By now, you have probably heard the exciting news that Rocky Mountain Health Plans (RMHP) will be joining with UnitedHealthcare.

For the past 42 years, RMHP has been committed to providing access to the high-quality health care our Members and local communities deserve and expect. In an effort to reinforce and advance this mission, we are excited to announce this partnership, which furthers the missions of both organizations to improve the health and well-being of Coloradans. UnitedHealthcare and RMHP have a shared heritage of expanding access to high-quality health care and serving the needs of our local communities.

Partnering with UnitedHealthcare is not a decision we made lightly. RMHP has a rich history of successes serving our Members and communities through our provider collaborations, commitment to service, and innovation. However, to continue RMHP's mission and further our endeavors now and in the future, it was important for RMHP to explore finding the right strategic and financial partner who also saw the value in the RMHP brand and mission. Today, we are excited to have the ability to partner with

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Measure up to a safe dose

When your child is sick, you want to help him or her feel better, which may mean giving a dose of medicine. Here are some safety tips to keep in mind:

**Ask first.** Talk with a doctor or pharmacist before giving a child medicine for the first time. If he or she is taking any other medications or has ever had a reaction to medicine, be sure to let the doctor or pharmacist know. Ask if you have any questions.

**Check and recheck.** Read the label each time you give a child medicine, and follow the dosage chart closely. If dosing information is not included, ask your child’s doctor for instructions. Avoid giving a child more than the recommended dose.

**Use the right meds and tools.** Never give adult medicine to children. Always use the medicine dropper or dose cup that came with the medicine, or ask the doctor or pharmacist for a measuring device that lists both teaspoons and milliliters. Never use a teaspoon from the kitchen, as it won’t be the proper measurement.

Sources: American Academy of Pediatrics; U.S. Food and Drug Administration

**COMING SOON:**
The new rmhp.org

RMHP is excited to announce that a fresh, new look is coming to our website! You’ll enjoy streamlined navigation; straightforward, easy-to-read information; updated colors and imagery that exemplify the natural tones and scenery of our beautiful Colorado landscape; and improved search capabilities. We look forward to you visiting the new website.

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**Important pharmacy notice**

RMHP is pleased to announce that beginning in 2017, Walgreens will once again join the RMHP/MedImpact pharmacy network. However, Target/CVS retail pharmacies will no longer be part of our network for Individual & Family, Employer Group, and Medicaid Members. Members will be able to use any of the more than 600 network pharmacies across Colorado, including leading retail locations at City Market, King Soopers, Safeway, Rite Aid, WalMart, and others. For Members wanting the convenience of home delivery, RMHP offers a premier mail-order pharmacy service through WellDyneRx. For more information, please contact Customer Service at 800-346-4643 or customer_service@rmhp.org.
Why try MyDigitalMD?

Whether you’re traveling, stuck at work, or just can’t get in to your doctor, MyDigitalMD can help you get the answers you need to your common, urgent health questions. Not sure how the free MyDigitalMD service can help you? RMHP reached out to you, our Members, to learn about your experiences using this service. Here’s what you had to say:

I had recently had a rash on my neck that was not going away. I pulled out my phone during my work day, started texting with a physician, and received an immediate response. I was able to take a picture of the rash on my neck and send it to her so she was able to see it. From there, she was able to make a diagnosis. I didn’t have to leave my desk. I didn’t have to go to any kind of office visit or wait in a waiting room—I had a resolution that same day. The rash was gone the next day.

—RMHP Member

It was great! I’m really, really glad that my friend recommended it because…it saved me so much time, it was stress-free. It was literally the best thing I could have done. I didn’t have to drag the kids out of the house, and it just saved me so much time.

—RMHP Member

Learn your Member rights and responsibilities

Your Member handbook has information about how your health plan works and explains your rights and responsibilities. You can get a new RMHP Prime handbook or CHP+ Benefits booklet each year or any time you want it—just ask RMHP to mail it to you by calling 888-282-8801 for RMHP Prime and 855-830-1563 for CHP+. To see the handbooks online, go to rmhpcommunity.org/members. This includes links to your handbook or benefits booklet.

Notice of nondiscrimination

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, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-282-1420 (TTY: 711).


RMHP online resource center

Find answers to questions you have at the RMHP online resource center. Now you can find information about:

- The Colorado Immunization Information System (CIIS).
- After-hours communication with our Care Management team.
- Changing your primary care provider.
- Important updates to the RMHP Formulary.

- Information about complex case management. This information and more may be found at rmhp.org under the “Member Services” section. Simply visit rmhp.org/members/member-services/online-resource-center. If you would like a written copy of this information, call RMHP’s Customer Service at 800-346-4643 or 970-243-7050, or you may send your request in writing to Rocky Mountain Health Plans, 2775 Crossroads Blvd., Grand Junction, CO 81506.
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UnitedHealthcare, an industry leader that offers a number of benefits and opportunities for RMHP Members, providers, partners, employees and our Colorado communities.

The partnership with UnitedHealthcare will offer significant enhancements for current and future RMHP Members throughout Western and rural Colorado communities, including expanded access to state-of-the-art technology, as well as other nationally recognized innovations that can work to improve health outcomes, enhance the member experience, and make health care more affordable and accessible.

One of the most important aspects of this partnership is that RMHP will remain the same organization Coloradans know and trust, while simultaneously benefiting from the resources of UnitedHealthcare. With this, RMHP and UnitedHealthcare have agreed that:

- RMHP’s name will not change.
- RMHP’s mission will endure.
- RMHP’s executive team will remain in place.
- RMHP will remain based in Grand Junction and will have a substantial presence throughout Western and rural Colorado.
- RMHP will uphold our commitment to giving back to our communities in which we live.
- RMHP will remain true to our commitment to collaborating with our provider partners.
- RMHP will continue offering Commercial, Medicare, and Medicaid products.
- RMHP Members, providers, partners, and employees are our primary focus.

- RMHP will still provide the same outstanding local service that our Members, employer groups, providers, partners, and communities deserve and have come to expect from RMHP.

The agreement between UnitedHealthcare and RMHP is subject to regulatory review and approval by the Colorado Division of Insurance and the Colorado Attorney General’s Office. Both organizations believe this partnership is in the best interest of Coloradans. We want to assure you that this new chapter for RMHP provides the opportunity for us to grow stronger and build upon our rich history of doing what’s right for our Members, clients, providers, partners, employees, and local communities. As the pending agreement progresses, we remain steadfast in providing business as usual for the foreseeable future. We look forward to offering the same outstanding, local service that Members have come to expect from RMHP.

We truly thank you for being a valued Member of RMHP. It’s an honor to serve you, and we look forward to continuing our commitment to our Members and our local Colorado communities.

With gratitude,
Steve

Steve ErkenBrack, President and CEO