

ACCESS TO CARE SERVICE HOURS + SUPPORT TEAMS CONTACTS

STANDARD HOURS OF OPERATION 8:00 am to 5:00 pm Monday – Friday

All programs and teams will have coverage during these hours, including lunch hours

ADMIN: Flex hours per manager/director approval – EXAMPLE: start 1 hour before the Center’s opening time at 8:00 am.

CLINICAL: Flex hours per manager/director approval – align with the Center’s standard service hours and client needs in the program

Some teams extend their service hours after 5:00 pm.

SUPPORT TEAMS

Billing: (303) 923-2922

Accounts Payable: (303) 923-2933

Human Resources: hr@aumhc.org, please send a message with details of the issue or request.

EHR-IS Support: EHR IS Support icon on your computer desktop or (303) 617-2332, Option 1

IT Help Desk: IT Help Desk icon on your computer desktop or (303) 617-2332, Option 2

Facilities: Facilities Request icon on your computer desktop or (303) 617-2581

Facilities Emergency number: (303) 204-6941 (for any emergency calls after hours regarding issues that may potentially damage property such as fire or flood).

Medical Emergency: Call the Crisis team at: (303) 617-2770 and will be redirected by the nurse on-duty.

Security for the following buildings: (303) 617-2665 for these buildings and hours. Press the number option:

- 1. Fitzsimons Mon to Sun, 7:00 pm to 7:00 am (overnight)
- 2. North Elmira Mon to Fri, 6:30 am to 6:30 pm
- 3. Stith (791 Chambers) Mon to Fri, 6:30 am to 10:00 pm

Compliance/Corporate Integrity Questions - Please check in with your supervisor or their designee for most questions before e-mailing or calling the numbers below. It is always helpful to check with policies and procedures on MyWeb for guidance, too.

- Questions will be answered by e-mail during business hours and weekend days. Please sent to victoriarodgers@aumhc.org. Most questions will be responded to within a couple of hours.
- Urgent Compliance questions that will be answered during business hours and weekend days. Please call or text Vicki Rodgers cell at 303-324-2580. The response will be as soon as possible which may be the next morning, if overnight.
Examples of Urgent situations:
 - A non-client presents at an office with a subpoena where no release of information exists for that person/entity and is threatening to sue or demanding medical records.
 - Staff suspect a HIPAA breach of privacy or security of client(s) protected health information has taken place and need guidance on next steps.
- To report any compliance issues, including fraud, waste, or abuse, please e-mail victoriarodgers@aumhc.org or call our Compliance Hotline at 303-627-2060. You do not need to give your name on the Hotline but in order to insure the best follow up, it is recommended that you provide your name and where you wish to be contacted.