
EXPLANATION OF RESOURCES

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Out of the office on Mondays
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The Colorado Access website has the [provider directory](#), benefit information for [Health First Colorado \(Colorado's Medicaid Program\)](#) and [Child Health Plan Plus \(CHP+\)](#) members, [COVID-19 resources](#), and more.

To get connected to a care coordinator, call us at 866-833-5717. To refer a member to one of our care managers, please fill out the care management referral form (included in materials folder) and our release of information form (included in materials folder) and email both to resource&referral@coaccess.com. Both forms can also be found [here](#). Please note that both forms must be completed for the referral.

Prior Auth Request: To request services through Colorado Access that require a Pre-Authorization, please send this form to Utilization Management: [01-06-108-0521J_behavioral-health-prior-authorization-request_fillable.pdf \(netdna-ssl.com\)](#)

Please include any clinical information, rationale, or recommendations with the request. Please include clinical information that Colorado Access may not have to support the request. This can include anything from letters from parents to past treatment plans.

The information may be faxed to 720-744-5130 or emailed to behavioral.health@coaccess.com
Please do not send the requests to Lauren Showers directly. She cannot review, recommend, or approve services at Colorado Access. The request will be reviewed and a decision will be made within 10 calendar days.

The Colorado Access Eligibility Application Partner Site is a state certified medical application assistance site for Health First Colorado (Colorado's Medicaid Program), Child Health Plan Plus (CHP+), or Long-Term Care Coverage.

Colorado Access accepts and process initial or new (no open coverage) applications for Medical Assistance, just like any Department of Human Services in Colorado.

Due to COVID-19, the office is closed to the public and all in-person interviews, but they are still here to help. They do have application processors available to guide applicants through the application by phone. They also accept applications via mail, email or a secure drop box at the office to drop off an application.

To contact Colorado Access:

Phone: 303-755-4138 / Toll Free: 855-221-4138

Fax: 720-744-5227

Email: appassistent@accessenrollment.org

Location: 11100 E Bethany Dr., Aurora, CO 80014

ROI POLICY: Colorado Access requires a Release of Information (ROI) [Authorization-Disclose-PHI.pdf \(netdna-ssl.com\)](#) to be signed by the minor for ages 15 to 18 in order to collaborate with a guardian (including a parent or DHS) regarding Protected Health Information (PHI).

If the minor is under 15, Colorado Access requires Department of Human Services custody orders in order to exchange PHI with DHS. If the minor is not in DHS custody, Colorado Access requires the guardian to sign a ROI in order to exchange information with DHS.

ROIs are also needed to coordinate care with entities that are not Colorado Access providers. These entities include but are not limited to, school districts, GALs, and foster parents.

Due to 42 CFR Part 2, additional written consent is needed to exchange substance abuse information with providers and external parties. Colorado Access requires the ROI to be completed with the “Drugs/alcohol diagnosis, treatment and referral information” box checked in order to exchange this information for any age member.

If you would like to complete the Release of Information electronically, please request DocuSign links.