



Dear Case Manager,

Effective July 1, 2018, the physical and behavioral health of Health First Colorado (Colorado's Medicaid Program) members will be managed by new Regional Accountable Entities (RAEs), also known as regional organizations, under the ACC program. The RAEs will perform the duties previously contracted by Behavioral Health Organizations (BHOs) and Regional Care Collaborative Organizations (RCCOs).

What case managers should know:

- The implementation of ACC Phase II **does not** change the way you provide services to members or which provider they must see.
- Health First Colorado members [will receive a letter from us](#) with an assignment to a primary care provider. Health First Colorado members continue to have choice of primary care provider. A member's attribution to a primary care provider **does not** prevent members from seeing and receiving care and services from their HCBS provider. If a member would like to change their primary care provider, they should contact Health First Colorado Enrollment at 303-839-2120, 1-888-367-6557 (outside of Denver), Monday-Friday, 8:00 a.m. to 5:00 p.m.; State Relay: 711 for callers with hearing or speech disabilities.
- For additional key concepts providers should know, see the [Top 10 Things Providers Need to Know](#).

For more information, visit the [ACC Phase II web page](#).

Thank you,

Department of Health Care Policy & Financing

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