JOIN RMHP ON YOUR JOURNEY TO BETTER HEALTH

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

- Access to health care coverage is important for people of all ages. As a Member of Child Health Plan Plus, commonly called CHP+, you or your child(ren) can receive care from any of the RMHP-participating providers.

1. START HERE

With your enrollment, you or your child(ren) will receive:

- **Your RMHP Member ID card.** You should keep you or your child(ren)’s RMHP Member ID card in a safe and secure place. Be sure to bring the Member ID card with you to all of you or your child(ren)’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 your RMHP Member ID card in the mail. If you don’t receive it, just let us know.**

- **Your CHP+ Copay,** if applicable, is any copay amount that you will owe for certain services. Your ID card tells you what copay level you are assigned per your plan. Copays are amounts you pay at the time you or your child(ren) receive medical care and prescription drugs. **Important tip:** Copay amounts can change based on any changes to your income. Pregnant women on CHP+ do not have copays. Please see the copay chart below for your copay level amounts. RMHP Customer Service is here to help if you have questions about your copays.

We speak your language. If you speak a language other than English, we can provide translated printed materials. Or we can provide a telephonic interpreter to help translate materials sent to you.

You can also get this Getting Started Guide in other formats, such as Braille, large print or audio CD at no cost and within 5 business days. To arrange for an interpreter, translation services, call **Member Services** at 1-855-830-1563 (TTY: 711)

**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.**
This is not an all-inclusive list of services and copay amounts, for more information on copayments and covered services, see the CHP+ Member handbook. The amount of your copayments is based on your family size and income level.

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>COPAY LEVEL</th>
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<tbody>
<tr>
<td></td>
<td>No Copay</td>
</tr>
<tr>
<td>Ambulance</td>
<td>You pay nothing.</td>
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<tr>
<td>Emergency Care</td>
<td>You pay nothing.</td>
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<tr>
<td>Inpatient Services (Includes Alcohol and Substance Abuse, Hospital, Mental Health and Therapy Services)</td>
<td>You pay nothing.</td>
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<tr>
<td>Laboratory and X-rays</td>
<td>You pay nothing.</td>
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<tr>
<td>Office Visits</td>
<td>You pay nothing.</td>
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<tr>
<td>Outpatient Services (Includes Alcohol and Substance Abuse, Hospital, Mental Health and Therapy Services)</td>
<td>You pay nothing.</td>
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<tr>
<td>Prescription Drugs</td>
<td>You pay nothing.</td>
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<tr>
<td>Urgent Care/After Hours</td>
<td>You pay nothing.</td>
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<tr>
<td>Vision</td>
<td>You pay nothing.</td>
</tr>
<tr>
<td>Maternity Care (Includes prenatal, delivery/inpatient well baby care, and prescription drugs)</td>
<td>You pay nothing.</td>
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</tbody>
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2. GET CARE

Know Your Options

There are different options to get the care you or your child(ren) need based on the situation.

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

If you are on CHP+ because you are pregnant, you may get most or all of your care through a prenatal provider, such as an OB/GYN or Certified Nurse Midwife. Please let all medical providers know that you are pregnant before they provide care.

**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 you or your child(ren)’s condition is life-threatening or a doctor states to go. You and your child(ren) should go to the Emergency Room if symptoms of chest pain, trouble breathing, severe allergic reactions or severe bleeding are present.

**Behavioral health** is an important part of overall health. If there any changes in mood or behavior, or if alcohol or drugs are being used, talk to a provider. RMHP can help you or your child(ren) understand behavioral health benefits and find a provider that can help.

**Dental health** can affect an entire body. It’s important to take advantage of preventive services. Call DentaQuest at 855-225-1729 to learn more about dental benefits and find a dentist, or visit dentaquest.com and select *Find a Provider/Medicare/Medicaid/Colorado/Find a Dentist*.

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

Find a doctor using our online provider directory. Visit rmhp.org and select Find a Provider/Choose a location/Choose a plan. Choose Child Health Plan Plus and search for a doctor. Or, download your provider directory by choosing Find a provider/Choose a location/Choose a plan/Download Provider Directories/View our directories. If you or your child(ren) need a doctor, you can also call RMHP Customer Service.

Talk With a Doctor Now

With CirrusMD for RMHP, eligible Members can connect with a doctor at no cost through a computer or mobile device. Message, share photos and video chat to get the answers about your health questions. CirrusMD doctors are available 24/7. This service is completely free to RMHP regional organization, Prime, CHP+ and Medicare Members. Download the CirrusMD app on the App Store or Google Play.

Learn more at CirrusMD.com/RMHP.

Help With Your Care

RMHP has Care Coordinators and nurses that can:

- Work with you or your child(ren)'s doctors to get the care needed
- Explain covered services
- Help connect to services with community partners, for you or your child(ren)
- Connect you with pregnancy-related services and supports

Our Care Management team can work with you or your child(ren)'s providers to help understand and 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. 1-888-282-8801 (TTY:711)

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

Information and many documents can be found at rmhp.org. Choose Our Plans, then select Medicaid & CHP+ to find the section dedicated to CHP+ Members.

- CHP+ Member Handbook. This handbook has information about covered services and costs, helpful phone numbers, Member rights and responsibilities and tips for staying healthy.
- A provider directory to help find a doctor.
- The RMHP PRIME/CHP+ formulary. This is a list of medications that are covered under the RMHP CHP+ plan.

Call RMHP Customer Service and ask for a printed copy of materials at no cost within 5 business days.

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. If your child(ren) are under the age of 13, you cannot register them on the MyRMHP Member portal. Customer Service will be able to answer all of your questions regarding your child(ren).
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.

- **Call us** at 855-830-1563 (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.

5. **KNOW WHAT’S NEXT**

Get Started on the Journey to Good Health:

- Review benefits and ask questions. It’s important to understand you or your child(ren)’s coverage.
- Schedule doctor visits, dental checkups, and eye exams.
- Set you or your child(ren)’s personal health and wellness goals, and start taking steps to accomplish them!
- If you are pregnant, starting your prenatal care early is one of the most important things you can do to keep you and baby healthy!

*Remember, we’re here to help!* We look forward to helping our Members on their health care journey. *Thank you for being a valued Member of RMHP.*

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**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. You can also download the Health First Colorado mobile app for easy access to tools to manage your health care.