

Navigating the Behavioral Health System



A Resource Guide for Caseworkers Serving Health First Colorado Members



Health First
COLORADO™

Colorado's Medicaid Program

If the Health First Colorado member is having a behavioral health crisis and is in need of urgent help, contact the Colorado Crisis Services.



1-844-493-TALK (8255)

If it is an emergency situation and you feel like the member is going to hurt themselves or others, call 911.



If the Health First Colorado member needs general information regarding their health, provide them with information on the nurse advice line.

Nurse Advice Line

Immediate advice on health, contact Health First Colorado (Colorado's Medicaid Program) Nurse Advice Line by calling 800-283-3221. The Nurse Advice Line provides free around-the-clock access to medical information and advice.

- Available free of charge, 24 hours a day, 7 days a week, 365 days a year.
- Nurses will answer medical questions, provide care advice and help determine if the member should be seen by a doctor right away.
- Help with medical conditions, such as diabetes or asthma.
- Advice on the type of doctor that may be right for specific medical conditions.

Health First Colorado Members who
need Medical Advice should call the
Nurse Advice Line at:

800-283-3221

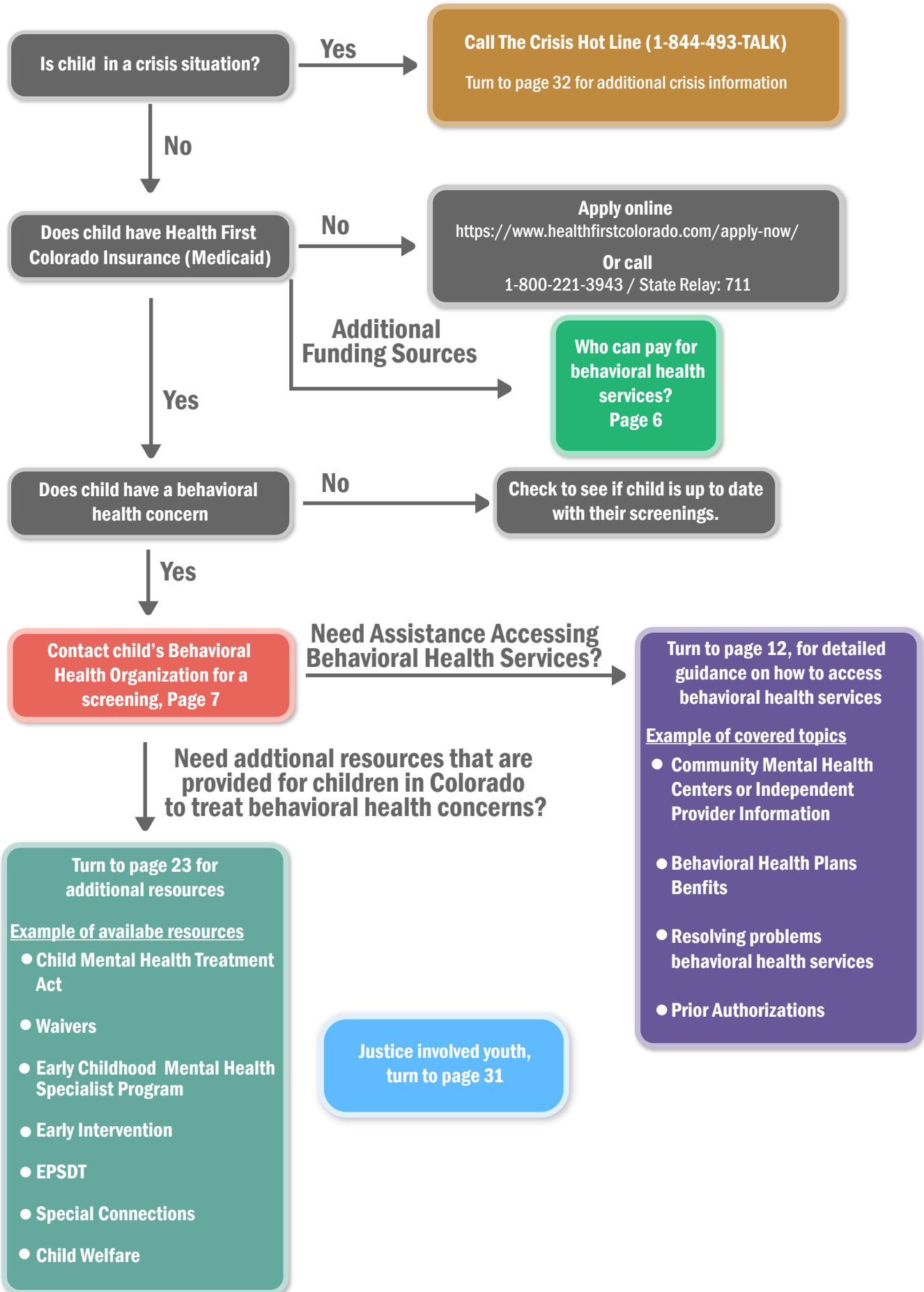
Navigation Toolkit for Caseworkers

The following toolkit for Caseworkers aims to provide a general guide on how to access behavioral health services for individuals who have Medicaid. It also provides information on behavioral health terminology, additional resources for families, structural overview of Medicaid, and funding hierarchies.

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How to assist Health First Colorado members in getting behavioral health services.



1 Defining Behavioral Health, Mental Health and Substance Use

Below are definitions that will help you understand all the different behavioral health language used.

BEHAVIORAL HEALTH is used to describe mental health and substance use. The words behavioral health and mental health are both used to describe how a child is doing with their emotions and/or behaviors.

MENTAL HEALTH is a sign of a child's overall emotional well-being. Mental health can be difficult to understand, because it can be related to medical, social, or behavioral issues that a child may have. In general, mental health refers to a child's ability to:

- Adapt well to his or her environment in ways that are healthy;
- An ability to identify and express feelings and emotions in an age appropriate way and;
- Handle day-to-day stresses, problems, challenges and being able to create strong relationships with parents, family members and peers. When children are not comfortable with how they are feeling, have difficulties dealing with problems, and cannot get along with others, it is possible that they could have a mental health issue.

A MENTAL HEALTH ISSUE is a problem that impacts a child's emotional well-being. An issue could develop from dealing with trauma such as a bully at school or death of a loved one. It could be a short-term problem or long-term mental illness. Mental health issues usually impact a child's ability to interact and handle day-to-day tasks and result in changes in mood and/or behavior .

MENTAL ILLNESSES are medical conditions that can disrupt a child's mood, thinking, feelings, and ability to interact with and relate to others in his or her life. These disruptions can be emotional changes, behavioral changes, or both. For the majority of children, a change in mood, feelings, and behavior is a natural part of child development. However, when these changes begin to impact a child's ability to function on a daily basis, a mental illness may be the cause of these changes. If this is the case, the child may need mental healthcare.

SUBSTANCE MISUSE/USE DISORDERS occur when the recurrent use of alcohol and/or drugs causes clinically and functionally significant impairment, such as health problems, disability, and failure to meet major responsibilities at work, school, or home.

PRESCRIPTION DRUG MISUSE is when someone takes a medication that was prescribed for someone else or takes their own prescriptions in a way not intended by a doctor or for a different reason such as to get high. When prescription drugs are abused, they can be addictive and put the person at risk for other harmful health effects, such as overdose.

Helpful Tips for

2 Caseworkers who are

Working With Families

Below are some tips that can help reduce a child's risk of developing behavioral health issues in a family that is going through a tough time:

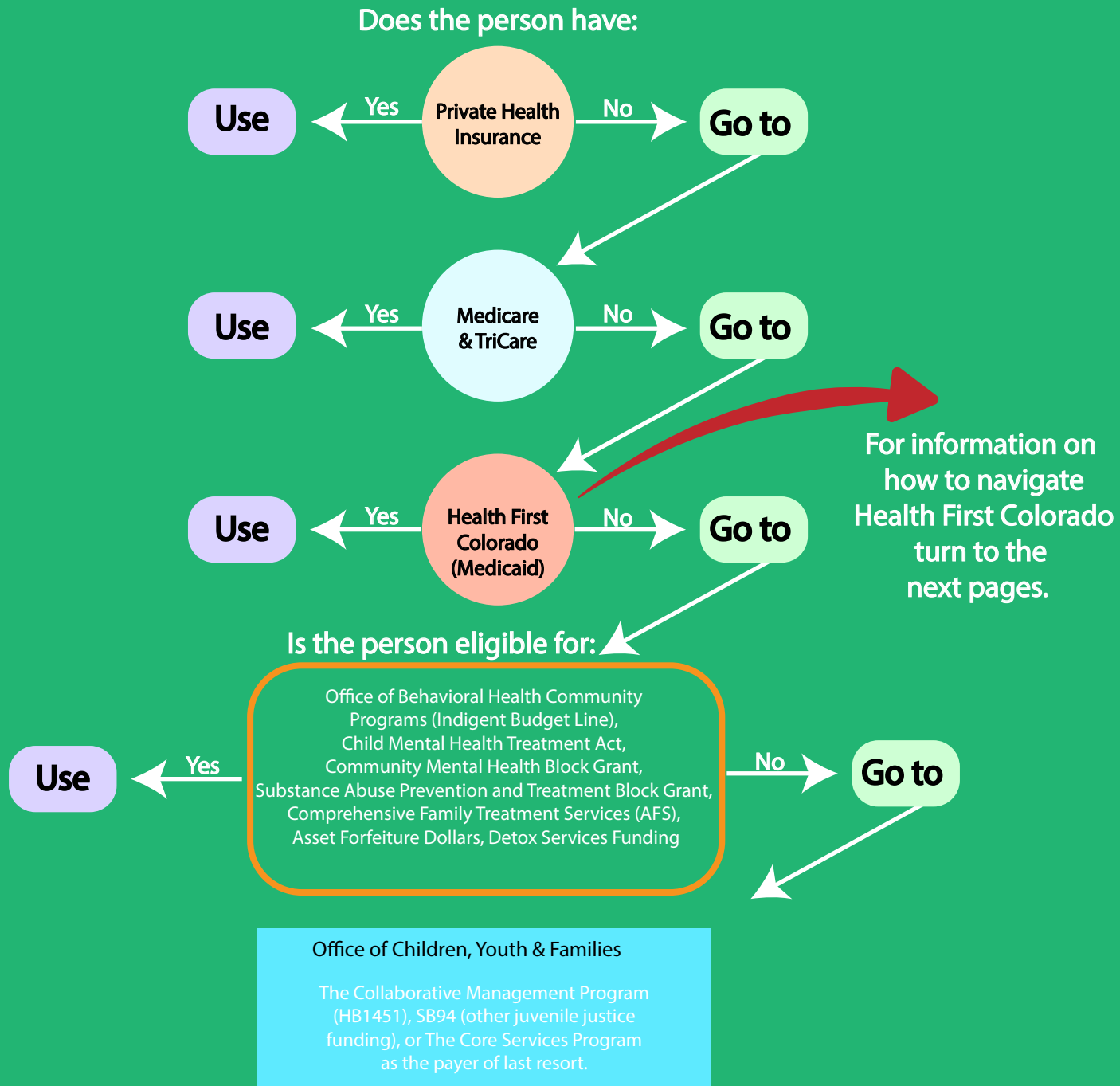
- Knowledge that parent has a mental health illness, just like being sick, and that they are not to blame
- Help and support from family members
- A stable home environment
- Psychotherapy for the child, the parent(s) and any siblings
- A sense of being loved by the parent that has a behavioral health problem
- Positive self-esteem
- Good coping skills in the child
- A strong relationship with a caring adult
- Friendships, positive peer relationships
- Interest in and success at school
- Healthy interests outside the home for the child
- Help from outside the family to improve the family environment
- Protection from traumatic events

If a member of a family has a mental health illness and/or a problem with substance use/misuse, encourage them to seek treatment for the health of the entire family. The child of the family should also be seen by a doctor for a behavioral health screening. The sooner the family is seen by health professionals, the better the family's health and well being will be.

If you are a Caseworker for a Health First Colorado member that needs assistance in navigating the behavioral health system, this toolkit can provide guidance on how to access those services.

3 Behavioral Health Funding Hierarchy

Below is a map of funding streams for individuals who need behavioral health services.



4 Understanding the Health First Colorado Structure

Once the member is enrolled into Health First Colorado, they will be able to use the health care system and get the necessary services that they need. To help families access and navigate the health care system, Health First Colorado has partnered with organizations that provide support and assistance in navigating the health care system. These organizations can help the member find a doctor, assist them with transitions of care, or even arrange transportation for a health related matter. The following pages provide an overview of the responsibilities of the organizations and how they interact with each other.

For Health First Colorado
Benefits and Coverage

Click Here:

<https://www.healthfirstcolorado.com/wp-content/uploads/2017/01/Health-First-Colorado-Member-Handbook.pdf>

Health First Colorado
mapped out



Healthy Communities

Healthy Communities is a program that helps families sign up for Health First Colorado/CHP+. They can help with the application process, provide education on available benefits and services, and connect the member to other community resources. They are the starting point for getting health care. Healthy communities services:

- Help with Health First Colorado/CHP+ re-enrollment
- Inform members on preventative health care services
- Help members find a medical home
- Help members find community resources

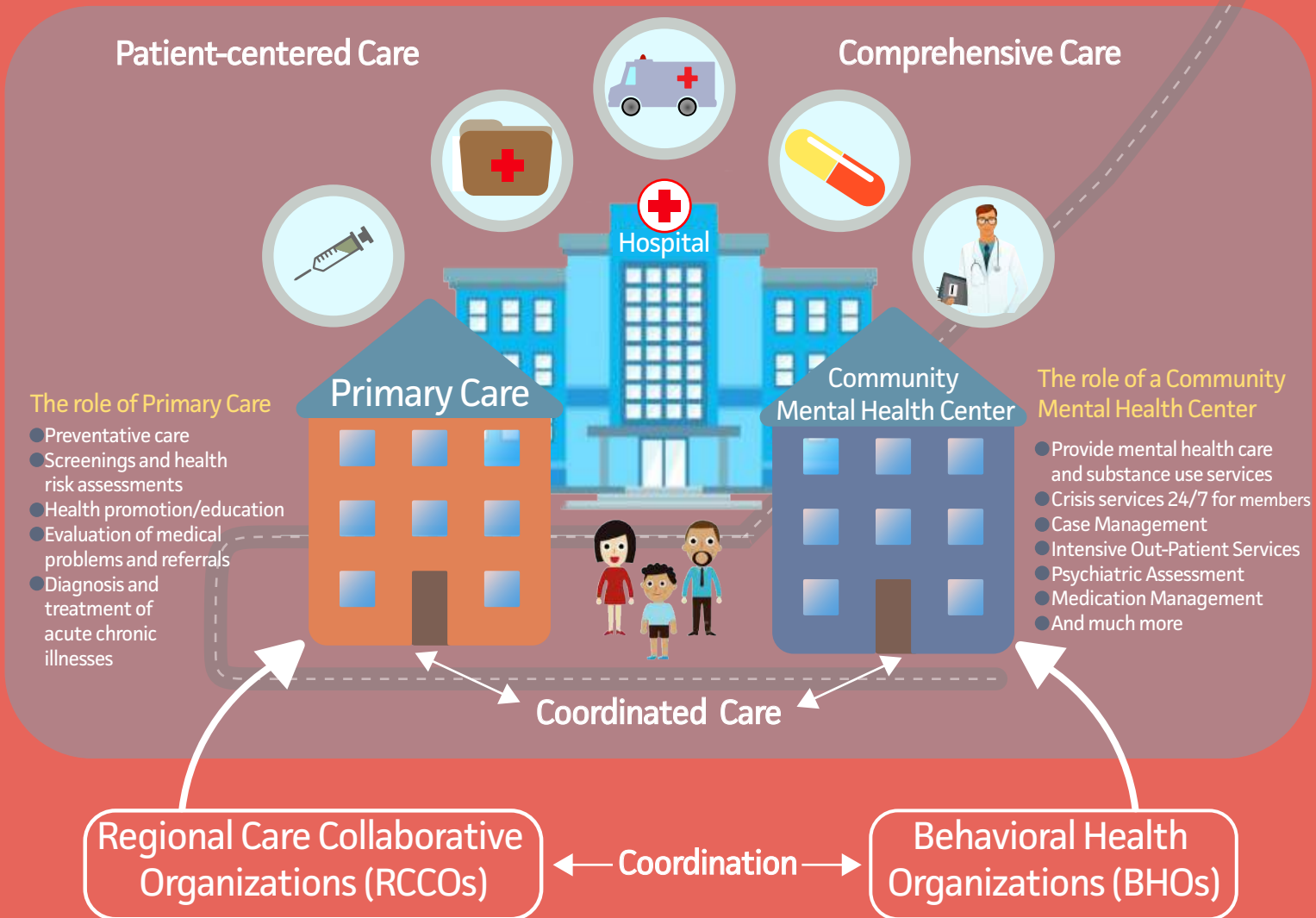


Healthy Communities are located in the community

START

Patient-Centered Medical Home

The medical home where the child or family will receive health care



A RCCO is responsible for coordinating physical health services. A RCCO can also help with:

- Finding specialists.
- Connecting members to community services in their area.
- Making sure that everyone who is involved in the members care is talking to each other and working as a team.
- Connecting members to a primary care physician.
- Follow up on the members referrals.
- Helping members obtain behavioral health services.

A BHO is responsible for coordinating mental health services. A BHO can also help with:

- Finding a mental health professionals.
- Filing a grievance or an appeal.
- Follow up on members referrals.
- Making sure that the members physical and mental health providers work together so that the most effective treatment is provided.

Guiding steps to help Caseworkers get care for Health First Colorado members

Step 1

Once the person is approved for Health First Colorado, they can be connected with Healthy Communities (page 10) to help them find a primary care or behavioral health provider. They can also assist in locating other services like Women, Infants and Children (WIC) or programs for children with special health care needs.

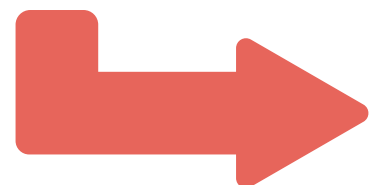
Step 2

If the Health First Colorado member is having behavioral health problems, they can directly see a behavioral health specialist. Their Behavioral Health Organization (BHO) (page 11) can help locate a behavioral health specialist. See [section 6](#) for detailed information on navigating the behavioral health care system.

Step 3

If the Health First Colorado member needs assistance in coordinating their physical and behavioral health care, for example, help with making appointments, finding transportation to the doctor, or getting connected to community resources, you can connect them with their Regional Care Collaborative Organization (RCCO), their BHO, or Healthy Communities. Organizations working with Health First Colorado should have a no wrong door system.

**Healthy Communities,
RCCO, and BHO contact
information.**

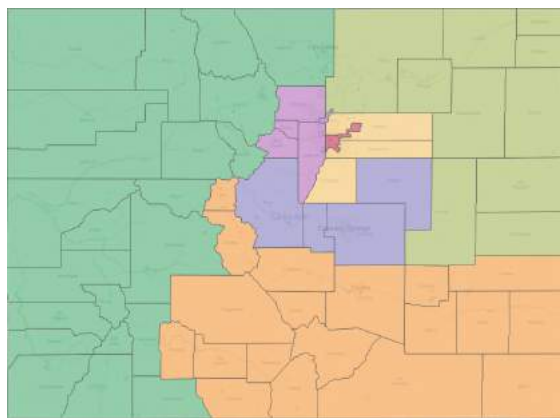


Healthy Communities Contact Information

Family Health Coordinators can help Health First Colorado members apply for the Healthy Communities Program. To find the members local Family Health Coordinator, go to [Colorado.gov/hcpf/healthy-communities](https://www.colorado.gov/hcpf/healthy-communities). Or call the Health First Colorado Member Contact Center at 800-221-3943 (State Relay 711).

RCCO contact information

Health First Colorado members are enrolled into RCCOs based on their home address. Check the map below to see which RCCO serves the member's county.



- RCCO 1 - Rocky Mountain Health Plans
- RCCO 2- Colorado Access
- RCCO 3- Colorado Access
- RCCO 4- Integrated Community Health Partners
- RCCO 5- Colorado Access
- RCCO 6- Colorado Community Health Alliance
- RCCO 7- Community Care of Central Colorado

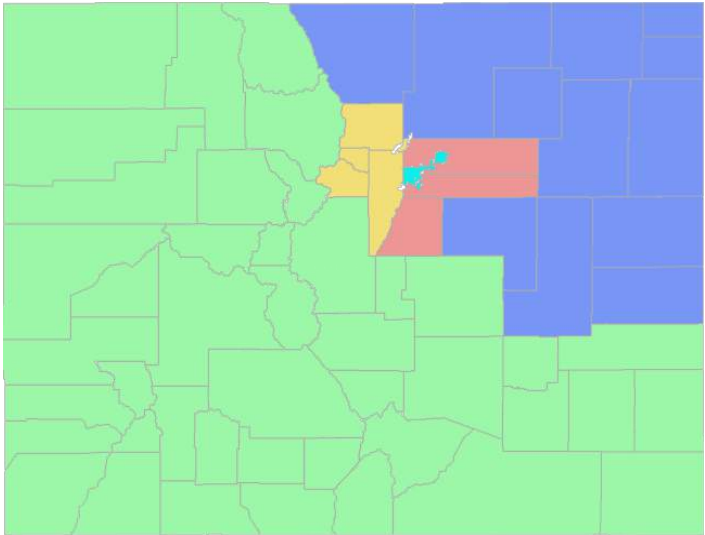
Resources

Up-to-date contact and RCCO regions can be found here:
<https://www.colorado.gov/pacific/hcpf/regional-care-collaborative-organizations>

RCCO Region	Contact Information
RCCO 1 - Rocky Mountain Health Plans	970-254-5771, 800-667-6434 acc.rmhp.org/Home
RCCO 2- Colorado Access	303-368-0035, 855-267-2094 www.coaccess-rcco.com
RCCO 3- Colorado Access	303-368-0037, 855-267-2095 www.coaccess-rcco.com
RCCO 4- Integrated Community Health Partners	855-959-7340 www.ichpcolorado.com
RCCO 5- Colorado Access	303-368-0037, 855-267-2095 www.coaccess-rcco.com
RCCO 6- Colorado Community Health Alliance	303-256-1717, 855-627-4685 cchacares.com/en-us/home.aspx
RCCO 7- Community Care of Central Colorado	719-314-2560, 866-938-5091 http://www.mycommunitycare.org/

BHO contact information

Health First Colorado members are enrolled into BHOs based on their home address. Check the map below to see which BHO serves the member's county.



- Colorado Access/Access Behavioral Care Northeast (ABC)
- Behavioral Health, Inc (BHI)
- Colorado Health Partnership (CHP)
- Foothills Behavioral Health Partners (FBHP)
- Colorado Access/Access Behavioral Care Denver (ABC)

BHO

Contact Information

Colorado Access/Access Behavioral Health Northeast (ABC)

(303) 751-9030 or (800) 984-9133 toll free
www.coaccess.com/access-behavioral-care

Behavioral Health, Inc (BHI)

(303) 361-8100
www.bhicares.org/

Colorado Health Partnership (CHP)

(800) 804-5008 toll free
www.coloradohealthpartnerships.com

Foothills Behavioral Health Partnership (FBHP)

(303)-432-5950 or (866) 245-1959 toll free
www.fbhpartners.com/

Colorado Access/Access Behavioral Health Denver (ABC)

(303) 751-9030 or (800) 984-9133 toll free
www.coaccess.com/access-behavioral-care

For detailed information on receiving mental health care or substance use disorder treatment turn to the next page

5 Navigating the Behavioral Health Care System

The following pages provide Caseworkers an overview on how to access and navigate behavioral health services for Health First Colorado members.

Guiding steps to help Caseworkers get behavioral health care for Health First Colorado members

Step 1

Locate a behavioral health provider that can help the Health First Colorado member. Lists of available providers can be found by contacting the BHO or visiting their website.

Providers have specialties – some work with children who are in the child welfare system, others work with children under the age of 3. Please be sure you look at the additional provider information when making provider selection.

Step 2

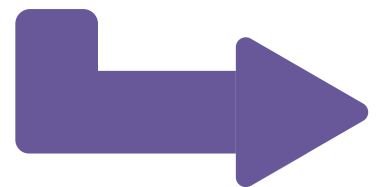
Call the provider and tell them what the member needs.

Health First Colorado members must be seen for their initial assessment appointment within 7 days. If they do not get an appointment in that time, call the BHO and have them connect you with the Office of Family and Consumer Affairs for assistance.

Step 3

If the member is not found to be eligible for services under the BHO, there are other options for services. The BHO is responsible to assist the member in finding other treatment options.

**Further information on
accessing behavioral
health services**



Case Worker Decision Tree for Obtaining Behavioral Health Services for Children/Adolescents

★ **Start**

Is the need urgent?

Yes

Call The Crisis Hot Line (1-844-493-TALK)

Turn to page 32 for additional crisis information.

No

Call the BHO and Request a Mental Health Intake

This worked

Proceed with treatment!

I'm having problems getting an intake

Told by BHO that youth is "not eligible"

Told treatment is not medically necessary?

Told that youth's needs are not a "covered diagnosis" or "covered service"

Other concerns:
Excessive wait time for intake, told there are no providers for a needed service, or other issues

Notify Caseworker

Case worker calls the BHO where the child welfare office is located, that BHO calls BHO where the child now resides to arrange services. Allow up to 3 days for this to occur.

File an Appeal With BHO

Due within 30 days of denial
Can be in person, by phone, or writing. Page 21

Inquire about Fee for Service option from BHO. Page 20

File grievance with a BHO

Client and Family Advocate at your BHO can help here if needed, just ask for them. Page 21

No call back from BHO within 3 business days?

Call the Ombudsman for Medicaid Managed Care

**1-877-435-7123 outside of Denver
303-830-3560 in the Denver Metro area**

Still have unresolved concerns after 3 business days?

How can Health First Colorado Members Access Mental Health or Substance Use Services

Health First Colorado members are automatically enrolled into one of the five Behavioral Health Organizations (BHO) based on county of residence. The BHO will arrange behavioral health services for the member as well as provide care coordination and assistance with any grievances or appeals.

The BHOs have a network of behavioral health providers in their region. These providers are either clinicians at a Community Mental Health Center (CMHC) or clinicians in the independent provider network (IPN).

The member can directly contact the CMHC or IPN without the need of a referral from a primary care provider. If the member has any problems getting behavioral health care, please contact their BHO for assistance.

Behavioral Health Service Providers

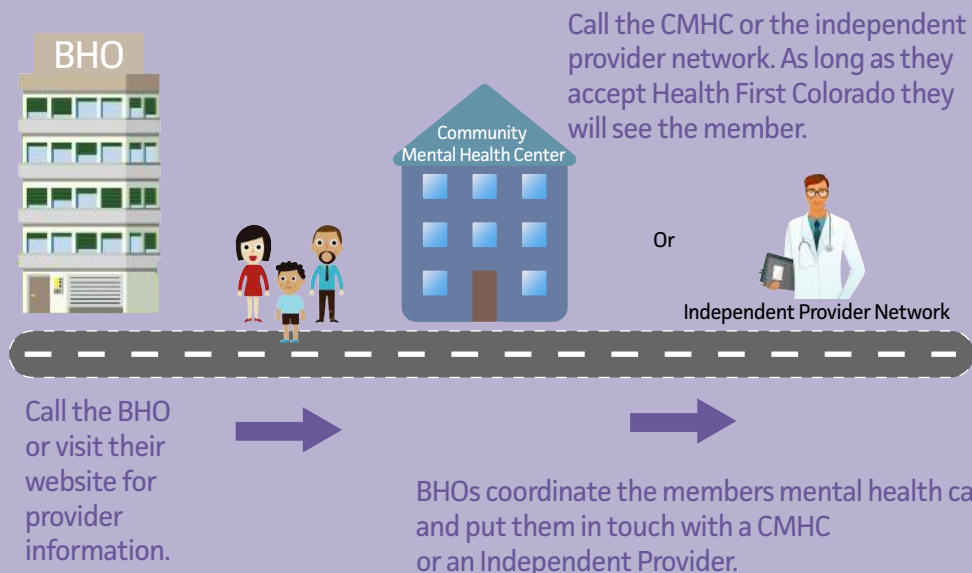
Community Mental Health Centers- provide mental health and substance use services. There are 17 CMHCs, serving all areas of Colorado. Each CMHC has a number of mental health specialists that can provide treatment for various symptoms and diagnosis. A CMHC will connect the member to the right specialist that serves their needs.

For a comprehensive list of services please contact the local CMHC.

<http://www.cbhc.org/find-help/find-a-community-mental-health-provider/>

Independent Provider Networks- are individual providers that are trained in providing mental health and substance use services. The BHOs can help find the right provider for the member who needs services.

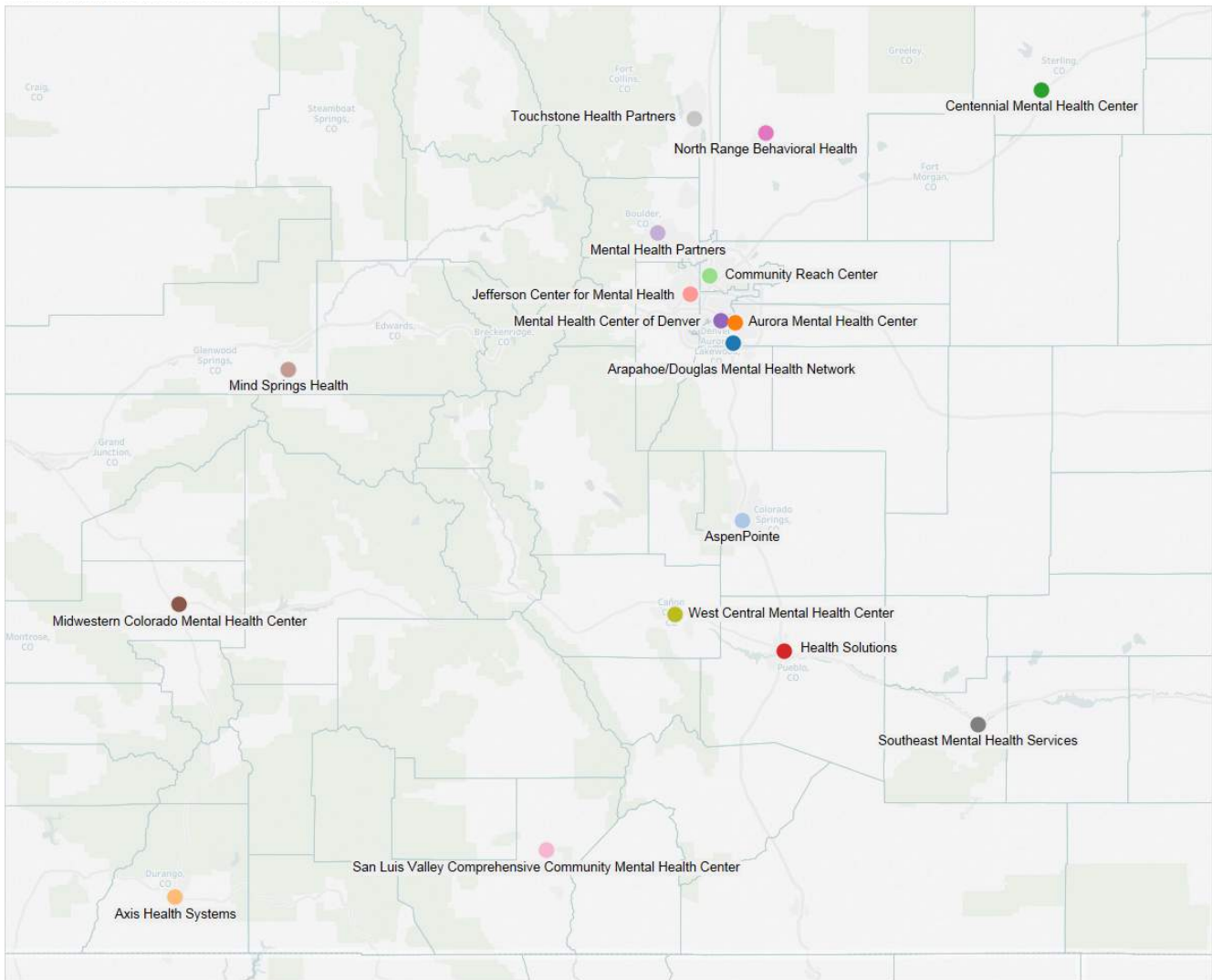
Accessing mental health and substance use services



BHO Contact Information

Turn to
Page
11

Community Mental Health Centers in Colorado



Contact information

Community Mental Health Center	Address	Phone Number	Counties Served
AllHealth Network	155 Inverness Drive West Suite 200 Englewood, CO 80112	(303) 730-8858	ARAPAHOE DOUGLAS
AspenPointe	525 North Cascade Road Suite 100 Colorado Springs, CO 80935	(719) 572-6330	EL PASO PARK TELLER
Aurora Mental Health Center	Viewpoint Plaza 11059 E. Bethany Drive Aurora, CO 80014	(303) 617-2300	ARAPAHOE
Axis Health Systems	261 Sawyer Drive Durango, CO 81303	(970) 259-2162	ARCHULETA DOLORES LA PLATA MONTEZUMA SAN JUAN
Centennial Mental Health Center	211 W. Main Street Sterling, CO 80751	(970) 522-4549	CHEYENNE ELBERT KIT CARSON LINCOLN LOGAN MORGAN PHILLIPS SEDGWICK WASHINGTON YUMA
Community Reach Center	8931 N. Huron Street Thornton, CO 80260	(303) 853-3500	ADAMS
Health Solutions	1304 Chinook Lane Pueblo, CO 81001	(719) 545-2746	HUERFANO LAS ANIMAS PUEBLO
Jefferson Center for Mental Health	4851 Independence Street Suite 200 Wheat Ridge, CO 80033	(303) 425-0300	CLEAR CREEK GILPIN JEFFERSON
Mental Health Center of Denver	4141 E. Dickenson Place, Denver, CO 80222	(303) 425-0300	DENVER
Mental Health Partners	1333 Iris Avenue Boulder, CO 80304	(303) 413-6263	BOULDER BROOMFIELD
Midwestern Colorado Mental Health Center	2130 East Main Street Montrose, CO 81401	(970) 252-3200	DELTA GUNNISON HINSDALE MONTROSE OURAY SAN MIGUEL
Mind Springs Health	6616 Highway 82 PO Box 40 Glenwood Springs, CO 81602	(970) 845-2583	EAGLE GARFIELD GRAND JACKSON MESA MOFFAT PITKIN RIO BLANCO ROUTT SUMMIT
North Range Behavioral Health	1300 N. 17th Avenue Greeley, CO 80631	(970) 347-2120	WELD
San Luis Valley Comprehensive Community Mental Health Center	8745 County Rd. 9 South PO Box 810 Alamosa, CO 81101	(719) 589-3671	ALAMOSA CONEJOS COSTILLA MINERAL RIO GRANDE SAGUACHE
Southeast Mental Health Services	711 Barnes La Junta, CO 81050	(719) 384-5446	BACA BENT CROWLEY KIOWA OTERO PROWERS
Touchstone Health Partners	125 Crestridge Street, Fort Collins, CO 80525	(970) 494-9870	LARIMER
West Central Mental Health Center	3225 Independence Road Canon City, CO 81212	(719) 275-2351	CHAFFEE CUSTER FREMONT LAKE

Appointment Wait Times for Behavioral Health Services

Health First Colorado members have the right to get behavioral health services in a timely manner. Some Health First Colorado members may need special help to get the most from their behavioral health services. If they have a disability and need special assistance, please let their BHO or provider know to help them schedule an appointment. If they need an interpreter for a non-English language or a sign language interpreter, please let their provider know so they can arrange translational services for them.

For Mental Health Services:

- Initial assessments must be offered within **7 days**.
- Appointments for urgent mental health problems have to be offered within **24 hours**.
- Mental health emergencies can be handled through BHO on-call providers within **one hour** if the member lives in a city. If they live in a rural area, they will be seen within **two hours**.
- If the member does not have a relationship with a CMHC or is unable to reach their provider, connect them to Colorado Crisis Services at 800-273-TALK (800-273-8255).

For Substance Use Disorder Services:

- Initial assessments must be offered within **7 days**.
- Appointments for urgent substance use problems have to be offered within **24 hours**.
- If the member has substance use crisis and is unable to reach their provider, connect them to Colorado Crisis Services at 800-273-TALK (800-273-8255).
- If the member has a medical related substance use emergency, they should call 911 or go to the nearest emergency room.

Appointments for regular, ongoing therapy will be scheduled within **2 weeks** from when the member had their first appointment with a provider. Regular ongoing therapy services include being assigned to a therapist, one-to-one counseling and group therapy.

TIP

If the member cannot be seen within the times mentioned above, call their BHO. They can help the member get connected to a specialist or file a grievance if they are having difficulties accessing care.

Available Mental Health and Substance Use Services for Health First Colorado Members

Every member who has Health First Colorado is automatically enrolled into a behavioral health plan. The table below explains the behavioral health benefits covered under the Behavioral Health Plan. Services that are not covered under the Behavioral Health Plan may be covered by Health First Colorado, but only if they are medically necessary. (The EPSDT program for children, requires that any services be provided if they are medically necessary. Medical necessity is determined by the provider. For a definition of medically necessary please turn to page 25. It is important to note that court ordered services are not always medically necessary.)

Behavioral health benefits covered under the Behavioral Health Plan

Case Management Services	These are services that help the member stay in the community. They include service planning, outreach, referral, and coordination of services. Routine case management is part of the services provided by their care coordinator.
Emergency Care	Emergency care is the treatment of a substance use disorder that is life threatening. It is life threatening to the person who is having the crisis.
Inpatient Hospital	Inpatient services are those mental health services that need to be given in a hospital.
Medication Management	This is when a doctor, or other licensed prescriber, prescribes and monitors the members psychiatric medications.
Medication Assisted Therapy	These are services provided in an outpatient Substance Use Disorder setting. They include administration of Methadone or another approved controlled substance to a person who is opiate dependent in order to decrease or do away with dependence on opiates. It also may include counseling to help the member focus on their recovery without having to deal with the symptoms of withdrawal.
Outpatient Treatment	These are services the member gets in an office or another place in the community. Services include individual, grief, family, and group therapy.
Psychosocial Rehabilitation	Psychosocial rehabilitation programs help people with serious mental illness. They teach people the skills they need to live in the community. These services may be provided by a recovery coach or a peer specialist. This is someone who has had a personal experience with mental illness and/or drug or alcohol addiction, who is now in recovery and has received special training to help others with their recovery. These individuals are may be part of a treatment team at the CMHC or SUD clinic.
















More benefits on the next page

Behavioral Health Plan benefits continued:

<p>Residential Treatment</p>	<p>A residential treatment program is a 24-hour living situation for the treatment of a mental health disorder. It provides care when a member does not need to be in the hospital, but still needs help and structure 24-hours a day. Residential treatment can be for adults or children.</p> <p>Note that inpatient and residential substance use disorder (SUD) services are not covered services. Inpatient and residential SUD services, may be covered under fee-for-service Health First Colorado.</p>
<p>School Based Services</p>	<p>School-based services are for children and youth with special mental health care needs. They are provided in the school setting. Services may include smaller classrooms, specially trained staff, counseling, and other services to help the child succeed.</p>
<p>Social Detox Services</p>	<p>These are services that help people who are withdrawing from drugs or alcohol. They will monitor the members vital signs, assess their motivation for treatment, provide daily living needs and do a safety assessment.</p>

Other required services that are covered under the Behavioral Health Plan

The following behavioral health services may be covered by the BHO if they are deemed medically necessary. To learn more, call the Behavioral Health Organization. The Behavioral Health Organizations contact information is listed on page 11.

- Alcohol and/or drug assessments 
- Alcohol and/or drug services, group counseling by a clinician 
- Alcohol and/or drug services, targeted case management 
- Assertive community treatment programs 
- Clubhouses 
- Drop-in centers
- Drug screening & monitoring 
- Early childhood intervention services
- Family support, education and training services 
- Home-based services for children and adolescents 
- Intensive case management 
- Medication-assisted treatment 
- Mental Health and Substance Use Disorder - Inpatient hospital
- Mental Health and Substance Use Disorder - Outpatient hospital & physician
- Multi-systemic therapy
- Peer mentoring for children and adolescents
- Peer services and support services 
- Pharmacologic Management
- Prevention services and early intervention activities
- Recovery services 
- Respite services 
- Special services for adoption issues
- Supported employment
- Vocational and employment services 
- Warm (telephone support) lines 



= Services also covered if the member has a substance use disorder

Resources

For a full list of benefits please visit this link:

<https://www.colorado.gov/pacific/hcpf/colorado-medicaid-benefits-services-overview>

Services that are not covered under the behavioral health benefit

Some medically necessary services may not be covered by the BHO, but can be accessed through Medicaid's fee-for-service in the following ways:

1. The BHO will coordinate services that the member needs with their provider of choice.
2. The member can directly go to a Health First Colorado enrolled provider.
3. The member can go to a primary care physician that provides mental health and substance use disorder services within their office.

The BHO will help coordinate mental health and substance use disorder services that fall outside of the BHO benefit. Providers outside of the BHO that provide mental health and substance use disorder services can be located using the Health First Colorado provider search engine: <https://www.colorado.gov/pacific/hcpf/find-doctor>

Resolving Problems with Behavioral Health Services

If a member is unhappy with any part of their behavioral health service, they have the right to file a grievance (complaint). They also have the right to appeal any action (decision) that they disagree with. Each BHO has an Office of Member and Family Affairs (OMFA) that can help the member with any grievance or appeal. The member can also contact their BHO to start an appeal process.

Definitions

Action: An Action is when a BHO:

1. Denies or limits all or part of a requested service, including the type or level of service.
2. Reduces, changes or ends treatment that was already approved.
3. Denies payment in whole or in part for a service.
4. Does not provide services in a timely manner.
5. Does not act within approved time frames for grievances and appeals.
6. Denies a request to obtain treatment outside the network in rural areas.

Appeal: When the member disagrees with an Action by their BHO and asks for a review of the Action.

Designated Client Representative (DCR): A person the member chooses to file their grievance or appeal for them. The member must put this choice in writing. This person can be a provider, friend or a family member.

Grievance: A complaint about a members mental health or substance use services, their provider or staff. The member can file a grievance if they are unhappy about any service or staff person. This includes things like the quality of their care, or failure to respect their rights.

Notice of Action: This is a letter that the BHO sends to the member explaining the Action they are taking and the members Appeal rights.

State Fair Hearing Process: This is a hearing before a state administrative law judge. It is available for Appeals only.

How to file a grievance?

The member has 30 calendar days from the date of the event to file a grievance. The member can file an appeal by phone, in person or in writing. The Client and Family Advocate at the Behavioral Health Organization can help the member file a grievance.

How to file an appeal?

The member must file an appeal within thirty (30) calendar days from the Notice of Action was sent. The member can file an appeal by phone, in person or in writing.

Who can help the member file a grievance or an appeal?

If the member needs help filing a grievance or an appeal, they can contact an Ombudsman to help them through the process. The ombudsman is an independent organization that provides free services to Health First Colorado members.

Ombudsman for Medicaid Managed Care
1-877-435-7123 outside of Denver
303-830-3560 in the Denver Metro area
TTY 1-888-876-8864 for hearing impaired



Additional Information

Prior Authorization Request (PAR)

Prior Authorization Requests (PARs) ensure items and services requested meet medical necessity guidelines and are within Health First Colorado's policies.

Health First Colorado members have the right to appeal and ask for a hearing if they do not agree with the PAR decision. They will have an appeal hearing with an Administrative Law Judge. They may represent themselves, or have a lawyer, a relative, a friend, or other spokesperson assist them as their authorized representative.

How to Appeal:

- Must request an appeal in writing. This is called a Letter of Appeal.
- Letter of Appeal must include:
 1. Member name, address, phone number, and Medicaid number;
 2. Why they need the hearing; and
 3. A copy of the front page of the Notice of Action (letter notifying the member of the PAR decision) they are appealing.
- The member may ask for a telephone hearing rather than appearing in person.
- Mail or fax their Letter of Appeal to: **Office of Administrative Courts**
1525 Sherman Street, 4th Floor
Denver, CO 80203
Fax 303-866-5909

The letter of appeal must be received by the Office of Administrative Courts no later than thirty (30) calendar days from the date of the members Notice of Action (denial letter). The date of the Notice of Action is located on the front of the denial letter.

- The Office of Administrative Courts will contact the member by mail with the date, time, and place of their hearing.

6 Additional Resources for Families to get Care

A child's health is one of the most important investments for Colorado. Due to many different types of needs that children in Colorado may have, additional resources and programs are made available to safeguard their health and well-being. Some of these programs are automatically available the second a child is enrolled into Health First Colorado or CHP+, while others require that a child has a specific health condition or disability. The following pages explain some of the additional resources children in Colorado may be eligible for.

Early and Periodic Screening, Diagnostic and Treatment

Health First Colorado automatically gives child and youth members special health care services called Early and Periodic Screening, Diagnostic, and Treatment (EPSDT). It makes sure they get the right preventive, dental, mental health, developmental and specialty services. It is required by law that these services are provided for the child in order to keep them healthy.

Breakdown of EPSDT



Assessing and identifying problems early.



Checking children's health at periodic, age-appropriate intervals. Colorado has adopted the American Academy of Pediatrics Bright Futures Periodicity schedule.



Providing physical, mental, developmental, dental, hearing, vision, and other screening tests to detect potential problems. Screening Services included:

- Comprehensive health and developmental history
- Comprehensive unclothed physical exam
- Appropriate immunizations
- Laboratory tests (including lead toxicity test)
- Health Education (anticipatory guidance including child development, healthy lifestyles, and accident and disease prevention)



Performing diagnostic tests to follow up when a risk is identified. Diagnostic tests should always be done if a problem has been identified during screening.



Control, correct or reduce health problems found. Necessary health care services must be made available for treatment of all physical and mental illnesses or conditions discovered by any screening and diagnostic procedures.

Why is it important to use the EPSDT benefit?

Children should be screened for any potential health problems so that they can be quickly treated. The earlier the child is screened the faster the health professionals can provide treatment and make sure that they stay on a correct path of growth and development. EPSDT ensures that children who are Health First Colorado members have access to services that protect their health and well-being.

Who qualifies?

Children and youth under age 20 as well as adults who are pregnant, are automatically covered by this benefit once they are enrolled into Health First Colorado. Children and pregnant women on CHP+ do not qualify for the EPSDT benefit.

What is medical necessity and how will it affect the child's benefits?

Medical services and supplies must be medically necessary for Health First Colorado or CHP+ to pay for them.

What does it mean for medical services and supplies to be medically necessary?

For children (0-20 years-of-age), medical necessity starts by looking at the individual health care needs of a specific child. What may be medically necessary for one child may not be for another. This process starts with the doctor or other health care professional evaluating the child's needs and prescribing treatment or supplies if they have been determined to help improve or sustain the child's health. The medical professional should be able to find information on which orders/prescriptions need to receive prior approval by Health First Colorado or CHP+.












Just because a doctor says something is medically necessary, however, doesn't automatically mean it meets Health First Colorado and CHP+ rules for medical necessity. For the medical services and supplies to be medically necessary they also must be considered appropriate for the specific needs (sometimes referred to as normal course and treatment) and have a good chance of helping the condition be addressed or at least prevent the condition from worsening. This also means the ordered treatment cannot be considered experimental by the medical community.

Medical necessity also requires that the treatment, etc., cannot be ordered solely for the benefit of a child's caretaker or health care provider. Respite care, for example, is to give a caretaker a break so it would NOT be considered medically necessary. However, some services such as respite may be available under a [Health First Colorado Waiver program explained on page 26](#).

In addition, once the medical services and supplies have been determined to be medically necessary for a child, Health First Colorado or CHP+ cannot impose arbitrary limits on how many or how often these medical services or supplies can be provided.

Health First Colorado Waiver Program

Health First Colorado Home and Community Based Waivers (HCBS) provide additional benefits to specific individuals who have special health care needs. Waivers allow people to receive services in their home or communities. A member who receives services through a waiver is also eligible for all basic Medicaid covered services except nursing facility and long-term hospital care. Colorado offers 12 HCBS waiver programs that focus on different health conditions.

- Brain Injury Waiver 
- Children's Home and Community-Based Services Waiver 
- Children's Extensive Support Waiver 
- Children with Life Limiting Illness Waiver 
- Children With Autism Waiver 
- Supported Living Services Waiver 
- Children's Habilitation Residential Program Waiver 
- Developmental Disabilities Waiver 
- Community Mental Health Supports Waiver 
- Elderly, Blind, or Disabled Waiver
- Spinal Cord Injury Waiver 
- Persons Living with AIDS/HIV Waiver 

   Signifies which organization the member needs to apply through to be placed on the waiver program. More information below.

Who qualifies?

To qualify for any of these waivers, a child has to be “at-risk” of institutionalization in an intermediate care facility as well as meet financial, medical and care needs. Parental income is not considered for eligibility. Only the child’s assets or income is considered.

Eligibility requirements differ for each waiver. Please visit the Health First Colorado website for detailed description and eligibility information for each waiver.

<https://www.colorado.gov/pacific/hcpf/programs-individuals-physical-or-developmental-disabilities#forchildren>

Apply for HCBS Waivers

Depending on which waiver the member is applying for, they will have to go through the following agencies:



Community Centered Boards (CCBs) coordinate services to clients in the least restrictive setting possible with the goal of keeping them in their homes and communities as an alternative to institutional care. CCB contact information: <https://www.colorado.gov/hcpf/community-centered-boards>



Single Entry Point (SEP) Agencies provide case management, care planning, and make referrals to other resources for clients. To find the SEP Agency in your county, click on the link below: <https://www.colorado.gov/pacific/hcpf/single-entry-point-agencies>



County Department of Social/Human Services (DHS) administer certain waivers with the oversight of the Department of Health Care Policy and Financing. To find your local County Department of Social/Human Services click this link: <https://sites.google.com/a/state.co.us/humanservices/home/services-by-county>

For more questions about the HCBS waivers please contact the Medicaid Customer Contact Center
Toll Free: 1-800-221-3943 | State Relay: 711 | Fax: 303-866-4411

Additional information

Each waiver has an enrollment capacity and may have a waiting list. People can apply for more than one waiver, but can get services through one waiver at a time.

Child Mental Health Treatment Act (CMHTA)

For children without Health First Colorado, the Child Mental Health Treatment Act helps pay for mental health treatment for at-risk children who cannot afford the care. For Children with Health First Colorado, the Act provides additional protections to families seeking residential care for their child.

Who Qualifies?

Children without Health First Colorado who are either non-insured or have commercial insurance:

- The child has a mental illness
- The child is under the age of 18
- No other funder is available for treatment
- And be at risk of out-of-home placement or

Children who have Health First Colorado:

- When a family requests residential treatment for their child, the Act mandates that a full assessment is completed
- If the child is denied residential treatment the family gains an additional appeals process through the Act

Benefits and Services

The CMHTA can pay for the following services for children without Health First Colorado::

- Outpatient therapy
- Family Therapy
- Intensive In-home Therapy
- Day Treatment
- Community services
- Psychiatry
- Residential Treatment
- Respite and Many Others

How to apply?

Only a custodial parent may apply for services under the Child Mental Health Treatment Act. If the child is a member of Health First Colorado, contact the Behavioral Health Organization in the members county of residence (page 11 for contact information).

If the member loses Health First Colorado insurance or does not have Health First Colorado and cannot afford needed mental health treatment, contact the Office of Behavioral Health at 303-866-7400 for a list of contacts of the Community Mental Health Center. The mental health center will provide an assessment to determine the child's eligibility. The Child Mental Health Treatment Act may be able to help fund treatment.

Special Connections

Special Connections is a program for pregnant women on Health First Colorado (Colorado's Medicaid Program) who have alcohol and/or drug abuse problems. Special Connections helps women have healthier pregnancies and healthier babies by providing case management, individual and group counseling, and health education during pregnancy and up to one year after delivery. Special Connections services are in addition to the prenatal care a woman receives from her doctor or nurse-midwife.

Who Qualifies?

Women who are:

- Eligible for Health First Colorado
- Pregnant or within one year after delivery (Only women who were in Special Connections before they delivered are eligible for Special Connections services after they deliver) and
- At risk of having an unhealthy pregnancy and unhealthy baby because of alcohol and/or drug abuse problems. (A risk screening is done by a Special Connections provider to see if a woman meets the risk criteria).

Benefits and Services

Services can be outpatient or residential depending on a woman's level of risk. Services include:

- Case management
- Group health education with other pregnant women
- Group substance abuse counseling with other pregnant women
- In-depth risk screening
- Individual substance abuse counseling
- Referral to appropriate aftercare and ongoing support
- Urine screening and monitoring

How to Apply?

The member can apply for Health First Colorado online (<https://www.colorado.gov/pacific/hcpf/how-to-apply>), on the phone, in person, or through the mail.

Where to Get These Services?

Members can all the Department of Human Services' Division of Behavioral Health at 303-866-7400 or see a list of providers:

<https://www.colorado.gov/pacific/sites/default/files/Special%20Connections%20Women%27s%20Services%20Contact%20Master%20List.pdf>

For more information about this program, members should contact the Health First Colorado Member Contact Center.

<https://www.colorado.gov/pacific/hcpf/contact-hcpf>

Early Childhood Mental Health Specialist Program

The purpose of the Early Childhood Mental Health Specialist (ECMHS) program is to help parents and other caregivers, like child care providers, to better understand and respond to young children's social, emotional, and developmental needs. The Specialists are trained mental health professionals and they provide consultation and coaching/training to early learning programs, like child care or Head Start, and to families. The ECMHS program focuses on developing and strengthening the social emotional environment for children 0- 8 years and helps young children develop on track through timely screening and assessment, increasing the parent and the child care provider's ability to address challenging or puzzling behaviors, and by connecting families to other community resources, like mental health counseling or treatment.

ECMHS in Colorado

ECMH Specialists are based out of either the Community Mental Health Centers or other community organizations across Colorado. The ECMHS provides services in the early learning environment, the home, and the community.

[There is no charge to families or child care programs for these services.](#)

To find the Community Mental Health Center, turn to [page 16](#).

Program Services

Developmental Screening – Screening can help detect potential social emotional, health, and developmental difficulties early on. It typically entails the use of a screening tool and observation.

Developmental Assessment/Evaluation – Developmental assessments are completed using parental input, teacher observations, and the child observation. The assessment will aid in the discovery of learning, developmental, and other delays or behavior challenges and can be used as a guide for future actions.

Consultation – Consultation services are individualized according to the family's need and situation. They are collaborative in nature and provided by a professional with expertise in early childhood mental health. Consultation is provided in a natural setting for the family or child such as the home or early learning environment. Consultation is also provided to early care and learning providers to help create social and emotionally healthy classroom environments and to help child care providers manage their stress so that they can do their best when working with the children in their classrooms.

Parent Services – Early Childhood Mental Health Specialists provide training to parents in a group setting or one-on-one coaching either in the community or in the home. The ECMHS can help bridge the gap between the child care or educational setting and the home.

Kindergarten Readiness – Research shows that children who have pro-social skills tend to have a more positive school experience which leads to better and more productive learning. The ECMHS work with children to enhance their ability to make friends, share and take turns, follow directions, care about other people's feelings, and regulate emotions.

What this program can offer

- Improved early learning environment
- Improved child and family relationships
- Decrease in expulsion from early learning programs
- Children will be socially and emotionally ready for kindergarten and school success

Early Intervention for developmental delays

The Early Intervention (EI) Colorado program provides developmental supports and services to children from birth through two years of age who have special developmental needs. It can help improve a child’s ability to develop and learn. It can also help the family learn ways to support and promote their child’s development, within their family activities and community life. The EI Colorado program provides EI services, such as occupational, speech or physical therapy, to help infants and toddlers grow and develop, and to help their family in this process. It is a voluntary program and does not discriminate based on race, culture, religion, income level, or disability.

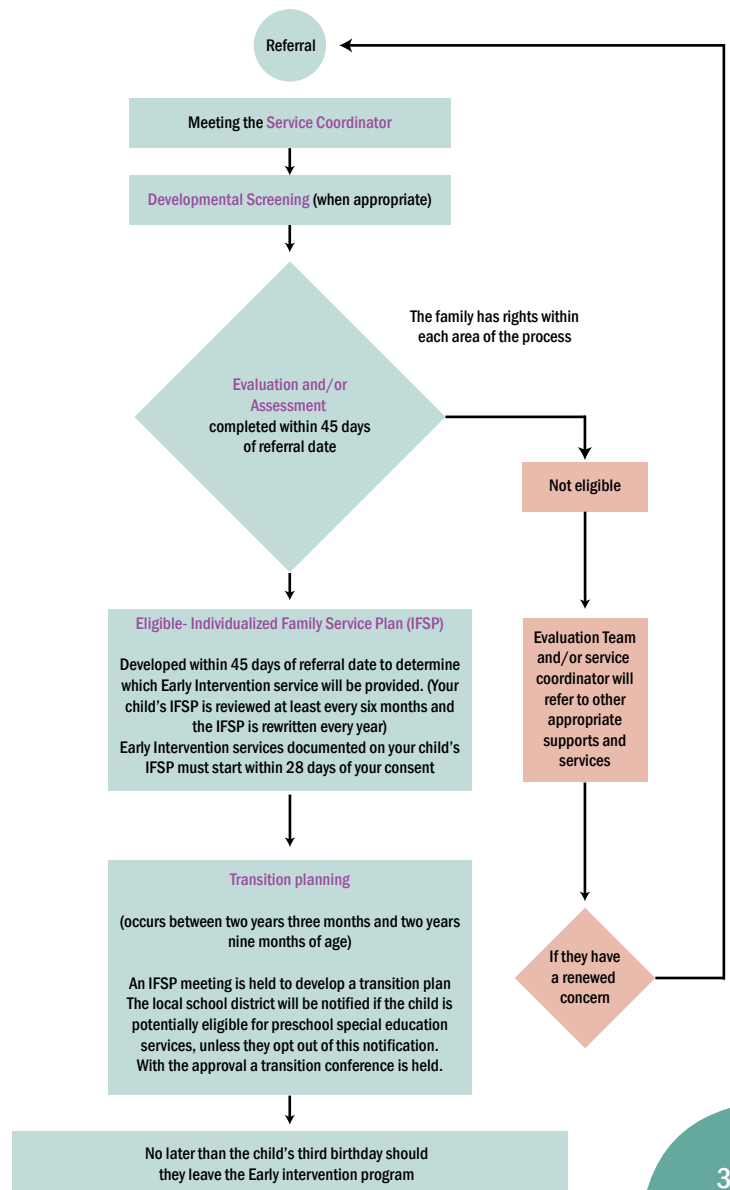
How to access Early Intervention

The child’s primary care physician is usually the person who performs developmental screenings. If they find that a child has any developmental delays, they will provide them with a referral to the Early Intervention Program. Caseworkers can also assist Health First Colorado members by contacting the Early Intervention program at **1-888-777-4041** or visiting www.eicolorado.org, and clicking on the “Local Early Intervention Contacts” icon and choosing the appropriate city, county or zip code.

Members can request a free evaluation and/or assessment of the child’s development. They can answer questions about the child’s development, and determine whether they may benefit from the Early Intervention services and supports offered through the Early Intervention Colorado program.

Step by step flow chart.

The flowchart explains all the steps within the Early Intervention Colorado program, from the initial referral and determining eligibility through planning the transition out of the Early Intervention Colorado program.



TIP

Health First Colorado (Colorado’s Medicaid Program) pays for most Early Intervention Services that are provided, but only if they are medically necessary.

For more information please contact the Community Center Board (CCB), which oversees the Early Intervention Program.



<https://www.colorado.gov/hcpf/community-centered-boards>

8

Children and Adolescents Involved in the Justice System

Children who are in the criminal justice system are at a higher risk of having poor health. They are more likely to misuse substances and develop a mental illness. It is important that they immediately get health insurance at the time of their release back to the community, so that a health professional can identify and treat any problems that the child might have. If left untreated, these health conditions can contribute to reoffending, re-arrest and re-incarceration.

Justice involved children may be eligible for Health First Colorado (Colorado's Medicaid program).

A child's eligibility will depend on family size and income. To check if the member qualifies for Health First Colorado, call at 1-800-221-3943. Eligibility will also depend on the following:

Eligible

- on bond
- on diversion
- on probation
- on parole
- not living in a halfway house (non-residential status)
- off paper

Not Eligible

- in jail or prison
- living in a halfway house
- on work release from jail

For additional information go to: <http://takecarehealthmatters.org/for-criminal-justice-and-health-agencies/eligibility>

9 Crisis Situations

Crisis Support Line

If a Health First Colorado member is in a crisis or in need of immediate mental health, substance use or emotional help contact **COLORADO CRISIS SERVICES**. They provide confidential and immediate support, help manage an emergency situation, and connect members to further resources. They are available every day, at any time of the day.



Call this toll-free number
1-844-493-TALK (8255)
or text **TALK to 38255** to
get help.

When calling Colorado Crisis Services, Health First Colorado members will be connected to a crisis counselor or trained professional with a master's or doctoral degree. They offer translation services for non-English speakers, they engage in immediate problem solving, and they always make follow-up calls to ensure the member receives continued care.

Crisis Walk-In Centers/Stabilization Units

Health First Colorado members can also visit any of the Walk-in Crisis Centers if they are having a crisis or need help dealing with one. They are open **24/7/365**, and offer confidential, in-person crisis support, information and referrals to anyone in need.

Mobile Care

If the member cannot reasonably access the Crisis Service Walk-in Centers, a mental health professional can be sent out to their location to provide support if they need face-to-face help. The member will need a referral from a Crisis Service Clinician to have someone come out to their location. Call **1-844-493-TALK (8255)** for more information on accessing this service for members

Respite Care

Respite care can only be initiated by a Crisis Services Clinician after an in-person meeting. Those needing safe, peer-managed stabilization and support can stay voluntarily for **1-14 days** to get the help they need.

Crisis Walk-In Centers/Stabilization Units Locations

Metro Denver Region

Westminster Walk-In Crisis Services
2551 W 84th Avenue
Westminster, CO 80031

Lakewood Walk-In Crisis Services
12055 W. 2nd Place
Lakewood, CO 80228

Littleton Walk-In Crisis Services
6509 S. Santa Fe Drive
Littleton, CO 80120

Boulder Walk-in Crisis Services
3180 Airport Road
Boulder, CO 80301

Denver Walk-In Crisis Services
4353 E. Colfax Avenue
Denver, CO 80220

Aurora Walk-in Crisis Services
2206 Victor Street
Aurora, CO 80045

Northeast Region

Fort Collins Walk-In Crisis Services
1217 Riverside Ave
Fort Collins, CO 80524

Greeley Walk-In Crisis Services
928 12th Street
Greeley, CO 80631

Southeast Region

Pueblo Walk-In Crisis Services
1302 Chinook Lane
Pueblo, CO 81001

Colorado Springs Walk-In Crisis Services
115 S Parkside Drive
Colorado Springs, CO 80910

Western Slope Region

Grand Junction Walk-In Crisis Services
515 28 3/4 Road
Grand Junction, CO 81501



Appendix:

10 Contact Information for Caseworkers

- Health First Colorado members can change or choose their physical health plan and Primary Care Provider (PCP) by calling 303-839-2120, or 888-367-6557. For TDD/TTY, call 888-876-8864. Call Monday to Friday, 8 a.m. to 5 p.m
- Children and pregnant women can get help finding a provider by contacting their local Healthy Communities Family Health Coordinator <https://www.colorado.gov/pacific/hcpf/family-health-coordinator-list>
- Health First Colorado members can update their address or income information or to get other social service by logging into PEAK at [Colorado.gov/PEAK](https://www.colorado.gov/PEAK) or by calling their local county office. Local county offices can be found by going to [Colorado.gov/HCPF/Counties](https://www.colorado.gov/HCPF/Counties).
- For questions about co-pays, benefits and billing, visit our website at [Colorado.gov/HCPF](https://www.colorado.gov/HCPF). Or call the Health First Colorado Member Services Contact Center at 800-221-3943 (State Relay 711) Monday to Friday, 7:30 a.m. to 5:15 p.m.
- For dental questions, call DentaQuest Member Services at 855-225-1729 (State Relay 711) Monday to Friday, 7:30 a.m. to 5 p.m. Or go to DentaQuest.com/Colorado or HealthFirstColorado.com/find-doc-tors.
- To talk to a registered nurse who can answer medical questions, give care advice and help decide if a provider should be seen right away, call the Nurse Advice Line 24 hours a day, every day of the year at 800-283-3221.
- In an emergency, call 911 or have the member go to the nearest emergency room.
- If the Health First Colorado member has a behavioral health crisis and can't reach their provider or Behavioral Health Organization, or if they are suicidal, call Colorado Crisis Services at 800-273-TALK (800-273-8255). Colorado Crisis Services are available 24 hours a day, every day of the year.