



Child Health Plan Plus (CHP+): State Managed Care Network Transition

Frequently Asked Questions (FAQ) for CHP+ Prenatal Members

April 2021

CHP+ is working to improve the delivery of health care services. Beginning July 1, 2021, all CHP+ members will be automatically enrolled into a CHP+ health plan. As a result, the CHP+ State Managed Care Network (SMCN) will no longer be needed to deliver services. This FAQ will help answer any questions you may have.

What is Child Health Plan Plus (CHP+)?

CHP+ is low-cost public health insurance for children and pregnant women who qualify. CHP+ covers doctor visits, emergency care, preventive care such as screenings and immunizations, and other procedures and treatments.

What is a health plan?

CHP+ works with health plans to manage the health care and services you need. A health plan is a group of doctors, clinics, hospitals, pharmacies, and other providers who work together to help meet your health care needs. Each CHP+ health plan uses its own group of hospitals, pharmacies, and doctors for the counties it serves.

There are five CHP+ health plans in Colorado: Colorado Access, Denver Health, Friday Health Plans, Kaiser Permanente, and Rocky Mountain Health Plans.

What is the State Managed Care Network?

As a CHP+ Prenatal member, you are currently enrolled in the State Managed Care Network (SMCN). The SMCN supports a statewide network of providers to make sure you can access health care services.

What is changing about the SMCN?

Beginning July 1, 2021, the SMCN will no longer be used for the delivery of health care services. All CHP+ members will be automatically enrolled into a CHP+ health plan.

This change ensures members have access to coordinated care and support right away.



What does this mean for me?

If you have health care coverage through CHP+ on July 1, 2021, you may have a new health plan for your CHP+ coverage. If your health plan changes, we will do it automatically. Members enrolled in a new health plan will get care through their new health plan.

Do I need to take action?

No, you do **not** need to take any action.

Is my eligibility changing?

No, your CHP+ eligibility is **not** changing.

Are my benefits changing?

No, the benefits you have through your CHP+ coverage are **not** changing.

Are my costs changing?

No, your costs to receive health care services are **not** changing. Prenatal CHP+ members do not pay to receive health care services.

Can I keep seeing my current provider?

If you're in your second or third trimester, or you have delivered your baby, you will be able to continue seeing your current providers through the end of your CHP+ eligibility. Your health plan will help you if you have questions.

If you're in your first trimester, your health plan will help you choose a provider.

What happens next?

We'll send you a letter in the mail before July, letting you know which health plan you are enrolled with. Your CHP+ health plan will send you a welcome letter, member handbook, and member ID card.

Your new health plan will let you know who to contact if you have questions.

What should I do if I have more questions?

If you have any questions about this change, please call CHP+ SMCN Customer Service between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday, at 1-303-751-9051 or 1-800-414-6198 (toll free). For TDD/TTY, call 1-888-803-4494.

For more information contact

CHP+ SMCN Customer Service
1-303-751-9051 or 1-800-414-6198 (toll free)

[Child Health Plan Plus \(CHP+\)](#)

Improving health care equity, access and outcomes for the people we serve while saving Coloradans money on health care and driving value for Colorado.
www.colorado.gov/hcpf

