

What Can a Regional Organization Do for You?

What is a regional organization?

Also referred to as "Regional Accountable Entities (RAE)", "Health Plan", or "Regional Health Plan"

- Every Health First Colorado (Colorado's Medicaid program) member is part of a regional organization.
- Regional organizations support networks of providers to make sure you can access health care for your body, vision, mental health and substance use in a coordinated way.
- For members who have more complex needs and receive services from multiple state agencies, the regional organization is available to work with the member and their different providers to support improved coordination of services.

How does my regional organization support my care?

Physical Health



Regional organizations work with health care providers to ensure you receive coordinated care for your physical needs, including medical, vision, and dental. Members can see any physical health provider who takes Health First Colorado members.

Behavioral Health



Behavioral health includes mental health issues such as depression or anxiety. It also includes substance use issues such as marijuana, alcohol and opioid use. Regional organizations contract with their own networks of mental health and substance use disorder providers. Members can contact their regional organization for help finding a new provider.

How else does my regional organization support my care?



Some members may not need to work directly with their regional organization because they are able to get their needs met by their provider. However, these resources are still available at no cost to all members:

- Coordinating between different doctors and agencies for complex health needs.
- Connecting members with essential resources like food banks and housing support
- Helping you access transportation, dental care, or other community services



rmhp.org



coaccess.com



cchacares.com



northeasthealthpartners.org



Learn more about the regional organizations by scanning the QR code or visiting healthfirstcolorado.com/health-first-colorado-regional-organizations/

What is Care Coordination?

All regional organizations are required to help Health First Colorado members get the care they need. Members who are able to get most or all of their health care needs met by their provider would likely not work directly with their regional organization.

For members who have more complex needs and receive services from multiple state agencies, the regional organization is available to work with the member and their different providers to support improved coordination of services.

Care coordinators help connect and support members to reach their health goals. They navigate between different health care providers and other organizations or programs like Case Management Agencies, Medicare, and even local community-based organizations like the food bank. They can also help arrange transportation to and from medical appointments.

Regional organizations may provide care coordination directly or through another agency. Regional organizations are responsible for helping members access care coordination either way.

Frequently Asked Questions

How much will Care Coordination cost me?

Care coordination is provided at no cost to Health First Colorado members. It is part of your benefits.

How do I know if I'm eligible for Care Coordination?

Any Health First Colorado member is eligible for care coordination. Depending on your needs, your RAE may work with you directly or connect you with another care coordinator with the skills and experience to navigate your specific situation and needs.

What is the difference between care coordination and case management?

In Colorado, care coordination and case management refer to different types of services. Care coordination refers to services provided to any Health First Colorado member through regional organizations and providers.

Some Health First Colorado Members who are enrolled in Long-Term Services and Supports (LTSS) may also work with a case manager through a Case Management Agency (CMA). CMAs help coordinate long-term care for people with disabilities and older adults in Colorado.

CMAs and regional organizations are both affiliated with HCPF but serve different purposes. In some communities, the CMA and regional organizations are both run by the same company (for example, Rocky Mountain Health Plans).

What if I already have a care coordinator or case manager from a different organization or provider?

If you are already working with someone at a different organization and they are meeting your needs, that is great! However, if you're having trouble navigating your Medicaid benefits as a Health First Colorado member, it may be helpful to work with a care coordinator through your regional organization for additional support.

Care Coordination sounds like a great idea for me. How do I get help?

Contact your regional organization and ask them how to get connected to care coordination.