



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 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 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, **nhprae2.org**.

Visit **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

Getting Started Guide



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.

Notice of nondiscrimination

NHP complies with applicable civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). We do not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.



1-800-541-6870, TTY 711



nhprae2.org



Health First Colorado app

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 healthfirstcolorado.com or co.gov/PEAK



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

Health First Colorado medication list

Health First Colorado Medicaid members can go to hcpf.colorado.gov/pharmacy-resources#PDL to access the preferred drug list (PDL).



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

Other resources on 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



How to File a Complaint info:

You have the right to file a complaint at any time. You also have a right to request an appeal for any denied behavioral health services within sixty (60) days of the notice of denied services.

To file a complaint or appeal, please call NHP at **1-800-541-6870** or email us at nhpmembersupport@nhpllc.org. This is a toll-free call. We will help answer your questions and send you any necessary forms.

To report Quality of Care Concerns (QOCC), please visit our Quality Assurance Page.

To view our guides and learn more visit, nhprae2.org/members/complaints-appeals



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 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.



1-800-541-6870, TTY 711



nhprae2.org



Health First Colorado app

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 and mental health support is available at no cost to you 24 hours a day. If you're dealing with an emotional issue, having family or relationship problems, facing substance use concerns, or struggling at work or school, free, confidential support is only a phone call away. Call **988**, text **988** or chat online at chat.988lifeline.org.



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 **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 **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** or online at **site-emju3.powerappsportals.com/en-US**



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. or online at **site-emju3.powerappsportals.com/en-US**. If you call after hours, you can leave a secure voicemail message. Your call will be returned the next business day.



Notice of availability of language assistance services and alternate formats

ATTENTION: Free language assistance services and free communications in other formats, such as large print, are available to you. Call Member Services 1-800-421-6204, TTY 711.

ATENCIÓN: Si habla <español> (**Spanish**), tiene acceso a servicios gratuitos de asistencia lingüística y a materiales gratuitos en otros formatos, como letra grande. Llame a Servicios para Miembros al 1-800-421-6204, TTY 711.

تنبيه: إذا كنت تتحدث اللغة <العربية> (**Arabic**)، فنتوفر لك خدمات مساعدة لغوية مجاناً ووسائل تواصل مجانية بتنسيقات أخرى، مثل الطباعة بحجم كبير. اتصل بخدمات الأعضاء على الرقم 1-800-421-6204، الهاتف النصي 711.

ማሳሰቢያ:- <አማርኛ> (**Amharic**) የሚናገሩ ከሆነ ነፃ የቋንቋ እርዳታ አገልግሎቶች እና እንደ ትልቅ ህትመት ያሉ በሌሎች ቅርጾች የሚቀርቡ ነፃ የመገናኛ ዘዴዎች ለእርስዎ ይገኛሉ። ለአገላት አገልግሎት በ1-800-421-6204፣ TTY 711 ይደውሉ።

注意：如果您說<中文>(**Chinese**)，您可以獲得免費語言協助服務和其他格式（例如大字版）的免費通訊。請致電 1-800-421-6204（聽障專線 (TTY) 711）與會員服務部聯絡。

توجه: اگر به <فارسی> (**Farsi**) صحبت نمی‌کنید، خدمات رایگان کمکی زبان و مطالب رایگان در قالب‌های دیگر، مانند پرینت درشت، برای شما فراهم است. با خدمات اعضاء به شماره 1-800-421-6204 (TTY 711) تماس بگیرید.

ATTENTION: Si vous parlez <français> (**French**), des services d'assistance linguistique gratuits et des communications gratuites dans d'autres formats, tels que du texte en gros caractères, sont à votre disposition. Veuillez appeler le département des services aux membres au 1-800-421-6204, ATS 711.

HINWEIS: Wenn Sie <Deutsch> (**German**) sprechen, stehen Ihnen kostenlose Sprachdienste und kostenlose Mitteilungen in anderen Formaten, beispielsweise in Großdruck, zur Verfügung. Rufen Sie den Mitgliederservice unter 1-800-421-6204, TTY 711 an.

注意：<日本語> (**Japanese**) を話される場合は、無料の言語支援サービスや、大きな活字などの他の形式での無料コミュニケーションをご利用いただけます。次のメンバーサービスにお電話ください：1-800-421-6204, TTY 711。

참고: 귀하가 <한국어> (**Korean**)를 구사하시는 경우, 무료 언어 지원 서비스와 다른 형식의 무료 커뮤니케이션(예, 큰 활자체로 된 정보)을 이용하실 수 있습니다 가입자 서비스부에 1-800-421-6204, TTY 711번으로 전화하십시오.

ध्यान दिनुहोस: तपाईं <नेपाली> (**Nepali**) बोलुहुन्छ भने, तपाईंलाई निःशुल्क भाषिक सहायता सेवा दिइने छ र ठुलो अक्षरमा प्रिन्ट जस्ता अन्य ढाँचामा पनि सूचना आदानप्रदान गराइने छ। सदस्य सेवा कार्यालयलाई 1-800-421-6204, TTY 711 मा कल गर्नुहोस्।

UWAGA: Jeśli mówi Pan/Pani w języku <**polskim**> (**Polish**), dostępne są dla Pana/Pani bezpłatne usługi pomocy językowej i komunikacji w innych formatach, np. duży druk. Proszę zadzwonić do działu obsługi klienta pod numer 1-800-421-6204, TTY 711.

ВНИМАНИЕ: Если Вы говорите <**по-русски**> (**Russian**), Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например крупным шрифтом. Обращайтесь в отдел обслуживания участников по телефону 1-800-421-6204, TTY 711.

FIIRO GAAR AH: Haddii aad ku hadasho <**Somaali**> (**Somali**), adeegyada kaalmada luqadda oo bilaash ah iyo adeegyada wada-xiriirka oo bilaash ah oo ah qaabab kale, sida far waaweyn, ayaad heli kartaa. Ka wac Adeegyada Xubnaha lambarka 1-800-421-6204, TTY 711.

ATENSYON: Kung nagsasalita ka ng <**Tagalog**> (**Tagalog**), may makukuha kang mga libreng serbisyong tulong sa wika at mga libreng komunikasyon sa mga ibang pormat, tulad ng malaking letra. Tawagan ang Mga Serbisyo sa Miyembro sa 1-800-421-6204, TTY 711.

LƯU Ý: Nếu quý vị nói tiếng <**Việt**> (**Vietnamese**), quý vị sẽ nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí và các hình thức giao tiếp miễn phí khác, chẳng hạn như bản in chữ lớn. Gọi cho Dịch Vụ Hội Viên theo số 1-800-421-6204, TTY 711.

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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.



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1-800-541-6870, TTY 711



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