

## SECTION V: OTHER INFORMATION

### HELP FROM MEDICAID OMBUDSMAN

The Ombudsman will help you with problems with any Medicaid provider. The Ombudsman will:

- › Review your grievance.
- › Decide the right complaint process.
- › Help you to fix the problem.
- › Refer you to other agencies.
- › Give information about the Medicaid rules.

You may call the Ombudsman for Medicaid Managed Care at:  
1-877-435-7123  
TTY 1-888-876-8864.

### OTHER MEDICAID SERVICES AND BENEFITS

If you have Medicaid, you may ask for other services. Call:

Colorado Department of Health Care Policy and Financing  
Customer Service Information Line  
303-866-3513  
1-800-221-3943  
TTY 1-800-659-2656  
[www.chcpf.state.co.us](http://www.chcpf.state.co.us).

### EPSDT

#### (EARLY AND PERIODIC SCREENING, DIAGNOSIS, AND TREATMENT)

EPSDT screens are done by your primary doctor. Your Care Coordinator will ask you for the results of the screen and work with your doctor about your treatment. If you didn't have the screen, NBH will refer you to your primary doctor to get one or help you find a doctor to do the screening. This program is for children, from birth up to 21 years old.



### SPECIALTY PROVIDERS

You can contact your Care Coordinator for referral to special providers.

### ASKING FOR INFORMATION ABOUT THE MEDICAID COMMUNITY MENTAL HEALTH SERVICES PROGRAM

At any time you can ask for and get information about any parts of the Medicaid Community Mental Health Services Program. Call NBH, toll free 1-888-296-5827.

## **NBH NOTIFICATION ABOUT THE MEDICAID COMMUNITY MENTAL HEALTH SERVICES PROGRAM**

NBH will give you information about any significant changes in the program at least 30 days before the intended effective date of the change.

If your current provider is no longer going to be part of the NBH network, you will get a letter within fifteen (15) days after NBH knows that is going to happen.

## **ADDITIONAL INFORMATION ABOUT NORTHEAST BEHAVIORAL HEALTH**

**Structure and Operation:** You can call us to get information about NBH. NBH does not have a physician incentive plan.

**Quality Improvement Program:** NBH has a Quality Improvement Committee that includes people like you. The committee meets often. This committee:

- › Conducts surveys.
- › Writes reports about services.
- › Reviews complaints.
- › Reviews best practices.
- › Reviews staff training.
- › Reviews other ways to improve care.

You can call the Office of Consumer and Family Affairs to get any reports written by this committee. You can call for information about joining the group. You can get these reports, including the annual report and program impact report, at no cost.