

STRONG **body**
mind



MEMBER NEWSLETTER
// FALL 2023



DENVER HEALTH
MEDICAL PLAN INC...



November is NATIONAL DIABETES MONTH

November is National Diabetes month. If you were just diagnosed, now is the perfect time to learn the best ways to keep it under control. This is especially important with the holidays coming soon.

What Is Diabetes?

There are three main types of diabetes. The most common is type 2 diabetes, where the body doesn't use or create insulin correctly and causes too much sugar to be in the blood. Type 1 diabetes happens when the body doesn't produce enough insulin. Gestational diabetes can develop in pregnant women due to hormone changes.

Control Type 2 Diabetes in The Holidays

As we approach the season of holiday parties and sweets, here are a few tips to help you keep diabetes care at the top of your list.

- » Party with a plan. Going to a party? Offer to bring a healthy appetizer. This way you know you have at least one dish you can enjoy.
- » Eat at your usual times. Maintain a routine to help keep your blood sugar stable. When you're served later than usual, eat a healthy snack at your regular time.
- » Think veggies first. Start with a salad.
- » Forget the idea of forbidden foods. Indulgence is okay when moderate. When you're craving a slice of pie, cut back on other carbs. Have a small slice, eat slowly and savor every bite.
- » Limit alcohol or avoid it because it can lower your blood sugar and interfere with diabetes medication. When you do drink, have it with your meal.
- » Move. It can be harder to find time to work out during this time of year. Walk, ice skate or shovel your sidewalk. Exercise burns fat and it helps move glucose from your blood to your cells.
- » Sleep. More parties equal less sleep. Less sleep can make you want to eat more unhealthy foods. 7 to 8 hours of sleep per night is ideal.
- » Stress less. The holidays can be stressful. Stress can elevate your blood sugar. Get a massage, take a yoga class. Enjoy a hot bath and reenergize for the next event.
- » Check your blood sugar levels often. The holidays can change your routine and diet. Make sure to stay on top of your blood sugar levels. Ask your doctor if you should adjust your med.
- » Travel with snacks. When you are traveling over the holidays, keep healthy snacks with you. This will keep your blood sugar levels steady in case of flight delays or heavy traffic.



Solutions to the Diabetes Drug Shortage

While many people with type 2 diabetes rely on Ozempic for controlling their blood sugar, there's now a huge shortage. A contributing factor is people without diabetes taking it for weight loss which is a side effect of Ozempic.

But there are steps being taken to ensure those who need it most have access to this med. For one, doctors are encouraged to prioritize prescribing Ozempic to patients with type 2 diabetes.

Your Journey to Health

Hearing that you have diabetes can be scary. But know that you have the support of an entire community that understands what you're going through. By staying on top of your condition, you can control the disease and live a normal, healthy life.

Sources:

American Medical Association. (n.d.). Newly diagnosed. Newly Diagnosed | ADA. <https://diabetes.org/diabetes/newly-diagnosed>.

Centers for Disease Control and Prevention. (2021, December 16). What is diabetes? Centers for Disease Control and Prevention. Retrieved April 23, 2022, from <https://www.cdc.gov/diabetes/basics/diabetes.html>.

Miller, R. B. (2022, December 11). Just diagnosed with type 2 diabetes? what you need to know. WebMD. <https://www.webmd.com/diabetes/tips-newly-diagnosed-type-2-diabetes>.

Centers for Disease Control and Prevention. (2022, June 20). 5 healthy eating tips for the holidays. Centers for Disease Control and Prevention. <https://www.cdc.gov/diabetes/library/features/holidays-healthy-eating.html>.

Shmerling, R. H. (2023, February 21). What happens when a drug goes viral?. Harvard Health. <https://www.health.harvard.edu/blog/what-happens-when-a-drug-goes-viral-202302212892>.

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 info 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

NURSELINE ADVICE: A NEW WAY TO EXERCISE

In our fast-paced lives, finding time for routine workouts can be tough. New research suggests short bursts of exercise during the day can be helpful. This can be added to your work day without the need for workout clothes or equipment, a gym or a big chunk of time. When added to the day, these short bursts of exercise can make a big impact.

While longer exercise sessions hold their value, relying only on one workout after a day of sitting doesn't fully counteract the negative impact of sedentary behavior. It is known that prolonged periods of sitting are bad for your health. Studies have shown that sitting for long periods can cause more risk for blood sugar and cholesterol issues. Even those that exercise at some point during the day, but then sit all day for work, have an increased risk. This is where "exercise snacks" come in! For those not used to regular workouts, these bursts of activity can work wonders. It can enhance cardiorespiratory fitness, boost metabolic health, improve endurance and help combat unwanted muscle changes that are often caused by extended periods of sitting.

"Exercise snacks" should be brief one to two minutes and raise your heart rate and breathing. To get the biggest benefit, you should do this every 30 minutes during the day. Doing a series of squats or jumping

jacks is a great way to knock these out right at your desk. When you have weights, try doing arm exercises while on a meeting. You can do a wall-sit or a plank between calls. When you have a moment to step away from your desk, quickly climb up and down three flights of stairs — during morning, lunchtime and late afternoon.

As we turn to shorter days during fall, give "exercise snacks" a try. By adding them into your day, you'll find these bursts of movement become second nature.

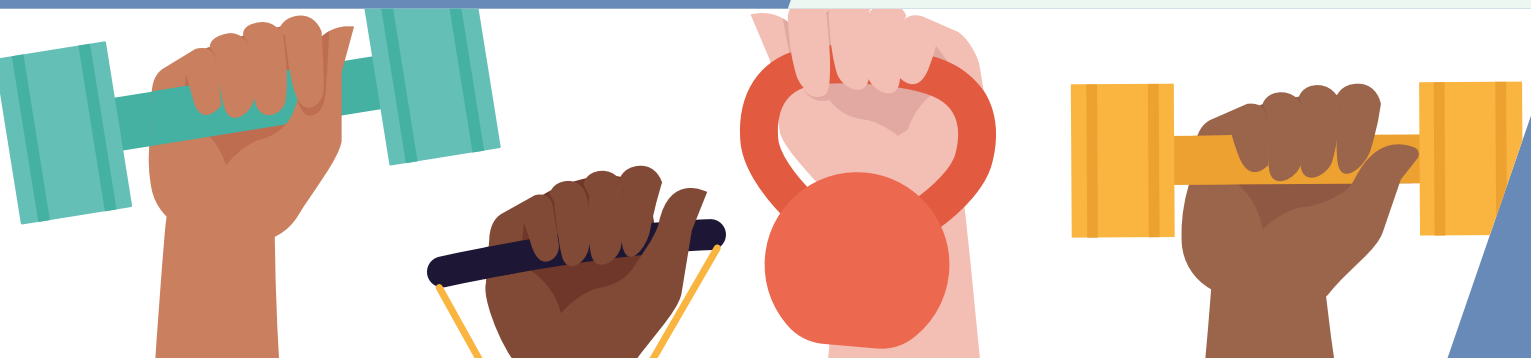
Source: Written by: Brittany Sliter BSN, RN-BC, CPN

Sources: 2019. Do stair climbing exercise "snacks" improve cardiorespiratory fitness?. <https://doi.org/10.1139/apnm-2018-0675>

Breaks in Sedentary Time: Beneficial associations with metabolic risk. April 2008. <https://doi.org/10.2337/dc07-2046>

Exercise Snacks: A Novel Strategy to Improve Cardiometabolic Health. January 2022. | DOI: 10.1249/JES.0000000000000275

**The Denver Health NurseLine
is available to talk with you about
any health concerns or questions
24 hours a day, 7 days a week!
Give them a call at 303-739-1261.**



Tasty Taco Soup

INGREDIENTS

- 1.5 teaspoons – chili powder
- 3/4 teaspoon – cumin powder
- 3/4 teaspoon – garlic powder
- 1/3 cup water
- 1 lb – ground beef
- 2 14.5 oz. cans – diced tomatoes
- 2 15.5 oz. cans – corn, rinsed and drained
- 2 15.5 oz. cans – kidney beans, rinsed and drained



DIRECTIONS

This tasty soup is a great afternoon snack, and it's easy to make — perfect for keeping warm on a chilly fall day. Cook the meat in a pot over medium heat until brown. When done, pour it into a strainer to drain the fat. Rinse with hot water. Return to the pot; add the rest of the ingredients and cook on low for an hour. Add additional seasoning to taste. Serve with tortillas or tortilla chips!

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 questions at **no cost to you**. Nurses can call in a prescription for you. NurseLine nurses can help you decide the best plan to get the care you need. The care 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 ease of your home. Hours are from 8 a.m. to 10 p.m., 365 days a year. Visit **DispatchHealth.com**, download the free app or call **303-500-1518**. Go to your plan coverage for cost sharing details.



VISIT AN URGENT CARE CENTER.

Denver Health offers many 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. from 9 a.m. to 8 p.m. and Sat.-Sun. from 9 a.m. to 4 p.m.. Closed on holidays. And the Downtown Urgent Care Clinic at 1545 California St. Open daily from 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.

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**. Hover over *Current Members*, navigate to your plan's page, then click *Pharmacy* under "Member Resources". There you will find documents that give any changes in your plan's list, such as newly added drugs, newly added generics and more!

Your plan's webpage and list 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*, give:

- » A list of covered drugs, along with restrictions and preferences
- » Details on how to use the list and pharmaceutical management procedures
- » An explanation of limits or quotas
- » Details on how prescribing practitioners must give info 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: FILL OUT A HEALTH RISK ASSESSMENT



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

When you are an Elevate Medicare Choice (HMO D-SNP) member, you will have an opportunity to participate in a Health Risk Assessment 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 fill out a HRA so we know when there were any changes in your health. This will also help us know when 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 fill out the HRA over the phone, or we may mail you the HRA. You can also call us to fill out 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 info or questions, call our Care Management Department at **303-602-2184** or visit **DenverHealthMedicalPlan.org**.

IMPORTANT PLAN INFORMATION



COMPLEX CASE MANAGEMENT & ACCESS TO CARE MANAGEMENT

Our Care Managers are here to help you! We will work with you and your doctor to make sure you get the help you need. In our Care Management Program, we can:

- » Make doctor and specialty visits
- » Make referrals to community resources
- » Help with transportation for your doctor's visits
- » Work with your care team on services you may need at home
- » Give info on your health care conditions
- » Work with your doctor to make sure you have the medicines you need



Our Care Management Program is a no-cost service to all DHMP members. You can take part in the Program for as long as you want. To be considered for the Program, members can be referred through a medical management program referral, discharge planner referral, practitioner referral, caregiver referral or self-referral. For more info or to refer, call **303-602-2184**.

COMMUNICATION SERVICES & ACCESS TO STAFF

DHMP gives access to staff for members and practitioners seeking info about Utilization Management (UM). Staff are available at least eight hours a day during normal business hours for collect or free calls. After hours, you can fax info and staff will reply in the next business day. Staff are identified by name, title and organization name when they make a call. TTY services and language help are available.

HOW TO FILE AN APPEAL OR GRIEVANCE

As a member of DHMP, you have the right to file a complaint also known as a grievance about DHMP. You also have the right to file an appeal of a denial adverse decision from DHMP that you disagree with. When you decide to file a grievance or an appeal, your request must be received by DHMP in the prescribed time period. When you miss a deadline, we may decline to review it. Info about how to file a grievance or appeal including time periods that you are allowed to file a grievance or appeal can be found on our website: **DenverHealthMedicalPlan.org**. Or you may call us for info or help with filing a grievance or appeal at **303-602-2261**. When DHMP has made a final decision on your appeal, you may also call for info regarding further appeals by an external agency.

Share the health!



Tell your family and friends – now is the time to enroll in a health insurance plan for 2024. We can help them get the coverage they need. Scan the QR Codes below to learn more!



Medicare Annual Enrollment Period runs from **October 15, 2023** to **December 7, 2023**.

To learn more or enroll, call 303-602-2451.

Current members may call Health Plan Services at 303-602-2111.



Open Enrollment for individual and family coverage, including CO Option plans, runs from **November 1, 2023** to **January 15, 2024***.

To learn more or enroll, call 303-602-2451.

** Dates are decided by the Division of Insurance (DOI) and may change.*

Visit DenverHealthMedicalPlan.org for more info.



**ELEVATE
HEALTH PLANS**

Denver Health Medical Plan Inc..

OPEN ENROLLMENT IS COMING!

Open enrollment for 2024 individual and family health coverage starts on November 1. Enroll by December 15 for coverage effective January 1, 2024. When you enroll between December 16 and January 15, your coverage will begin on February 1, 2024.

AND CHANGE IS ON THE WAY!

For the 2024 plan year, Elevate Health Plans by DHMP will have an extended provider network! While new providers are being added, you will still have access to all Denver Health locations including the Denver Health Main Campus and its ten Family Health Centers. Elevate Health Plans' is also excited to announce our partnership with Peak Health Alliance for 2024! Together we will serve Colorado's rural and mountain communities to bring the community, businesses and care providers together to build a local network. As a result of this partnership, Elevate Health Plans will be available in the following counties: Park, Grand, Summit, Lake, Dolores, San Juan, Montezuma, La Plata and Archuleta.

For 2024, your plan choices will look a little different. We took your feedback that shopping for health insurance coverage can be overwhelming, so we chose to simplify the shopping experience.

For 2024, we will be offering the following plans:

- » **Bronze HDHP – HSA eligible!**
- » **CO Option Bronze**
- » **CO Option Silver**
- » **CO Option Gold**

- **Currently enrolled in Bronze Standard Rx Copay?
Consider enrolling in Bronze HDHP or CO Option Bronze for 2024.**
- **Currently enrolled in Silver Select or Silver Standard Rx Copay?
Consider enrolling in CO Option Silver for 2024.**
- **Currently enrolled in Gold Select or Gold Standard Rx Copay?
Consider enrolling in CO Option Gold for 2024.**

WE'RE HERE TO HELP!

As always, don't hesitate to contact us when you have any questions. Health Plan Services is available Monday – Friday, 8 a.m. – 5 p.m. at **303-602-2090**. When you are ready to renew your coverage for 2024, we offer many easy avenues:

- » To apply online, visit **DenverHealthMedicalPlan.org/Become-Member/Elevate-Exchange**.
- » To apply over the phone, call a broker at **303-602-2451**.
- » To apply in person with a broker, call **303-602-2451** for a visit.



**DENVER HEALTH
BREAST IMAGING™**

It's Time



**to take control of
your breast health.**

**Schedule your
mammogram today.**

**Call 303-253-7679 or scan the QR code to
schedule through your MyChart account today!**





**DENVER HEALTH
MEDICAL PLAN** INC.™

777 Bannock St., MC 6000
Denver, CO 80204

BIG 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 big 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.

H5608_FallNwsltr23_M



IT'S TIME!



**A MESSAGE
FROM OUR CEO**

As we enter fall and winter months, flu and COVID-19 vaccines are a very important way to protect yourself and your community. These vaccines are a covered benefit for all of our health insurance plans. When you have questions about where to get the vaccines, talk to your Primary Care Provider (PCP) or call Health Plan Services at the phone number located on the back side of your Member ID Card.

With the 2023 year coming to a close, I hope you and your family enjoy a safe and happy holiday season.

GREG MCCARTHY

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

