

RESOURCES

Health Benefits Guide



Welcome to NHP!

NHP is here to help members stay on course with their health. We can help with,

- Finding a provider
- Connecting with a care coordinator
- Understanding benefits, including EPSDT benefits
- Directing to local resources, such as transportation, food, etc.

We want to make sure our members know how to use their benefits to better their health!

In Colorado, Medicaid is called Health First Colorado. Every Health First Colorado member belongs to a regional organization that manages their physical and behavioral health care.

MEMBER RESOURCES



If you need help with the information in this document, including written/ oral translation; or in a different format like large print or as an audio file, we can help you at no cost. Call NHP at 800-541-6870 or State Relay 711 for callers with speech or hearing disabilities.

Staying on Course

- Look for a letter from Health First Colorado which has Member ID#, which will be needed to access benefits.
- Members can view their benefits at CO.gov/PEAK, or use the free Health First Colorado App to view their benefits.
- Find out more and access additional resources on our website at nhprae2.org/members.
- In the next 3-6 months:
 - Set up your well visit
 - Get your dental visit
 - Check out behavioral health benefits

Keep address and contact information up to date on the Peak App or by contacting your county department of human services office.

To access Member Resources, visit NHPs website at, nhprae2.org/members or scan the QR code.



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Care Coordination

Care Coordination is a **free benefit** for Health First Colorado members. Navigating health care can be challenging, NHP care coordinators are here to help. For more information visit nhprae2.org/members/care-coordination or call our **Care Coordination line** at **888-502-4190**.



Elevating Member Voices

Attend **NHPs Member Experience Advisory Council** (MEAC) meetings to share your ideas, feedback and insight to improve members' care and experience. These meetings are held every three months and attendees receive a \$25 gift card for each meeting.

Call us for more information at 888-502-4190 or learn more about MEAC at, nhprae2.org/members/join-a-team/member-advisory-council.




What to do in Certain Situations


If you become pregnant, call us to find out your next steps and contact your county department of human service office.

If you decide to go on vacation, Health First Colorado will cover emergency services only.

You may need to qualify for health coverage again. If you receive a renewal packet in the mail from your county, you must complete this packet and turn in the signature page to confirm if you still qualify. Not turning this in or turning it in late can affect your health coverage.

Connect with Us

 Northeast Health Partners

 nhprae2



CONTACT US!

Call us: 800-541-6870

Email us: nhpmembersupport@nhpllc.org

Website: nhprae2.org

Contact us on our website by scanning the QR code!



 800-541-6870

 nhprae2.org

 State Relay: 711