

# CHOICE*Connect* for Members



Colorado Choice Health Plans now offers **CHOICE*Connect***, a personalized secure website that is easy to navigate and full of ways to help you take control of your health.

With your **CHOICE*Connect*** user ID and password a whole new world of information is just a click away.

**CHOICE*Connect*** provides three main categories of information.



**My Health** helps you manage your health by giving you access to your **medical history**, the **medications** you have taken, your appointments, the **Illnesses/Conditions** diagnosed by your physician and specialists and a summary of your **medical visits**. You can also collaborate with your Primary Care Provider to develop “**My Plan For Health**” which is your personal record of health concerns and your plan to manage them.



**My Health Plan** gives you up-to-date information about your health care coverage through CO Choice. With **My Health Plan**, you can quickly obtain current information about your **benefits and eligibility**; you can change your own **PCP**, look up **claims** to determine the amounts paid or denied. You can **request a new ID card** should yours become lost or damaged or print a temporary card at home! You can even view the status of a **referral** to ensure your visit is approved before the specialist visit! If your personal information changes, such as a name change due to marriage or divorce, you can submit **member information** and **contact information** and changes to CO Choice through **CHOICE*Connect*** using the secure messaging option.



**My Resources** gives you access to additional web-sites and other on-line resources to help answer your medical questions. The **Formulary** gives you information about thousands of medications including how to use the medications and whether the medication is preferred generic, preferred brand, or non-formulary according to your health plan. **Healthwise™** is a leading medical information tool designed to “help people make better health decisions.” Use Healthwise to learn more about medical conditions so you can have meaningful discussions about your concerns with your health care providers. **SLV Resources** links you to additional assistance provided by CO Choice.

**CHOICE*Connect*** also provides two types of assistance to help use the different screens throughout the system. **Page Help** provides general information about the screen; **Additional Info** provides information specific to CO Choice.

Here are just a few examples of how Colorado Choice Health Plans can make your life a little easier with **CHOICE*Connect***.

***“I’m scheduled for a visit with a specialist. Is my referral approved?”***

**CHOICEConnect** provides you with access to all your referrals and authorizations with just a few clicks! You can tell which referrals were approved, which were denied and why!

In the **CHOICEConnect** category **My Health Plans** click **Referrals and Authorizations**. The list of referrals and authorizations for you will display. At a glance, you can see the status of your referrals and a simple click on any of the column headings will sort the information anyway you want making it easy for you to find the referral you need.

Service Request Search Results For Sharon Sample							
Referral/Authorization Number	Service Request Type	Requested Service	Requesting Provider	Servicing Provider	Start Date	End Date	Status
R61971	Specialist	OUTPT DIAGNOSTIC/MEDICAL	Smith, Alan	Jones, Emily	9 May 2003	8 Jul 2003	Approved (06/16/2003)
R62120	Specialist	OUTPT DIAGNOSTIC/MEDICAL	Smith, Alan	Jones, Emily	20 May 2003	21 May 2003	Denied (06/02/2003)

***“What is my copay/coinsurance for outpatient surgery?”***

You can find all your benefit information under the category “My Health Plans”. Simply click **Eligibility and Benefits**. Your current plan benefits will display so you can see what your copay/coinsurance responsibility is for benefits included in your health insurance plan.

Benefits and Eligibility Detail as of 14 Jul 2005				
Member Information				
Name	Sharon Sample	Birth Date	16 Feb 1955	
Sex	Female	SSN	123-45-6780	
Member ID	12345678901	PCP	Smith, Alan	
Address	700 Main St Alamosa, CO 81101	Phone	(719) 559-3656	
Dependent Information				
Name	Sex	Relationship	SSN	Birth Date
No dependents found				
Benefit Information				
Benefit Description	Copay	Coinsurance	Benefit Limit	Dollar Limit
Primary Care Office Visit	\$10.00			\$0.00
Specialist Office Visit	\$10.00			\$0.00
Diagnostic Service	\$10.00			\$0.00
Inpatient Services	\$150.00			\$0.00
Emergency Care	\$500.00			\$0.00
Outpatient Surgery	\$100.00			\$0.00
Durable Medical Equipment		20%		\$0.00
Mental Health Outpatient Svcs	\$25.00			\$0.00

***“I received a bill from my doctor’s office. What is my responsibility?”***

With **CHOICEConnect**, you can see the status of any claim by clicking **Claims** under **My Health Plans**. A summary of all the claims submitted for services rendered will display. The **Total Patient Responsibility** is displayed on the Claim Status Search Results.

Claim Status Search Results			
Claim No.	Date of Service	Provider	Total Patient Responsibility
0513610090	9 May 2005	Apria Healthcare Inc	\$9.00
0512910362	3 May 2005		
0513310183	3 May 2005		

Claim Status Detail for 0513610090			
Claim Summary			
Provider	Apria Healthcare Inc.	Practice	Apria Healthcare Inc.
Service Summary			
Line	Date of Service	Service	Charged Amount
594670	9 May 2005	O2 CNTN GASEOUS 1 U=S 1 CUBIC FOOT	\$18.00
		Totals	\$18.00
Payment Summary			
Line	Status	Payment Date	
594670	Paid	19 May 2005	

To see detail about the claim, click on a Claim Number. If the claim is Paid, check for Member Responsibility Amount for the insurance deductible or copay and send that amount to your provider. If the claim is In Process, check back with **CHOICEConnect** within a few weeks to verify payment was made. If the claim is Denied, check the reason for denial by clicking on the claim number and if appropriate, contact CO Choice to discuss the claim. If you cannot find the claim in the system at all, mail the claim to CO Choice.

***“I have a doctor appointment tomorrow and lost my ID card.”***

Obtaining a replacement ID card has never been easier! To request a temporary replacement, use any computer that is connected to a printer, click **Member Information**. At the bottom of the Member Information form, click **Print ID Card** and then click **Print** on the following screen. Select your printer, click Print and there you have it! You can also request a permanent replacement card by clicking the **Request ID Card** button on the Member Information screen or by clicking **ID Card Request** from My Health Plans list of features.

Eligibility			
Product	HMO	Employer Group	36472-B
Member ID	12345678801	Effective End	None
Effective Start	01 Apr 2005		
Request ID Card		Print ID Card	

**“Which specialist can I see for my problem?”**

You can find any physician with any specialty who is participating in the CO Choice network by using the **Provider Search** function. A search box will open that allows you to select a physician by almost 100 different roles/specialties. You can search for a PCP, find a physician in a specific area, and even search for a male or female physician depending on your preference!

**“I need a list of all my current medications.”**

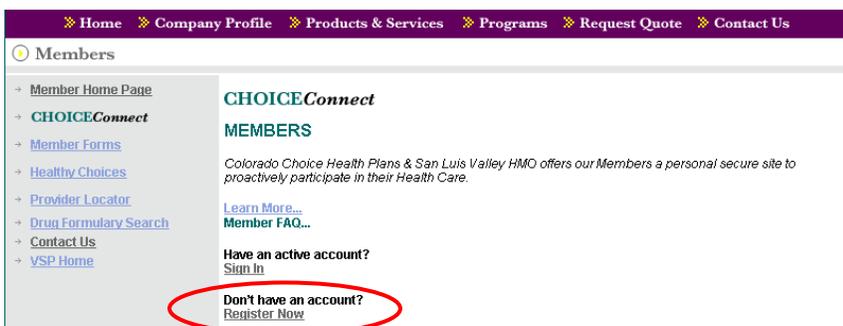
**My Health** provides features to help you manage your health. Click **Medication Profile** to view your current list of medications. You can see the different medications you have taken for the past three years. You can track your allergies to different medications and add over-the-counter medications and vitamins you take regularly. You can even print a report of your current medications to review with your physician at your next visit by clicking **Print Report**.

Type	Start	Last Filled	Refill	Medication	Freq	Prescribing Clinician
RX	05/12/05	05/12/05		CEFUROXIME 500MG	Qty:28 Days:14	
RX	05/09/05	05/09/05		POT.CHLORIDE 20MEQ.CR	Qty:120 Days:30	

So what are you waiting for? Register now and make the **CHOICE** to get **Connected**. All you need is your **Member ID Number and Birth Date**.

**SETTING UP YOUR PERSONAL ACCOUNT**

1. Go to the Colorado Choice Health Plans web site: [www.coloradochoicehp.com](http://www.coloradochoicehp.com)
2. Click on “**Member Home**”



3. Click on “**Register Now**” under the question “Don’t have an account?”

**connect Sign In**

User ID

Password

**Sign In** | [Forgot your password?](#)

**Customer Service**  
 Email Customer Service  
 Help  
 1-877-814-9909

**New User Registration**  
 > Provider  
 > Employer  
 > Broker  
 > **Member**  
 Member  
 Visitor Sign In

Unauthorized use of this system is strictly prohibited and will be prosecuted to the fullest extent of the law.

4. You will be taken to a login screen to activate your CHOICEConnect Account. Click the “Member” icon under New User Registration.

Please choose the health plan you would like to register for.

Colorado Choice Health Plans (SLVHMO)

5. Click the **Participating Health Plans** arrow and select **Colorado Choice Health Plans** from the list.

6. Enter your **Member ID** (from your Health Card) + suffix without hyphens and/or spaces. Enter your **Birth Date** and then click **Next**.

\*Note: The Employee is always the “01” suffix and spouse is always “02”, your first dependent will be the “03” suffix, followed by the second dependent as the “04” suffix, etc.

**Enter User Information**

Please enter the required information in the fields below.

Member ID \*

Birth Date \*   
 (MM/DD/YYYY)

\* Indicates a required field.

**Enter Login Information**

Please enter the required information in the fields below.

Member Information	
Name:	Your Name
Member ID:	12345678901
Birth Date:	01/01/1981
Employer Name:	Your Employer

Choose User Name \*

Choose Password \*

Confirm Password \*

Password Reminder \*

Security Question \*

Security Answer \*

\* Indicates a required field.

7. Complete the **Login Information** and click **Complete**.

After you click **Complete** you will be taken back to the login screen where you will enter your **User Name** and **Password**. You are now ready to utilize **CHOICE Connect**.