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MEMBER NEWSLETTER
// WINTER 2024



DENVER HEALTH
MEDICAL PLAN INC..



WINTER SAFETY IN COLORADO'S HIGH COUNTRY

Denver Health Medical Plan (DHMP) would like to express a warm welcome to all of the new Elevate Health Plans members in our expanded Peak regions! We are excited to partner with Peak Health Alliance to serve Colorado's rural and mountain communities. We bring the community, businesses and health care providers together to build a viable local network for the 2024 plan year. Peak Health Alliance is a nonprofit community advocate; not a health insurance company. It is Colorado's only locally-led health insurance purchasing alliance. Together, DHMP and Peak Health Alliance are increasing access to local providers and comprehensive medical services in the communities served. We bring affordable health insurance to individuals, families and employers in rural Colorado. The new Peak service area includes Grand, Summit, Lake, Dolores, San Juan, Montezuma, La Plata and Archuleta County.

When the snow starts to fall in Colorado, our mountains are brimming with fun-filled adventures — and unpredictable weather. The fact is, slick conditions can happen in an instant. And if you're unprepared, the consequences can be hazardous. That's why it's important to keep these safety tips in mind.

Plan, Plan, Plan

Check the weather and avalanche forecast. Avoid traveling if the roads are really bad. Also, determine the route you'll take. Note any areas prone to ice or slippery terrain. If you can, try to stay on the main roads that are more likely to be cleared. Before you leave, tell someone your exact destination and the time you'll be back. The more you

plan ahead, the better.

Layers Are Key

The nice thing about layering is it's easy to keep up with the weather. And as you exercise, you can just remove a layer of clothing when you start to feel warm. A simple trick is to follow the rule of three Ws:

- » **Wicking:** The function of the first layer is to remove moisture from your skin. So you stay dry. Polyester, wool and polypropylene are all great options. Avoid cotton. It takes a long time to dry out.
- » **Warmth:** The second insulating layer traps warm air near your body. Good examples include fleece, down, polyester and thick wool.
- » **Wind:** The top layer protects you from the wind, sun and snow. It ensures that heat doesn't escape. Choose something that's waterproof and breathable.

Don't forget to bring high-quality socks, hats and gloves. Think wool socks, gloves that repel water and a hat with a good fabric and tight weave. And you might consider a balaclava. (Or ski mask).

Also, think about the activities you'll be doing at your destination. Pack accordingly. For instance, if you're snowshoeing, skiing or snowboarding, you'll exert more energy and stay warmer than if you're bird watching or ice fishing.

Hitting the Road

Before you hit the road, winterize your car. If you don't have them on already, install snow tires. They provide the best traction on snow-covered roads. Check your brakes, engine, fluid levels. Also, that your exhaust



pipe isn't clogged with snow or ice. Fill your gas tank. Clean your wiper blades. Make sure all lights are in working order.

Pack a car survival kit with the following types of items:

- » Snow scraper and shovel
- » Cat litter. For traction if you get stuck.
- » Bright colored cloth to signal for help
- » Knife with a durable blade
- » Jumper cables, flares, tire chains and a tow rope
- » Flashlights, extra batteries, candles and a lighter or matches
- » Jug of water, protein bars, nuts, dried foods and a metal cup
- » Sleeping bag, blankets, spare clothes and hand warmers
- » First aid kit. Stock any contents that are low.

Driving Safely

Sometimes roads that look perfectly fine are actually quite icy. Combined with the heavy traffic of the busy season, driving can be

extra challenging. Drive slowly. Take wide turns. Use your breaks sparingly. If your car starts sliding, it might feel natural to slam on your brakes. Don't do it or you might skid. Instead, steer into the direction of the slide. Cruise control is a bad idea. If you skid, the car will accelerate to keep up with the preprogrammed speed.

If you do run into trouble, stay calm. Figure out a game plan. Have your cell phone with you at all times. If you're lost, stay where you are. Make yourself visible. Be patient. Know that you're safely prepared to wait for help.

Sources:

O, Nicholas (2021, November 5). 15 Winter Driving Tips for Colorado's Rockies. Uncover Colorado. <https://www.uncovercolorado.com/winter-driving-tips-colorado/>.

Outdoor safety for Winter Travel. Rocky Mountain Rescue Group. (n.d.). <https://www.rockymountainrescue.org/outdoor-safety-for-winter-travel>.

McPherson, P. (2022, November 1). Dressing for winter weather in Colorado. Pikes Peak Region Attractions. <https://www.pikes-peak.com/dress-for-winter-in-colorado/#:~:text=Dress%20in%20Layers.&text=You%20can%20add%20Don%20or,any%20sort%20of%20manual%20labor>.

Let's Go JeffCo. (n.d.). Layering for Winter Sports The Three W's: Wicking, Warmth & Wind. <chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/http://www.letsgojeffco.com/training/Layering%20for%20Winter%20Sports.pdf>.

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

NURSELINE ADVICE: WHAT TO KNOW ABOUT RSV

Respiratory Syncytial Virus (RSV) is common and causes mild cold-like symptoms lasting one to two weeks. Most people recover not even knowing they had RSV. The elderly and infants are at higher risk of serious symptoms. They require hospitalization. Most children have had RSV by age 2 with mild symptoms. They can have it more than once.

The following infants are at the greatest risk. Premature infants, infants up to 12 months, infants younger than 2 years with chronic lung disease, heart disease or weakened immune system, and infants with neuromuscular disorders. Including difficulty clearing mucus and swallowing. Symptoms in infants under 6 months can include irritability, decreased activity, eating or drinking less, and apnea. Pauses in breathing more than 10 seconds. Fever may not always occur with RSV infections.

The following adults age 60+ have an increased risk: seniors with chronic lung disease, heart disease or weakened immune system, seniors with underlying medical conditions, and seniors living in nursing homes or long-term care facilities. In adults, RSV may lead to worsening of conditions such as asthma, COPD or congestive heart failure. Those who get very sick from RSV may need hospitalization. As adults age, their immune system weakens.

How do we protect infants? Mothers can receive the RSV vaccine during 32-36 weeks of pregnancy. Or babies can receive the RSV vaccine when they are 8 months or younger.

How do we protect adults? Receive the RSV vaccine. It can be given at the same time as other vaccines. Influenza, COVID.

Prevention is key for everyone. Cover your mouth and nose when sneezing or coughing. Limit contact with others who have fevers or colds. Wash your hands frequently. Wipe down doorknobs, kitchen and bathroom countertops, and children's toys well. Do not share food or drinking glasses with others. And, as always, stay home if you are sick.

Written by: Marie Richardson, DNP, APN, FNP-C, NurseLine Charge Supervisor

Sources: CDC. 2023a. "Vaccines for your Children". www.cdc.gov/vaccines/parents/by-age/pregnancy.html on 10/18/2023

CDC. 2023b. "RSV". www.cdc.gov/rsv/high-risk/older-adults.html on 10/18/23

Mayo Clinic. 2023 (RSV). www.mayoclinic.org/diseases-conditions/respiratory-syncytial-virus/symptoms-causes/syc-20353098 on 10/25/23

**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.**



RESPIRATORY SYNCYTIAL
VIRUS

Chipotle Chicken and Veggie Soup

INGREDIENTS

2 teaspoons – finely chopped chipotles in adobo.
Or 1 teaspoon ground chipotle.

2 lbs – bone-in chicken breasts, skin removed

3 cups – corn kernels, fresh or frozen. Thawed.

2 tablespoons – extra-virgin olive oil

1 cup – onion, chopped

2 cloves – garlic, minced

1½ teaspoons – ground cumin

¼ teaspoon – allspice

8 cups – low sodium chicken broth

2 cups – chopped zucchini. ~ 1 medium.

2 cups – halved cherry tomatoes. ~ 1 pint.

1¼ teaspoons – salt

½ teaspoon – ground pepper

3 cups – cooked brown rice

2 tablespoons – lime juice



DIRECTIONS

Heat oil in a large pot over medium heat. Add onion and garlic. Stir until softened. 2 to 3 minutes. Add chipotles, cumin and allspice. Stir for 1 minute. Add broth and chicken. Cover. Raise heat to high. Bring to a simmer. Remove lid. Cook. 20 to 22 minutes. Turn the chicken, until an instant-read thermometer put into the thickest part without touching the bone is at 165° degrees F. Skim any foam from the top as the chicken cooks. Move the chicken to a clean cutting board. When cool enough to handle, remove meat from the bones. Shred. Add corn, zucchini and tomatoes to the pot. Return to a simmer. Cook until the veggies are tender. 4 to 10 minutes. Stir in the shredded chicken, salt, pepper and rice and cook until heated through. ~ 3 minutes. Remove from heat. Stir in lime juice to taste.

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. It 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. It 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](https://denverhealthmedicalplan.org). Hover over *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 *Drug List* (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).

Our Women's Care Clinic is changing its name to Obstetrics and Gynecology – to better reflect our care services.

New Name. Same Great Care.



**DENVER HEALTH
OBSTETRICS AND GYNECOLOGY™**

IMPORTANT PLAN INFORMATION



DHMP'S AFFIRMATIVE STATEMENT ABOUT INCENTIVES

Denver Health Medical Plan, Inc. (DHMP) has a Utilization Management (UM) Program to ensure that members have access to quality health care. The Program utilizes a team of health care professionals to evaluate the medical necessity of services by using nationally-recognized, evidence-based clinical guidelines and community standards. The decisions are based on the appropriateness of care and services available to members within their contracted benefits. DHMP affirms the following UM Program practices:

- » UM decision-making is based only on the appropriateness of the care and services requested and the existing coverage and benefits available to the members;
- » DHMP does not specifically reward or otherwise incentivize practitioners or other individuals to issue denials of coverage or services; and
- » UM decision-making staff members do not receive financial incentives that encourage decisions resulting in underutilization.

If you have questions, please contact Health Plan Services at **303-602-2100**.

MEMBER SURVEYS – WE APPRECIATE YOUR FEEDBACK!

You can help us make Denver Health Medical Plan, Inc. (DHMP) the best health plan for you! In the next few weeks, you may receive a survey in the mail about your DHMP health insurance plan. Please take some time to fill it out and mail it back as soon as you can. If you do not have a chance to fill out this survey, you may get a call to take the survey over the phone. This survey is sent to a random group of members each year. We would like to hear your thoughts about your health plan services and benefits. If there is anything we can do to assist you, please call Health Plan Services at **303-602-2100** for CHP+ and DHHA plans, **303-602-2090** for Exchange and CO Option plans, **303-602-2116** for Medicaid plans and **303-602-2111** for Medicare Advantage plans. TTY users call 711.





ELEVATE MEDICARE ADVANTAGE

Denver Health Medical Plan Inc...

As an Elevate Medicare Advantage member, do you have trouble accessing your prescribed medications or taking them as prescribed? We can help! See some tips below for making it easy as 1-2-3 to take your daily medications.

TAKE ADVANTAGE OF YOUR BENEFITS:

- » Elevate Medicare Choice (HMO D-SNP) members will pay \$0 for any covered Part D Drug starting January 1, 2024.
- » All Elevate Medicare Advantage members have access to 100-day supplies for most medications and mail order, where your medications can be sent directly to your doorstep.
- » Need a ride? Use your free, unlimited, non-emergency transportation benefit to health-related locations, including your pharmacy! Call Access2Care at **1-877-692-5315** to schedule your ride.
- » Use a pill box for tracking. In 2024, all Elevate Medicare Advantage members will have an Over-the-Counter (OTC) allowance available on a FlexCard, which you can use at Walmart, King Soopers, Safeway, Walgreens and CVS. You can purchase items such as pill boxes and other OTC items. For more information, visit **DenverHealthMedicalPlan.org/Medicare-Flexcard**.

STICK TO YOUR MEDICATION ROUTINE:

- » It is important to take your medication regularly to make sure you have an effective amount of the drug in your body at all times. You should take your medication as prescribed. This means the right dose, at the right time, in the right way and frequency.
- » This is important for controlling chronic conditions, treating temporary conditions and overall long-term health and wellbeing.
- » Utilize our Personal Medication List available **DenverHealthMedicalPlan.org/Medicare-Personal-Medication-List** to keep track of the medication you take.

For questions, call our Health Plan Services at **303-602-2111** or toll-free **1-877-956-2111**. TTY users should call 711. Our hours of operation are 8 a.m. – 8 p.m., seven days a week.



A MESSAGE FROM OUR PHARMACY DEPT.



MEDICARE OPIOID SAFETY PROGRAM:

The Centers for Medicare & Medicaid Services (CMS) and Elevate Medicare Advantage want to make sure our Medicare members are using opioid pain medications safely. Opioid medications (also known as “narcotics”) are used to ease pain. Some types are fentanyl, morphine, oxycodone and tramadol. These medications can be dangerous when taken at high doses and/or with other drugs, such as benzodiazepines. Benzodiazepines are medications commonly used for anxiety and sleep. Some types are diazepam, lorazepam and temazepam.

To make sure our members are taking these medications safely, Elevate Medicare Advantage has Formulary-Level Opioid Point-of-Sale (POS) Safety Edits that take place at the pharmacy when members fill a prescription. Additionally, there is a Drug Management Program to review and monitor members’ use of opioids.

These edits and programs do not apply to members taking opioids for palliative care, a diagnosis of cancer pain, a diagnosis of sickle cell disease, or are enrolled in a hospice or long-term care facility. The following is a description of the different edits that may affect Elevate Medicare Advantage members taking opioid medications.

If you have questions about these edits you can talk to your provider, the pharmacy you fill your prescriptions at or call Health Plan Services. To request a coverage determination, call Health Plan Services at **303-602-2111** or **1-877-956-2111**. TTY users should call 711. Our hours of operation are 8 a.m. - 8 p.m. seven days a week.

For more information, visit **[DenverHealthMedicalPlan.org/Current-Members/Elevate-Medicare-Advantage/Medicare-Pharmacy/Opioid-Safety-Program](https://denverhealthmedicalplan.org/current-members/elevate-medicare-advantage/medicare-pharmacy/opioid-safety-program)**.





**DENVER HEALTH
MEDICAL PLAN** INC.TM

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.

Elevate Medicare Advantage is a Medicare-approved HMO plan. Enrollment in Elevate Medicare Advantage depends on contract renewal. The Plan also has a written agreement with the Colorado Medicaid Program to coordinate your Medicaid benefits.
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A MESSAGE FROM OUR CEO

I'd like to thank you for choosing Denver Health Medical Plan (DHMP) as your health insurance provider. With the new year upon us, this is a great time to focus on your health and well-being. Think about positive changes that you'd like to make in your life. We are here to support you and your health journey – both physically and mentally. A great start would be scheduling your annual wellness exam with your Primary Care Provider (PCP).

I wish you and your family all the best 2024 has to offer and hope you have a great year ahead!

GREG MCCARTHY

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

