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 UnitedHealthcare.

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It's time to make your choice for your 2017 Medicare coverage

The 2017 Medicare Annual Enrollment Period, or AEP, is Oct. 15 to Dec. 7. Now is the time to make changes to various aspects of your coverage, including switching from a different Medicare plan or enrolling in a Medicare Part D plan (although a late enrollment penalty may apply if you did not enroll when you were first eligible). A licensed RMHP Medicare Salesperson can be reached at 888-251-1330 to help answer your questions and help you find the plan that fits your Colorado lifestyle.

RMHP is a Medicare-approved Cost Plan. Enrollment in RMHP depends on contract renewal.

Medicare National Coverage Determinations

From time to time, Medicare makes decisions regarding the coverage of items and services. These decisions are called Medicare National Coverage Determinations (NCDs). Medicare may begin covering an item or service or change the way an item or service is covered.

RMHP wants to make sure our Members have the most up-to-date information regarding NCDs. Visit www.rmhp.org/medicare/how-to-use-medicare-cost-plans and scroll down to the section called Medicare National Coverage Determinations.
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).


Important pharmacy notice

RMHP is pleased to announce that beginning in 2017, Walgreens will once again become part of the RMHP/MedImpact pharmacy network. Walgreens will join 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 WellDynRx. For more information, please contact Customer Service at 800-346-4643 or customer_service@rmhp.org. The pharmacy network may change at any time. You will receive notice when necessary.

Coming soon: The new www.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.

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 www.rmhp.org under the “Member Services” section. Simply visit www.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.

This information is available for free in other languages. Please call our Customer Service number at 888-282-1420 (TTY dial 711). Hours are 8 a.m. to 8 p.m., seven days a week, Oct. 1 to Feb. 14, and 8 a.m. to 8 p.m., Monday through Friday, Feb. 15 to Sept. 30.

Esta información está disponible gratuitamente en otros idiomas. Por favor llame a la línea de Atención a Clientes, al 888-282-1420 (TTY marque 711). Horario de 8 a.m. a 8 p.m., siete días a la semana, del 1 de octubre al 14 de febrero; y de 8 a.m. a 8 p.m., de luens a viernes, del 15 de febrero al 30 de septiembre.
Continuing to the next chapter

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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