

## Do you qualify?

You can get free help from the Colorado Medicare-Medicaid Advocate if you:

1

Are a member of the Health First Colorado Accountable Care Collaborative for Medicare-Medicaid Enrollees

2

Receive original Medicare (have Medicare Parts A, B and D)

3

Receive full Health First Colorado (Colorado's Medicaid Program) benefits

4

Have no other private or public health insurance such as Medicare Advantage, TRICARE, Health First Colorado Program for All Inclusive Care of the Elderly (PACE) or Health First Colorado administered by Denver Health Medicaid Choice

The Colorado Medicare-Medicaid Advocate cannot help with Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI).

## Get the help you need

### Care Coordination

The organization that coordinates your care through the Accountable Care Collaborative Program is the best resource to help you keep track of your health care needs, communicate with your doctors and other health care providers and find social and community services in your area.

You are assigned to an organization and care coordinator based on where you live. Call **1-888-367-6557** or visit [co.gov/hcpf/mmp](http://co.gov/hcpf/mmp) to get the contact information for the organization that coordinates your care.

### Colorado Medicare-Medicaid Advocate

If you have reached out to the organization that coordinates your care through the Accountable Care Collaborative Program and you need additional assistance, contact the Colorado Medicare-Medicaid Advocate.

You will talk with a person who will listen to your questions and concerns and connect you with the Colorado Medicare-Medicaid Advocate.



### Business hours:

Monday through Friday –  
8:30 a.m. to 5:00 p.m.

### Phone:

303-722-0300 or toll free at 1-800-288-1376

### Email:

[dllcmail@disabilitylawco.org](mailto:dllcmail@disabilitylawco.org)

### Online:

[disabilitylawco.org/MMA](http://disabilitylawco.org/MMA)

### Mail:

Disability Law Colorado  
Colorado Medicare-Medicaid Advocate  
455 Sherman Street, Suite 130  
Denver, CO 80203



## COLORADO MEDICARE-MEDICAID ADVOCATE

Free help for individuals with both Medicare and Health First Colorado (Colorado's Medicaid Program)

\*As of Summer 2016, Colorado Medicaid will be known as Health First Colorado (Colorado's Medicaid Program). Visit [HealthFirstColorado.com](http://HealthFirstColorado.com) for more information.



**DISABILITY LAW  
COLORADO**

Protecting the rights of Coloradans of all ages since 1976



# THE COLORADO MEDICARE- MEDICAID ADVOCATE IS HERE TO HELP

Colorado has a new advocate for people with both Medicare and Health First Colorado (Colorado's Medicaid Program) who are members of Health First Colorado Accountable Care Collaborative for Medicare-Medicaid Enrollees.

The Colorado Medicare-Medicaid Advocate can help members solve problems with their health care services – free of charge. Examples include issues with doctor visits, behavioral health care, durable medical equipment and other supports and services.

We know it's not always easy to know which program covers your services or who to contact. The Colorado Medicare-Medicaid Advocate is here to help!

**1-800-288-1376 (toll free)**  
**[www.disabilitylawco.org/MMA](http://www.disabilitylawco.org/MMA)**  
**Monday through Friday**  
**8:30 a.m. to 5:00 p.m.**



## The Colorado Medicare-Medicaid Advocate can:

- » Investigate coverage or problems with Medicare or Health First Colorado (Colorado's Medicaid Program)
- » Explain information from Medicare, Health First Colorado (Colorado's Medicaid Program) or care coordinators
- » Help file a complaint or grievance
- » Help with appeal if services are denied, reduced or stopped

The Colorado Medicare-Medicaid Advocate is part of Disability Law Colorado, formerly called The Legal Center. The Colorado Medicare-Medicaid Advocate is not employed by Medicare or Medicaid and is not an attorney.

## An ally for providers and community partners

The Colorado Medicare-Medicaid Advocate is an ally that can also help providers and community partners navigate Medicare and Health First Colorado (Colorado's Medicaid Program).

For providers and community partners the Colorado Medicare-Medicaid Advocate can help to directly address patient/client concerns before they become larger issues.

With patient/client permission, providers and community partners can also work directly with this advocate on behalf of those they serve.

