care of you. This may happen if your doctor is not there. This may also happen when the office is closed. There will always be someone to answer your call. You can always get help.
- Tell the doctor you're an RMHP Member and tell them about your illness or injury.
- Follow the doctor's instructions about whether to go to the hospital or to the doctor's office.

### **Call us if:**

- you need help understanding your benefits or,
- you are admitted to the hospital.

Our Customer Service phone number is 970-244-7860 or 888-282-8801. If you are hearing impaired and use TTY equipment, dial 711 for Relay Colorado.

We have customer service representatives that speak Spanish. We also use Certified Language International (CLI) language interpreters to help other non-English-speaking Members.

Para asistencia en español llame al 888-282-8801.

### **Urgent care**

Urgent care is not the same as emergency care. Urgent care is for a sickness or injury that needs medical care quickly but is not life- or limb-threatening. **If you need urgent care, call your PCP's office** and follow what they tell you to do. If you need urgent medical care after normal business hours, you still have to call your PCP's office. This includes weekends and holidays. Your care will still be covered even if you are not able to call us and let us know about your urgent care visit.

There is always a doctor who will return your call and give you instructions. Doctors who care for RMHP patients are on call day and night, every day, for emergencies. If you need urgent care, you can call your PCP's office any time of the day or night and leave a message. Even if your PCP is not there, a doctor will call you back to tell you how to get care. For urgent care, you will get an appointment with a doctor within two days of the time you call your PCP's office.

### **Copayments**

You may have to share in the cost of the health care you get. This cost sharing is called a copayment. Children 18 and under do not pay copayments. If you are living in a nursing facility or if you are pregnant, you do not have to pay a copayment. Please call RMHP and let us know if your doctor is not aware that you do not have copayments for one of these reasons. All other adult Members do pay copayments for their care. You pay your copayments at the doctor's office or hospital.

You may reach RMHP Customer Service at 970-244-7860 or 888-282-8801.

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Service	Copayment
Inpatient Hospital Services	\$10.00 per day
Outpatient Hospital Services	\$3.00 per visit
Office Visits (PCP)	No copayment
Emergency Room	\$3.00 per visit
Specialist Doctors other than your PCP, Federally Qualified Health Centers and Rural Health Clinics	\$2.00 per visit
Second Opinions	No copayment
Lab work	\$1.00 per date of service
X-rays	\$1.00 per date of service
Durable Medical Equipment (wheelchairs, glucose monitors, etc.)	\$1.00 per date of service
Prescriptions: Generic Drugs  Brand Name Drugs  *If you have Medicare and Medicaid, your Medicare drug plan will cover your drugs.	\$1.00 for up to a 31-day supply from a retail pharmacy \$2.00 for a 90-day supply from a mail order pharmacy  \$3.00 for up to a 31-day supply from a retail pharmacy \$6.00 for a 90-day supply from a mail order pharmacy. You pay more if you buy a brand name drug when you could buy the same drug in a generic form.  You will pay the brand name drug copayment PLUS the difference in cost between the brand name and generic drug.  Your doctor might be able to give us records and other information we require that will show us you must have the brand name drug.  If your doctor can prove to us the generic drug does not work for you, RMHP may approve for you to pay the brand name copayment only without having to pay the cost difference.

## Staying Healthy

Even if you are not sick, it is very important for you to see your PCP for routine screenings. Use this guide to know how often you should visit your doctor. If you have any questions, ask your PCP. You will get an appointment for these routine screenings within four months of the day you call and ask for the appointment.

Annual routine physicals for adults are **covered**.