



ACC Phase III Member Communications Toolkit

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Introduction

About this Document

Purpose: Provide information and consistent talking points about upcoming changes for members in ACC Phase III.

Audience: Advocates, community-based organizations, health care providers and other stakeholders who work with Health First Colorado members.

Goal: Increase awareness of the RAEs and help members navigate any changes without disruption to their care.

About the ACC

HCPF administers Health First Colorado, Child Health Plan *Plus* (CHP+) and other health care programs for Coloradans who qualify. Created in 2011, the ACC is the primary delivery system for Health First Colorado. Phase II of the ACC created the RAEs who are responsible for coordinating members' care, ensuring they are connecting primary and behavioral health care, and developing regional strategies to serve Health First Colorado members. Current Phase II contracts with the RAEs end on June 30, 2025. **New contracts, ACC Phase III, will launch July 1, 2025.**

What Changes are Happening in ACC Phase III?

Health First Colorado members are assigned to a regional organization and a PCP. On July 1, some of the regional organizations are changing and our methodology for assigning members to a PCP will change to reflect a member's recent visit history. As a result, some members may have a new regional organization and/or PCP.

Health First Colorado members can check to see who their regional organization or PCP is by logging into PEAK or through the Health First Colorado app. If the listed PCP does not match who they consider to be their PCP, they can change it by contacting Health First Colorado Enrollment.

Key Terms

Health First Colorado: Colorado's Medicaid program

Health First Colorado member: Coloradans who are covered by Health First Colorado, or Colorado's Medicaid program. May also be referred to as "members".

Regional Accountable Entities (RAEs): In communications directly to members, referred to as a **regional organizations**. Sometimes referred to as **regional health plans**. Rocky Mountain Health Plans, Northeast Health Partners, Colorado Community Health Alliance and Colorado Access will be operating as RAEs in ACC Phase III.

Department of Health Care Policy and Financing (HCPF): HCPF is the state agency in charge of Health First Colorado.

Accountable Care Collaborative (ACC): The ACC is Colorado's Medicaid delivery system. It refers to administrative and financial arrangements between RAEs and HCPF.

Primary Care Provider (PCP): This is the health care provider who serves as the focal point of care. Members are assigned a primary care provider based on their visit history. PCP's may also be referred to as Primary Care Medical Providers (PCMPs).

Managed Care Health Plan: Managed care is a group of doctors, clinics, hospitals, pharmacies and other providers who work together to take care of your health care needs. These plans are also referred to as Managed Care Health Plans. The organizations operating these plans under Health First Colorado are Rocky Mountain Health Plans PRIME and Elevate (Denver Health) Medicaid Choice. We often refer to these as Managed Care Organizations or MCOs.

As a reminder, Health First Colorado members can see any physical health provider that takes Health First Colorado. They are not limited to just their PCP.

Starting July 1, 2025, the new RAE map (figure 1) for ACC Phase III reflects the following organizations who will serve as RAEs in each region of the state:

- Region 1: [Rocky Mountain Health Plans](#)
- Region 2: [Northeast Health Partners](#)
- Region 3: [Colorado Community Health Alliance](#)
- Region 4: [Colorado Access](#)



Figure 1: ACC Phase III Regional Organizations

The following are the counties that will have a new regional organization in ACC Phase III:

Counties Changing	Old Regional Organization ("Phase II")	New Regional Organization ("Phase III")
Larimer County	Rocky Mountain Health Plans	Northeast Health Partners
Elbert County	Colorado Access	Northeast Health Partners
Alamosa, Chaffee, Conejos, Costilla, Custer, Fremont, Huerfano, Lake, Las Animas, Mineral, Pueblo, Rio Grande, Saguache	Health Colorado, Inc.	Rocky Mountain Health Plans
Baca, Bent, Crowley, Kiowa, Otero, Prowers	Health Colorado, Inc.	Northeast Health Partners

For more information about the ACC Phase III RAE changes visit the [ACC Phase III website](#).

Upcoming Member Communications via Mail

Members will begin to receive letters at the end of June communicating any changes to their regional organization and/or PCP. HCPF anticipates that there may be some confusion or questions from members after receiving these letters. It is important to remind members that they do not need to take any action as a result of receiving a letter.¹

Please note, members who have **no change** in regional organization and PCP will **NOT** receive any letters.

The anticipated timeline for letters is as follows:

Letter 1: Closeout Communication

- **Sender:** Old regional organization
- **Content:** Old regional organization will notify members that they are no longer the member's regional organization for specific counties/regions.
- **Timing:** Late June

Letter 2: Health First Colorado Letter

- **Sender:** Health First Colorado
- **Content:** Health First Colorado will send welcome letters to members with updated information about the member's regional organization and PCP
- **Timing:** July

Letter 3: Welcome Letter

- **Sender:** New regional organization
- **Content:** New regional organization may send a welcome letter to members with information about the member's new regional organization.
- **Timing:** July or later

¹ **Reminder: These communications are separate from a member's annual renewal letter/packet!** Auto-renewal and renewal is a separate process. More information about renewals is available on the [Health First Colorado website](#).

General Talking Points for ACC Phase III:

Reminder: When talking to members, use the term “regional organization” instead of “RAE”.

- Beginning July 1, 2025, some members may have a new regional organization. You may also be assigned to a new primary care provider when your regional organization changes, but you can choose to see any Health First Colorado primary care provider, including your previous primary care provider.
- If your regional organization or primary care provider is changing, you will receive a letter in the mail with more information. If you have any questions about this change, you can contact your new regional organization.
- **Your Health First Colorado benefits and services are not changing.**
- If you want to continue seeing your previous primary care provider, you do not need to do anything. You can go to any existing appointments you have with your previous primary care provider when the transition happens and continue making appointments as you usually would.
- These changes have **no impact** on your Health First Colorado renewal process. You should proceed with your annual renewal as usual. More information on the renewal process is on the [Health First Colorado website](#).
- Most members can continue to see their mental health and substance use disorder providers as usual.
- Regional organizations contract with their own networks of mental health and substance use disorder providers. Please contact your new regional organization for information about how to continue your care with a provider or for help finding a new provider.

Key Talking Points for Navigating Questions That May Arise From Members in Specific Scenarios

Members may come to you with questions after receiving letters from their old RAE, new RAE or from Health First Colorado, or if they have heard from their friends about changes that may be happening. The following talking points are preferred language to communicate clearly and simply to members about these changes.



Scenario 1

Members who do not receive a letter about this change, but may have heard about it from friends or family.

Note: Members will only receive a letter if they are enrolled in a managed care health plan or if they have a new regional organization and/or primary care provider.

- On July 1, some members may be assigned to a new regional organization and/or a new primary care provider. If you have not received a letter from Health First Colorado or a regional organization, there are no changes for you.

- If you are concerned that you may have missed a letter with this information, you can find out who your regional organization is by checking the Health First Colorado mobile app or by calling Health First Colorado Enrollment Monday to Friday, from 8 a.m. to 5 p.m. at 303-839-2120 or 1-888-367-6557 (State Relay 711). The call is free.



Scenario 2

Members who are assigned to a regional organization that is no longer covering certain areas of the state.

Note: These members will receive letters from their old regional organization about this change. Members also will receive a letter from Health First Colorado about this change, which may include changes to their primary care provider. See additional talking points in the following scenario.

- On July 1, your regional organization will change. You either have Rocky Mountain Health Plans, Northeast Health Partners, Colorado Community Health Alliance, or Colorado Access as your regional organization. These organizations are also known as Regional Accountable Entities (RAEs).
- You can find your regional organization on your enrollment letter or in the Health First Colorado mobile app beginning July 1, 2025.
- Your Health First Colorado benefits and services are not changing.
- Regional organizations can help you find providers and access your Health First Colorado benefits and services.



Scenario 3

Members who have a new primary care provider and/or a new regional organization.

Note: These members will receive a letter from Health First Colorado with information about their primary care provider and regional organization.

For regional organization changes:

- On July 1, your assigned regional organization will change. You either have Rocky Mountain Health Plans, Northeast Health Partners, Colorado Community Health Alliance, or Colorado Access as your regional organization. These organizations are also known as Regional Accountable Entities (RAEs).
- You can find your regional organization on your enrollment letter or in the Health First Colorado mobile app beginning July 1, 2025.
- Your Health First Colorado benefits and services are not changing.
- Regional organizations can help you find providers and access your Health First Colorado benefits and services.

For primary care provider changes:

- On July 1, your assigned primary care provider is changing. The new primary care provider listed on your letter is the one our records show you see most often.
- You can change your primary care provider at any time. Go to enroll.healthfirstcolorado.com or call Health First Colorado Enrollment Monday to Friday, from 8 a.m. to 5 p.m. at 303-839-2120 or 1-888-367-6557 (State Relay 711). The call is free.
- If you want to continue seeing your previous primary care provider, you do not need to do anything. You can go to any existing appointments you have with your previous primary care provider and continue making appointments as you usually would.
- If you need help finding a provider, contact your regional organization or visit their website to find a provider near you.



Scenario 4

Members who are enrolled in a managed care health plan.

Note: These members will receive a letter from Health First Colorado.

- **Denver Health:** You have been enrolled in a managed care health plan called [Elevate Medicaid Choice](#) through Denver Health for your Health First Colorado physical health benefits and services. In this plan, you can get care at Denver Health's main campus and other Denver Health clinic locations.
 - You may opt out of this plan if you prefer. However, you must opt out within the timeframe specified in your letter - please refer to the information you received in your letter from Health First Colorado for information on how to disenroll. Even if you disenroll from Denver Health, **you will still be enrolled in Health First Colorado.**
 - Your regional organization, Colorado Access, will still help coordinate mental health care and/or substance use disorder services even if you are part of this plan.
- **PRIME:** You have been enrolled in a managed care health plan called [Rocky Mountain Health Plans PRIME](#) for your Health First Colorado benefits and services. In this plan, you will receive all your care through PRIME's network of providers.
 - You may opt out of this plan if you prefer. However, you must opt out within the timeframe specified in your letter - please refer to the information you received in your letter from Health First Colorado for information on how to disenroll. Even if you disenroll from PRIME, **you will still be enrolled in Health First Colorado.**

Additional Resources

Additional resources about ACC Phase III including Frequently Asked Questions, social media posts, and more are available on the [ACC Member Messaging Resource Center](#).