

# Rocky Mountain Health Plans Member Value Statement



At Rocky Mountain Health Plans, we appreciate and value our Members. Whether you've been with us for one year, 10 years, or more, you are important to us.



**ROCKY MOUNTAIN  
HEALTH PLANS®**

We understand Colorado. We understand you.

## Rocky Mountain Health Plans Is Unique Like You

- Our organization was founded more than 35 years ago by physicians who wanted to create a model that provided equal access for all patients, particularly those in government-funded programs. That core philosophy has not changed.
- We are Colorado-based and one of only two independent, not-for-profit health plans in the state. A portion of our annual income is reinvested into community health and wellness programs.
- We promote a relationship that strives to respect you, care for you, and treat you with the utmost fairness concerning your health plan. We actively welcome your questions, and we will listen to your concerns. We understand that you need a health plan that will grow with you as your life progresses. Because of Members like you, we are staying true to our tradition of putting people before profits.
- Unlike other health plans, we serve every market including employers, individuals, Medicare, Medicaid, and Child Health Plan Plus. We also administer CoverColorado and GettingUSCovered, Colorado's federal high risk pool.

## Members Are Our Priority

- As an independent, not-for-profit organization, we are invested in the people of Colorado, not in shareholders. This means we stay true to our tradition of putting people before profits.

- Customer Service is live and local. When you call us, you talk to a Colorado resident who understands our state's unique health care landscape.
- We honor the rights of physicians and patients in medical decision-making.
- Our effort to work collaboratively with physicians in managing health care costs and maximizing quality has received national recognition.

## Service Is Our Standard

- We offer, and have always offered, free preventative care benefits to help you take healthy steps toward your overall wellness.
- As a Member, we offer you corporate discounts on pharmaceutical drugs and offer brand-comparable generic drugs to save you money in the long run.
- Members take advantage of all our service discounts, which makes even high deductible plans cost-effective for your healthcare budget.

## Your Opinion Is Our Driving Force

- We are innovation and action-oriented. We work for you.
- We are catalysts for continuous quality improvement. Your opinions and feedback are highly significant in the way Rocky Mountain Health Plans continues to shape its standards.
- We believe the quality of our relationships shapes our future. Given that, we value any input you have.

**Customer Service: 970-243-7050 or 800-346-4643**

[www.rmhp.org](http://www.rmhp.org)

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