



BREAKING NEWS!

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CHP+ Administrative Services Organization vendor change

The CHP+ Administrative Services Organization (ASO) vendor will be changing from Anthem to Colorado Access starting July 1, 2008. The ASO is the entity that recruits providers, processes provider contracts, provides member and provider customer service, conducts claims administration, pays claims, and handles medical appeals and prior authorizations for the CHP+ State Managed Care Network (SMCN). The ASO only provides these services for the SMCN.

This change does not affect the HMOs/MCOs that participate in CHP+ - Colorado Access, Denver Health, Kaiser and Rocky Mountain Health Plan. Colorado Access will continue to serve as a CHP+ MCO and, as of July 1, 2008, it will serve as the ASO for the CHP+ SMCN in place of Anthem.

CBMS Changes

The Colorado Benefits Management System (CBMS) MCO/HMO drop-down menu on the Collect MCO/HMO Detail window has been changed from Anthem to State Network-CO Access for enrollments in the CHP+ SMCN, starting July 1, 2008.

Prenatal Care Program HMO Selection

All pregnant women who are eligible for the CHP+ Prenatal Care Program must be enrolled in the State Network-CO Access as their HMO.

Pre-HMO

CBMS will continue to assign the State Network-CO Access for the Pre-HMO period.

Claims

Anthem will continue to pay claims for any services received through June 30, 2008. Colorado Access will pay claims starting with dates of service as of July 1, 2008.

Providers

CHP+ members previously assigned to Anthem will not need to change providers, and they will not experience a change in benefits. Providers with the CHP+ SMCN will continue to be in-network because they contract directly with the State and not with the ASO vendor, although they may have separate contracts with their MCO.

For questions regarding this information, please contact Kristy Wilson at Kristy.Wilson@state.co.us or (303) 866-3291.

CHP+ News

Save the date

Registration opens August 1, 2008 for the 12th annual Conference of the Colorado Coalition for the Medically Underserved. This year's programs include:

"Transforming the Child Health and Healthcare System to Optimize Child Health" by Dr. Neal Halfon director, UCLA Center for Healthier Children,

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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

Families & Communities and "*Ethics and the Medically Underserved*" by Dr. Mark Levine chief medical officer, Region VIII Centers for Medicare and Medicaid Services. Governor Bill Ritter is also scheduled to attend. [Click here to download the conference announcement.](#)

Community Based Organizations

Community Based Organizations are a great resource. They are there to help families with the application process and answer questions about CHP+. The list of Community Based Organizations is updated on a regular basis and is available on the CHP+ Web site – CHPplus.org – in the about CHP+ section. [Click here to download the list now.](#)

Dental Reminder

As questions come up about dental services it is always good to do reminders on benefits. Delta Dental is the CHP+ State contractor that provides services to eligible CHP+ clients. CHP+ dental benefits include one exam, one cleaning and one set of X-rays in a 12 month period. Fillings, routine extractions, limited root canal therapy and other diagnostic and preventive services may also be included.

Children may receive up to \$600.00 in covered dental benefits per each calendar year (benefit period) for the covered services and the client is not responsible for a deductible.

It is important to note that if a child is treated by a dentist who is not a Delta Dental provider for CHP+ Dental Program members, NO benefits will be paid by Delta Dental and the client will be responsible for the entire fee charged by the dentist.

Dental services are not a benefit for CHP+ prenatal clients.

If you have questions about Delta Dental or covered dental services please contact Amy Scangarella at 303-866-3856.

CHP+'s Joy Twesigye wins HCPF Rookie of the Year award!

Joy Twesigye started working as the CHP+ Administrative Services Organization (ASO) contract manager in January 2008. With a nursing background, it was easy for Joy to learn the job quickly, although she did more than just learn the job. Within her first month Joy suggested and implemented improvements to the CHP+ benefit package; these were improvements that could be made with no additional costs for the program. Joy also facilitated the Request for Proposal process for the ASO contract and rewrote the CHP+ Network provider contracts. Joy is currently doing an outstanding job in coordinating the ASO transition from Anthem to Colorado Access.



Joy also serves on the HCPF Boards and Committees Implementation Task Force and was a Fellow with the Big Horn Leadership-Health Care Policy Development

community. Any media calls should be directed to Joanne Lindsay.

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

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:

**The team is in the process of hiring a new Northwest ROC.*

Christine is the temporary contact.
Christine Dauchot
303-830-3558

[Email](#)

Southeast Region:

Mary Rivera**
719-251-1791

[Email](#)

Northeast Region:

Kathy Anderson
970-526-2991

Program, a four-month program specifically tailored to addressing health care policy issues of Colorado.

Congratulations Joy and thanks for your hard work!

Health Tip

10 ways to achieve Work-Life Balance

By **Stephanie Chandler**

Is your busy schedule running you ragged? Studies show that we are running at a faster pace than in generations past. Between work, family and the daily demands of life, there is little time left in a day to decompress. Unfortunately, when you don't take time out to relax, you can be headed for trouble. Emotional and physical problems are often the result of over-stressed, over-tired adults on the go.

If you're running on empty, it's time to make some changes. Following are ways that you can find more time in the day and ultimately take better care of yourself.

1. Identify commitments you made that you dread including memberships, time-wasting meetings, etc. Learn to say no and eliminate them.
2. Start and end each day with a To Do list and then prioritize each task. Odds are that you won't accomplish every task on the list so tackle the most important items and then forget about the rest when the day is over.
3. Make a list of goals. This will help you focus on what is important. Goals should include short-term and long-term plans for your business, personal life and family.
4. Set a schedule for daily and weekly activities and put them on your calendar. For example, dedicate one hour per week to updating your blog or decide that you will make sales calls between 9 a.m. to 10 a.m. each morning. When you start blocking out your time for tasks, not only will you use your time more wisely, but you will start meeting goals and will put an end the multi-tasking cycle.
5. Get organized. Countless hours can be wasted due to missing paperwork and lost time can equate to lost income. Schedule time to take care of the clutter and either hire a professional organizer or dedicate yourself to getting systems in place and finding a home for everything in your work and home space.
6. Check e-mail no more than two to three times per day (morning, afternoon and end of the day). Organize messages with folders and try to touch each message only once.
7. Take frequent breaks throughout the day. Sitting at a desk all day is a recipe for disaster resulting in back and neck problems, headaches and carpal tunnel syndrome. Get up, walk around, stretch, breathe, have a

[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***
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 Contact:

Public Information Officer

*Contact for all CHP+ and Department media calls

Joanne Lindsay
303-866-3144

[Email](#)

glass of water and take a few minutes to clear your head.

8. Keep your energy up with small meals throughout the day. It's easy to skip meals when you're in the heat of the workday, but this can actually impair productivity. Instead of reaching for a caffeine fix, grab a granola bar, piece of fruit or a cup of yogurt. Keep snacks on hand to make it easy to keep your personal engine fueled throughout the day.
9. Leave early at least one day each week. Treat yourself to some time alone or spend some quality time with your family.
10. Quit doing it all yourself. Outsourcing is a great way to reclaim your time. Think you can't afford it? Consider what you earn hourly. If you can hire someone to take care of tasks for less, then it's probably a worthwhile investment. Hire a virtual assistant to help with paperwork, have your laundry picked up, get a landscaper or house cleaner and have your groceries delivered.

Even implementing just a few of these suggestions can make a dramatic improvement in your well-being. And if any of these suggestions leave you feeling guilty, shake it off. Work will always be there, but if you don't take care of yourself, you won't be of any use at work or at home. Take care of number one and the rest will fall into place.

About the Author: Stephanie Chandler is a small business expert and the author of FROM ENTREPRENEUR TO INFOPRENEUR: MAKE MONEY WITH BOOKS, E-BOOKS AND INFORMATION PRODUCTS. She is the founder of www.BusinessInfoGuide.com, a directory of resources for entrepreneurs and www.ProPublishingServices.com, a custom writing business specializing in electronic newsletters and copywriting for Web sites and brochures.

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. True or false – families wishing to renew their CHP+ enrollment must submit DRA documentation.
2. All pregnant women who are eligible for the CHP+ Prenatal Care Program must be enrolled in what HMO?
3. Effective July 1, 2008 what company will serve as the ASO for the CHP+ State Managed Care Network (SMCN)?

Community and Training Events

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

Denver Metro Region – Denver, Jefferson and Park Counties
Know your Numbers Health Fair

Denver Metro Region – Adams, Arapahoe and Douglas Counties
Produce and Health Fair

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
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.



July 12, 9:00 a.m. – 2:00 p.m.
Hiawatha Davis Recreation Center
Denver County

Health Fair
July 19, 10:00 a.m. – 2:00 p.m.
Macedonia Church
Denver County

Southeast Region

Junior League CARE Fair
July 19, 8:00 a.m. – 3:00 p.m.
Peak Vista Family Clinic
El Paso County

Solid Rock Health Fair
July 26, 8:00 a.m. – 4:00 p.m.
Panorama Middle School
El Paso County

July 11, 9:00 a.m. – 11:30 a.m.
Immaculate Heart of May Food Bank
Adams County

Eastridge Elementary Back to School
Night
July 17, 6:00 p.m. – 8:00 p.m.
Eastridge Elementary School
Arapahoe County

Produce and Health Fair
July 25, 9:00 a.m. – 11:30 a.m.
Aurora First Presbyterian Church
Arapahoe County

CHP+ Spotlight

We would like your help! If you know of community organizations or individuals doing great things to help families enroll in CHP+, please nominate them to be featured in the CHP+ Spotlight section. To submit a nomination today, simply email 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!

Jefferson County Schools Medicaid Program

The Jefferson County Schools Medicaid Program works with county residents with school age children who may be eligible for health insurance assistance and have been referred by school staff. The program is unique in that it is school-based and works closely with each family to ensure they have all opportunities available to access health insurance for their children.

Using State applications and the Colorado Benefits Management System (CBMS), each family is screened for Medicaid and CHP+ eligibility. If they qualify, program outreach and enrollment specialists will work closely with them to ensure the application process runs as smoothly as possible. Application assistance is available to families by appointment at their child's school or at the program's offices. A benefits determination is required to be determined within 45 days however, Jefferson County School Medicaid is usually able to obtain determination within 24-48 hours. Each family is then personally contacted and notified of the determination and given time to ask any questions they may have.

“Many families aren't aware of the different types of insurance that are available for their children and what they may be eligible for,” says Jill Mathews, Jefferson County Schools Medicaid Program coordinator. “Meeting with them face-to-face allows us to go through all the steps one-by-one, answer any questions they may have and put to rest any concerns.”

As long as families have been able to benefit from CHP+, Jefferson County Schools have been providing outreach, education and enrollment services. The program's most successful tactics used to promote CHP+ are school based referrals, phone calls to families to set appointments, the Jefferson County Resource Fair, outreach to local businesses and networking with other county service providers, including school-based clinics.

Through their hard work and dedication, Jefferson County Schools Medicaid program has helped many families obtain health insurance for their children. The CHP+ marketing and outreach team extends a heartfelt thank you to the program staff for all of their great work.

Test Your CHP+ Knowledge – Check Your Answers:

1. False. Families wishing to renew their CHP+ enrollment do not need to submit DRA documentation.
2. All pregnant women who are eligible for the CHP+ Prenatal Care Program must be enrolled in the State Network-CO Access as their HMO.
3. Effective July 1, 2008 Colorado Access will serve as the ASO for the CHP+ State Managed Care Network.

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