

STRONG **body**
mind



MEMBER NEWSLETTER
// **SUMMER 2023**



DENVER HEALTH
MEDICAL PLAN INC.



Create Your Own SUMMER BUCKET LIST

Summer has long days, warm weather, and many outdoor activities. People think summer is the best season of the year. Enjoy these months and create your own summer bucket list of activities and goals.

Here are a few reasons to love summer:

Health benefits: Summertime offers many benefits that can help your health. Research has shown that enjoying sunlight will help our circadian rhythm and sleep quality. Because we have more hours of daylight, this can help us to feel more alert during the day and more tired at night.

Warm weather: The weather is warm, and the sun is often shining, which makes summer ideal for activities like hiking, swimming and picnicking.

Long days: The sun rises earlier and sets later, giving longer days and more time to enjoy the outdoors.

Vacation time: For many people, summer is a fun time of year to take vacations. Vacations can be relaxing or full of adventure, exploring new places and offering quality time with loved ones.

Fresh produce: Many fruits and vegetables are growing during the summer. We can get many types of produce. This is a great way to try new recipes and eat healthier.

Outdoor events: Many outdoor events, concerts, festivals and fairs, take place this time of year. This gives people the chance to get out and meet others.

To help you make the most of this wonderful season, we've put together some great activities. You can add them to your summer bucket list!

1. **Go on a hike:** Find a local hiking trail. There are many here in Colorado. Plan a weekend getaway to a nearby national park.
2. **Visit a new town:** Take a road trip and explore a new town near or far. You will find interesting towns and cities full of history, art and food.
3. **Have a picnic:** Pack a basket with your favorite healthy foods. Then go to a local park for a picnic. It's the perfect way to spend a lazy afternoon in the sun.
4. **Go swimming:** Enjoy a local pool or a nearby lake on a hot summer day.
5. **Go to a music festival:** Summer is the season of music festivals, with events all over the country. Find a festival with music you enjoy and spend a weekend with live music.
6. **Host a barbecue:** Invite friends and family over for a backyard barbecue. Grill up some burgers or hot dogs and enjoy a fun-filled afternoon of food and drinks.
7. **Go stargazing:** Warm summer nights are made for stargazing. Find a nearby spot with a clear view of the sky and spend the evening enjoying the stars.



8. **Try a new water sport:** Whether it's paddleboarding, kayaking or water skiing. Trying a new water sport is a great way to stay cool and have some fun.
9. **Visit a farmer's market:** Enjoy all the fresh fruits and vegetables that you can find this time of year. Visit a local farmer's market. Pick up some fruits and vegetables for your next picnic or barbecue.
10. **Watch an outdoor movie:** Many parks and outdoor venues, such as Red Rocks, host movie nights during the summer. Pack some snacks and a blanket and enjoy a night under the stars.

Enjoy the longer days and warmer weather. Summer is a great time of year to spend time outdoors. Exercise and relax with friends and family. Focus on our health, joy and well-being. Grab your sunscreen, get out there and make the most of summer!

Sources:

- www.cnn.com/2021/06/19/health/summer-wisdom-project-wellness/index.html
- www.bustle.com/articles/179693-12-end-of-summer-bucket-list-activities-because-pumpkin-spice-season-is-just-around-the-corner
- www.glamour.com/gallery/5-reasons-youre-healthier-in-summer-and-3-reasons-youre-not
- bucketlistjourney.net/summer-bucket-list-ideas/
- www.huffpost.com/entry/summer-health_b_3701243
- [www.verywellhealth.com/morning-sunlight-exposure-3973908#:~:text=Getting%20exposure%20to%20sunlight%20in,it's%20time%20to%20wake%20up\).](http://www.verywellhealth.com/morning-sunlight-exposure-3973908#:~:text=Getting%20exposure%20to%20sunlight%20in,it's%20time%20to%20wake%20up).)

Denver Health Medical Plan, Inc. (DHMP) has been approved by the National Committee for Quality Assurance (NCQA) to operate as a Special Needs Plan (SNP) through 2023, based on a review of DHMP's Model of Care.

If you need any of the information in this newsletter in Spanish, please call Health Plan Services. Si necesita en español alguna parte de la información contenida en este boletín, llame a Servicios del Plan de Salud.

DHHA / CHP+: 303-602-2100, Elevate Exchange / Colorado Option: 303-602-2090, Medicaid Choice: 303-602-2116, Medicare Advantage: 303-602-2111

SAME-DAY CARE OPTIONS

If you need care today and can't get in to see your Primary Care Provider, we have options for you...



THE NURSELINE IS HERE TO HELP YOU.

Call **303-739-1261** and speak to a Denver Health nurse about your health concerns at **no cost to you**. Sometimes they can even call in a prescription for you. NurseLine nurses can help you decide the best plan to get the care you need, which may include any of the options below.



DISPATCHHEALTH WILL COME TO YOU.

DispatchHealth is our on-demand health care provider that can treat a range of injuries and illnesses in the comfort and convenience of your home (available 8 a.m. to 10 p.m., 365 days a year). Visit **DispatchHealth.com**, download the free app or call **303-500-1518**. Refer to your plan coverage for cost sharing details.



VISIT AN URGENT CARE CENTER.

Denver Health offers multiple Urgent Care centers. There are separate Pediatric (open 24/7 at 777 Bannock St.) and Adult (open daily, 7 a.m. to 8 p.m. at 660 Bannock St.) Urgent Care centers on its Main Campus, as well as the Federico F. Peña Southwest Clinic for Pediatrics and Adults at 1339 Federal Blvd. (open Mon.-Fri., 9 a.m. to 8 p.m. | Sat.-Sun., 9 a.m. to 4 p.m., closed holidays) and the Downtown Urgent Care Clinic at 1545 California St. (open daily, 7 a.m. to 7 p.m.). In addition, virtual Urgent Care is now available for Denver Health MyChart users. Refer to your plan coverage for cost sharing details.

Note: You can visit any urgent care center that is convenient for you. Your DHMP plan will cover you at any urgent care center, anywhere in the U.S.



EMERGENCY ROOM.

You can access 24/7 emergency care for both children and adults on the Denver Health Main Campus at 777 Bannock St. The Denver Health Pediatric Emergency Department is designed just for kids and is completely separate from the Adult Emergency Department. Refer to your plan coverage for cost sharing details.

Note: If you need emergency care, go to the nearest hospital or call 9-1-1. Your DHMP plan will cover you at any emergency room, anywhere in the U.S.

Salmon with Maple-Lemon Glaze

INGREDIENTS

- 2 tablespoons – fresh lemon juice
- 2 tablespoons – maple syrup
- 1 tablespoon – apple cider vinegar
- 1 tablespoon – canola oil
- Four 6-ounce – skinless salmon fillets
- 1/2 teaspoon – salt
- 1/4 teaspoon – freshly ground black pepper
- Cooking spray



DIRECTIONS

Preheat the broiler. Combine the first 4 ingredients in a large resealable plastic bag. Add the salmon to the bag; seal. Refrigerate for 10 minutes, turning the bag once. Remove the salmon from the bag, reserving the marinade. Place the marinade in a microwave-safe bowl and microwave on high for 1 minute. Coat a large ovenproof nonstick skillet with cooking spray and place over medium-high heat. Sprinkle the fish evenly with salt and pepper and place in the pan; cook for 3 minutes. Turn the fish over. Brush the marinade evenly over the fish. Broil for about 3 minutes, until the fish flakes easily when tested with a fork (or reaches your desired degree of doneness).



Don't Risk

a Gap in Your Health Coverage

Get ready to renew now!

- Make sure we can reach you! **Update your contact information** and sign up for notifications in the Health First Colorado app and in your PEAk account.
- Respond by the date in your letter** - you'll get this in the mail and by email.
- Don't forget to **sign your renewal packet**.
- Turn in documentation** in the way that works for you: Health First Colorado app, mail, online at co.gov/PEAK.
- Find your County Department of Human Services by scanning the QR code, to reach out for help.



WHAT'S NEW WITH YOUR PHARMACY BENEFITS?

Depending upon your plan, your pharmacy benefits may be updated over the course of the year. To see what's changed, visit [DenverHealthMedicalPlan.org](https://denverhealthmedicalplan.org). Hover over *Current Members*, navigate to your plan's page, then click *Pharmacy* under "Member Resources". There you will find documents that provide any changes in your plan's formulary, such as newly added drugs, newly added generics and more!

Your plan's webpage and formulary documents, called *Formulary & Pharmacy Management* (for Exchange, CO Option or Employer Group plans), *Formulary/Drug List* (for Medicaid Choice and CHP+) or *Formularies* (for Medicare Advantage), provide:

- » A list of covered drugs, along with restrictions and preferences
- » Details on how to use the formulary and pharmaceutical management procedures
- » An explanation of limits or quotas
- » Details on how prescribing practitioners must provide information to support an exception request (non-urgent requests may be processed the next business day)
- » Your plan's process for generic substitution, therapeutic interchange and step-therapy protocols

\$25 REWARD: COMPLETE A HEALTH RISK ASSESSMENT



**ELEVATE
MEDICARE ADVANTAGE**
Denver Health Medical Plan Inc..

If you are an Elevate Medicare Choice (HMO D-SNP) member, you will have an opportunity to participate in a Health Risk Assessment (HRA) each year!

We want you to be healthy and feel good. By answering the questions on the HRA, we will identify your health risks and try to lower them. Each year, we will ask you to complete a HRA so we know if there were any changes in your health. This will also help us know if you need more help. Your answers to these questions do not affect your insurance coverage and may be shared with your doctor. We can work with your doctor and health care team to try and improve your health.

We will call you to complete the HRA over the phone, or we may mail you the HRA. You can also call us to complete the HRA at **1-833-292-4893**. TTY users should call 711.

Completion of a health survey will qualify Elevate Medicare Choice (HMO D-SNP) members for the \$25 reward. Upon completion of the survey, the reward will be sent to the mailing address we have on file for use at participating merchants. For more information or questions, call our Care Management Department at **303-602-2184** or visit [DenverHealthMedicalPlan.org](https://denverhealthmedicalplan.org).



DENVER HEALTH DOWNTOWN URGENT CARE™

Denver Health's walk-in and virtual Urgent Care options are available with little to no wait time.



WE TREAT:

- Minor fractures and sprains
- Severe colds, flu, and fevers
- Sinus and respiratory infections
- Coughs
- Asthma and allergic reactions
- Sore throats and earaches
- Bites and stings
- Minor bicycle, scooter, and motor vehicle accidents
- Back, joint, muscle, and abdominal pain
- Altitude sickness and heat exhaustion
- Gynecologic symptoms

Scan the QR code or visit www.DenverHealth.org/UrgentCare to learn more.

We are open 7 a.m. – 7 p.m., seven days a week

MEDICAID CHOICE MEMBERS: EARLY AND PERIODIC SCREENING, DIAGNOSTIC AND TREATMENT

Early and Periodic Screening, Diagnostic and Treatment (EPSDT) is a Health First Colorado (Colorado's Medicaid Program) program that covers prevention, diagnostic and treatment services for members age 20 and under, as well as pregnant women. This program is set up to find health problems early. The goal is for children to get the physical, mental, vision, hearing and dental care they need for their health. Your child can get these services at **NO COST** to you:

- » Speech Services
- » Well Child Check-Ups
- » Immunizations
- » Physical or Occupational Therapies
- » Home Health Services

Most EPSDT services will be available within Denver Health. Your doctor may also refer you to services outside Denver Health. If you have questions about EPSDT services or scheduling an appointment, you or your doctor may call Health Plan Services at **303- 602-2116**. If you have questions about transportation to and from an appointment, you can call Intelliride at **855-489-4999**. For more information about the American Academy of Pediatrics (AAP) Preventive Care Recommendations please visit: downloads.aap.org/AAP/PDF/periodicity_schedule.pdf.

To learn more, call Health Plan Services at 303-602-2116.



ELEVATE EXCHANGE, CO OPTION AND DHHA MEMBERS:

Important notice for Elevate Exchange/CO Option Plan members:

We have enhanced our prescription coverage for contraceptive products for our Elevate Exchange and CO Option plans, please refer to your plan's formulary (list of covered drugs) at DenverHealthMedicalPlan.org/Elevate-ExchangeCO-Option-Formulary for the latest updates.

Important notice for DHHA Employer Group Plan members:

We have enhanced our prescription coverage for contraceptive products for our DHHA plans, please refer to your plan's formulary (list of covered drugs) at DenverHealthMedicalPlan.org/Commercial-Products-Formulary for the latest updates.

IMPORTANT PLAN INFORMATION



As a valued DHMP member, you should be aware of certain rights and responsibilities that you are entitled to and responsible for.

MEMBERS HAVE THE RIGHT TO:

- » Have access to practitioners and staff who are committed to providing quality health care to all members without regard for race, religion, color, creed, national origin, age, sex, sexual preference, political party, disability or participation in a publicly-financed program.
- » Obtain available and accessible services covered by the contract.
- » Receive medical/behavioral health care that is based on objective, scientific evidence and human relationships.
- » Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- » Have a partnership based on trust, respect and cooperation among the provider, staff and member that will result in better health care.
- » Be treated with courtesy, respect and recognition of your dignity and right to privacy.
- » Receive equal and fair treatment, without regard to race, religion, color, creed, national origin, age, sex, sexual preference, political party, disability or participation in a publicly-financed program.
- » Choose or change your Primary Care Provider (PCP) within the network of providers, to contact your PCP whenever a health problem is of concern to you and arrange for a second opinion at no cost to you, if desired.
- » Expect that your medical records and anything that you say to your provider will be treated confidentially and will not be released without your consent, except as required or allowed by law.
- » Get copies of your medical records or limit access to these records, according to state and federal law.
- » Know the names and titles of the doctors, nurses and other persons who provide care or services for you.
- » Have a candid discussion with your provider about appropriate or medically-necessary treatment options for your condition, regardless of cost or benefit coverage.
- » Participate with providers in making decisions about your health care.
- » Request or refuse treatment to the extent of the law, and to know what the outcomes may be.
- » Receive quality care and be informed of the DHMP Quality Improvement (QI) Program.
- » Receive information about DHMP, its services, its practitioners and providers and members' rights and responsibilities, as well as prompt notification of termination or other changes in benefits, services or the DHMP network. This includes how to get services during regular hours, emergency care, after-hours care, out-of-area care, exclusions and limits on covered services.
- » Learn more about your PCP and his/her qualifications, such as medical school attended or residency. Go to **DenverHealthMedicalPlan.org** and click on "FIND A PROVIDER" for our web-based directories, or call Health Plan Services.
- » Express your opinion about DHMP or its providers to legislative bodies or the media without fear of losing health benefits.

IMPORTANT PLAN INFORMATION



- » Receive an explanation of all consent forms or other papers DHMP or its providers ask you to sign; refuse to sign these forms until you understand them; refuse treatment and to understand the consequences of doing so; refuse to participate in research projects; cross out any part of a consent form that you do not want applied to your care; or to change your mind before undergoing a procedure for which you have already given consent.
 - » Instruct providers about your wishes related to advance directives, such as durable power of attorney, living will or organ donation.
 - » Receive care at any time, 24 hours a day, 7 days a week, for emergency conditions, and care within 48 hours for urgent conditions.
 - » Have interpreter services if you need them to get health care.
 - » Change enrollment during the times when rules and regulations allow.
 - » Have referral options that are not restricted to less than all providers in the network that are qualified to provide covered specialty services; applicable copays apply.
 - » Expect that referrals approved by DHMP cannot be changed after prior authorization or retrospectively denied except for fraud, abuse or change in eligibility status at the time of service.
 - » Make recommendations regarding DHMP's Member Rights and Responsibilities policies.
 - » Voice a complaint or appeal a decision concerning the DHMP organization or the care provided and receive a reply according to the complaint/appeal process.
- MEMBERS HAVE A RESPONSIBILITY TO:**
- » Treat providers and their staff with courtesy, dignity and respect.
 - » Pay all premiums and applicable cost sharing (i.e., deductible, coinsurance, copays).
 - » Make and keep appointments, be on time or call if you will be late or must cancel an appointment and have your DHMP identification card available at the time of service and pay for any charges for non-covered benefits.
 - » Report symptoms and problems to your PCP, ask questions and take part in your health care.
 - » Learn about any procedure or treatment and think about it before it is done.
 - » Think about the outcomes of refusing treatment that your PCP suggests.
 - » Follow plans and instructions for care that you have agreed upon with your provider.
 - » Provide, to the extent possible, correct and necessary information and records that DHMP and its providers need in order to provide care.
 - » Understand your health problems and participate in developing mutually-agreed upon treatment goals, to the degree possible.
 - » State complaints and concerns in a civil and appropriate way.
 - » Learn and know about plan benefits (i.e., which services are covered and non-covered) and to contact a DHMP Health Plan Services representative with any questions.
 - » Inform providers or a representative from DHMP when not pleased with care or service.
 - » Notify DHMP of any third party insurance, including Medicare.

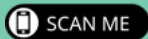


**DENVER HEALTH
MEDICAL PLAN** INC.[™]

777 Bannock St., MC 6000
Denver, CO 80204

LARGE PRINT OR OTHER LANGUAGES: If you have questions about this notice, we can help you for free. We can also give it to you in other formats like large print, audio or in other languages. Please call 303-602-2116, toll free 1-855-281-2418, or 711 for callers with speech or hearing needs.

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A MESSAGE FROM OUR CEO

Now is the time when we release our Annual Report showing our previous year's financials. The 2022 Annual Report is available on our website at the link below, or you can scan the QR code above: DenverHealthMedicalPlan.org/Denver-Health-Medical-Plan-Annual-Report

While Colorado has something for everyone year-round, I always find the warmer months to be some of the most enjoyable and full of activities. I encourage you to explore the great outdoors and all this wonderful state has to offer. Wishing you a safe and healthy summer!

GREG MCCARTHY

Chief Executive Officer and Executive Director
Denver Health Medical Plan, Inc.

