



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 to me as a person who receives services from Colorado Access?

A: It means the person who is your case manager, who coordinates many of your services such as personal care, will be with Rocky Mountain Human Services after July 1, 2020. RMHS deeply understands the importance of continuity 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 you will keep the same case manager. Colorado Access, who had previously held the SEP contract, may still provide some of your services, such as medical and/or behavioral health services.

Q: Will my benefits or services change?

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

Q: I like my providers. Can I keep them?

A: Yes. Moving case management services from Colorado Access to RMHS will not change your 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 you should still contact Colorado Access as you previously have.

Q: What will happen after July 1, 2020?

A: You will receive a letter in June that will indicate who your case manager is or who you can contact to help you navigate any needs that you have. For many of you, your case manager will remain the same. Services and supports should look the same and hopefully the only difference you notice is the change in contact information.

Q: OK, I'm still not sure this applies to me. 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. For immediate questions about your specific situation, you should call your 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 for general information. Please be aware that we won't have person specific information until July 1, 2020 and cannot answer specific questions about your 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