

STRONG **+** body  
mind



MEMBER NEWSLETTER  
// **SPRING 2019**



**DENVER HEALTH**  
**MEDICAL PLAN** INC.





# MENTAL HEALTH AWARENESS

Did you know that one in five American adults has a mental health condition? Yet only 44% get treatment. The fact is, while some people simply lack access to affordable treatment, many resist getting help because of the associated stigma or they don't even realize they have a problem. May is National Mental Health Awareness Month, a tradition started back in 1949 by Mental Health America to educate the public about mental illness and provide strategies for boosting the overall health of the mind and body. By understanding the facts about mental health and taking a proactive approach to your lifestyle now, you can promote a happy, healthy life well into the future.

## FOSTERING HOPE

Despite how far we've come in understanding the genetic and biochemical nature of mental illness, there's still quite a lot of stigma surrounding it, which has led to bullying and discrimination. As a result, some of those affected by mental illness may feel so ashamed about their condition that they resist seeking any treatment at all. The fact is, mental illness is more common than people think, and there are many effective treatments that enable people to

live normal, happy lives. If you have a mental illness, seek support and talk to others who have successfully managed a mental health condition. Refuse to let others dictate your capabilities or how you feel about yourself — empower yourself to live a meaningful life. We all need to speak out against stigmas, discredit the myths and educate people about mental illness. With compassion and persistence, we can help reduce stigmas and foster hope for those affected by mental health conditions.

## WHEN TO SEEK HELP


Many times, warning signs for a mental illness start with small changes in thinking or behavior, and there's no easy way to know if they're actually related to a mental health condition. But here are a few signs that it might be time to talk to a mental health professional:

- » Changes in sleep or appetite
- » Changes in sex drive
- » Social withdrawal
- » Apathy
- » Intense fear of weight gain
- » Substance abuse
- » Dramatic shifts in mood
- » Unusual behavior

*If you need any of the information in this newsletter in Spanish, please call Health Plan Services at 303-602-2100 for DHMP or CHP+, 303-602-2090 for Elevate, 303-602-2116 for Medicaid Choice or 303-602-2111 for Medicare Advantage.*

*Si necesita en español alguna parte de la información contenida en este boletín, llame a Servicios del Plan de Salud al 303-602-2100 para DHMP o CHP+, 303-602-2090 para Elevate, 303-602-2116 para Medicaid Choice o al 303-602-2111 para Medicare Advantage.*



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- » Inability to perceive changes in feelings or behavior
  - » Heightened sensitivity
  - » Many physical ailments with no obvious causes
  - » Difficulty relating to other people
  - » Inability to concentrate or function
  - » Illogical thinking
  - » Fear/suspiciousness of others
  - » Trouble perceiving reality (delusions or hallucinations)
  - » Thoughts of suicide

If you think you may have symptoms of a mental health condition, you're not alone. The sooner you seek help, the better chances of delaying or even avoiding a larger mental health illness altogether.

### **WORK/LIFE BALANCE: A PROACTIVE APPROACH TO MENTAL HEALTH**

Many of us live in a world of "have tos," always racing to "get it all done." But in our rush to juggle our workday, family responsibilities and social life, it's not surprising that one in four Americans admit they are "super stressed." Here are just a few simple ways you can create a better work/life balance:

**Learn to say "no."** If you're overbooked, don't overcommit — saying "no" is okay.

**Speak up.** Be honest if something is bothering you. Be calm and rational.

**Break larger goals into smaller, manageable tasks.** You'll feel a stronger sense of accomplishment and control.

**Seek support.** Talking to friends and family can help you deal with stressful situations.

**Be active.** Physical activity has been proven to lower stress and boost your mood.

**Get plenty of sleep.** Getting 7–9 hours of sleep a night can improve your physical and mental health.

### **THE MIND/BODY CONNECTION**

Your state of mind has a direct effect on the health of your body. Many health insurance plans cover mental health benefits. Check your plan documents for details. By keeping an open communication with your primary care physician, you'll help build a happy, healthy life for years to come.

### **Sources:**

The State of Mental Health in America 2018. (2018). Mental Health America. Retrieved February 7, 2019.

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Warning Signs of Mental Illness. (2018). American Psychiatric Association. Retrieved February 7, 2019.

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# NURSELINE ADVICE: FEVERS IN CHILDREN

## WHAT IS A FEVER?

For children younger than 3 months of age, and for all children with an abnormal immune system, a fever is defined as a temperature of 100.4° F rectally or 99° F under the armpit and higher. If this is the case for your child, they must be seen by a doctor. The temperature should be measured rectally for very young infants.

For children 3 months and older, and those without a problem of the immune system, most doctors define fever as a temperature of 101.2° F and higher when taken by any method (orally, rectally, under the arm, etc.).

## BENEFITS OF A FEVER

Fever is not an illness. It is a symptom, or sign, that your body is fighting an illness or infection. Fever stimulates the body's defenses, sending white blood cells and other "fighter" cells to fight and destroy the cause of the infection. Having a fever means your child has a new infection, most likely caused by a virus. You may not know the cause of the fever until other symptoms develop. This may take 24 hours. Most fevers are good for sick children. They help the body fight infection. The goal of fever therapy is to bring the fever down to a comfortable level.

## TREATMENT OF FEVER FOR CHILDREN OVER 3 MONTHS OF AGE

Fevers only need to be treated if they cause discomfort. That usually means fevers over 102 - 103° F in children 3 months or older. Give Acetaminophen (e.g., Tylenol) or

Ibuprofen (e.g., Advil, Motrin) every 6 hours as needed (Note: Ibuprofen, Motrin and Advil are NOT approved until 6 months of age). Talk to your doctor about the proper dose for your child. Using one product alone works for treating most fevers. Fever medicine often lowers fever 2 - 3° F. It takes about 1 to 2 hours to see the effect. Avoid all Aspirin products due to risk of Reye's Syndrome.

Give cool fluids orally in unlimited amounts, except in infants under 6 months of age. Feed them as you normally would. Dress in 1 layer of lightweight clothing and sleep with 1 light blanket (do not bundle). For fevers 100 - 102° F, fever medicine is rarely needed. Fevers of this level don't cause discomfort, but do help the body fight infection.

## THE NURSELINE CAN HELP

Call the NurseLine if your child is experiencing a fever and you have questions. They can help guide you through or direct you to the best method of care.

**By: Jason Nelson, RN at Denver Health**

Sources: [texaschildrens.org/health/fever-children](https://www.texaschildrens.org/health/fever-children); [mayoclinic.org/diseases-conditions/fever/symptoms-causes/syc-20352759](https://www.mayoclinic.org/diseases-conditions/fever/symptoms-causes/syc-20352759); 2017 Barton D. Schmitt, M.D. Pediatric After Hours Guidelines

**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.**





## Healthy Quinoa Salad & Dressing

### INGREDIENTS

2.5 cup - quinoa, rinsed  
4 - small cucumbers, sliced and halved  
1 pint - grape tomatoes, halved  
1 - red bell pepper, diced  
1/2 - green bell pepper, diced  
1/2 - yellow bell pepper diced  
1 cup - kalamata olives, quartered or halved  
8 ounces - feta cheese, crumbled  
1/4 cup - parsley  
3 - green onions  
1/8 cup - fresh basil, chopped  
3 tablespoon - lemon juice  
7 tablespoon - olive oil  
2 teaspoon - honey  
1 tablespoon - deli or regular mustard  
2 teaspoon - dried oregano  
2 teaspoon - dried basil  
3 teaspoon - garlic powder

*Note: This salad is fairly versatile. If you have other veggies, feel free to add them.*



### DIRECTIONS

Boil 5 cups of water and add quinoa grains. Cook until germ on grains "pop" and water is all used (follow directions on package). Once grains are cooked, cool them to room temperature. Add to the cooled grains the rest of the salad ingredients: vegetables, cheese, olives and fresh herbs. Chill for a few hours or overnight. For the dressing, in another bowl or jar, add lemon juice, oil, mustard, agave, honey and spices. Stir or shake until well mixed. Just before serving the salad, pour on the dressing and stir.



Denver Health surgeons Dr. Jennifer Hyer and Dr. Rodrigo Donalizio da Silva



Renowned gynecologist and surgeon, Dr. Marci Bowers trains Denver Health surgeons



**DENVER HEALTH**<sup>™</sup>

est. 1860

FOR LIFE'S JOURNEY

# DENVER HEALTH IS PROUD TO OFFER **GENDER CONFIRMATION SURGERIES**

Denver Health is one of a few hospitals in the nation that offer transgender and gender non-conforming patients holistic health services including gender confirmation surgeries, primary care, hormone replacement therapy, specialty care and behavioral health services.

[DenverHealth.org/GCSurgery](https://denverhealth.org/GCSurgery)

## WHAT'S NEW WITH YOUR PHARMACY BENEFITS?

Your pharmacy benefits are updated many times 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, click *Pharmacy* and click either *Formulary Updates* (for Elevate, Medicaid Choice, CHP+ or Employer Group Plans) or *Future Formulary Changes* (for Medicare Advantage). Here you will find a link to a PDF document that provides 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 the Formulary & Pharmacy Management (for Elevate or Employer Group Plans), Formulary/Drug List (for Medicaid Choice and CHP+) or Formulary (for Medicare Advantage), provide:

- » A list of covered drugs, including 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

## WHY YOU SHOULD COMPLETE A HEALTH RISK ASSESSMENT



**DENVER HEALTH  
MEDICAL PLAN INC.**  
Medicare Advantage

If you are a Denver Health Medicare Choice or Denver Health Medicare Select member, we want to help you get the care you need!

Denver Health Medicare Advantage wants you to be healthy and feel good. By answering the questions on the Health Risk Assessment (HRA), we will identify your health risks and try to reduce them. We will use this information to try and help you feel better and get the help you may need. Each year, we will ask you to complete an 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 call us to complete the HRA by calling 1-833-292-4893 Monday - Friday 8 a.m. to 5 p.m. TTY users should call 711.





# **HEPATITIS C: GET TESTED. IT COULD SAVE YOUR LIFE.**

## **Hepatitis C is curable**

Hepatitis C is a serious disease that is caused by a virus and affects your liver. The good news is that today, there is a cure for Hepatitis C. It's simply a medication you take for as little as 8 weeks. The first step is to get tested. Did you know that Denver Health Medical Plan, Inc. (DHMP) members can be tested and treated at little or no cost?

## **You may not know how or when you got Hepatitis C**

More than 3.5 million people living in the U.S. have Hepatitis C, but three out of four of them don't know it. Many people infected with Hepatitis C are baby-boomers; people born between 1945 and 1965. You might be one of them.

## **What if you don't feel sick?**

You can live with Hepatitis C for decades without feeling sick. But over time, Hepatitis C can lead to liver damage and liver failure. In fact, Hepatitis C is the number one cause of liver cancer.

## **It's easy to get tested**

In the past, many providers did not regularly screen for Hepatitis C. But if you were born between 1945 and 1965, doctors now think you should get tested. You can get this test during a regular check-up or routine visit with your Primary Care Provider (PCP).

## **Treatment is better, faster and easier**

New advances in Hepatitis C treatment mean more people can get better faster and with fewer side effects.



**To learn more or get  
tested, talk with your  
Primary Care Provider.**



# How to read an Explanation of Benefits (EOB)

The information on the Explanation of Benefits (EOB) helps you understand how your benefits were applied to that particular claim. It includes the service date, provider's name, amount billed, amount covered, amount paid by us (your health insurance plan) and any coinsurance or deductible you're responsible for paying the provider. It also tells you how much has accumulated toward your deductible and out of pocket maximum.

1	2	3	4	5	6	7	8	9	10	11
Service Date	Type of Service	Amount Billed	Allowed	Amount Not Covered	Deductible	Copay/Coinsurance	What my DHMP Plan Paid	What Other Insurance Paid	What I Owe	Reason Codes
01/01/2016	THERAP EUTIC PROPHY LACTIC/ DX	\$39.02	\$29.86	\$9.16	\$0.00	\$5.97	\$23.89	\$0.00	\$5.97	DDCI MSG
Total		\$39.02	\$29.86	\$9.16	\$0.00	\$5.97	\$23.89	\$0.00	\$5.97	
Reason Code - Description										
DDCI - \$0.00 has been applied to the plan deductible. After deductible is met, standard coinsurance applies.										
MSG - Reversed by Claim # is THIS IS AN ADJUSTMENT TO A PREVIOUS CLAIM Adjustment Claim # is										
Individual					Family					
You've now paid a total of \$500.00 toward your individual					You've now paid a total of \$832.73 toward your family					

*Each time you get an EOB, review it closely and compare it to the receipt or statement from the provider. If you have any questions or concerns, call Health Plan Services.*

- 1 Service Date:** the date(s) you saw your provider (month/day/year to month/day/year).
- 2 Type of Service:** what services you received from the provider.
- 3 Amount Billed:** the total amount billed by the provider.
- 4 Allowed:** negotiated rate for your service between DHMP and your provider.
- 5 Amount Not Covered:** 'amount billed' minus 'allowed' amount.
- 6 Deductible:** amount you owe for covered services before DHMP begins to pay.
- 7 Copay/Coinsurance:** your share of the costs of a covered service, set as a fixed amount (copay) or a % (coinsurance).
- 8 What my DHMP Plan Paid:** the portion of the billed amount that was paid by DHMP.
- 9 What Other Insurance Paid:** the portion of the billed amount that was paid by other health insurance you may have.
- 10 What I Owe:** portion of the billed amount that is your responsibility. This amount may include items you have already paid.
- 11 Reason Codes:** explains how the item is paid.

**NOTE: THE EOB IS NOT A BILL.** You will get an EOB each time DHMP processes or adjusts a claim sent by you or your health care provider.

# IMPORTANT PLAN INFORMATION



## QUALITY IMPROVEMENT PROGRAM

Making sure our members get good care and help is the mission of Denver Health Medical Plan, Inc. (DHMP). To help in that effort, we have a Quality Improvement (QI) Program. The goal of the QI Program is to review how well we have done as your health plan, to compare this work to our goals and to learn how we can do better. Each year, we look at data on how we handle member's care, and then measure our work and progress against benchmarks used by the whole country.

The goal of our QI Program is to make sure you have:

- » The right to get good care
- » Programs that meet your needs
- » Help with life-long sicknesses you have
- » Support when you need extra help, such as after a hospital stay
- » Care from high-quality doctors

You can find results for our QI Program on the DHMP website:  
[denverhealthmedicalplan.org/quality-improvementprogram](http://denverhealthmedicalplan.org/quality-improvementprogram).

For more, you may email QI at [DL\\_QualityImprovementDepartment@dhha.org](mailto:DL_QualityImprovementDepartment@dhha.org).

## BENEFIT MAXIMUMS

If you are using benefits such as outpatient therapy visits, durable medical equipment (DME) or chiropractic and are close to reaching your benefit maximum, contact Health Plan Services at 303-602-2100 to speak to a representative about any options you may have.

## TRANSITION OF CARE

If you or your dependent is seeing a pediatrician and are ready to change to a General or Family practitioner, there are three ways to get help:

- » Call the Denver Health Appointment Center at 303-436-4949 to get help finding a new provider and making your first appointment
- » Use the online Provider Directory at [denverhealthmedicalplan.org](http://denverhealthmedicalplan.org)
- » Ask your provider for help with the transition





# GEAR UP FOR NATIONAL BIKE MONTH!

May is National Bike Month. Since 1956, the League of American Bicyclists has dedicated this month to celebrating the many benefits of cycling and encouraging people from coast to coast to get on their bikes.

While the rest of the country celebrates in May, Colorado has declared Bike Month in June, once all our snow has melted, with Bike to Work Day on Wednesday, June 26. As Denver has become more and more focused on eco-friendly transportation options, it's no wonder that over the past several years, we've seen a 25% surge in bike commuting. Here are some of the top reasons more people are pedaling:

## 1 GOOD FOR THE EARTH.

Since cycling doesn't run on gasoline, it produces absolutely zero pollution. And unlike cars that require antifreeze and other types of fluids, cycling doesn't release harmful substances that could end up in water sources or the environment.

## 2 GET EXERCISE.

Cycling is an effective low-impact, non-weight bearing workout that strengthens your legs, builds muscle, improves cardiovascular fitness and reduces fat. And while it's a great calorie burner, you can still work up a sweat without putting unnecessary stress on your joints.

## 3 SAVE MONEY.

No need to fill up with gas or pay for the skyrocketing costs of parking. Plus, if you ride your bike enough, there's no need for the gym, and it can take the place of higher-cost leisure activities. Ever stop to run errands on your bike? You might find you stick to buying only what you need.

## 4 MAKES YOU HAPPY.

Studies show that exercise, like cycling, releases feel-good chemicals called endorphins that trigger a euphoric feeling known as the "runner's high." So it's not surprising that general practitioners often suggest exercise to help ease anxiety and depression.

## 5 A FRESH PERSPECTIVE.

When you're on your bike, you can really take in the sights, sounds and smells of your surroundings. And as you explore new routes, you'll experience the city in a whole new way. Rivers, mountains and sunsets come to life — you don't just see things differently, you see things you never noticed before. Don't forget to wear your helmet!



**DENVER HEALTH  
MEDICAL PLAN** INC.™

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## **LARGE PRINT OR OTHER LANGUAGES:**

If you need this newsletter in large print, in other formats or languages, read aloud or need another copy, call 303-602-2116 or 1-800-700-8140. For TTY, call 711. Call Monday to Friday 8 a.m. to 5 p.m. at no cost to you. Si usted habla español, tenemos a su disposición servicios de asistencia, gratuitos, en su idioma. Llame al 1-800-700-8140 (State Relay 711).



## **A MESSAGE FROM OUR CEO**

At DHMP, we believe in caring for the mental and physical needs of our members. We are here to support our members on their journey to well-being, and that looks different for everyone. If you have questions along the way, our teams are happy to help.

I plan to use the warmer and longer days to add some new habits to support my well-being – walking, biking, seasonal fruit and vegetables. I challenge you to do the same and find small, positive changes that work for you. We can support each other along the way!

### **GREG MCCARTHY**

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

