



899 Logan Street, Suite 307
Denver, CO 80203
(303) 756 1197

November 9, 2023

Dear Families,

The Public Health Emergency <https://hcpf.colorado.gov/phe-end> that was implicated when the Covid-19 pandemic in March of 2020 came to an end on October 31, 2023. As a Medicaid member, you should have received notices of possible changes in March of 2023. Unfortunately, many families have been impacted with these changes. Some families have lost coverage all together and some families now qualify for CHP+.

How may this impact your evaluation with Elevated Insights Assessment (EIA)?

Elevated Insights Assessment (EIA) is only paneled with Colorado Health First Medicaid and does not accept CHP+. We are extremely sensitive to the tremendous impact this may have for you and your family. You may have waited many months for an appointment at our clinic only to find out that your insurance may have changed as the result of the PHE and is no longer accepted by EIA. Please know that we have escalated this issue to local state representatives including the **Department of Health Care Policy & Financing (HCPF)** <https://hcpf.colorado.gov/> and local advocacy group **COMBINE** <https://combinebh.org/>

What can you do?

If you, your family or anyone you know has been affected by this change, we strongly encourage you to contact HCPF directly <https://hcpf.colorado.gov/contact-hcpf#Member-Contacts-Anchor-1> and COMBINE info@combinebh.org directly.

If your coverage changed to CHP+, we also encourage you to reach out to your local representatives and advocate for medically necessary assessment (neuropsychological assessment) and intervention (intensive behavioral intervention- ABA) to be covered. We also strongly encourage you to request referrals be made for your assessment.

CHP+ Managed Care Organizations (MCOs):

- [Colorado Access](#) - Customer Service (888) 214-1101
- [Denver Health Medical Plan](#) - Customer Service (800) 700-8140
- [Kaiser Permanente](#) - Customer Service (303) 338-3800
- [Rocky Mountain Health Plans](#) - Customer Service (877) 668-5947

All complaints can also be submitted:

https://docs.google.com/forms/d/e/1FAIpQLSfBmXdALnrgrZbALjYc0dg43s8Q5Uqix28_X2Fvc-Q1qY-KRw/viewform

We deeply apologize to all individuals and families that have been affected by these changes. Thank you so much for your advocacy and we will do our best to continue communicating about these issues.

Cofounders of EIA,

Drs. Jennifer Paz Ryan and Kate Colón