



ISSUE 23 :: DECEMBER 2007

# CHP+ HIGHLIGHTS

A Resource for CHP+ Community Partners

## Letter from Lieutenant Governor Barbara O'Brien

*Typically, at this time of year we stop to reflect on our successes over the last 12 months. And there has been some wonderful progress on children's health issues in 2007. The Child Health Plan Plus (CHP+) has been hugely successful in enrolling 10,000 children over the last year who would otherwise have no health insurance or access to health care.*

*But we still have about 50,000 more kids and pregnant moms who remain uncovered. So it is particularly frustrating that President Bush twice vetoed bipartisan bills that would expand SCHIP funds. We finally have congressional- and presidential-approved funding through March 2009 that should maintain the status quo.*

*Both Governor Ritter and I believe that a budget reflects our moral values. And we have pledged to invest in children's health and education. We should value our kids enough to invest in their health care and ensure a healthier future for our state and our nation. It has been disappointing and frustrating to not have a shared vision with our national leadership on this issue.*

*The good news is that CHP+ has an excellent outreach program with representatives actively working across the state to get children enrolled in the program. These are representatives who know their communities and are committed to ensuring that as many Colorado children as possible have at least basic health care coverage.*

*As part of our Colorado Promise to voters, Governor Ritter and I are working toward improving health care access, quality and affordability. Children deserve a healthy start to their life. In 2008, we look forward to moving closer to our goal of having every child covered.*

*Thanks to all of you who work hard every day to make that happen.*

## CHP+ News

### Holiday hours

It is hard to believe, but the holiday season is here. As you work with families this holiday season, please be aware of the holiday hours for CHP+ customer service and Managed Care Organizations.

### CHP+ customer service will be closed on:

- Christmas Eve – Monday, December 24th
- Christmas Day – Tuesday, December 25th
- New Year's Day – Tuesday, January 1st

### Colorado Access and Delta Dental will be closed on:

- Christmas Eve – Monday, December 24th

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## RESOURCE CONTACT INFORMATION

*If you are interested in learning more about CHP+, please contact one of our Regional Outreach Coordinators to set up a presentation or training session, or to invite CHP+ to participate in a special event in your community.*

*\*\*Indicates the person is fluent in Spanish or the organization has Spanish-speaking customer service representatives.*

- Christmas Day – Tuesday, December 25th
- New Year's Eve – Monday, December 31st
- New Year's Day – Tuesday, January 1st

**Denver Health, Kaiser Permanente and Rocky Mountain Health Plans will be closed on:**

- Christmas Eve – Monday, December 24th
- Christmas Day – Tuesday, December 25th
- New Year's Eve – Monday, December 31st , will likely announce early closure
- New Year's Day – Tuesday, January 1st

**Presumptive Eligibility for children**

Presumptive Eligibility (PE) program for children age 18 and under will begin for Medicaid/CHP+ on January 21, 2008. PE is immediate, temporary coverage of Medicaid/CHP+ covered services until eligibility is determined. PE for pregnant women under Medicaid/CHP+ Prenatal will continue.

Providers must be a Medicaid/CHP+ provider in order to offer Medicaid/CHP+ PE services. This enables the provider to bill for services rendered before a full Medicaid or CHP+ determination is made.

PE determinations will be made through the Colorado Benefits Management System (CBMS). Providers must verify Medicaid PE eligibility through the Web Portal and bill claims for services to the Medicaid Fiscal Agent (ACS).

Please call or email Ann Clemens at 303-866-6115 or [ann.clemens@state.co.us](mailto:ann.clemens@state.co.us) if you have any questions.

**Expanded benefits coming in January 2008**

The CHP+ program is expanding its mental health benefits in order to better serve the needs of Colorado children 18 years and younger. Effective January 1, 2008, limitations on the number and duration of services for specific mental health conditions will be removed. The current benefit package covers 20 to 30 outpatient sessions and a total of 45 inpatient days or 90 partial hospitalization days during the calendar year. Beginning next year, these limitations will be removed for the following mental health illnesses: post-traumatic stress disorder, drug and alcohol disorders, dysthymia, cyclothymia, social phobia, agoraphobia with panic disorder and general anxiety disorder. Anorexia nervosa and bulimia nervosa are also included exclusive of residential treatment.

Additionally, CHP+ will provide coverage for cervical cancer immunizations effective January 1, 2008. The full cost of this vaccination will be covered for CHP+ female members who have not previously been vaccinated.

**CHP+ annual report now available**

The CHP+ annual report for State Fiscal Year 2007 is now available. We are proud to report that since July 2006, CHP+ enrollment increased by more than 10,000 kids. [To download a PDF of the report, click here.](#)

**Updated application assistance database**

Ileana Perez, CHP+ regional outreach coordinator serving Adams, Arapahoe and Douglas counties, will be maintaining the list of community-based organizations

**Denver Metro Region – Adams, Arapahoe and Douglas counties:**

Ileana Perez\*\*  
720-940-6969

[Email](#)

**Denver Metro Region – Denver, Jefferson and Park counties:**

Suzette Elledge  
303-909-2010

[Email](#)

**Southwest Region:**

Kari Smith  
970-759-0577

[Email](#)

**Northwest Region:**

Candice Talkington  
970-260-3880

[Email](#)

**Southeast Region:**

Mary Rivera\*\*  
719-251-1791

[Email](#)

**Northeast Region:**

Kathy Anderson  
970-526-2991

[Email](#)

**North Central Region:**

Rosie Duran\*\*  
970-420-9058

[Email](#)

**CHP+ Customer Service**

1-800-359-1991\*\*

**CHP+ HMO**

**Contacts:**

*CHP+ State Managed Care Network – Anthem\*\**

– CBOs – that provide application assistance for the families in their community. The list is updated every month and posted on [the CHP+ Web site](#). Please send any updates, new additions or changes to [LeanaPerez@MAXIMUS.com](mailto:LeanaPerez@MAXIMUS.com). If you have any questions please contact her at 720-940-6969.

**To do’s for a smooth application process**

The following are tips to help avoid some of the common reasons an application may pend. By following these tips, an application can be processed more quickly.

**Income**

- Income stated on the application must match the proof of payment that is submitted. The proof of income must be either from the current or previous month.

**Pay Period vs. Pay Date**

ABC Industrial, Inc.			Wage	\$10.25 /hr	Emp. No	11111
Period 10/01/2006 - 10/15/2006			Pay Date	10/22/2006	Check No.	1111
Hrs. Worked	Regular Earnings	YTD Earnings	Deductions	Amount	YTD Deductions	
75	\$ 768.75	\$ 14,606.25	Health Ins.	\$ 40.00	\$ 760.00	
			Vision	\$ 6.00	\$ 114.00	
Over-time	\$ 123.00	6743.98	Dental	\$ 5.00	\$ 95.00	
			401(k)	\$ 21.00	\$ 390.00	
PTO	\$ 51.25	51.25	CO State Tax	\$ 60.19	\$ 1,314.56	
			Medicare	\$ 7.69	\$ 146.06	
			Federal Tax	\$ 115.31	\$ 2,190.94	
			Local Tax	\$ 0.77	\$ 14.01	
			FICA	\$ 38.44	\$ 730.31	
<b>Total Income</b>		<b>Total YTD</b>	<b>Total Ded.</b>	<b>Total YTD Ded.</b>		
\$ 943.00		\$ 21,401.48	\$ 303.39	\$ 5,764.48		
<b>Total Income</b>					<b>Net Pay</b>	
\$ 943.00					\$ 639.61	

**Gross Pay**
**Net Pay**

- Proof of income must be reported for all family household members 19 and older. All proof of income must be from the same month.
- If self-employed, the applicant must fill out the section on page 9. Their income or profit & loss statement must be included with application.
- Include non-work income, for example, child support, SSI/SSA, military income, cash from other sources, rental income and alimony/spousal support.

**Medical Expenses**

- Include any Medical/Prescription expenses on page 10.

**Signatures**

- Make sure the family initials, signs and dates the application and the Statement of Facts in the renewal packet.

**HMO**

- Make sure that an HMO is selected on the application and written in the blue section on page 10.

**Health Insurance Page**

- Fill out page 8 completely.

**Additional important information**

1-877-523-8171

**Colorado Access\*\***

1-888-214-1101

**Denver Health Medical Plan\*\***

720-956-2100

**Kaiser**

**Permanente\*\***

1-800-632-9700

**Rocky Mountain Health Plans\*\***

1-800-346-4643

**Delta Dental\*\***

303-741-9300

or

1-800-610-0201

**Colorado Department of Health Care Policy & Financing (the Department)**

**Contact:**

Public Information Officer

\*Contact for all CHP+ and Department media calls

Joanne Lindsay  
303-866-3144

[Email](#)

**MAXIMUS Contacts:**

CHP+ marketing and outreach operated by MAXIMUS

*MAXIMUS Manager of Marketing and Outreach for CHP+*

Christine Dauchot  
303-830-3558

[Email](#)

**MAXIMUS Project Director**

Sally Harmon

- Fill out all sections of the application. If a section does not apply write N/A or put a line through it.
- Indicate the child's citizenship status.
- Write in the Social Security number. If there isn't one the family must check the box.
- If the child is a legal permanent resident (for at least 5 years) write in their alien registration number and include a copy of the front and back of the card.
- If a family has citizenship and identification documentation send it in. They may qualify for Medicaid and the application will pend until those documents are received.
- Make sure the applicant signs and dates the application on page 11.

### Health Tip

#### Success Secrets for Kids

By: Mary Ann Copson

Help your child be his or her best with these simple success secrets that I used with my five children. Probably your mother told you some of these.

1. Learn how to create calm energy and pace your morning for low tension and high energy. Give your child enough time to wake up without rushing. Turn on the lights when your child gets up. Have a regular morning routine. Keep the TV turned off. Play upbeat music if you like.
2. Start the day off right with a good breakfast. The first foods your child eats in the day are the ones that matter most throughout the day. Eating breakfast helps your child get going in the morning, be more alert and have a more positive attitude the whole day.
3. Get out in the light in the morning. Spending time in the morning daylight (even on cloudy days) helps your child stay healthy, learn better and be happier.
4. Get moving in the morning. Morning activity gives your child a boost. Fifteen to thirty minutes of relaxed physical activity in the morning releases tension, activates your child's focus, stimulates your child's level of alertness and increases your child's effectiveness throughout the day.
5. Make sure your child gets enough sleep and has a regular wake-sleep time. Children need 10-12 hours of high quality sleep each night. Just as important as the amount of sleep children get is the need for a regular wake-sleep time (even weekends and days when they are not in school).
6. Establish regular and simple routines for your child to follow. Keeping things simple, consistent and in the same routine reduces distraction and the negative effects of uncertainty.
7. Eat dinner together as a family. Children who eat dinner with their family in a relaxed, pleasant environment have stronger connections with their family and do better in school.
8. Help your child establish a healthy rhythm between work and rest. Pushing your child beyond his normal limits for his body and mind will

303-830-3550

[Email](#)

#### The Bawmann Group

##### Contact:

Media relations and advertising services for CHP+

*Vice President of Client Services*

Tammy Stratton

303-320-7790

[Email](#)

*Your feedback is important to us. If you have any suggestions for upcoming newsletters, please email [Tammy Stratton](mailto:Tammy.Stratton).*



mean poorer performance at home and at school. Make it a habit to encourage your child to take a break every hour and a half and rest for about 30 minutes.

9. Encourage your child to share his day with you. By learning to talk about their own responses to the world, your child can begin to manage his or her mind and emotions. Every day at dinner or when your child goes to bed, spend a few minutes talking about their day. Choose a few questions from below and talk about them with your child.
  - What were your victories today?
  - What were your challenges today?
  - What did you like about yourself today?
  - What can you do so that weakness does not get in your way any more?
10. Read to your child every day. Children who are read to learn to read more easily and develop good thinking behavior.

### Test Your CHP+ Knowledge

Are you a CHP+ expert? Here are a few questions to put your CHP+ knowledge to the test. The answers can be found near the bottom of the newsletter.

1. What CHP+ benefits will be expanded effective January 1, 2008?
2. Who is the CHP+ northeast Regional Outreach Coordinator?
3. What is Presumptive Eligibility?
4. How many children in Colorado remain uninsured?

### Community and Training Events

For more information about community and CHP+ training events or to share news of a community event contact the Regional Outreach Coordinator in your area.

#### Northwest Region:

*January 4, 4:00 p.m. – 6:00 p.m.*

City Market Enrollment Event

Grand Junction

*January 17, 11:30 a.m. – 1:30 p.m.*

Benevolent Community Partnership Faith-Based Staff Invitational

Mesa County

*January 31, 10:00 a.m. – 2:00 p.m.*

Marillac Clinic Enrollment Event

Grand Junction

#### Denver Metro Region – Adams, Arapahoe and Douglas counties:

*January 12, 9:00 a.m. – 12:00 p.m.*

Wellness Day in Brighton, Health Fair

Adams County

Martin Luther King Jr. Day of Volunteerism

*January 21, 9:00 a.m. to 4:00 p.m.*

Free health screenings and immunization for children

Inner City Health

Denver

For questions call 303-614-1533

**Southeast Region:**

Child Find Screenings

*January 11, 8:30 a.m. - 11:30 a.m.*

Colorado Bluesky Infant Toddler Center

Pueblo

Evening Immunization Clinic

*January 17, 4:30 p.m. - 6:30 p.m.*

SET Family Medical Clinic

Colorado Springs

Pre-school Application Day

*January 25, 8:00 a.m. - 3:00 p.m.*

Risely School

Pueblo

2nd Annual Pueblo Health Exposition

*January 26, 8:00 a.m. - 1:00 p.m.*

Pueblo Convention Center

Pueblo

**CHP+ Spotlight**

We would like your help! If you know of community organizations or individuals doing great things for CHP+ please nominate them to be featured in the CHP+ Spotlight section. To submit a nomination today, simply email [chpplushighlights@morethanpr.com](mailto:chpplushighlights@morethanpr.com). Please include your contact information, the name of the organization(s) or person(s) you are nominating and the contact information for each, if available. Thank you!

**Easter Seals Colorado**

Easter Seals serves people with disabilities and their family members. The organization reaches 5000 people each year throughout the State. As part of the efforts to connect with individuals and families, Easter Seals provides respite and recreation to many families with children in the overnight and day camps. For the last six months, Easter Seals has used these camps as forums to share information about the CHP+ and distribute resources enabling these families to access services and ask questions to move them through the appropriate processes.

One thing Easter Seals has learned through the process of promoting CHP+ is that many parents were aware of CHP+ for their children with special needs, but most were not aware that CHP+ was also a program that they could access for their children without disabilities.

**Get to know the CHP+ Regional Outreach Coordinator Team**

CHP+ would like to take the opportunity to help you get to know our ROC team. The ROCs are based throughout the State and work with community partners to promote CHP+ education, outreach and application assistance services. Serving as liaisons to our community partners, the ROCs are a great resource, helping to educate and communicate with eligible families and professional groups throughout Colorado. Each month we will highlight one of the ROCs.

**Kathy Anderson**

*“Sometimes the questions are complicated and the answers are simple.” - Dr. Seuss*

For Kathy Anderson finding the answers for families is her job and she has a passion for it.

Kathy has served as an outreach coordinator helping families for much of her career. For 23 years, Kathy worked for the Northeast Colorado Health

Department helping low-income families find medical care and referring them to the appropriate programs and agencies within their communities.



Kathy Anderson

For families in the northeast region of Colorado, Kathy is truly a wonderful resource. For these families she serves a dual role as the northeast CHP+ Regional Outreach Coordinator and also as the outreach coordinator for the Early Periodic Screening Diagnosis and Treatment (EPSDT) program for the Weld County Department of Public Health and Environment. She is a woman who knows the answers and if she doesn't know the answer she won't rest until she finds it.

As the CHP+ northeast Regional Outreach Coordinator, Kathy serves families in Cheyenne, Elbert, Kit Carson, Lincoln, Logan, Morgan, Phillips, Sedgwick, Washington and Yuma counties. Based in Sterling, she serves as a liaison to community partners and stakeholders such as community based organizations, employers, schools and Latino community agencies to promote CHP+ education, outreach and application assistance services.

One of Kathy's many strengths is listening. "I am a people person," said Kathy. "I spend time with community partners and take the time to listen and learn. This helps me to steer clients and professionals in the right direction to access the resources they need."

As Kathy explained "I have been able to help many families over the years. Sometimes I get lucky and can solve a problem in five minutes. But other questions and problems can take hours, days or weeks to answer and resolve. That is my job and I love it."

**Test Your CHP+ Knowledge – Check Your Answers:**

1. Effective January 1, 2008 the CHP+ program is expanding its mental health benefits. Limitations on the number and duration of services for specific mental health conditions will be removed. Additionally, CHP+ will provide coverage for cervical cancer immunizations.
2. Kathy Anderson is the northeast Regional Outreach Coordinator.
3. Presumptive Eligibility is immediate, temporary coverage of Medicaid/CHP+ covered services until eligibility is determined.
4. About 50,000 children remain uncovered.

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