

KNOW YOUR RIGHTS

ACCESS TO CHOICE IN CARE

ARE YOU A MEDICAID PATIENT LOOKING FOR MENTAL HEALTH CARE?

KNOW YOUR RIGHTS! Medicaid members are guaranteed choice in who they see for mental health services



Are you or is someone you love a Medicaid member who has been told services from a provider are only accessible if you get all your mental health services from them?

For example, you have been seeing a therapist for a long time at Provider A but would like to get your medications prescribed by Provider B. Provider B says they won't prescribe you medications unless you change your therapist to someone at Provider B as well.

You can take steps to protect your access to care:



You are within your rights to seek therapy from one provider and prescribing psychiatric care from another. If you encounter problems with your provider or RAE, please file a complaint with the Ombudsman for Health First Colorado Managed Care at **(303)-830-3560** or **(877)-435-7123** (State Relay 711). Or email **help123@maximus.com**. You can reach out to Mental Health Colorado at info@mentalhealthcolorado.org.

RAE CONTACT INFORMATION

ROCKY MOUNTAIN HEALTH PLANS 888-282-8801 | NORTHEAST HEALTH PARTNERS 888-502-4189
COLORADO ACCESS DENVER 855-267-2095 | HEALTH COLORADO 888-502-4185
COLORADO ACCESS 855-384-7926 | COLORADO COMMUNITY HEALTH ALLIANCE 855-627-4685
DENVER HEALTH MEDICAID CHOICE 855-281-2418



**MENTAL HEALTH
COLORADO**

[MentalHealthColorado.org](https://www.MentalHealthColorado.org)