



HCPF Member Escalations Webform: Temporary Outage

Temporary Unavailability of the Member Escalations Webform

As part of our ongoing commitment to strengthen Member protections and safeguard Members' privacy and sensitive information, the Department of Health Care Policy and Financing (HCPF) Member Escalations webform is temporarily unavailable while it undergoes a security review.

How to Submit a Grievance or Escalation During Temporary Outage

Members, families, advocates, providers, and other stakeholders can continue submitting grievances and escalations by emailing HCPF_MemberComplaints@state.co.us. Email submissions are being accepted and processed just as they were when submitted through the webform.

Please know that the outage has only affected how the concerns are submitted, not how they are handled. All grievances and escalations continue to be received, reviewed, assigned, and processed using the same intake and review process. HCPF continues to follow its established timeliness standards for reviewing and responding to submissions.

If members need immediate assistance with questions about their case, they should contact the **HCPF Member Contact Center at 1-800-221-3943**, where staff can provide timely support and guidance.

We are actively working to restore the webform as quickly as possible. At this time, there is currently no confirmed restoration date, but the temporary email submission process, **as outlined below**, will remain available until the webform returns.

Information to Include When Emailing

When submitting by email, please include as much information as possible, including:

- Contact name
- Description of the concern or issue
- Date of the incident (if applicable)
- County or organization involved (if applicable)
- Preferred contact information and method of communication
- Any additional details or supporting information that may help HCPF review the concern

We encourage providers, advocates and Members whose emails contain protected health information (PHI) or other confidential information to use secure email whenever possible. HCPF remains committed to ensuring all member concerns are received, reviewed, and addressed in a timely manner.

Thank you for your continued partnership and patience as we complete this important security review. We will notify stakeholders as soon as the Member Escalations webform is restored. For the latest information, please visit the [Member Webform Escalations web page](#).
