



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.

Join RMHP on your 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+, 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 **CHP+ Copay Notice**, if applicable, identifies any copay amount that you will owe for certain services. 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. RMHP Customer Service is here to help if you have questions about your copays. Pregnant women on CHP+ do not have copays.
- 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 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 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 are any changes in mood or behavior, or if alcohol or drugs are being used, talk to a provider. RMHP can help you 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

You can 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, you can download your provider directory by choosing *Find a provider/Choose a location/Choose a plan/Download Provider Directories/View our directories*. If you 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 you need to 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 you to services with community partners
- Connect you with pregnancy-related services and supports

Our Care Management team can work with your providers to help you 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.

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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.

- **RMHP Benefits Booklet.** This booklet 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 your plan.

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. 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).



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 benefits and ask questions. It's important to understand your 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.

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).