

FAQ for CHP:

1. How do I get a new medical ID card?

You can call Anthem Customer service at 1-866-698-0087 and request one, or go to Anthem.com and request one. If that does not work, you may call your Benefits Administrator at 303-861-0507.

2. What do I need to do if my child is a full time student?

You need to fill out a FTSS (full time student status) form, available from your county contact. You will need the school to sign the form and mail into CHP. You may also attach a copy of the school schedule from the school showing full time status.

3. How often do I need to send FTSS?

It needs to be mailed semi-annually (each semester).

4. What should I do if I receive a letter from Anthem regarding my full time student?

Contact your CHP Benefits Administrator.

5. If I want to take COBRA am I allowed to change the coverage I had before?

No. It is a federal regulation that you must continue with the same coverage you had before your termination. However, you are allowed to drop coverage for dependents.

6. What is required to cover my step children?

An "Affidavit of Responsibility" form along with the court documents showing who is required to provide health coverage.

7. How do I register for the baby benefits in the blue cares program?

At www.anthem.com or by calling Anthem customer service at 1-866-698-0087.

8. If I go to the health fair what do I need to do to be reimbursed the \$40 benefit?
You need a receipt from the health fair with the date and the amount you paid.
You need to mail the receipt along with a health fair claim form to Anthem. The health fair claim form is available at www.ctsi.org or contact your county contact.
9. How soon do I need to add my newborn to my policy?
If you want your newborn to become a covered dependent under your plan, the newborn will need to be added within 30 days from birth.
10. How do I get my contraceptives paid for?
They are covered under the Prescription Drug Plan through Anthem.
11. If I have a baby and I do not plan to add coverage for my newborn, are my newborn charges from the hospital and for the first 30 days paid under my coverage?
No. You must add your newborn within 30 days from his or her birth in order for any newborn charges to be paid under the plan.
11. I was short paid .49 for my health fair claim. How do I get the difference?
Call Anthem customer service at 1-866-698-0087 to have them correct the mistake.
12. Why does Anthem only pay for one pill per day when my Dr. says I should take it twice per day?
Anthem is following the manufacturer's recommendations on dispensing limits for your safety and protections. For more information, contact your CHP Benefit Administrator.

13. Why does Anthem only give me 14 pills per month when I used to get 1 pill per day of this medication?

Anthem is following the manufacturer's recommendations on dispensing limits for your safety and protection. For more information, contact your CHP Benefit Administrator.

14. If my claim is denied by Anthem is there another step I can take?

Yes, call Anthem customer service and ask to file an appeal. If it is still denied, notify in writing to CHP your appeal and it will be presented to the CHP Board of Directors. Information on grievances and appeals can be found on page 59 of your Plan Document. If you have any further questions, contact your CHP Benefit Administrator.

15. How do I access my Plan Document?

www.ctsi.org, under Insurance Pools, click on CHP Documents.

16. How can I verify that my provider is in the network?

Call Anthem customer service at 1-866-698-0087 or log on to www.anthem.com and click on Colorado page, then "Service the Directory." (Make sure to select PPO Blue Preferred)

17. What should I do if I receive a pre-existing condition notice from Anthem?

Forward a copy of your certificate of credible coverage to your Benefits Administrator at CHP.

18. Can my common law spouse be covered under my plan?

An "Affidavit of Common-law marriage" must be provided by your county representative. This form must be signed, dated and returned to CHP within 30 days of the common law marriage to have the common law spouse covered.