



**Q: I've heard that Rocky Mountain Human Services (RMHS) will be taking over the Single Entry Point contract. Is that true and when does that happen?**

A: Yes, it's true. RMHS is very excited to be the Single Entry Point for Adams, Arapahoe, Denver, Douglas, and Elbert counties. Beginning July 1, 2020, Rocky Mountain Human Services (RMHS) will begin case management services as the Single Entry Point, or SEP. Until July 1, 2020, Colorado Access will remain the SEP and will continue case management and referral activities.

**Q: What does that mean for people who receive services and supports through the SEP?**

A: It means that RMHS will begin to coordinate long term services and supports for people who need support due to chronic illnesses and disabilities. RMHS deeply understands the importance of continuity to people and will make every effort to ensure the transition happens with minimal disruption. RMHS expects that some case managers from Colorado Access will apply for and obtain jobs with RMHS, however we can't guarantee that every person supported will retain the same case manager. Colorado Access, which previously had the SEP contract, may still provide other services to people, such as medical and/or behavioral health services.

**Q: Will client benefits or services change?**

A: Benefits and services will not change as a result of the case management contract moving from Colorado Access to RMHS. However, please know benefits and services are unique to individuals and changes sometimes occur due to other factors.

**Q: If clients like their providers can they keep them?**

A: Yes. Moving case management services from Colorado Access to RMHS will not change a person's providers.

**Q: This case management provider change applies to residents of which counties in the Denver metro area?**

A: Adams, Arapahoe, Denver, Douglas and Elbert counties.

**Q: Please give me more details about which people specifically this applies to.**

A: The Single Entry Point delivers case management for Home and Community Based Service (HCBS) waivers and programs listed below. If individuals get services through these waivers or programs and live in Adams, Arapahoe, Denver, Douglas or Elbert counties, this change applies to them.

- HCBS Waiver for the Elderly, Blind and Disabled
- HCBS Waiver for Persons with Brain Injuries
- HCBS Waiver for Community Mental Health Supports

- HCBS Waiver for Children with Life Limiting Illness
- HCBS Waiver for Persons with Spinal Cord Injury
- HCBS Waiver for Children
- Home Care Allowance

The people supported at RMHS may receive other services, such as care coordination for medical and behavioral health, from Colorado Access. Those services are not affected by the change, and clients should still contact Colorado Access as they previously have.

**Q: Where are the referrals for the Program of All-Inclusive Care for the Elderly (PACE) and skilled nursing facilities going?**

A: All referrals for PACE and skilled nursing facilities will be processed through the RMHS as the SEP.

**Q: OK, I'm still not sure this applies to people I work with. How can I get more information?**

A: This applies to those who receive services from any HCBS waiver and programs listed above and live in the counties named above. During the coming months, RMHS plans to engage in stakeholder outreach so we can learn more about you and you can learn about us. For more information please check in frequently with the RMHS website at [www.rmhumanservices.org](http://www.rmhumanservices.org). For immediate questions about person specific situations, individuals should call their current case manager at Colorado Access.

**Q: Can I speak to someone at RMHS about this?**

A: Yes. You may call 844-790-RMHS or email [SEPquestions@rmhumanservices.org](mailto:SEPquestions@rmhumanservices.org) for general information. Please be aware that we won't have person specific information until July 1, 2020 and cannot answer specific questions about a person's situation until we officially take over case management on July 1, 2020.

**Q: I don't know who my current case manager is and I have a problem that can't wait until July 1, 2020. What should I do?**

A: Please contact Colorado Access and ask for help in determining who your current case manager is. RMHS cannot work with you until after July 1, 2020.

Colorado Access  
11100 E Bethany Dr  
Aurora, Co 80014  
1-800-511-5010

**Q: What other services or programs does Rocky Mountain Human Services offer?**

A: RMHS is not only the SEP for people who need long term services and supports, but also has other case management and direct service programs that supports the following:

- Children with developmental delays and disabilities
- Adults with cognitive and intellectual disabilities
- Veterans who are homeless or in jeopardy of losing their homes
- People transitioning from a mental health institute, psychiatric hospital or substance use treatment facility to a community setting.

For more information please contact RMHS at 303-636-5600 or email us at [questions@rmhumanservices.org](mailto:questions@rmhumanservices.org).