

Guide to Navigating Public Healthcare in Colorado

There are two public health insurance programs: Medicaid and Medicare. If you already know which health insurance you have, answering the questions below will direct you to the relevant page of this guide. If you do not know which health insurance you have, go to page 2 to learn about Medicaid and page 14 to learn about Medicare.

Do you have Medicaid or Medicare?

Medicaid	
Did you receive a notice in the mail or through your online PEAK account that your Medicaid services were terminated, denied, or reduced?	Medicaid Appeals, page 3
Do you want to report Medicaid fraud?	Medicaid Fraud, page 5
Do you have a complaint about a specific health care facility, such as an emergency room, nursing facility, assisted living facility, or disability service provider?	Facility-Specific Medicaid Complaints, page 7
Do you have a complaint about one of the following Medicaid services: behavioral health; durable medical equipment; transition services; or non-emergency medical transportation services?	Service-Specific Medicaid Complaints, page 8
Do you have a complaint about Medicaid, such as quality of care or staffing concerns, that does not fall under one of the above questions?	General Medicaid Complaint Options, page 10

Medicare	
Do you have a complaint about durable medical equipment?	Durable Medical Equipment Complaints, page 15
Do you have a general complaint about Medicare, such as quality of care or staffing concerns?	General Medicare Complaint Option, page 16

MEDICAID

About Medicaid:

Medicaid is a public health insurance program. Medicaid is different in every state. In Colorado, our Medicaid program is called Health First Colorado. The following groups of people are eligible for Medicaid in Colorado:

- People who receive Supplemental Security Income (SSI)
- People who receive Home and Community-Based Services (HCBS) or waiver services, including:
 - Brain Injury
 - Community Mental Health Supports
 - Complementary and Integrative Health
 - Developmental Disabilities
 - Elderly, Blind and Disabled
 - Supported Living Services
 - Children with Life Limiting Illness
 - Children's Extensive Support
 - Children's Habilitation Residential Program
 - Children's Home and Community Based Services
- Parents and caretakers who make less than 68% Federal Poverty Level
- Children whose family members (parents and caretakers) make less than 142% Federal Poverty Level
- Adults without children who make less than 133% Federal Poverty Level
- Pregnant people who make less than 195% Federal Poverty Level

Medicaid Appeals:

We recommend that you appeal your Medicaid termination, denial, or reduction of services as soon as possible. You have **60 days** from the date on the notice to appeal.

How to Appeal:

Appealing a Medicaid termination, denial, or reduction of services means that you are asking for a formal hearing with Health First Colorado (Colorado's Medicaid program).

You can ask for a formal hearing with a judge (also called a State Level Hearing) in any of these ways:

1. Mail, fax, or bring a letter to the Office of Administrative Courts with:
 - Your name
 - Your signature (if mailing or faxing)
 - Your mailing address
 - Your daytime telephone number
 - The reason for your appeal
 - A copy of your Medicaid notice. Be sure to keep a copy of the letter and notice for your records.

Office for Administrative Courts
1525 Sherman Street, 4th Floor
Denver, CO 80203
Phone: 303-866-2000
Fax: 1-303-866-5909

2. You can request an appeal online at: <https://oac.colorado.gov/e-filing-forms/oac-forms>. You will create an e-filing account, and then e-file this form to request a hearing: <https://oac.colorado.gov/sites/oac/files/documents/GS%20-%20%20StateLevelHearing%20%284%29%20%282%29.pdf>.
3. If either of these appeal options are inaccessible to you, you can call the Office of Administrative Courts and request a reasonable accommodation of filing an appeal over the phone. You can call the Office of Administrative Courts at 303-866-2000 or 303-866-5626.

The Office of Administrative Courts will mail you the date, time, and place for your hearing.

Resources on Filing a Medicaid Appeal:

- <https://cclponline.org/resource/medicaid-appeals-guides-las-guias-de-apelaciones-de-medicaid/>
- <https://ccdconline.org/get-assistance/medicaid-appeals/>

Organizations that Help with Medicaid Appeals:

- Colorado Cross-Disability Coalition (CCDC), <https://ccdconline.org/get-assistance/medicaid-appeals/>
 - Call the main office at 303-839-775 **and**
 - Email CCDC's Director of Medicaid Appeals and Eligibility, Donna Sablan at dsablan@ccdconline.org
 - In your email, you must indicate that you have Medicaid appeal issue and have submitted a request for help through our website.
- Centers for Independent Living (CILs), <https://coloradosilc.org/independent-living-center-locator/colorado-centers-for-independent-living/>
 - CIL for Denver, Arapahoe, Douglas, and Clear Creek counties and parts of Adams and Jefferson counties: Atlantis Community, Inc., <https://atlantiscommunity.org/contact-us/>
 - CIL for Alamosa, Baca, Bent, Conejos, Costilla, Crowley, Custer, Fremont, Huerfano, Kiowa, Las Animas, Otero, Prowers, Pueblo, Rio Grande, and Saguache counties: Center Toward Self-Reliance, <https://cfdpueblo.org/contact/>
 - CIL for Chaffee, Delta, Eagle, Garfield, Gunnison, Hinsdale, Lake, Mesa, Montrose, Ouray, Pitkin, and San Miguel counties: Center for Independence, <https://cfigj.org/contact/>
 - CIL for Boulder, Broomfield, and Gilpin counties and parts of Adams, Jefferson, and Weld counties: Center for People with Disabilities, <https://cpwd.org/contact-2/>
 - CIL for Cheyenne, El Paso, Kit Carson, Lincoln, Park, and Teller: The Independence Center, <https://www.theindependencecenter.org/contact-us/>
 - CIL for Logan, Morgan, Phillips, Sedgwick, and Washington counties and parts of Weld county: Connections for Independent Living, <https://connectionscolorado.org/contact/>
 - CIL for Jackson and Larimer counties: Disabled Resource Services, <https://drsnoco.org/contact/>
 - CIL for Grand, Moffat, Rio Blanco, Routt, and Summit counties: North West Colorado Center for Independence, <https://www.nwcci.org/contact-us.html>
 - CIL for Archuleta, Dolores, La Plata, Montezuma, and San Juan counties: Southwest Center for Independence, <https://swindependence.org/contact-us/>

Medicaid Fraud:

If you suspect billing fraud or other fraud by Medicaid providers, you have two complaint options: Colorado Department of Health Care Policy and Financing (HCPF) or the Colorado Attorney General.

<u>How to File a Complaint:</u> Colorado Department of Health Care Policy and Financing (HCPF)	
Mail	Department of Health Care Policy and Financing Attn: Program Integrity Section 303 E. 17th Avenue Suite 1100 Denver, CO 80203
Phone	855-375-2500 State Relay: 711
Fax	303-866-4411
Email	hcpf_reportproviderfraud@state.co.us
Online Form https://docs.google.com/forms/d/e/1FAIpQLSdn2JgvT5cB1tOKsdAzVrd1ZuqsWotgHSOqRFGHWr3jPH_ag/viewform	

Additional information about filing a Medicaid fraud complaint through HCPF:
<https://hcpf.colorado.gov/how-report-suspected-fraud#providerfraud>.

If you need a reasonable accommodation to file a complaint, you can contact HCPF's ADA Coordinator.

<u>How to Contact the ADA Coordinator:</u> Colorado Department of Health Care Policy and Financing (HCPF)	
Phone	303-866-6010 State Relay: 711
Email	hcpf504ada@state.co.us
Online Form https://hcpf.colorado.gov/sites/hcpf/files/Reasonable%20Modification%20Request%20Form.pdf	

<u>How to File a Complaint:</u> Colorado Attorney General	
Mail	Ralph L. Carr Colorado Judicial Center Attn: Medical Fraud Control Unit 1300 Broadway 9th Floor Denver, CO 80203
Phone	720-508-6696 State Relay: 711
Email	mfcu.investigations@coag.gov

Online Form	https://coag.gov/file-a-complaint/medicaid-fraud/
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Additional information about filing a Medicaid fraud complaint through the Colorado Attorney General: <https://coag.gov/file-complaint/medicaid/>.

If you need a reasonable accommodation to file a complaint, you can contact the Colorado Attorney General's ADA Coordinator.

<u>How to Contact the ADA Coordinator:</u> Colorado Attorney General	
Phone	720-508-6411 State Relay: 711
Email	Accessibility@coag.gov

Facility-Specific Medicaid Complaints:

If you would like to file a complaint against a specific healthcare facility, such as an emergency room, nursing facility, assisted living facility, or disability service provider, you can file a complaint with the Colorado Department of Public Health and Environment (CDPHE). CDPHE licenses all health care facilities in Colorado except urgent care facilities. There is a **1 year** time limit to file a complaint with CDPHE.

<u>How to File a Complaint:</u> Colorado Department of Public Health and Environment (CDPHE)	
Phone	Dependent on the type of facility: • Assisted Living Residences: 303-691-4045 or 1-800-886-7689, enter 4045 • Home Care Agency: 303-692-2910 or 1-800-842-8826 • Hospitals, including Emergency Rooms: 303-692-2827 or 1-800-886-7689, enter 2827 • Nursing Facility: 303-692-2442 or 1-800-886-7689, enter 2442 • Facilities that Serve People with I/DD: 303-692-2926 or 1-800-866-7689, enter 2926 • Other: 303-692-2926 or 1-800-866-7689, enter 2926
Online Form https://docs.google.com/forms/d/e/1FAIpQLScLOLmW1TxB6ZqDcUivQkVOvtLHZc7OfXBEKDkgL-4valt22Q/viewform	

Service-Specific Medicaid Complaints:

There are dedicated complaint options for the following Medicaid services: behavioral healthcare; durable medical equipment; transition services; and non-emergency medical transportation services.

Behavioral Healthcare:

If you would like to file a complaint specifically about behavioral healthcare, you can submit a complaint to the Behavioral Health Administration or the Behavioral Health Ombudsman Office.

How to File a Complaint: Behavioral Health Administration (BHA)	
Phone	303-866-7191 State Relay: 711
Email	CDHS_BHA_complaint@state.co.us
PDF Form	In English: https://docs.google.com/forms/d/e/1FAIpQLSdnnzvTFmDabRJxleHjgFz8_yx_kxylsx4tdrbP7a_uROu2QA/viewform In Spanish: https://docs.google.com/forms/d/e/1FAIpQLSfGogxFYULycSzeAQxsNv1Yr_GxHdN1vuWYLfudMWZ-yQWUjQ/viewform

How to File a Complaint: Behavioral Health Ombudsman Office of Colorado	
Phone	303-866-2789 State Relay: 711
Email	ombuds@bhoco.org

Durable Medical Equipment:

You could file a complaint with the Colorado Secretary of State. The Colorado Secretary of State licenses Durable Medical Equipment (DME) suppliers. Filing a complaint with the Secretary of State could prompt an investigation into the DME supplier, which could result in a Plan of Correction or a revocation of the supplier's license if the company fails to comply with its Plan of Correction. Additional information about the DME complaint process can be found here:
<https://www.sos.state.co.us/pubs/DME/FAQs/complaints.html>.

How to File a Complaint: Colorado Secretary of State	
Mail	DME Program Colorado Secretary of State 1700 Broadway

	Ste. 550 Denver, CO 80290
Phone	303-894-2200 State Relay: 711
Fax	303-869-4864
Email	dme@coloradosos.gov
Online Form	https://www.sos.state.co.us/pubs/DME/forms/DMEcomplaint.pdf *This form must be notarized before it is submitted.

Transition Services:

You could file a complaint with the Colorado Department of Health Care Policy and Financing (HCPF), which is the state agency that manages Medicaid. There is a dedicated escalation inbox specifically for complaints related to transition services (please see email address listed below).

<u>How to File a Complaint:</u> Colorado Department of Health Care Policy and Financing (HCPF)	
Mail	Department of Health Care Policy and Financing 1570 Grant St. Denver, CO 80203
Phone	1-800-221-3943 State Relay: 711
Fax	303-866-2828
Email	HCPF_TCM_TC_escalations@state.co.us

Non-Emergency Medical Transportation Services:

You could file a complaint with the Colorado Department of Health Care Policy and Financing (HCPF), which is the state agency that manages Medicaid. There is a dedicated webform specifically for complaints related to Non-Emergency Medical Transportation (NEMT) services (please see online form listed below).

<u>How to File a Complaint:</u> Colorado Department of Health Care Policy and Financing (HCPF)	
Mail	Department of Health Care Policy and Financing 1570 Grant St. Denver, CO 80203
Phone	1-800-221-3943 State Relay: 711
Fax	303-866-2828
Online Form	https://hcpfccc.my.salesforce-sites.com/NEMTWebform

General Medicaid Complaint Options:

Since your health insurance is Medicaid (also called Health First Colorado), you can submit a complaint to the state agencies that manage Medicaid: Colorado Department of Health Care Policy and Financing (HCPF) or your local Regional Accountable Entity (RAE). RAEs are Colorado's Medicaid Managed Care Organizations. There are currently 5 RAEs. Each RAE serves different counties in Colorado.

GENERAL COMPLAINT OPTION 1: HCPF

<u>How to File a Complaint:</u> Colorado Department of Health Care Policy and Financing (HCPF)	
Mail	Department of Health Care Policy and Financing 1570 Grant St. Denver, CO 80203
Phone	1-800-221-3943 State Relay: 711
Fax	303-866-2828
Email	hcpf_membercomplaints@state.co.us
Online Form	https://hcpfccc.my.site.com/Webforms/s/countyrelationsmemberswebform

If you need a reasonable accommodation to file a complaint, you can contact HCPF's ADA Coordinator.

<u>How to Contact the ADA Coordinator:</u> Colorado Department of Health Care Policy and Financing (HCPF)	
Mail	Department of Health Care Policy and Financing 504/ADA Coordinator 303 E. 17th Avenue Denver, CO 80203
Phone	303-866-6010 State Relay: 711
Fax	303-866-2828
Email	hcpf504ada@state.co.us
Online Form	https://hcpf.colorado.gov/sites/hcpf/files/Reasonable%20Modification%20Request%20Form.pdf

If you have been discriminated against by a Medicaid provider, you can contact HCPF's ADA Coordinator or complete this online form:
<https://hcpf.colorado.gov/sites/hcpf/files/Discrimination%20Complaint%20Form.pdf>.

Additional information about HCPF's Section 504 and ADA policies can be found here: <https://hcpf.colorado.gov/americans-disabilities-act>.

GENERAL COMPLAINT OPTION 2: RAE

Colorado Access – RAE for Denver, Arapahoe, Adams, Douglas, and Elbert counties

<u>How to File a Complaint:</u> Colorado Access	
Mail	Colorado Access Grievance Department PO Box 17950 Denver, CO 80217
Phone	720-744-5134 State Relay: 711
PDF Form	In English: http://www.coaccess.com/wp-content/uploads/2021/06/01-06-114-0621E_COA-Member-Grievance-Form.pdf In Spanish: http://www.coaccess.com/wp-content/uploads/2021/06/01-06-114-00-0621E_Member-Grievance-Form-Spanish.pdf

Colorado Community Health Alliance – RAE for Boulder, Broomfield, Gilpin, Clear Creek, Jefferson, Park, Teller, and El Paso counties

<u>How to File a Complaint:</u> Colorado Community Health Alliance (CCHA)	
Mail	Colorado Community Health Alliance Attn: CCHA Complaint/Grievance Department PO Box 13406 Denver, CO 80202 Please include your name, state identification (ID) number, address, and phone number in complaint.
Phone	1-855-627-4685 State Relay: 711
Online Form	https://www.cchacares.com/for-members/member-benefits-services/grievance-form/

Health Colorado, Inc. (RAE for southeastern Colorado) – RAE for Lake, Chaffee, Saguache, Mineral, Rio Grande, Conejos, Alamosa, Costilla, Huerfano, Custer, Fremont, Pueblo, Las Animas, Otero, Crowley, Kiowa, Bent, Prowers, and Baca counties

<u>How to File a Complaint:</u> Health Colorado	
Mail	Health Colorado Attn: Member Engagement Specialist 9925 Federal Drive.

	Suite 100 Colorado Springs, CO 80921
Phone	1-888-502-4185 TTY: 1-800-432-9553
Email	healthcolorado@beaconhealthoptions.com

Health Colorado also provides the option of filing a complaint through a Member Advocate. Member Advocates are available through the following providers and can be contacted via the phone numbers listed below.

- Health Solutions: (719) 423-1381
- San Luis Valley Behavioral Health Group, Inc.: (719) 587-6965
- Solvista Health: (719) 275-2351
- Southeast Behavioral Health Group: (719) 384-5446
- Valley Wide Health Systems: (719) 587-1033

Rocky Mountain Health Plan (RAE for western Colorado) – RAE for Moffat, Routt, Jackson, Larimer, Grand, Summit, Eagle, Rio Blanco, Garfield, Mesa, Delta, Pitkin, Gunnison, Montrose, Ouray, San Miguel, Dolores, San Juan, Hinsdale, Montezuma, La Plata, and Archuleta counties

<u>How to File a Complaint:</u> Rocky Mountain Health Plan	
Mail	Rocky Mountain Health Plan Attn: Grievance Department 2775 Crossroads Blvd. Grand Junction, CO 81506
Phone	1-800-421-6204 State Relay: 711
Email	rmhp_member_services@uhc.com

Northeast Health Partners (RAE for northeastern Colorado) – RAE for Weld, Morgan, Logan, Sedgwick, Phillips, Washington, Yuma, Kit Carson, Lincoln, and Cheyenne counties

<u>How to File a Complaint:</u> Northeast Health Partners	
Mail	Northeast Health Partners Attn: Community Outreach Manager 10855 Hidden Pool Heights Suite 260 Colorado Springs, CO 80905
Phone	1-888-502-4189 TTY: 1-800-432-9553

Email	northeasthealthpartners@Carelton.com or northeasthealthpartners@beaconhealthoptions.com
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Northeast Health Partners also provides the option of filing a complaint through a Member Advocate. Member Advocates are available through the following providers and can be contacted via the phone numbers listed below.

- Centennial Mental Health Center: (970) 522-4549
- North Range Behavioral Health: (970) 313-1139
- Salad Family Health Centers: (303) 289-5148
- Sunrise Community Health: (970) 350-4608 or (970) 350-4615

How to Escalate RAE Complaints:

You can request second-level reviews by contacting the Medicaid Managed Care Contract Manager:

Mail	303 E. 17th Avenue Suite 1100 Denver, CO 80203
Phone	303-866-4623
Email	hcpf_mcos@state.co.us

MEDICARE

About Medicare:

Medicare is a public health insurance program that is linked to receiving benefits through the Social Security Administration (SSA). You are eligible for Medicare if you receive the following Social Security benefits:

- Retirement
- Social Security Disability Insurance (SSDI)
- Survivor
- Spousal
- Dependent Children

Supplemental Security Income (SSI) is also a SSA benefit. However, Medicare is not linked to SSI. People who receive SSI benefits are eligible for Medicaid instead.

Durable Medical Equipment Complaints:

There is a dedicated process for Medicare Durable Medical Equipment complaints.

<u>How to File a Complaint:</u> Medicare – Durable Medical Equipment (DME)	
Phone	1-800-MEDICARE (1-800-633-4227) TTY: 1-877-486-2048

Medicare Community Resource:

Every state has a State Health Insurance Assistance Program (SHIP), which provides free support navigating the Medicare system. SHIPs can also help you file a Medicaid complaint. You can find your local SHIP by searching here for your Colorado county:

<https://drive.google.com/file/d/1EGKEIWrxEigmxS0ORockVwO8aAXDXuAZ/view>.

Additional information about Colorado's SHIPs can be found here:
<https://doi.colorado.gov/insurance-products/health-insurance/senior-health-care-medicare>.

General Medicare Complaint Option:

<u>How to File a Complaint:</u> Medicare	
Online Form	https://www.medicare.gov/my/medicare-complaint

Medicare Community Resource:

Every state has a State Health Insurance Assistance Program (SHIP), which provides free support navigating the Medicare system. SHIPs can also help you file a Medicaid complaint. You can find your local SHIP by searching here for your Colorado county:

<https://drive.google.com/file/d/1EGKEIWrxEigmxS0ORockVwO8aAXDXuAZ/view>.

Additional information about Colorado's SHIPs can be found here:
<https://doi.colorado.gov/insurance-products/health-insurance/senior-health-care-medicare>.