



Make the most of your health plan

Getting Started Guide

Northeast Health Partners (NHP) is your Health First Colorado (Colorado's Medicaid program) regional organization.

NHP is contracted with Rocky Mountain Health Plans/UnitedHealthcare as the administrative services organization for the behavioral health benefit. To see the NHP county service area and other important plan information, please see www.nhprae2.org.

Look inside for:

- Getting help
- Finding care
- Resources



Simple for you. That's our promise.

NHP wants to help you on your path to your healthy best. NHP is your Health First Colorado (Colorado's Medicaid program) regional organization (you may have heard this referred to as Regional Accountable Entity or RAE. We are RAE 2).

Start here



You will receive a letter from Health First Colorado that introduces NHP as your regional organization (Regional Accountable Entity – “RAE 2”) that will support you in both your physical and behavioral health care. It will tell you how you can find your Health First Colorado member handbook, as well as include an online survey link to help identify your health needs. **It is important that you complete this survey.** Members may access important information at our secure member website: myuhc.com/communityplan/co. Member Services can help you with any questions you have about these materials.



You can also view your benefits online at www.healthfirstcolorado.com/benefits-services or co.gov/PEAK or through the Health First Colorado mobile app. Search your Google Play store or your Apple App store. Your mobile member ID card is available through Health First Colorado mobile app, or you can print a card from co.gov/PEAK. **You do not need a member ID card to get care.** When you visit a doctor or pharmacy, you can show your card, or you will need to provide your date of birth and either your Social Security number or your Health First Colorado ID number.



Functions of the RAE

NHP helps to coordinate your physical and behavioral health care, to include assessments and referrals, access your benefits, make sure you get the help you need – when you need it, work toward health and wellness goals to live healthier lives. NHP works together with your primary care provider, behavioral health provider, community care teams, and other local partners to help you get the care you need.



Get connected

You can take charge of your coverage and get access to important information on our website, www.nhprae2.org.

Visit www.uhccp.com/nhp-rae2 to view more information about your plan and benefits.

Register with MyUHC, myuhc.com/communityplan/co and gain access. Then, follow the simple instructions to create your account to get your regional organization details and member information. You will be able to view all of your information once your plan begins.



Need more help? Our friendly Member Services team takes pride in getting you the help you need.

 **Call 1-800-541-6870, TTY 711**, 8 a.m. to 5 p.m. MST, Monday to Friday. Para asistencia en español llame al **1-800-541-6870, TTY 711**, de 8 a.m. a 5 p.m. MST, de lunes a viernes.

 **Email us at nhp_member_services@uhc.com**
 You understand that any email you send to us outside of the MyUHC portal may have your protected health information in it. That email will be sent unencrypted. When an email is sent unencrypted there might be a risk that someone else could read it. The contents of the unencrypted email could be disclosed.

 **Live chat** with us at myuhc.com/communityplan/co, 8 a.m. to 5 p.m., Monday to Friday

 **Send us a letter** at UnitedHealthcare Community Plan, P.O. Box 31349, Salt Lake City, UT 84131-0349



We speak your language

If you speak a language other than English, we can provide translated printed materials. Or we can provide a telephonic interpreter to help translate materials sent to you. You can also get this Getting Started Guide in other formats, such as Braille, large print or audio CD, at no cost within 5 business days. To arrange for an interpreter, translation services, call Member Services at **1-800-541-6870 (TTY 711)**.

Si necesita ayuda con la información en este documento incluida la traducción oral/escrita, un formato diferente (como letra grande), o un archivo de audio, podemos ayudarlo sin costo. Puede obtener ayuda llamando NHP al 1-800-541-6870 o State Retransmisión 711 para personas con discapacidad auditiva o del habla.

Helpful documents on online

MyUHC, myuhc.com/communityplan/co secure member website information



- View plan and benefit information
- Check the status of a claim
- Get health and wellness info

Member handbooks

Health First Colorado Medicaid members can go to **www.healthfirstcolorado.com** or **www.co.gov/PEAK**



- Covered services and costs
- Important phone numbers
- Tips for staying healthy

Health First Colorado formulary

Health First Colorado Medicaid members can go to **www.healthfirstcolorado.com**



- The formulary is a list of medications that are covered under your plan

Other resources on www.uhccp.com/nhp-rae2



- Provider directory
- Community resources
- Healthy tips
- FAQ
- Member Advisory Councils
- Care Coordination Information
- Organizational Documents and Clinical Guidelines
- Grievance and Appeal Information



1-800-541-6870, TTY 711



www.nhprae2.org



Health First Colorado app

Getting care

There are different options to get the care you need based on your situation.



Your primary care provider

We call the main doctor you see a primary care provider, or PCP. This is the doctor you should see for most of your care, like checkups, treatments, vaccinations, minor injuries, and other health concerns. Call your PCP first, even after hours.

Important tip: Annual checkups are important for good health. Make an appointment with your PCP if you have not had a visit in the past year.

Your PCP can also provide care and screenings covered by the Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) benefit. This benefit is available to pregnant women, and children and young adults 20 years old or younger, and who are members of NHP's regional organization. With the EPSDT benefit, get access to preventive, dental, mental health, developmental, and specialty services — at no cost.



Urgent care

Urgent care is for non-emergent but serious illness or injuries that need medical care. These can include fevers, flu symptoms, minor cuts, or minor burns.



Emergency room

Go to the emergency room if your condition is life-threatening or your doctor tells you to go. You should go to the emergency room for chest pain, trouble breathing, severe allergic reactions, or severe bleeding.



Colorado PEAK

Health First Colorado members have access to Colorado PEAK, which is a quick and easy way to apply for medical, food, and cash assistance programs. Are you moving? You can create an account at www.co.gov/PEAK and update your contact information. You can also download the Health First Colorado mobile app for easy access to tools to manage your health care.



Getting care continued



Mental/Behavioral Health

Behavioral health (BH) is an important part of your overall health. This includes mental health and substance use care. If you have changes in your mood or behavior, or if your alcohol or drug use is impacting your life, you may want to talk to a BH provider. NHP can help you understand your behavioral health benefits and find a provider that can help you. Contact Member Services at **1-800-541-6870**.



Dental health

Dental health can affect your entire body. It's important to take advantage of preventive services, like exams and cleanings every six months. Call DentaQuest at **1-855-225-1729** to learn more about your dental benefit and find a dentist near you, or visit dentaquest.com and select "Members > Colorado > Health First Colorado."



Crisis help

Crisis help is available at no cost to you 24 hours a day. If you're dealing with an emotional issue, having family or relationship problems, or struggling at work or school, free, confidential support is only a phone call away. Call **1-844-493-TALK (8255)**, or text "TALK" to **38255**.



Medicaid Enrollment Criteria

Health First Colorado (Colorado's Medicaid program) is the Medicaid plan for children (newborn to age 18), adults aged 19 to 65 and pregnant members who live in Colorado and meet income and other requirements. Every Health First Colorado (Colorado's Medicaid Program) member belongs to a regional accountable entity (RAE), (sometimes called regional organization).



Need help finding a PCP or BH Provider?



You can find a doctor or provider for you or your child(ren) using our online provider directory. Visit **www.nhprae2.org** and select Find a Provider or Find Behavioral Health Services. Then follow the directions to find providers close to you. The Provider Directory can be downloaded or you can call Member Services to request a copy be sent to you for you or your child(ren) at no cost.



Talk with a doctor now

With CirrusMD for NHP, eligible members can connect with a doctor at no cost through a computer or mobile device. Message, share photos and video chat to get the answers you need to your health questions. CirrusMD doctors are available 24/7. This service is completely free to NHP regional organization members. Download the CirrusMD app on the App Store or Google Play. Learn more at **www.mycirrusmd.com**.



Help with your care

NHP has care coordinators and nurses that can:

- Work with you and your doctors to help you get the care you need
- Explain covered services
- Help coordinate services with community partners
- Call us to speak with a care coordinator, **1-888-502-4190**, TTY **711**



Care Management

Our Care Management team can help you manage conditions like diabetes, cancer, heart disease, or pregnancy. Call us to speak with a care coordinator, **1-888-502-4190**, TTY **711**, Monday to Friday from 8 a.m. to 5 p.m. If you call after hours, you can leave a secure voicemail message. Your call will be returned the next business day.



Know what's next

Get started on your journey to good health

- Register with MyUHC at **myuhc.com/communityplan/co** and gain access.
- Review your benefits and ask questions. It's important to understand your coverage.
- Schedule your doctor visits, dental checkups, and eye exams.
- Set your personal health and wellness goals, and start taking steps to accomplish them!



24/7 Secure Member Website

Learn more on your secure member website, MyUHC at **myuhc.com/communityplan/co** to sign up for 24/7 web access to your account. This secure website keeps all of your plan information with NHP in one place.