

STRONG

body
mind



MEMBER NEWSLETTER
// FALL 2018



DENVER HEALTH
MEDICAL PLAN INC.



THE POWER OF PLANTS

Health and Happiness. It's what we're all seeking. But did you know that one of the keys to increasing our joy and well-being may be found in plants?

In fact, studies prove that just walking through a park or green space lowers our heart rates. The latest research published in JAMA Network Open, an online publication of The Journal of the American Medical Association, found that when abandoned lots in urban neighborhoods are planted with grass and trees, it lessens depression and improves the mental health of those who live in the area. The stats ranged from 41% to a whopping 68% reduction in depression.

Plants and green spaces are proven to lower stress, lift our mood, and help our brains think more clearly and creatively. Powerful, indeed!

WITH AUTUMN'S ARRIVAL, SOAK UP THE OUTDOOR GREENERY WHILE IT LASTS:

- » Visit a nearby park and have a picnic in the grass
- » Take a stroll or ride your bike down a tree-lined street
- » Enjoy the peacefulness of your backyard veggie garden

- » If the leaves have already changed colors, visit a pine forest (we have lots of them in Colorado!)

Then, take the power into your own hands.


BRING THE GREEN INDOORS:

Start nurturing your indoor green spaces now! Plants are beautiful, plus they add to the health of your home and office environments in a number of ways. For starters, house plants improve your mood, and they create lots of healthy oxygen. It's only natural.

Humans and plants are involved in a beautiful and vital dance here on planet earth. Through the process of respiration, our human bodies take in oxygen to feed all of our cells, and we exhale carbon dioxide. Plants, for the most part, do the opposite: they mainly take in carbon dioxide and release oxygen through the process known as photosynthesis. It's one reason why the forests and rainforests around the globe are so important to the survival of the human species. It's also why it's helpful to put a plant or two on your desk and in your living room.

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 inglés alguna parte de la información contenida en este boletín, llame Servicios de los Miembros 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.



Plants can improve the quality of indoor air too, which according to the Environmental Protection Agency (EPA) can be up to 10 times more polluted than outdoor air. Indoor air can contain formaldehyde, benzene, carbon monoxide and many other toxins from cleaning products, furniture and carpets, and printers, among other things. Some plants are better than others at clearing harmful chemicals from our indoor air.

These common houseplants can help better indoor air quality:

- » Spider Plants
- » Snake Plants
- » Ferns
- » Jade Plants
- » English Ivy
- » Peace Lily
- » Gerbera Daisy

PLANTS ARE THE SOURCE OF MANY MEDICINES:

Mental, emotional and physical health—plants have the power to improve it all. Stories of humans using plants for medicine date back many thousands of years. Ancient Egyptians, Greeks and Chinese documented using plants to heal their bodies, and today, about 40% of our drugs are sourced from plants—the most potent being those plants found in the wild. Some of our most important drugs, from morphine to aspirin, are made from plants.

Tropical forests and rain forests are especially biodiverse, with the largest variety

of species per square acre than any other places on earth. Yet we are only familiar with about 1% of the plants that live there. Heads up, these forests are also the most endangered habitats, being cleared for farming and grazing at an alarming rate throughout Africa, Asia, and Central and South America.

It's important that we humans try to save every species of plant on our planet because of the potential medicines that might be contained within them.

HUMANS CAN'T LIVE WITHOUT PLANTS:

Clearly, our health and happiness depend upon plant life. If we care for the plants in our outdoor spaces and create green spaces indoors, we ourselves will be healthier inside and out!

Sources: jamanetwork.com/journals/jamanetworkopen/fullarticle/2688343; npr.org/sections/health-shots/2018/07/20/630615148/replacing-vacant-lots-with-green-spaces-can-ease-depression-in-urban-communities; hsph.harvard.edu/news/hsph-in-the-news/plants-fresh-air-natural-light-healthy-workplaces/; nytimes.com/2018/01/11/well/a-greener-more-healthy-place-to-work.html; ncbi.nlm.nih.gov/pubmed/25068481; forbes.com/sites/nomanazish/2018/02/10/think-you-dont-need-houseplants-science-says-different/#1ac8826d3595; fs.fed.us/wildflowers/ethnobotany/medicinal/index.shtml; faculty.ucr.edu/~legneref/botany/medicine.htm; wwf.panda.org/knowledge_hub/where_we_work/amazon/about_the_amazon/why_amazon_important/; wwf.panda.org/our_work/forests/; nature.com/articles/srep11610; hsph.harvard.edu/news/hsph-in-the-news/plants-fresh-air-natural-light-healthy-workplaces/; hsph.harvard.edu/news/hsph-in-the-news/healthy-buildings-can-improve-workers-performance/; hbr.org/2017/03/research-stale-office-air-is-making-you-less-productive; epa.gov/indoor-air-quality-iaq/volatile-organic-compounds-impact-indoor-air-quality; time.com/5105027/indoor-plants-air-quality/; botany.org/PlantTalkingPoints/CO2andTrees.php

NURSELINE ADVICE: FLU SEASON PREP

Flu season is here again. The Centers for Disease Control (CDC) suggests that most people get a flu vaccination each year to prevent the flu and lower the risk of hospitalization and complications. The vaccine also lowers the odds of spreading the virus to those around you. This is very important for young children, elders and those with chronic health conditions. Most flu vaccines are made to protect against 3 flu viruses: Influenza A (H1N1), Influenza A (H3N2) and Influenza B.

WHY YEARLY?

A flu shot is needed each year because the body's immune response declines over time and because the flu viruses change. The vaccines must also change in order to keep up or ahead of the new viruses.

WHO SHOULD BE VACCINATED?

The common vaccine is made for ages 6 months to 65 years. However, a higher dose may be given to those over 65 to create a greater antibody response. Babies under 6 months of age and anyone who has previously had a severe reaction to a flu vaccine should not be vaccinated. In addition, those suffering with a moderate to severe acute illness should wait until they have recovered to get the vaccine.

WHAT IF I'M PREGNANT?

The flu vaccine is recommended during pregnancy, as it provides protection for the mother and for the baby up to a few months after delivery.

MYTHS & SIDE EFFECTS:

The flu vaccine DOES NOT give you the flu or a cold. The most common side effects are soreness, redness and swelling at the injection site, a low grade fever and achiness. These symptoms are often mild and last for only a few days. The vaccine does not prevent the common cold.

SYMPTOMS:

Symptoms of the flu hit you hard and fast. Most people have fever, chills, severe body aches and fatigue for 3–4 days. You may also experience coughing, sneezing, sore throat and chest discomfort with headaches.

TREATMENT:

Typical treatments for the flu are rest, plenty of fluids and over-the-counter medication to treat the symptoms. If despite these measures your symptoms are worsening, it may be time to seek medical care. The NurseLine is here 24/7, 365 days a year to help you decide what to do.

By: Kelli Andersen RN, BSN, ONC, RNC

Sources: [cdc.gov](https://www.cdc.gov/); [cdc.gov/ncird/index.html](https://www.cdc.gov/ncird/index.html);
[cdc.gov/flu/protect/keyfacts.htm](https://www.cdc.gov/flu/protect/keyfacts.htm);
[cdc.gov/flu/consumer/symptoms.htm](https://www.cdc.gov/flu/consumer/symptoms.htm)

**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.**



Butternut Squash With Black Beans

INGREDIENTS

- 1 - butternut squash (small)
- 1 - onion (small)
- 1 teaspoon - vegetable oil
- 1/4 cup - red wine vinegar
- 1/4 teaspoon - garlic powder
- 1/2 teaspoon - oregano
- 1/4 cup - water
- 2 cans - black beans (16 oz each; rinsed and drained)

Butternut squash is a great source of Vitamin C and Potassium. Potassium helps to maintain a healthy blood pressure and it is also known to be an electrolyte. Butternut squash is also a great source of fiber, which can help with improving digestion and keeping your cholesterol levels low.



DIRECTIONS

Heat the squash in the microwave on high heat for 1-2 minutes. This will soften the skin. Peel the squash with a veggie peeler or small knife. Cut the squash into ½ inch cubes. Peel and chop the onion. In a large pan, heat the oil. Add the onion, garlic powder and squash. Cook for 5 minutes on medium heat. Add vinegar and water. Cook on low heat until the squash is tender, about 10 minutes. Add the beans and oregano. Cook until the beans are heated through.

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

Note: DispatchHealth is a covered benefit for members of Medicare Advantage, Elevate and Employer Group Plans. It is not a covered benefit for members of Medicaid Choice and CHP+.

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**. 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



VISIT AN URGENT CARE CENTER.

Denver Health offers three Urgent Care centers. There are separate Pediatric (open 24/7) and Adult (open Mon-Fri, 7 a.m. to 8 p.m. | Sat-Sun, 8 a.m. to 7 p.m.) Urgent Care centers on its Main Campus at 777 Bannock St., as well as the 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).

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.

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.

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 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.



Denver Health's 9 Family Health Centers are conveniently located across the Denver metro area – with locations to treat you and your loved ones when you need us.

ABOUT OUR FAMILY HEALTH CENTERS:

- Fully-equipped to serve the medical needs of your community and the City of Denver.
- Certified as Patient-Centered Medical Home, which means our team makes sure you are actively guided through your health care journey.
- Equipped to provide medical interpretation for you in your native language.
- Most have a pharmacy located within the center.



DENVER HEALTH
FAMILY HEALTH CENTERS™

**DENVER HEALTH
FAMILY HEALTH
CENTERS**

**Wellington E. Webb
Center for Primary Care**
301 W. 6th Ave.

Bernard F. Gipson Eastside
501 28th St.

La Casa Quigg Newton
4545 Navajo St.

Lowry
1001 Yosemite St.

Montbello
12600 E. Albrook Dr.

Park Hill
4995 E. 33rd Ave.

Sam Sandos Westside
1100 Federal Blvd.

Westwood
4320 West Alaska Pl.

Federico F. Peña Southwest
1339 S. Federal Blvd.
Urgent Care Location

DenverHealth.org/Locations | 303-436-4949

OPEN ENROLLMENT IS HERE FOR MEDICARE ADVANTAGE AND ELEVATE HEALTH PLANS



If you or someone you know would like to buy a health insurance plan for 2019,
now is a great time to start planning.



**DENVER HEALTH
MEDICAL PLAN** INC.™

Elevate



Open Enrollment Period runs from **November 1, 2018** to **January 15, 2019**. *

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



**DENVER HEALTH
MEDICAL PLAN** INC.™

Medicare Advantage



Open Enrollment Period runs from **October 15, 2018** to **December 7, 2018**.

Learn more about our plans at denverhealthmedicalplan.org

IMPORTANT PLAN INFORMATION



COMPLEX CASE MANAGEMENT & ACCESS TO CASE MANAGEMENT

Our Case 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 case management program, we can:

- » Make doctor and specialty appointments.
- » Make referrals to resources.
- » Schedule transportation for your doctor's appointments.
- » Work with your care team on services you may need at home.
- » Provide education on your health care conditions.
- » Work with your doctor to make sure you have the medicines you need.

Our case management program is a no-cost service to Denver Health Medical Plan Commercial and Medicare members. You can participate in the program as long as you want. For more information or to refer, please call 303-602-2136.

COMMUNICATION SERVICES & ACCESS TO STAFF

DHMP provides access to staff for members and practitioners seeking information about Utilization Management (UM). Staff are available at least eight hours a day during normal business hours for inbound collect or toll-free calls. Staff can receive inbound communication regarding issues after normal business hours. Communications received after normal business hours are returned on the next business day, and those received after midnight Monday – Friday are responded to on the same business day. Staff are identified by name, title and organization name when initiating or returning calls. TYY services and language assistance are available.

POLICIES FOR APPEALS & NOTICE OF EXTERNAL REVIEW RIGHTS

Following receipt of an adverse benefit determination, you may have a right to request an external review. You have the right to request an independent external review of our decision if our decision involves an adverse benefit determination involving a denial of a claim, in whole or in part, that is: 1) A denial of a preauthorization for a service; 2) A denial of a request for services on the ground that the service is not medically necessary, appropriate, effective or efficient or is not provided in or at the appropriate health care setting or level of care; and/or 3) A denial of a request for services on the ground that the service is experimental or investigational. If our final adverse decision does not involve an adverse benefit determination as described in the preceding sentence, then your claim is not eligible for external review; however, independent external review is available when we deny your appeal because you request medical care that is excluded under your benefit plan and you present evidence from a licensed Colorado professional that there is a reasonable medical basis that the exclusion does not apply.

DENVER HEALTH MEDICAL PLAN 2017 ANNUAL REPORT

For a copy of our 2017 Annual Report, please visit our website. The Annual Report shows our balance sheet and detailed financial information from the last year.

VIEW HERE: denverhealthmedicalplan.org/denver-health-medical-plan-annual-report

GET YOUR VACCINES TODAY



VACCINES: A GREAT WAY TO KEEP YOU AND YOUR FAMILY HEALTHY

Vaccines are one of the best ways to prevent many diseases. With kids back in school and flu season arriving, now is a good time to make sure you and your family are up-to-date on important immunizations. Children, teens and adults all need different vaccines. Here are a few vaccines that are important for you and your kids to have:



FLU, ALSO CALLED INFLUENZA, affects the nose, throat and lungs. It spreads easily between people by coughing, sneezing or touching an item that has flu germs on it. The flu vaccine can protect you from flu and stop flu from spreading to others. The vaccine is given once a year and is recommended for everyone 6 months or older.



PERTUSSIS, ALSO CALLED WHOOPING COUGH, often occurs in children. Its most common symptom is a persistent cough. Whooping cough is contagious, and it spreads through coughing or sneezing. The Tdap vaccine is recommended for children up to age 7 and for children at age 11, but can be given between the ages of 7-10 if they have no history of tetanus (have not been vaccinated before). It is also recommended that adults get a booster vaccine of Tdap every 10 years, especially for pregnant women, parents and family members who will be around babies and young children.



HUMAN PAPILLOMAVIRUS (HPV) causes roughly 30,000 cancers a year in the United States, including more than 600 cases of cancer in Colorado. HPV vaccine is cancer prevention. This vaccine is recommended for 11-12 year old boys and girls, but can be given as early as age 9 and as late as age 26.

Denver Health Medical Plan members can get vaccines at little or no-cost. Coverage and cost differ by plan type. Call Health Plan Services (phone number on the back of your ID Card) to find out which option is best for you. Places to get vaccines include:

- » Your primary care provider.
- » Denver Public Health's Immunization Clinic. Walk-in appointments for child and adult vaccines are available Monday – Friday (8:00 a.m. to 4:30 p.m.) at 605 Bannock St.
- » Denver Health's School-Based Health Centers. There are 17 throughout Denver, offering overall care and immunization delivery.
- » School-located vaccination clinics. Offered by Denver Public Health and Denver Public Schools, this program brings vaccines to specific elementary and middle schools throughout the school year.
- » Most local drug stores including, but not limited to: King Soopers, Safeway, Walmart, Walgreens. Be sure to go to the pharmacy counter (not an in-store clinic). For \$0 flu vaccine, you must present your member ID card.

Visit denverpublichealth.org/immunizationclinic or denverhealth.org for more information about vaccines and where to get them.



**DENVER HEALTH
MEDICAL PLAN INC.**

938 Bannock Street
Denver, CO 80204

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

As we enter the fall, you may hear a bit about health insurance in the media. The Medicare Annual Enrollment Period (AEP) starts October 15th, and enrollment on the Colorado Exchange opens on November 1st. We're here to help you work through any questions you or a loved one may have about insurance options.

Fall also means the start of flu season. As a reminder, flu vaccines are a covered benefit for all of our DHMP plans. We encourage everyone to take proper precautions to protect yourself and your community.

GREG MCCARTHY

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

