



COLORADO

Department of Health Care
Policy & Financing

Fact Sheet: HCPF Member Contact Center Calling Card

October 2016

This information will serve as a resource from the Health First Colorado Member Contact Center (MCC) to our County and Community Partners. The purpose of this document is to help our partners provide consistent and accurate information to our members utilizing a person-centered approach.

Contact Us

- By phone: 1-800-221-3943/ State Relay: 711
 - Monday – Friday 7:30 a.m. to 5:15 p.m.
 - Closed state holidays.
- By Chat: Through [Colorado.gov/PEAK](https://www.colorado.gov/PEAK)
 - Monday – Friday 12:30 p.m. – 4:00 p.m.
 - Closed state holidays.
- By Email: <https://www.colorado.gov/hcpf/medicaid-customer-contact-center>

What We CAN Do

- Explain Health First Colorado (Colorado's Medicaid Program) Benefits and Services
- Resolve billing inquiries
- Locate Health First Colorado providers
- Offer alternative Community Resources
- Explain the benefits of using PEAK online and the PEAK*Health* mobile application

What We CANNOT Do

- Case Management including Medical Assistance eligibility determinations, approvals/denials and making changes to Medical Assistance cases. Members will

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be directed to contact their respective County or Medical Assistance Site case manager/eligibility technician or utilize Colorado.gov/PEAK.

- Determine “medical necessity” for Health First Colorado covered benefits and services. Members will be referred to their medical provider for questions about medical necessity.
- Schedule appointments on behalf of members.
- Provide technical Assistance for Colorado.gov/PEAK or PEAK*Health* mobile app
- Provide specific plan information for Child Health Plan *Plus* (CHP+). Members will be directed to contact their respective CHP+ Health Maintenance Organization (HMO).

For more information contact

Member Contact Center

<https://www.colorado.gov/hcpf/contact-hcpf>

(800) 221-3943

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