



COLORADO DEPARTMENT OF HEALTH CARE POLICY & FINANCING

1570 Grant Street, Denver, CO 80203-1818 • (303) 866-2993 • (303) 866-4411 Fax • (303) 866-3883 TTY

Bill Ritter, Jr., Governor • Joan Henneberry, Executive Director

September 2, 2009

Dear County Director or Medical Assistant Site Director:

The Child Health Plan *Plus* (CHP+) program would like to inform you about the following changes in our program:

Rocky Mountain Health Plan County Expansion for CHP+

Effective August 1, 2009 Rocky Mountain Health Plan (RMHP) will be available in La Plata and Montezuma Counties for CHP+ clients. Effective September 1, 2009 Rocky Mountain Health Plan (RMHP) will be available in Garfield County for CHP+ clients.

RMHP will be the only HMO available in these counties for CHP+ children. The State Managed Care Network (SMCN) will continue to be available and provide benefits for the Pre-HMO and prenatal care program clients.

Best Practice for When a New Application Needs to be Submitted for CHP+

Previously, CHP+ required a new application when income or other documents affecting eligibility status were received, if the paper application was older than 90 days. CHP+ has changed the policy and now only requires a new application at Intake and RRR.

CHP+ recommends the following as a best practice:

- After 30 days of denial of an initial or renewal application.
 - If a case is denied at intake or RRR, allow the client 30 days from the date of denial to submit documentation to reopen their case. If they fail to submit documentation with the 30 days, they must submit a new application.

CHP+ Program Complaint Process

Please forward CHP+ program complaints to chppluscare@acs-inc.com or direct clients to call 800-359-1991 and ask to be transferred to the CHP+ Cares voicemail to log a complaint. This will allow the Department to resolve complaints and track them.

If you have any questions or need additional information, please contact me at 303-866-3291 or kristy.wilson@state.co.us.

Sincerely,

A handwritten signature in cursive script that reads 'Kristy Wilson'.

Kristy Wilson
CHP+ Eligibility Specialist

cc: Heather Hewitt
Sandeep Wadhwa
Laura Gerard
William Heller