



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

Join RMHP on your child's journey to better health. Access to health care coverage is important for people of all ages. As a Member of Child Health Plan *Plus*, commonly called CHP+, your child can receive care from any of the RMHP-participating providers.

1 Start Here

When your child becomes enrolled with RMHP CHP+, you'll receive:

- Your **CHP+ Copay Notice**, which identifies any copay amount that you will owe for certain services. Copays are amounts you pay at the time your child receives medical care and prescription drugs. **Important tip:** Copay amounts can change based on any changes to your income. RMHP Customer Service is here to help if you have questions about your copays.
- Your **RMHP Member ID card**. You should keep your child's RMHP Member ID card in a safe and secure place. Be sure to bring the Member ID card with you to all of your child's health care appointments as well. If you need a new Member ID card, you can contact RMHP Customer Service.

Be sure to look for these materials in the mail. If you don't receive them, just let us know.



Get Care

Know Your Options

There are different options to get the care your child needs based on his or her situation.



Your Primary Care Provider, also called a PCP, is the doctor you should see for most of your child's 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 your child has not had a visit in the past year.



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



Behavioral health is an important part of your child's overall health. If your child has changes in his or her mood or behavior, or if your child's alcohol or drug use is impacting your child's 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.



Dental health can affect your child's 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 child's dental benefit and find a dentist near you, or visit dentaquest.com and select *Find a Dentist > Medicare/Medicaid > Colorado*.



Crisis help is available at no cost to you 24 hours a day. Call 844-493-TALK (8255), or text TALK to 38255.

Find a Doctor

You can find a doctor for your child using our online provider directory. Visit rmhp.org and select *Find a Provider*. Choose *Child Health Plan Plus* 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.

Help with Your Care

RMHP has Care Coordinators and nurses that can:

- Work with you and your child's doctor to help your child get the care he or she needs
- Explain covered services
- Help coordinate services with community partners

Our Care Management team can help manage conditions like diabetes, cancer, or heart disease. 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 secure voicemail 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**. Choose *Our Plans*, then select *Medicaid & CHP+* to find the section dedicated to CHP+ Members.

- Your **RMHP Benefits Booklet**. This booklet has information about covered services and costs, helpful phone numbers, and tips for staying healthy.
- A **provider directory** to help you find a doctor for your child.
- The **RMHP Prime/CHP+ 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 materials at no cost.

Gain Access with MyRMHP

MyRMHP is your secure Member portal that gives you access to the following — and so much more!

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

To register for MyRMHP, visit **rmhp.org** and select the MyRMHP button. Then, follow the simple instructions to create your account. You will be able to view all of your information once your plan begins.

Go Green with RMHP

Did you know you can help save a tree (and paper clutter!)? You can sign up to receive some of your documents electronically. To **opt in to receive electronic documents**, log in to MyRMHP and select *Sign Up Now* by the green leaf icon.



Colorado PEAK

Colorado PEAK 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.



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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.



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



Email us at customer_service@rmhp.org.
You'll receive a response within 24 business hours.



Go online at rmhp.org.
It's available 24 hours a day.



Live chat with us at 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.



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Know What's Next

Get started on the journey to good health:



Review your child's benefits and ask questions. It's important to understand their coverage.



Schedule your child's doctor visits, dental checkups, and eye exams.



Set your family's personal health and wellness goals, and start taking steps to accomplish them!

Remember, we're here to help! We look forward to helping you and your child on your health care journey. Thank you for being a valued Member of RMHP.

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).