



I am having issues with my:

Private Health Insurance



First, directly contact your health insurance company. If the issue is not resolved, contact Colorado's Department of Insurance (DOI).



They can answer questions about your health insurer, policy, billing practices, and your rights and protections.

What you can do:

- Call the DOI at (303) 894-7490 or email insurance@dora.state.co.us
- File a formal written complaint here: cohealth.co/DOI-form

Watch the video at: cohealth.co/private-issues

Marketplace Plan (Connect for Health Colorado)





If you are having issues with enrollment through Connect for Health Colorado, their service center, health coverage guides, advance premium tax credits, or paying your premiums, contact Connect for Health Colorado.

What you can do:

- Call them at (855) 752-6749
- Provide feedback, file a complaint or appeal their decision electronically or by mail. Find the forms and instructions here: cohealth.co/C4H-form

Watch the video at: cohealth.co/marketplace-issues

Medicaid or Child Health Plan Plus (CHP+)





If you are having issues with your membership or benefits, or finding providers or services, contact Colorado's Department of Health Care Policy and Financing (HCPF).

What you can do:

- Call the Medicaid Customer Contact Center at 1(800)-221-3943 or send a message here: cohealth.co/contact-medicaid
- Report suspected Medicaid fraud here: cohealth.co/fraud-medicaid

Watch the video at: cohealth.co/medicaid-issues

Hospital's Payment Plan




If you are having issues with hospital bills and believe they are not providing you with the right information on financial assistance and payment plan options, contact the Colorado Department of Public Health & Environment (CDPHE).

What you can do:

- Call the Department at (303) 692-2800
- Submit a complaint by email, fax, mail or phone. Find instructions here: cohealth.co/CDPHE-complaint

Watch the video at: cohealth.co/hospital-issues

Specific Health Provider or Service



If none of the other situations apply to you and you are having issues with a specific health care provider or service, such as doctors, dentists, optometrists, chiropractors, ambulance services, etc. visit the Colorado Attorney General's Consumer Resource Guide.

What you can do:

- Contact the organization that regulates the specific provider or service. Find the list of contacts for specific health issues here: <http://cohealth.co/1PCQmKF>