



HOW TO FILE A COMPLAINT

As a Health First Colorado (Colorado's Medicaid Program) member, you have the right to file a complaint at any time. We want to help you solve any problem that you have with your health benefits. You have the right to complain even though you are not asking for corrective action. You can file a complaint if:

- You're worried you may have been misdiagnosed.
- You didn't get the treatment you think you needed.
- You got care – or didn't get care – that may have hurt your health or could hurt your health.
- You got a covered service, but the quality of care wasn't what it should be.
- You were given care in the wrong setting, or you didn't get care at all when you should have.

You can file a complaint in person, on the phone, by email, or by mail.

If you want to file a complaint in person, please contact:

NHP Member Services

P.O. Box 31364 Salt Lake City UT 84131-0364

(800) 541-6870; State Relay: 711

Email: nnhpmembersupport@nhpllc.org

Website: nhprae2.org

OMBUDSMAN

The Ombudsman for Health First Colorado Managed Care is a statewide program that advocates for Health First Colorado Members. You can contact them directly at:

(877) 435-7123 (toll free); (303) 830-3560; TTY: (888) 876-8864
or

Email: help123@maximus.com



**Health First
COLORADO™**

Colorado's Medicaid Program

In partnership to better serve you