



Colorado Health Partnerships, LLC
Pikes Peak ♦ SyCare ♦ West Slope Casa ♦ ValueOptions

"Si usted necesita esta carta en español, llame por favor al 800-804-5008"

August 2009

Dear Medicaid Recipient:

We are sending this letter to tell you about **Colorado Health Partnerships** (CHP). CHP is the **Behavioral Health Organization** (BHO) selected by the State of Colorado, starting September 1, 2009. If you have Medicaid, Colorado Health Partnerships will provide your mental health services. If you get Medicaid and live in the counties CHP serves, you are automatically enrolled with Colorado Health Partnerships. If you received mental health services before September 1, 2009, you do not need to do anything different.

HOW AND WHERE DO I GET MENTAL HEALTH SERVICES?

If you would like to get mental health services, just call our 24-hour *Toll Free Line* at **1-800-804-5008**. This call will not cost you anything. You can call from anywhere in the state. Our staff will help you make an appointment to get mental health care. You do not need a referral from your doctor. You can get mental health services from your local mental health center or from a mental health provider in our network.

WHAT MENTAL HEALTH SERVICES CAN I GET?

As a member of Colorado Health Partnerships, you can get the following services:

- **Outpatient Services** include individual, group, brief therapy and family therapy. You can have up to 35 sessions of individual or brief therapy per year.
- **Inpatient Services** are provided in a hospital when you need that level of care. You can have up to 45 inpatient hospital days per year.
- **Emergency Care** is for mental health problems that are life threatening.

- **Case Management Services** link you with other services to help you stay in the community. They include outreach, referral and coordination of other community services.
- **Medication Management** includes appointments with a psychiatrist or other licensed prescriber (for example, a nurse practitioner). They will help you decide if mental health medications might help you. They will prescribe and monitor those medications.
- **Psychosocial Rehabilitation Programs** help people with serious mental illness. They teach people skills they need to live in the community.
- **Other services** – CHP offers many other services to help you with your mental health needs.

WHAT DO I DO IN AN EMERGENCY?

If you or someone in your family is having a mental health emergency, call **1-800-804-5008**, 24 hours a day, 7 days a week. You do not need prior authorization (approval) in an emergency. In a mental health emergency, you should do any one of the following things:

- Call your Community Mental Health Center
- Call our 24 hour toll free line at **1-800-804-5008**
- Call your therapist, if you have one
- Go to the nearest hospital emergency room
- Call **911**

WHAT ARE MY RIGHTS?

As a member of CHP, you have rights regarding your mental health services. You have the right to:

- Be treated with respect and dignity and regard for your privacy.
- Be free from discrimination by our staff & providers;
- Learn about your mental health benefits and how to use your benefits;
- Get information about your treatment choices in a way that you can understand;
- Get medically necessary mental health care services per federal law;

- Take part in decisions about your health care. This includes the right to refuse treatment, except when required by law;
- Have a service plan that you help write and get a copy of your plan;
- Receive services that fit your culture;
- Have information about your diagnoses and care kept private, as allowed by law;
- Be free from any form of restraint or seclusion used as a way to bully or control you. Staff cannot restrain or seclude you to get back at you or because it is convenient;
- Be given a choice of providers within our network; ask that a provider be included in our network;
- Get a second opinion from within our network at no cost;
- Ask to look at or get a copy of your medical records; ask that they be changed or corrected;
- Be told quickly if your services have ended or if there are changes in your services or providers;
- Get interpreter services at no cost if you have problems communicating or do not speak English;
- File a complaint, or tell others your opinion about our services. You can give your opinion to local, state and federal agencies, or the media. It will not affect the way we provide your care;
- Get help understanding your rights and making a complaint or an appeal;
- Appeal a denial or reduction (lowering) of the type or level of service and ask for a state fair hearing;
- Have an independent advocate (representative) that you choose;
- Be free from sexual intimacy with a provider. If this happens, report it to the Colorado Department of Regulatory Agencies (DORA) at **303-894-7788**. Or write to DORA at 1560 Broadway, Suite 1350, Denver 80202; and
- Be free to use all of your rights. Using your rights will not affect how we treat you.

WHAT IF I HAVE A COMPLAINT ABOUT THE SERVICES I AM RECEIVING?

We want to give you the best care. If you have a problem or complaint about your services, we want to know about it. Call your local mental health center and ask to talk to the *Client/Family Advocate*. Or call CHP at **1-800-804-5008** and ask for the *Office of Member and Family Affairs*. You can also call the Ombudsman for Medicaid Managed Care **1-877-435-7123** or **TTY 1-888-876-8864**. There is no charge for *any* of these services.

WHAT ELSE SHOULD I KNOW?

To get the most from their mental health care, some of our members may need help. If you have a special request, please let us know when you call for an appointment. You can get all of our written information in Spanish. You can also get information in large type, CD and audio tape. If you need information in another language, we will have someone read the information to you in your language. There is not cost for this.

Colorado Health Partnerships has a Quality Program to make sure you get the best care. To learn more about our quality program, or how you can become involved, call **1-800-804-5008** and ask to speak to our *Director of Quality Management*.

We will send you a letter if there are any changes in your coverage or benefits. We will send you a letter if your provider stops seeing clients and you will be able to see a new provider.

We comply with the 1989 *Patient Self Determination Act*. This is a Federal Law. This law says you have the right to make medical decisions about your healthcare. These decisions are called *Advance Directives*. Advance Directives are legal papers you prepare while you are healthy. Advance Directives tell people who are treating you what they should do if you are so sick you can't make your own decisions. Advance Directives are a way for you still to be a partner in your health care, even if you are not able to make decisions. Ask your doctor if you want more information about advance directives. You can also ask a person in the Office of Member and Family Affairs about how to make an Advance Directive. Our providers will ask you if you have an Advance Directive. They will ask you if want a copy in your mental health record.

WHERE CAN I GET MORE INFORMATION ABOUT MY MENTAL HEALTH BENEFITS?

If you want to learn more about your mental health benefits, please call us at **1-800-804-5008** to ask for a member handbook. You can also ask for a Provider directory. You can also call the mental health center closest to you to get more information. All of our information is on our web site at:

www.yourchn.com

At Colorado Health Partnerships, we want to give you the best quality mental health care. If you ever need mental health services, we want to be your partner in good health.

Sincerely,

Arnold Salazar
Executive Director

If you want more information about Colorado Health Partnerships, write or call us at:

**Colorado Health Partnerships
7150 Campus Drive #300
Colorado Springs, CO 80920
1-800-804-5008**