

English	Spanish
Virtual assistant By using this AI tool, you agree to: Use it the right way – This tool is only for help in answering health plan questions using the Health First Colorado Member Handbook and the HealthFirstColorado.com website. Keep it safe – Do not enter personal details (such as your name, medical info, or Social Security number). Be respectful – Do not use harmful, offensive, or inappropriate language. Follow the rules – Do not try to break, change, or misuse the tool. Important Notes: This tool does not replace legal, medical, or agency advice. The AI may make mistakes or provide incomplete information. Use may be monitored to keep the system secure. Policies may be updated.	
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Hi, I'm Ella, your virtual assistant. Choose a topic below or type your own question. Want to chat with a live agent? I can connect you. Live agents are available Monday through Friday, 8 a.m. to 4:30 p.m.	
Signing In	
Manage my account (Example)	
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Chat with a live agent (Example)	
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Other	
How is a low-income member covered in Medicaid?	

Low-income members can be covered by Medicaid, which is called Health First Colorado in Colorado. Health First Colorado is a health care program that provides public health insurance for Coloradans who qualify based on their income and other eligibility criteria. Here's how low-income members are covered: Health First Colorado is funded by both the federal government and the state of Colorado. It is administered by the Colorado Department of Health Care Policy and Financing. To apply for Health First Colorado, you need to contact your local County Department of Social/Human Services. Applicants must meet eligibility criteria for one of the program categories to qualify for benefits. Additionally, there are special programs called Home and Community Based Services (HCBS) Waivers that provide extra benefits to specific groups of people who meet special eligibility criteria. These waivers can sometimes help people qualify for Health First Colorado who might not otherwise be eligible. See: HCBS Adult Waiver English Page(s): 1, HCBS Children Waiver English Page(s): 1 For low-income members who qualify for Health First Colorado, there are some important things to know about costs: Some services may have a co-pay, which is a fixed amount you pay when you get a covered health care service. The co-pay amount depends on the service, but there are no co-pays for behavioral health, preventative care, family planning, or dental services. There's a limit on how much you pay in co-pays each month. If you or someone in your household pays 5% of your monthly income in co-pays, you don't have to pay any more co-pays for the rest of that month. Some groups of people don't have to pay co-pays at all, like children 18 and younger, pregnant women, and people living in nursing homes. See: Member Handbook Page(s): 32	
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Thank you. I've submitted your feedback!	
What could we improve?	
Clearer language	
More accurate information	
Better accessibility tools	
Write my own feedback	
Can we contact you about your feedback? If yes, provide your email.	
Yes	
No	
I've submitted your feedback	
To protect your privacy, never enter your name, Social Security number, birthdate, or User ID.	
My question was not answered because [ABC] reasons. I wish the chatbot could provide [XYZ] answers.	
Can we contact you about your feedback? If yes, provide your email.	