

Pharmacy Services

You get your pharmacy benefits through Health First Colorado. Prescription drugs are medicines or drugs your provider prescribes (orders) for you. They treat a condition or illness. Basic prescription drugs are listed below. Talk to your provider about which prescription drugs are covered. You can also view your pharmacy benefits at HealthFirstColorado.com. Benefits with a star (*) may need prior approval.

- Brand name or generic drugs*
- Contraceptives and emergency contraceptives

Care Coordination Services

CCHA has free care coordination services for members.

A care coordinator can help with:

- Assessing your health care needs
- Developing a plan of care
- Giving you and your family the information and training needed to make informed decisions and choices
- Giving providers the information they need about any changes in your health to help them in planning, delivering and monitoring services
- Connecting you with added resources and programs for needs such as rides to the doctor, food, housing, financial or legal concerns, and child care



For more information,
call CCHA Member Support Services:
303-256-1717
719-598-1540
1-855-627-4685 (TTY 711)
Monday through Friday,
8 a.m. to 5 p.m.

CCHAcared.com

Do you need help with your health care, talking with us, or reading what we send you? We provide our materials in other languages and formats at no cost to you. Call us toll free at 1-855-627-4685 (TTY 711).

¿Necesita ayuda con el cuidado de la salud, para hablar con nosotros o para leer lo que le enviamos? Le ofrecemos nuestros materiales en otros idiomas y formatos sin costo alguno. Llame a nuestra línea gratuita al 1-855-627-4685 (TTY 711).



Behavioral Health

Quick Reference Guide
for Health First Colorado
(Colorado's Medicaid Program)



What are Behavioral Health Services?

Behavioral health services include both mental health and substance use treatment.

Are you having trouble thinking? Are you feeling sad or anxious? Are you drinking too much alcohol or using other drugs? If these issues make it hard to work or go to school, you may need behavioral health services.

Behavioral health services can help you with your emotional, mental and social well-being.

We're Here to Help

CCHA Member Support Services

Colorado Community Health Alliance (CCHA) helps coordinate care and services for Health First Colorado members.

We offer you services if your primary care provider's (PCP) office is in one of these counties: Boulder, Broomfield, Clear Creek, El Paso, Gilpin, Jefferson, Park or Teller.

We're here to help make sure you understand your benefits. We'll also help connect you to the services and resources you need for your health and well-being.

24-hour Colorado Crisis Support Line

You can also call the Colorado Crisis Support Line 24 hours a day, 7 days a week at 1-844-493-8255 or text TALK to 38255. Call or text if you are struggling with mental health, substance use or emotional issues.

Your Member Handbook

Your member handbook has important information about your Health First Colorado benefits. If you have questions about your services or benefits, look in your member handbook or call CCHA Member Support Services.

Finding a Provider

If you need help finding a provider:

- **Call CCHA Member Support Services** to connect with a PCP, specialty provider, or behavioral health providers.
- **Visit [CCHAcared.com/findadoc](https://www.cchacares.com/findadoc)** for a directory of nearby primary care and behavioral health providers.

Where Can I Go to Get Behavioral Health Services?



We want to help you get the care you need. Here are some of the types of providers you may see and services you may be eligible for:

- Psychiatrist
- Licensed Mental Health Professional (LMHP); an LMHP is a provider who works with members who have behavioral health concerns. This can include:
 - Medical psychologists
 - Licensed psychologists
 - Licensed Clinical Social Workers
 - Licensed Professional Counselors
 - Licensed Marriage and Family therapists
 - Licensed Addiction Counselors
 - Advance practice registered nurses in the behavioral health field
- Alcohol and drug: screening, counseling, treatment*
- Behavioral health assessment, evaluation and testing*
- Emergency and crisis services
- Inpatient psychiatric hospital services for a mental health diagnosis*
- Medication-assisted treatment*
- Outpatient day treatment non-residential*
- Medication management*
- Psychotherapy: family, group or individual*

Benefits with a star (*) may need prior approval.

You can call CCHA Member Support Services for free help.