



CHP+

Child Health Plan *Plus*

Welcome to Child Health Plan *Plus* (CHP+)!

CHP+ is public low-cost health insurance for children and pregnant women. CHP+ covers doctor visits, preventive care such as screenings and immunizations, emergency care and other procedures and treatments. CHP+ can help you and your family get healthy and stay healthy.

Now that you're qualified, there are a few important steps you need to take.

1 Pay your annual enrollment fee. Some CHP+ members may have to pay an annual enrollment fee. Pregnant women do not have to pay an enrollment fee. If you have to pay an enrollment fee, you will get a letter in the mail telling you how much your enrollment fee is. This fee is due within 30 days after you qualify for CHP+. If the enrollment fee is not paid within 30 days, you will need to re-apply.

2 Review your CHP+ Health Plan. A health plan has been selected for you, but you can change health plans for up to 90 days after you qualify for CHP+. CHP+ health plan options are based on where you live. This brochure tells you about the CHP+ health plans. If you would like to change health plans, you can call 303-839-2120 or 1-888-367-6557.

3 Pick your provider. Your CHP+ health plan can help you pick a provider for you or your child.

4 Schedule a check-up. Schedule a well-child visit for your child or a preventative care visit for yourself. Even if you or your child are not sick, it is important to get to know your provider.

Q What does it cost?

A Some CHP+ members may have to pay an enrollment fee and co-pays for certain services. Pregnant women do not have to pay an enrollment-fee or co-pays. Find out more about CHP+ costs at CO.gov/HCPF/CHPPlus.

Q How long does CHP+ coverage last?

A CHP+ children are covered for at least 12 months. Pregnant women are covered until 60 days after your baby is born. Call CHP+ Customer Service at 1-800-359-1991 to find out about coverage for your baby.

What Is Covered?



Immunizations



Prescriptions



Vision Care and Services



Dental Care



Hospital Services



Primary Care



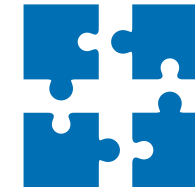
Maternity Care



Emergency Care & Urgent Care



Well-Child Visits



Mental/Behavioral Health Care

Q Where can I get more information?

A Go online to CO.gov/HCPF/CHPPlus. If you have questions about what you qualify for or your enrollment fee call CHP+ Customer Service at 1-800-359-1991, Monday through Friday, 7:30 a.m. to 5 p.m. (se habla español). Or you can visit the CHP+ office at 655 Bannock St. Denver, CO 80204. If you have questions about your benefits and finding a provider, contact your health plan.

CHP+ Health Plans in Colorado



Service Area

Adams, Alamosa, Arapahoe, Baca, Bent, Boulder, Broomfield, Chaffee, Cheyenne, Clear Creek, Conejos, Costilla, Crowley, Custer, Delta, Denver, Douglas, Eagle, El Paso, Elbert, Fremont, Gilpin, Huerfano, Jefferson, Kiowa, Larimer, Las Animas, Lincoln, Logan, Mineral, Morgan, Otero, Park, Phillips, Prowers, Pueblo, Rio Grande, Sedgwick, Saguache, Summit, Teller, Washington, Weld, Yuma

Alamosa, Archuleta, Baca, Bent, Broomfield, Chaffee, Cheyenne, Conejos, Costilla, Crowley, Custer, Denver, Douglas, El Paso, Fremont, Huerfano, Kiowa, Kit Carson, Jefferson, La Plata, Las Animas, Lincoln, Logan, Mineral, Morgan, Otero, Phillips, Pueblo, Prowers, Rio Grande, Saguache, Sedgwick, Washington, Yuma

Adams, Arapahoe, Denver, Jefferson

Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson

Archuleta, Delta, Dolores, Eagle, Garfield, Grand, Gunnison, Hinsdale, Jackson, Lake, La Plata, Mesa, Moffat, Montezuma, Montrose, Ouray, Pitkin, Rio Blanco, Routt, San Juan, San Miguel, Summit

Special Services

- Contracted with all major hospitals in Colorado Access service areas
- More than 200 over-the-counter medicines like vitamins and Tylenol, with a prescription
- No co-pays for prescription birth control
- \$150 toward glasses or contacts per benefit year
- Increased number of visits for physical, occupational and speech therapies
- Direct access to providers through telehealth services
- Access to Colorado Crisis Services
- Access to health care education and care management programs for pregnancy, asthma, depression, diabetes, and other chronic conditions
- Fast response from live customer service support and Spanish-speaking staff
- Enhanced interpretation services
- Quarterly member newsletter
- Opportunity to get involved and provide feedback by joining the Colorado Access Member Advisory Council (MAC).

- Customer service phones answered by a person, not a machine
- ***** in customer service and How Well Doctors Communicate based on CAHPS Survey
- Access to Spanish-speaking staff and other interpreter services
- Specialized case management programs
- Expanded telehealth services
- Access to secure member portal and mobile application that enables members to view claims history, request ID cards, do a provider search to locate in-network participating providers, and many more helpful resources
- Health education materials available for over 5,000 different topics on health-related conditions and procedures

- \$150 toward glasses or contacts per benefit year
- No co-pays for covered visits and prescriptions
- Many over-the-counter medicines at no cost, with a prescription filled at a network pharmacy
- No co-pay for 30 outpatient visits for physical, occupational, speech therapy per benefit year
- No co-pay for outpatient mental health visits
- Nurse advice line available 24 hours
- Access to secure member website/application named MyChart, members can access medical records, access test results, message their doctors, make appointments, set reminders, order prescription refills, and access to health information
- Quarterly member newsletter
- Customer service staff speak Spanish and have access to interpreter services for multiple languages

- 24/7 visit with a doctor to get advice, referrals, prescriptions & nurse advice line
- \$50 toward glasses
- Get the services you need in one location: primary care appointments, pharmacy, medical imaging, and lab services
- Online services include live chat with a doctor, pharmacist, financial counselor, member services, and to make a primary care appointment
- KP.org allows you to view your test results and email your doctors
- Interpreter services for all languages including Spanish-speaking customer service staff and bilingual providers
- Free classes - including women's health, smoking cessation, nutrition, and stress management
- Case management programs available for chronic conditions
- Free access to Calm & MyStrength apps
- 11 locations that offer OBGYN care
- OBGYN RNs available by email or phone Monday - Friday 8am-5pm
- Many pregnancy tools & resources online

- Access to all major hospitals in Colorado
- Low or no co-pays for most routine services. All medical preventative services and most prescription birth control have no co-pays
- \$50 toward glasses
- Health education and case management for conditions like, pregnancy, diabetes, and heart disease
- Offer an educational and incentive program to earn rewards for improving health
- Support for high risk pregnancy
- Prenatal resources and support groups through a mobile application
- Cover many over-the-counter medicines with a prescription
- Smoking cessation assistance and coordination
- Access to virtual doctor appointments
- Care coordination and nurse advice line available 24/7
- Customer service interpreter services available, including Spanish
- Access to secure member website for selecting a PCP, viewing claims history, viewing in-network providers, ordering ID cards, and more
- Access to crisis support

Contact

Phone
1-888-214-1101;
TTY: 1-888-803-4494
Website
www.coaccess.com

Phone
1-800-475-8466;
TTY: 1-800-659-2656
Website
www.fridayhealthplans.com

Phone
1-303-602-2100;
TTY/TDD: 711
Website
www.denverhealthmedicalplan.com

Phone
1-303-338-3800;
TTY: 711
Website
www.kp.org

Phone
1-800-346-4643;
TTY: 711
Website
www.rmhp.org