



# COLORADO MEDICARE-MEDICAID ADVOCATE

Free help for individuals with both Medicare and Medicaid

# PROVIDER TOOLKIT

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## Tweets:

You can't always do it yourself, so the state's free advocate can help you solve issues with Medicare & Medicaid benefits  
[disabilitylawco.org/issues/category/medicare-medicaid](https://disabilitylawco.org/issues/category/medicare-medicaid)

Problems with your combined Medicare & Medicaid coverage?  
Free advocate help is here: [disabilitylawco.org/issues/category/medicare-medicaid](https://disabilitylawco.org/issues/category/medicare-medicaid)

Finding it confusing to have both Medicare & Medicaid?  
You have an advocate, free of charge, to help:  
[disabilitylawco.org/issues/category/medicare-medicaid](https://disabilitylawco.org/issues/category/medicare-medicaid)

Having trouble getting the services you need as a Medicare & Medicaid member? The state's free advocate can help:  
[disabilitylawco.org/issues/category/medicare-medicaid](https://disabilitylawco.org/issues/category/medicare-medicaid)

## Facebook Posts

### *Post #1 - General*

For our members who have both Medicare and Health First Colorado (Colorado's Medicaid program), we know it's not always easy to understand your benefits or who to contact. Colorado has an advocate to help sort things out. Members with both Medicare and Health First Colorado who are members of the Colorado Accountable Care Collaborative for Medicare-Medicaid Enrollees can get free help solving problems. The Colorado Medicare-Medicaid Advocate can:

- Investigate problems with billing, medical supplies and equipment
- Explain information you get from Medicare, Health First Colorado or Care Coordinators
- Help file a complaint or grievance
- Help with an appeal if services are denied, reduced or stopped.

We encourage you to first try to solve your problem through us, your provider. If you feel that isn't working, reach out to your Care Coordinator. To get the contact information for your Care Coordinator and the Accountable Care Collaborative Program, call 1-888-367-6557/State Relay 711, or visit [co.gov/hcpf/mmp](http://co.gov/hcpf/mmp).

If you still have an issue, the Advocate is here to help. Part of Disability Law Colorado, the Colorado Medicare-Medicaid Advocate can be reached toll-free at 1-800-288-1376/State Relay 711, Monday through Friday, 8:30 a.m. to 5:00 p.m.; or [www.disabilitylawco.org/MMA](http://www.disabilitylawco.org/MMA).

### *Post #2 - ACT*

Are you a member of the Colorado Medicare-Medicaid Program, and finding your coverage or care confusing or problematic? There's a simple approach to these problems that we call ACT:

A - Ask your doctor. First, talk with your doctor or other health care provider about a problem.

C - Call your Care Coordinator. Care Coordinators are assigned based on where a member lives. To get the Care Coordinator's contact information, call 1-888-367-6557/State Relay 711. Or visit [co.gov/hcpf/mmp](http://co.gov/hcpf/mmp).

T - Talk to the Colorado Medicare-Medicaid Advocate. If you have talked to your provider and to your Care Coordinator and still need help with a problem, you should call 303-722-0300, or toll-free at 1-800-288-1376/State Relay 711. Medicaid will listen to questions and concerns and can connect you to the Advocate.

## Language for Provider Websites

Some of our members have both Medicare and Health First Colorado (Colorado's Medicaid program). We and our partners in delivering care realize these programs can be confusing. How do I access behavioral health services? What if there's a problem with medical equipment or supplies? How do I find a specialist? We want you to know there is help available: Through us, through your Care Coordinator and the Accountable Care Collaborative, and through a free state advocate. The Colorado Medicare-Medicaid Advocate is available to people with both Medicare and Health First Colorado who are members of a Colorado Accountable Care Collaborative for Medicare-Medicaid Enrollees.

The Colorado Medicare-Medicaid Advocate can:

- Investigate coverage problems
- Explain information you get from Medicare, Health First Colorado or Care Coordinators
- Help file a complaint or grievance
- Help with an appeal if services are denied, reduced, or stopped

We encourage you to first try to solve your problem through us, your provider. If you feel that isn't working, reach out to your Care Coordinator. To get the contact information for your Care Coordinator and the Accountable Care Collaborative Program, call 1-888-367-6557/State Relay 711, or visit [co.gov/hcpf/mmp](http://co.gov/hcpf/mmp).

And if you still have an issue, the Advocate is here to help. Part of Disability Law Colorado, the Colorado Medicare-Medicaid Advocate can be reached toll-free at 1-800-288-1376/State Relay 711, Monday through Friday, 8:30 a.m. to 5:00 p.m.; or [www.disabilitylawco.org/MMA](http://www.disabilitylawco.org/MMA).

## Language for Provider Newsletters

Some of our members have both Medicare and Health First Colorado (Colorado's Medicaid program). We realize the programs can be confusing. How can you set up behavioral health appointments? What if there's a problem with medical equipment or supplies? What are the Health First Colorado transportation benefits?

We want you to know where to go for answers: You may contact us, your Care Coordinator and the Accountable Care Collaborative, and a free state advocate. The Colorado Medicare-Medicaid Advocate is available to people with both full Medicare and Health First Colorado, who are members of a Colorado Accountable Care Collaborative for Medicare-Medicaid Enrollees.

The Colorado Medicare-Medicaid Advocate can:

- Investigate coverage problems
- Explain information you get from Medicare, Health First Colorado or Care Coordinators
- Help file a complaint or grievance
- Help with an appeal if services are denied, reduced or stopped

We encourage you to first try to solve your problem through us, your provider. If you feel that isn't working, reach out to your Care Coordinator. You are assigned to a Care Coordinator based on where you live. They can help communicate with doctors and other providers, and find social and community services in their area. To get the contact information for your Care Coordinator and the Accountable Care Collaborative Program, call 1-888-367-6557, or visit [co.gov/hcpf/mmp](http://co.gov/hcpf/mmp).

And if you still have an issue, the Advocate is here to help. Part of Disability Law Colorado, the Colorado Medicare-Medicaid Advocate can be reached toll-free at 1-800-288-1376, Monday through Friday, 8:30 a.m. to 5:00 p.m.; or [www.disabilitylawco.org/MMA](http://www.disabilitylawco.org/MMA).

The Colorado Medicare-Medicaid Advocate cannot help with Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) questions and concerns. Such issues can be handled by the U.S. Social Security Administration at 1-800-772-1213 (TTY 1-800-325-0778).

## Talking Points for Providers

- 1 For members who have both Medicare and Medicaid, the Colorado Medicare-Medicaid Advocate can help address confusion or solve problems with benefits.
- 2 Help from the Colorado Medicare-Medicaid Advocate is always free, and available at 1-800-288-1376/State Relay 711, M-F, 8:30 a.m. to 5:00 p.m.
- 3 Members who are in the Colorado Medicare-Medicaid Program retain the freedom to choose their own Health First Colorado provider.
- 4 Members who have quality of care or access to care issues should try solving them with their provider first. Then they should call their Care Coordinator. If problems remain, they should go to the Colorado Medicare-Medicaid Advocate.
- 5 The Colorado Medicare-Medicaid Advocate can also be an ally for caregivers, sorting complex issues with members before they become larger problems.

## FAQs for Providers

The Colorado Medicare-Medicaid Program is designed to help members who are covered by both insurance programs, and whose health needs may be complex enough that they could use extra assistance. The program provides a Care Coordinator who works with providers and public services to help the member navigate coverage, appointments, behavioral health needs, equipment, supplies, and other needs such as heating or food assistance.

When problems arise with coverage, appointments, care, or equipment, members are encouraged to seek help from their provider first, and then from their Care Coordinator. That doesn't always solve the problem. The Colorado Medicare-Medicaid Advocate was created to provide free help to members in resolving issues, and to work with providers and public agencies to best serve the member. Here are some questions about the program that arise frequently:

**Q: What kind of problems can the Colorado Medicare-Medicaid Advocate address?**

**A:** They can help with questions about appointments and access, behavioral health care, durable medical equipment, out-of-pocket costs, and other supports and services.

**Q: Is it free to use the Advocate's services?**

**A:** Yes, it is always free to Health First Colorado members.

**Q: When should the Advocate office get involved?**

**A:** Many problems can be solved by talking directly with a member's usual providers. When that does not resolve the issue, the member's Care Coordinator can often work things out. If not, then the Colorado Medicare-Medicaid Advocate can help.

**Q: How do people reach the Advocate office?**

**A:** The Colorado Medicare-Medicaid Advocate can be reached toll-free at 1-800-288-1376/State Relay 711, or through [www.disabilitylawco.org/MMA](http://www.disabilitylawco.org/MMA), Monday through Friday, 8:30 a.m. to 5:00 p.m.

**Q: Who should call the Advocate?**

**A:** The Advocate can only help those who:

1. Are full members of both Medicare and Health First Colorado (Colorado's Medicaid program);
  2. Are members of an Accountable Care Collaborative with an assigned Care Coordinator; and
  3. Have no other public or private insurance such as Medicare Advantage, TRICARE or other plans.
- If a member is not eligible, the Advocate will provide resources and referrals to other programs.

**Q: Will using the Advocate put a member's benefits at risk or alter their relationships with chosen providers?**

**A:** No. Colorado Medicare-Medicaid Program members always have freedom of choice in their provider.



## Glossary of Terms:

**The Accountable Care Collaborative-Medicare Medicaid Program (ACC:MMP)** is set up to provide extra assistance to those who have both Medicare and Health First Colorado, often with complex or challenging health and service needs. The program links members with Care Coordinators who help sort out coverage, appointments and social service supports.

**The Medicare-Medicaid Advocate (MMA)** provides independent and free-of-charge help to residents who have both Medicare and Health First Colorado, and who have a problem with their coverage, providers, or services that has not been resolved by their provider or Care Coordinator. The Advocate can solve issues and be an ally to both the member and to providers in complex cases.

**Primary Care Medical Provider (PCMP)** is your designated “home” for medical services and works with the Care Coordinator to make sure you are getting the appointments, coverage, and needed social services to lead a healthier life. Care Coordinator -- A Care Coordinator should be your primary contact if there is a problem with care or services. The Coordinator is assigned to Medicare-Medicaid Program members by their region, and makes sure members receive the appointments and prescriptions they need, as well as behavioral health care and local social services.

**Accountable Care Collaborative Program (ACC)** is an agreement between Health First Colorado, your Primary Care Medical Provider, and the local region to better manage member care. The collaborative is meant to improve health through more coordinated whole-life care, as well as to manage state health costs.

**Disability Law Colorado** is the state’s Protection and Advocacy System for people with disabilities. The Colorado Medicare-Medicaid Advocate is an employee of Disability Law Colorado in a program contracted with the Colorado Department of Human Services. The advocate is not an attorney, and operates independently of any state or federal agency administering Medicare or Medicaid.

**The Centers for Medicare & Medicaid Services (CMS)** is a federal agency within the United States Department of Health and Human Services (HHS) that administers the Medicare program and works in partnership with state governments to administer Medicaid and the State Children’s Health Insurance Program (SCHIP).

**Behavioral Health Organization** – As a Health First Colorado (Colorado’s Medicaid program) member, you are assigned to a Behavioral Health Organization (BHO) based on where you live. BHOs arrange for you to get medically necessary behavioral health services, like therapy or medications, including substance abuse treatment.