

Access to Care Standards for Health First Colorado (Colorado’s Medicaid Program) Members

The Colorado Community Health Alliance (CCHA) provider network is designed to meet the requirements for access to care for all Health First Colorado members we serve. The same standard of care is provided to all members, regardless of eligibility category.

Our provider network is sufficient to:

- Serve all primary care and care coordination needs
- Serve all behavioral health needs
- Allow for adequate member freedom of choice among providers

Our provider network is required to meet high standards for access to care including:

- Minimum service coverage from 8:00 a.m.-5:00 p.m. Mountain Time, Monday through Friday
- Extended hours on evenings and weekends, and alternatives for emergency room visits for after-hours urgent care
 - Evening and weekend support services include access to clinical staff, not just an answering service or referral service staff.
- Availability of information, referral and treatment of emergency medical conditions 24/7

Our online provider directory is updated daily Monday through Friday. Members can search for providers at CCHAcares.com/findadoc.

Appointments

Members can expect to get an appointment within the following timeframes.

Primary Care Providers	
Urgent Care	Within 24 hours after the initial identification of need
Outpatient Follow-up Appointments	Within 7 days after discharge from a hospitalization
Non-urgent, Symptomatic Care Visit	Within 7 days after the request
Well Care Visit	Within 1 month after the request, unless an appointment is required sooner to ensure the provision of screenings

Behavioral Health Providers	
Emergency Behavioral Health Care	By phone within 15 minutes after the initial contact, including TTY accessibility; in person within 1 hour of contact in urban and suburban areas, in person within 2 hours after contact in rural and frontier areas
Non-urgent, Symptomatic Behavioral Health Services	Within 7 days after a member's request <ul style="list-style-type: none"> • Administrative intake appointments or group intake processes are not considered a treatment appointment for non-urgent, symptomatic care.
Behavioral health providers shall not place members on waiting lists for initial routine service requests.	

We are committed to helping our members access quality health care services in a timely manner. If members experience issues accessing services within the timelines above or due to any other reason, including geographic issues, they can contact CCHA Member Support Services at 1-855-627-4685 for assistance.