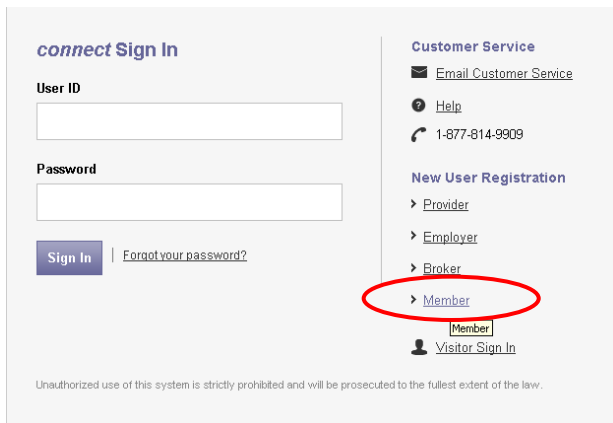# CHOICE*Connect* for Members

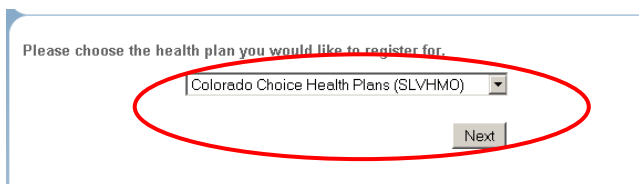Colorado Choice Health Plans offers CHOICE*Connect*, a personalized secure website that is easy to navigate and full of ways to help you take control of your health. With your CHOICE*Connect* user ID and password, a whole new world of information is just a click away.

To look up your **Explanation of Benefit** information, begin by setting up your personal account:

1. Go to the Colorado Choice Health Plans website: www.cochoice.com

2. Click on the "Login" button located at the top right of any page.

3. You will be taken to a login screen to activate your CHOICE*Connect* account. Click the "**Member**" icon under New User Registration.

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

5. Enter your **9-digit Member ID number and 2-digit suffix** (from your identification card) without hyphens and/or spaces. Enter your **Date of Birth** (MM/DD/YYYY) and then click **Next**.

   Note: The Subscriber 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)

Cancel   Back   Next

* 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 *

Cancel   Back   Complete

* Indicates a required field.

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

7. 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*.

■ My Health Plan

Benefits & Eligibility
Change PCP
Claims
ID Card Request
Member Information
Provider Search
Referrals & Authorizations

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 select or change your **PCP** and 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!

With CHOICE*Connect,* you can see the status of any claim by clicking **Claims** under **My Health Plan**. 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
0512910352	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	Copayment/Coinsurance Amount	Deductible Amount
594670	9 May 2005	O2 CNTN GASEOUS 1 U =S 1 CUBIC FOOT	$18.00	$9.00	$0.00
		Totals	$18.00	$9.00	$0.00

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 you owe to the Provider. If the claim is In Process, check back with CHOICE*Connect* 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.

If you need help accessing the many features and benefits of CHOICE*Connect,* please contact our Customer Service team at 719-589-3696 or 800-475-8466 Monday through Friday from 8:00am to 5:00pm.