

STRONG

body
mind



MEMBER NEWSLETTER
// SUMMER 2018



DENVER HEALTH
MEDICAL PLAN INC.



GUT CHECK: POWER OF PROBIOTICS

It may be surprising to hear that trillions of beneficial bacteria, in nearly a thousand different species, naturally live in your gut and do good work, such as producing vitamins and enzymes, eliminating toxins and moving food through your digestive tract. When this complex ecosystem is out of balance, you can feel sick. Symptoms include diarrhea, constipation, gas, bloating, eczema, vaginal infections, allergies, joint stiffness and a host of other ailments. The good news is, in many cases, probiotics have proven to help.

WHAT ARE PROBIOTICS?

Probiotics are live beneficial microorganisms—mostly bacteria—that you can eat as food or take in supplement form to keep your gut (and your entire body) healthy and balanced. The most common probiotic source is yogurt, and it's why it's so good for you.

FOOD SOURCES VS. SUPPLEMENTS

Lots of delicious, common foods have probiotics in them because live active cultures are added or develop through the process of fermentation. In addition to yogurt, some of the more common

food sources are sauerkraut, kimchi, miso, tempeh, kefir, sourdough bread and kombucha tea.

Eating these on a regular basis alone may help keep your system healthy and in balance. In fact, some experts say the variety of the bacteria in these foods make them especially good for you. As an alternative, you can try taking probiotic supplements.

HOW DID MY GUT GET OUT OF WHACK IN THE FIRST PLACE?

The most common way is through taking antibiotics, which not only kill off the bad bacteria, they also kill the good. (Note: “pro” means to promote, while “anti” means against.) It's becoming common practice for doctors to tell their patients to take probiotics before, during and after a round of antibiotics in order to replenish the good bacteria while fighting off the bad guys. Other causes of imbalance can include age, genetics, environment and diet.

WHICH SUPPLEMENTS TO TAKE?

If you've ever read a probiotic supplement label, it's like reading Latin—literally. That's because each probiotic species has a

If you need any of the information in this newsletter in Spanish, please call Member Services at 303-602-2100 for DHMP, 303-602-2090 for Elevate Health Plans or 303-602-2111 for Medicare Choice/Select.

Si necesita en Español alguna parte de la información contenida en este boletín, llame Servicios de los Miembros al 303-602-2100 para DHMP, 303-602-2090 para Elevate Health Plans o al 303-602-2111 para Medicare Choice/Select.



scientific name and does a specific job. So, get used to words such as Lactobacillus (L.) acidophilus, L. bulgaricus, L. rhamnosus, L. salivarius, Bifidobacterium (B.) bifidum, B. lactis, B. longum and B. breve. The names and the jobs of these bacteria can be confusing.

In order to determine which supplement to take, do some of your own research based on your symptoms. Some probiotics strains have been proven to reduce diarrhea caused by taking antibiotics, while some are more helpful with immune system problems, for instance. The thing to remember is diversity! These microorganisms work together, so finding a probiotic with the right variety of strains works best.

THE HOW TOS

How often should you take probiotics and when? If you're in fairly good health, simply incorporate them into your diet on a regular basis by eating probiotic-rich foods.

If you're taking supplements, the biggest myth is to take them in the morning on an empty stomach. The journey through the treacherous, acid-filled digestive tract can be too harsh to survive. Recent research suggests taking a probiotic supplement just before or just after eating because the food buffers and nourishes the tiny organisms as they make their way to the large intestines, helping them to multiply.

Be sure to get at least 1 billion, yes billion, CFUs (colony forming units) per day if you need to replenish your system. Fortunately, most supplement brands contain 15 to

50 billion CFUs per capsule at the time of manufacturing, because these are live creatures and some may die while sitting on the shelf.

REFRIGERATED OR NOT?

Another myth busted: refrigerated probiotics are no more effective than non-refrigerated. It's a matter of choice and convenience for your lifestyle. It's more important to choose a supplement based upon the blend of bacteria strains and the reputation of the brand.

DO I NEED THEM?

What does your gut tell you? If you've been having digestive problems (or a variety of unexplainable ailments), it could be a sign of a good-vs.-bad-bacteria imbalance. Try probiotics. These tiny organisms may hold the power to helping you regain your health!

Sources:

- <https://www.webmd.com/digestive-disorders/what-are-probiotics#1>
- <https://nccih.nih.gov/health/probiotics/introduction.htm>
- <http://www.health.com/health/gallery/0,,20918991,00.html#probiotic-foods—0>
- <https://www.medicinenet.com/probiotics/article.htm>
- <https://my.clevelandclinic.org/health/drugs/14598-probiotics>
- <https://www.aafp.org/afp/2017/0801/p170.html>
- <https://www.mayoclinic.org/prebiotics-probiotics-and-your-health/art-20390058>
- <https://www.theguardian.com/news/2018/mar/26/the-human-microbiome-why-our-microbes-could-be-key-to-our-health>
- <http://patients.gi.org/topics/probiotics-for-the-treatment-of-adult-gastrointestinal-disorders/>
- <https://www.eatright.org/food/vitamins-and-supplements/nutrient-rich-foods/prebiotics-and-probiotics-creating-a-healthier-you>
- <https://www.reviews.com/probiotic-supplement/>
- <https://cspinet.org/tip/should-you-take-probiotic-every-day>
- <https://health.usnews.com/wellness/articles/getting-your-probiotic-fix-when-taking-antibiotics>
- <https://probiotics101.probiotics.com/when-should-you-take-probiotics/>
- <https://www.nytimes.com/2017/11/06/well/live/unlocking-the-secrets-of-the-microbiome.html>

NURSELINE ADVICE:

WEST NILE VIRUS

Written By: Alida Lynn Ashley BSN, RN

Along with the joys of summer picnics, outdoor swimming, hiking and gardening comes the annoying buzz and bite of those pesky mosquitos. Beyond a mere summer nuisance, mosquitos have caused widespread human suffering, disease and even death. In fact, more than one million people die worldwide from mosquito-borne diseases each year. In Colorado, West Nile Virus (WNV) is the most prevalent mosquito-borne illness. WNV originated in Uganda along the West Nile River, which is how it acquired its name, and first appeared in Colorado in 2002. In 2017, there were 68 total cases of WNV in Colorado carried by humans and 149 human cases in 2016.

Transmission – WNV can be spread through the following routes:

- » Mosquito bites
- » Blood transfusions or organ transplants
- » Infants can become infected from their mother during pregnancy or via breastfeeding

Symptoms:

- » 70-80% of people infected with the virus have no symptoms
- » 20% of people experience flu-like symptoms (i.e., fever, fatigue, headache, muscle aches, rash, etc.)

- » < 1% of people infected develop acute neurological symptoms, such as meningitis, encephalitis or flaccid paralysis

Treatment:

There are no specific treatments for WNV. Currently, treatment is aimed at alleviating the symptoms.

Prevention - follow the five D's of protecting against mosquito bites:

- » Use **DEET** enhanced insect repellent or an alternative
- » **DRESS** in long-sleeved shirts and long pants outside in areas where mosquitos are active. Spray clothes with insect repellent for extra protection
- » Avoid the outdoors from **DUSK** until **DAWN**
- » **DRAIN** standing water outside your home. Empty water from tires, cans, flower pots, clogged gutters, rain barrels, bird baths, toys and puddles

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.

Frozen Nectarine Yogurt

INGREDIENTS

- 5 - small nectarines, chopped
- 1 cup - water
- 1/4 cup - honey
- 1 tablespoon - fresh lemon juice
- 1 teaspoon - vanilla extract
- 1/4 cup - unsweetened apple juice
- 1 cup - plain low-fat yogurt

Nectarines contain beta-carotene and Vitamin C, both of which are antioxidants. Vitamin C provides a boost for your immune system and helps to protect the molecules in your body from free radicals. Nectarines are also a good source of fiber.



DIRECTIONS

Combine the nectarines, water, and honey in a saucepan. Cook over medium heat until the nectarines are soft. Puree the mixture in a blender or food processor. Stir in the lemon juice, vanilla and apple juice. Chill until cool. Whisk the yogurt into the nectarine mixture. Pour into an 8x8 inch pan and freeze until crystals form around the edges, about 45 minutes. Stir the crystals into the middle of the pan and return to the freezer. When the mixture is lightly frozen through, whip it until it is light in color. Spoon the mixture into a storage container and freeze until firm. Let soften at room temperature for 10 minutes before serving.

SAME DAY CARE OPTIONS

When you need care today and can't get in to see your primary care provider...



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 following options.



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. Visit **www.dispatchhealth.com**, download the free app or call **303-500-1518**.



VISIT A WALGREENS HEALTHCARE CLINIC OR A KING SOOPERS LITTLE CLINIC.

These clinics are a good option if you have a sore throat, sinus infection or the flu.

WHAT IS 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**. Hover over *Existing Members*, navigate to your plan's page, click *Pharmacy* and click either *Formulary Updates* (for Elevate 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) 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



VISIT AN URGENT CARE CENTER.

Denver Health offers three Urgent Care centers. There are separate Pediatric (open 24/7) and Adult (open Mon-Fri, 7am to 8pm | Sat-Sun, 8am to 7pm) Urgent Care centers on its Main Campus at 777 Bannock Street, as well as the Southwest Clinic for Pediatrics and Adults at 1339 Federal Blvd (open Mon-Fri, 9am to 8pm | Sat-Sun, 9am to 4pm, closed holidays).

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 Street. The Denver Health Pediatric Emergency Department is designed just for kids and is completely separate from the Adult Emergency Department.

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.



**DENVER HEALTH
MEDICAL PLAN INC.**

Elevate

CHECK ONE MORE THING OFF YOUR TO-DO LIST!

Elevate members can now set up recurring credit/debit card payments for your monthly premium. Call Member Services at 303-602-2090 to get started!

Note: Elevate premiums are due the 25th of each month for coverage the following month.



DENVER HEALTH™

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FOR LIFE'S JOURNEY



777 Bannock St., Pavilion A | Denver, CO 80204
[DenverHealth.org/PEDUC](https://denverhealth.org/PEDUC)
303-602-3300

EXPERT 24/7 CARE FOR YOUR CHILD'S INJURIES AND ILLNESSES

Your child will be seen by a pediatric nurse on arrival who will identify the proper level of care for your child - emergent or urgent care - so that you will be billed the appropriate copay.

WHY DENVER HEALTH?

- Pediatric experts with a passion to work with kids
- One convenient location for urgent and emergent care
- Separate waiting room just for children
- Private rooms for the support your child needs
- Denver Health accepts most commercial payers as well as Medicaid



MEDICARE SPOTLIGHT: WHY SHOULD YOU COMPLETE A HEALTH RISK ASSESSMENT (HRA)?

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 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 303-602-2176 or toll-free at 1-800-700-8140 Monday - Friday 8 a.m. to 5 p.m. TTY users should call 711.

MEMBER RIGHTS & RESPONSIBILITIES

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.
- » Receive medical/behavioral health care that is based on objective scientific evidence and human relationships. A partnership based on trust, respect and cooperation among the provider, the staff and the member 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 within the network of providers, to contact your primary care provider whenever a health problem is of concern to you and arrange for a second opinion 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.
- » Ask for a second opinion, at no cost to you.
- » Know the names and titles of the doctors, nurses and other persons who provide care or services for you.
- » 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 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 service.
- » Learn more about your primary care provider and his/her qualifications, such as medical school attended or residency, by going to denverhealthmedicalplan.org and clicking Find a Doctor/Provider for our web based provider directory or by calling Member Services at 303-602-2100.
- » Express your opinion about DHMP or its providers to legislative bodies or the media without fear of losing health benefits.
- » 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.

*AS A DHMP MEMBER YOU ARE ENTITLED TO CERTAIN RIGHTS,
AND HAVE CERTAIN RESPONSIBILITIES, UNDER FEDERAL LAW.*

- » Instruct your providers about your wishes related to advance directives (such issues 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 24 hours for urgent conditions.
- » Have interpreter services if you need them when getting your health care.
- » Change enrollment during the times when rules and regulations allow you to make this choice.
- » 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.
- » Receive a standing referral from a primary care provider to see a DHMP network specialty treatment center for an illness or injury that requires ongoing care.
- » Make recommendations regarding DHMP's Members' Rights and Responsibilities policies.
- » Voice a complaint about or appeal a decision concerning the DHMP organization or the care provided and receive a reply according to the grievance/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, 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 your symptoms and problems to your primary care provider and 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 primary care provider suggests.
- » Get a referral from your primary care provider before you see a specialist.
- » 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 your complaints and concerns in a civil and appropriate way.
- » Learn and know about plan benefits (which services are covered and non-covered) and contact a DHMP Member Services Representative with any questions.
- » Inform providers or a representative from DHMP when not pleased with care or service.



**DENVER HEALTH
MEDICAL PLAN** INC.™

938 Bannock Street
Denver, CO 80204



A MESSAGE FROM OUR CEO

Thank you for choosing Denver Health Medical Plan (DHMP) as your health insurance carrier. As you can see, our quarterly newsletter has a new look. Our goal is to provide helpful information in an easy to read format to help you take control of your health and well-being. Your health is our top priority, and we're here to work with you to achieve your goals.

We hope you enjoy the warm summer days in this beautiful city that we all call home. Have a safe and healthy summer!

GREG MCCARTHY

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

