



Health First Colorado (Colorado's Medicaid Program)

Reference for Call Centers taking Member and Public Calls

This article will assist call center agents when handling member questions or concerns related to the re-naming of Colorado Medicaid to Health First Colorado (Colorado's Medicaid Program), effective June 27, 2016.

Call Handling Quick Tips:

- **Always use the 'Colorado's Medicaid Program' tagline when referring to Health First Colorado.**
- **This change only applies to Medicaid and programs and plans under Medicaid. No other programs administered by HCPF are affected (CHP+, CACP, etc.)**
- **There are NO changes to eligibility or benefits associated with this change.**
- **Providers only need the Medicaid State ID number to treat members. Providers will accept both the old and new ID cards. New Health First Colorado Medicaid ID cards will only be issued upon request and to newly enrolling members.**
- **New website: HealthFirstColorado.com for Provider Search, Benefits overview, FAQs and a link to PEAK. Old website at: Colorado.gov/HCPF is still operational for all other needs.**
- **Health Colorado is now known as Health First Colorado Enrollment. Their responsibilities and contact information remain the same.**