

MAXIMUS Resource Information Guide

Application/Case Research or Inquiry:

MOVEit – Secured web portal for sending Protected Health Information (PHI)

- To gain access, send an e-mail to eemapsupport@maximus.com with contact information.
- You will receive an e-mail with login information from MAXIMUS Exchange.
- Please follow instructions in order to activate your account.

Liaison Line – 877-311-4540

- 877 is a dedicated line for CBO's, MCO's, Counties, CAAS, and PE Sites.
- Clients must contact the toll-free 800-359-1991.

Self-Service for Enrollment/Application Status (Client & Sites)

- Dial 800-359-1991
- Select language:
- Public Service Announcement:
 - Press 1 to listen to the Public Service Announcement
 - Press 2 to skip the Service Announcement
- Options:
 - Press 1 – General Information/FAQ
 - Press 2 – Obtain Personal Client Information
 - Press 3 – To Find a Provider
- Please listen to the step in order to hear the details of the case

Communications:

If sites would like to be added to the communications distribution list they can send an e-mail detailing what type of site they are (eligibility or CBO) to eemapsupport@maximus.com. The definition of an eligibility site is process applications (CBMS end user) and CBO assists client with application process (Non-CBMS).

Materials Order:

- MAXIMUS does not handle marketing materials or application orders.
- Sites need to order materials directly from Department website.

MAXIMUS has a contractual performance measures for inquires, which is two business days. If any of the sites experience long response times or quality responses, contact Tamara Paul-Reeff 303-866-3877.

Medicaid Eligibility – Medicaid.eligibility@hcpf.state.co.us

Presumptive Eligibility – PE.eligibility@hcpf.state.co.us

CHP+ Eligibility – CHP+.eligibility@hcpf.state.co.us

Provider Portal – HelpDesk.HCG.central.us@cgi.com 1-800-538-4275 option 1