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**Colorado Access**
11100 E Bethany Dr
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**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
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• Veterans who are homeless or in jeopardy of losing their homes
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Providers

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Q: I want to continue to provide services to people supported by the SEP. What do I need to do?
A: Nothing! The people you are serving now will transition over to RMHS on July 1, 2020 with you as their provider. As a provider, your contact information will be available to RMHS case managers. If you are concerned about your contact information, please make sure that Health Care Policy & Financing and/or Department of Public Health and Environment have your accurate contact information.

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

Q: Who do I contact regarding any billing issues that I may have? What will be different with RMHS?
A: Your billing practices will remain the same. No additional or new paperwork will be needed for you to bill services provided after the transition. As a reminder, the Colorado interChange is the claims payment system for the Department of Health Care Policy and Financing (HCPF). It is sometimes
referred to as the Medicaid Management Information System (MMIS), and the interChange is maintained by HCPF’s fiscal agent, DXC Technology (DXC). For any billing issues you will need to work with HCPF directly.

RMHS case managers will continue to be responsible for prior authorizations or PARs and can be found in the Bridge/interChange where you can access them at any time. If corrections or changes to the PAR are needed, you can always reach out to your case manager for assistance. If you are unsure who the care manager is, please call 844-790-RMHS or email SEPquestions@rmhumanservices.org.

Q: How do people who need our services get referred to us?
A: When a person receiving supports is looking for services, the case manager will direct the individual to the provider list found on Health Care Policy and Financing’s website. If necessary, the case manager will support the person in finding the right provider within the search options of the HCPF provider webpage.

Q: How should Incident Reports be sent to RMHS? Do we need to use a RMHS incident report form?
A: An incident report is required for situations in which MANE (mistreatment, abuse, neglect, or exploitation) is alleged or suspected, along with any other unusual occurrence that negatively impacts a person receiving services or supports. All incident reports should be sent to the case manager securely via email.

You may use the incident report found on HCPF’s website following this link: www.colorado.gov/pacific/sites/default/files/Service%20Provider%20CIRS%20Form%202018.pdf or your agency’s own incident report form. Please contact your case manager with any questions.

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- Home Care Allowance

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Referral Sources

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Q: How can I get a referral to Rocky Mountain Human Services after July 1, 2020?

A: We have several methods to accept referrals. The easiest and preferred method is to use the RMHS website. Referrals can also be sent through email and you can call the RMHS phone number to discuss any possible referrals. Contact information:

Website: www.rmhumanservices.org
Email: SEPReferrals@rmhumanservices.org
Phone number: 844-790-RMHS

Q: How will the referral process be different?

A: The only part of the referral process that is changing is where the referrals will be sent. Referrals will now be sent to RMHS using the methods above. The same requirements regarding timelines to complete the ULTC 100.2 for eligibility to receive long term services and supports will be followed and are not changing.

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