

# Welcome to



ROCKY MOUNTAIN  
HEALTH PLANS®



Rocky Mountain Health Plans (RMHP) wants to help you on your path to your healthy best. Navigate your health care with our Getting Started Guide.

RMHP is your Health First Colorado (Colorado's Medicaid Program) regional organization. We're here to help you on your journey to good health and get you the care you need. In this guide, we've listed out some helpful information, but you can also learn more on our website in the section dedicated to Members who are part of RMHP's regional organization. Just visit [rmhp.org](http://rmhp.org) and choose *Our Plans*, then select *Medicaid & CHP+*.



## Start Here

You will receive a letter from Health First Colorado that introduces RMHP as your regional organization that will manage both your physical and behavioral health care. It will tell you how you can find your Health First Colorado Member handbook, as well as include an online survey link to help identify your health needs. RMHP can help you with any questions you have about these materials.

You can also view your benefits online at [co.gov/peak](http://co.gov/peak) or through the *PeakHealth* mobile app. Your mobile Member card is available through *PEAKHealth*, or you can print a card from [co.gov/peak](http://co.gov/peak). Health First Colorado *will not* send you a Member card. You *do not* need a Member card to get care. When you visit a doctor or pharmacy, you will need to provide your date of birth and either your Social Security number or your Health First Colorado ID number.

We also have a health plan called RMHP Prime that is available in select counties in Western Colorado. If you're also enrolled with RMHP Prime, you *will* receive a Member ID card directly from RMHP. If you need a new RMHP Prime card, contact RMHP Customer Service.



# Get Care

## Know Your Options

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



**Your Primary Care Provider**, also called a PCP, is the doctor you should see for most of your care, like checkups, treatments, vaccinations, minor injuries, and other health concerns. Call your doctor first, even after hours. **Important tip:** Annual checkups are important for good health. Make an appointment with your PCP if you have not had a visit in the past year.

Your PCP can also examine your child and provide screenings covered by the **Early and Periodic Screening, Diagnosis, and Treatment (EPSDT)** benefit. If your child or teen is 20 years old or younger and part of RMHP’s regional organization or RMHP Prime, they are part of the EPSDT program. This program helps make sure that your child or teen receives the appropriate preventive, dental, mental health, developmental, and specialty services.



**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 855-225-1729 to learn more about your dental benefit and find a dentist near you, or visit [dentaquest.com](http://dentaquest.com) and select *Find a Dentist > Medicare/Medicaid > Colorado*.



**Behavioral health** 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 provider. RMHP can help you understand your behavioral health benefits and find a provider that can help you.



**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.



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.



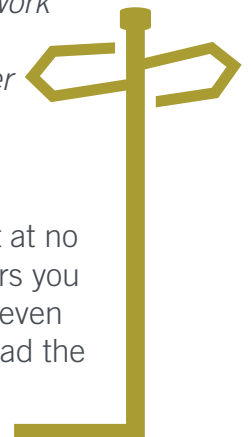
**Crisis help** is available at no cost to you 24 hours a day. If you’re dealing with an emotional issue, having family or relationship problems, or struggling at work or school, free, confidential support is only a phone call away. Call 844-493-TALK (8255), or text TALK to 38255.

## Find a Doctor

You can find a doctor using our online provider directory. Visit [rmhp.org](http://rmhp.org) and select *Find a Provider*. Choose *RMHP Regional Organization Network (Health First CO/Medicaid)* or *RMHP Prime Network (Health First CO/Medicaid)* (if you’re enrolled in RMHP Prime), and search for a doctor. Or, you can download your provider directory by choosing *View our Directories* under *Download Provider Directories*. If you need help finding a doctor, you can also call RMHP Customer Service.

## Get Care Now

With CareNow from EasyCare Colorado, RMHP Members can connect with a doctor or therapist at no cost through a computer or mobile device. Message, share photos, and video chat to get answers you need to your health questions. CareNow doctors are available from 9:00 a.m. – 9:00 p.m. MT, seven days a week. Therapists are available from 9:00 a.m. – 5:00 p.m. MT, Monday – Friday. Download the EasyCare Colorado app to get CareNow, or learn more at [EasyCareCo.com/CareNow](http://EasyCareCo.com/CareNow).





## Help with Your Care

RMHP has Care Coordinators and nurses that can:

- Work with you and your doctors to help you get the care you need
- Explain covered services
- Help coordinate services with community partners

Our Care Management team can help you manage conditions like diabetes, cancer, heart disease, or pregnancy. Call us to speak with a Care Coordinator, Monday through Friday from 8:00 a.m. – 5:00 p.m. If you call after hours, you can leave a message. Your call will be returned the next business day.

# 3 Understand Your Resources

## Find Helpful Documents

You can find information and many documents at [rmhp.org](http://rmhp.org). Choose *Our Plans*, then select *Medicaid & CHP+* to find the section dedicated to Members who are part of RMHP's regional organization.

- Your **Member handbooks**. Your handbooks have information about covered services and costs, important phone numbers, and tips for staying healthy. **Important tip:** You can also find your Health First Colorado Member handbook at [healthfirstcolorado.com](http://healthfirstcolorado.com) or [co.gov/peak](http://co.gov/peak).
- A **provider directory** to help you find a doctor.
- For Members also enrolled in RMHP Prime, you can find the **RMHP Prime formulary**. This is a list of medications that are covered under your plan.

You can also call RMHP Customer Service and ask for a printed copy of any of these materials at no cost and within five business days. If you need assistance due to a disability or cannot access information online, you can also ask for help with auxiliary aides and services at no cost.

## Discover More

You can also access other resources at [rmhp.org](http://rmhp.org), including:

- Community resources that can help you find food and housing assistance, transportation to get to and from your appointments if you don't drive, support to stop smoking, and more.
- A Frequently Asked Questions section to provide answers to questions you might have.
- Healthy tips that can show you how to live your healthy best.



## 4

# Ask Questions

If you have questions, RMHP is here. Our local, friendly Customer Service team based right here in Colorado takes pride in getting you the help you need. We look forward to helping you on your health care journey. Thank you for being a valued Member of RMHP.



**Call us** at 888-282-8801 (TTY: 711).  
Para asistencia en español llame al 888-282-8801.



**Email us** at [customer\\_service@rmhp.org](mailto:customer_service@rmhp.org).  
You'll receive a response within 24 business hours.



**Go online** at [rmhp.org](http://rmhp.org).  
It's available 24 hours a day.



**Live chat** with us at [rmhp.org](http://rmhp.org),  
Monday – Friday, 8:00 a.m. – 5:00 p.m.



**Visit us** at 2775 Crossroads Blvd in Grand Junction,  
Monday – Friday, 8:00 a.m. – 5:00 p.m. No appointment is needed.



**Send us** a letter at PO Box 10600,  
Grand Junction, CO 81502.



## 5

# Know What's Next

**Get started on your journey to good health:**



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!

Rocky Mountain Health Plans (RMHP) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-282-8801 (TTY: 711).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 888-282-8801 (TTY: 711).