

## Colorado Community Health Alliance Care Coordination Provider Escalation Path

### Care Coordination Referral Process

Please reference the region-specific care coordination referral forms at [CCHAcares.com/providertools](https://CCHAcares.com/providertools) > General Resources for All Providers > Care Coordination Referral.

- Region 6 – Boulder, Broomfield, Clear Creek, Gilpin, and Jefferson counties:
  - Complete the [Region 6 Referral Form](#) or call **303-256-1717**
- Region 7 – El Paso, Park, and Teller counties:
  - Complete the [Region 7 Referral Form](#) or call **719-598-1540**
- Teller County Only – Teller County
  - Complete the [Teller County Only Referral Form](#)
  
- Regions 6 and 7:
  - Toll free: **1-855-627-4685**
  - Limited services 24/7, full services Monday through Friday from 8 am to 5 pm:
    - Callers with hearing or speech disabilities: **711** (TTY)

### How to Escalate a Referral

If you do not receive an acknowledgment of your initial referral within two business days, please escalate your original inquiry with **ESCALATION** included in the subject line to the following:

- Behavioral Health Care Coordination Managers: Michelle Blady at [Michelle.Blady@CCHAcares.com](mailto:Michelle.Blady@CCHAcares.com)
- Physical Health Care Coordination Managers: Laura Johnson at [Laura.Johnson@CCHAcares.com](mailto:Laura.Johnson@CCHAcares.com) and Jessica Zaiger at [Jessica.Zaiger@CCHAcares.com](mailto:Jessica.Zaiger@CCHAcares.com)

If you do not receive an acknowledgment of your escalated inquiry within two additional business days after reaching out to the appropriate manager or you are experiencing an urgent matter, please escalate your previous inquiries to the following:

- Kelli Gill, Director of Behavioral Health at [Kelli.Gill@CCHAcares.com](mailto:Kelli.Gill@CCHAcares.com)
- Krista Newton, Director of Care Coordination at [Krista.Newton@CCHAcares.com](mailto:Krista.Newton@CCHAcares.com)