

STRONG + body mind

MEMBER NEWSLETTER
// SUMMER 2019



DENVER HEALTH
MEDICAL PLAN INC.



LOVE THE SKIN YOU'RE IN

Did you know that the skin is our heaviest and largest organ, weighing an average of eight pounds and spanning about 20 square feet? It's no wonder it has so many functions—the most obvious being protecting our internal organs from the outside elements. In addition, our skin helps prevent infections, retain water and nutrients, control body temperature and much more.

ANATOMY OF THE SKIN

The skin is made up of three layers:

1. **Epidermis:** The outermost layer that produces new skin cells and gives skin its tone.
2. **Dermis:** The middle layer that contains sensory receptors, hair follicles, blood vessels, elastin and a number of glands.
3. **Subcutaneous Tissue:** The deepest layer made mostly of fat and collagen that absorbs shock and regulates body temperature.

PROTECTION AGAINST THE ELEMENTS

So how exactly does our skin protect us?

The Sun: When we're exposed to the sun, our skin produces melanin to absorb dangerous ultraviolet (UV) rays from damaging our healthy skin cells—this is what gives us a suntan.

Hot and Cold Temperatures: When we get too hot, the skin produces sweat and dilates our blood vessels to keep us cool. When we get too cold, our blood vessels contract, and we develop goosebumps that trap warm air and retain heat.

Pathogens: Skin cells located in the epidermis act as a barrier against pathogens, such as fungi, bacteria and viruses.

SKIN CARE PRODUCTS: BEFORE YOU BUY

When you're taking great care of your skin, you're actually helping to protect your entire body. That's why choosing the best skin care products is so important. The priciest skin care products are not necessarily the best, and if they seem too good to be true, you're probably right. Before you purchase a product, make sure to carefully check

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.



the ingredients and expiration date. If the product is too old, it can have harmful bacteria that may cause blemishes, rashes or even skin infections.

CHECK THE INGREDIENTS

Whatever your skin type, moisturizers should always contain a physical sunscreen with an SPF of 30 or more. Try to avoid chemical sunscreens that can irritate your skin.

If you have sensitive skin, limit anti-aging ingredients. Instead, choose calming ingredients like green tea polyphenols, aloe and chamomile.

If you have dry skin, keep in mind that alcohol, fragrances and alpha hydroxy acid can strip your skin of its natural oils. A cream or ointment with shea butter, jojoba oil or olive oil will be much more soothing.

If your skin is oily, stay away from products with cocoa butter, cinnamon and coconut oil, which can cause breakouts. A better alternative is a lightweight moisturizer and an oil-free cleanser that won't clog your pores.

HOMEMADE SKIN CARE TREATMENTS

Do-It-Yourself (DIY) skin care treatments can save you a lot of money—and you probably already have a lot of the ingredients in your kitchen. But even these products can cause irritation, so always do a patch test on your arm before applying anything to your face. Here are a few DIY treatments you can try at home:

Gentle Oatmeal Cleanser

Combine 1 tbsp. ground oatmeal, 1 tbsp. ground sunflower seeds, 1 tbsp. warm honey and 2 tbsp. yogurt. Gently scrub the mixture onto your face and neck. Let it sit for three minutes, and then rinse with warm water.

Egg White Facial Mask

Blend an egg white, 1 tbsp. yogurt and ½ avocado. Spread evenly on your face and neck, and leave on for 10 minutes. Rinse with warm water.

Soothing Green Tea Mist

Soak two bags of green tea for 15 minutes in boiling water. Remove tea bags and add ½ cup rose water. Using a spray bottle, spritz onto your skin. Keep refrigerated in a sealed container.

With the right care, it's easy to keep your skin looking and feeling great. And remember, healthy skin helps ensure a healthy body.

Sources:

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NURSELINE ADVICE: STAYING HYDRATED

Staying hydrated is one of the best things we can do for our bodies. All of our organs, tissues and cells require water in order to function properly. For most people, hydrating can be an easy task. An adequate amount of water per day for most healthy adults is eight 8-ounce glasses. And although anyone can become dehydrated, some people are at a higher risk, such as infants, children and the elderly.

COMMON CAUSES OF DEHYDRATION IN ADOLESCENTS AND ADULTS

- » Exercise, such as hiking, gym workouts or aerobics
- » Diarrhea, vomiting or fever
- » Alcohol consumption
- » Working or exercising in hot, humid weather
- » Elevation, which is a major factor for Colorado residents and visitors

SIGNS OF DEHYDRATION IN ADOLESCENTS AND ADULTS

- » Extreme thirst
- » Less frequent urination
- » Dark-colored urine
- » Fatigue
- » Dizziness
- » Confusion

Serious complications related to dehydration can include heatstroke, urinary

tract infections, kidney stones, kidney failure, hypovolemic shock, seizures and more.

TIPS TO KEEP YOUR BODY HYDRATED

- » Keep a water bottle with you at all times and make sure you have enough water when traveling, hiking, camping, etc.
- » Drink hydrating fluids with each meal and in between meals
- » Drink water before, during and after exercise
- » If feeling hungry, drink water; need for hydration is often be mistaken for hunger
- » Eating fruits and veggies can be hydrating, too - fill up on watermelon, strawberries, grapefruit, cucumbers, iceberg lettuce, tomatoes and more
- » If you have a smartphone, there are apps you can download that will remind you to drink water

By: Shasta McGovern BSN, RN - NurseLine

Sources: [mayoclinic.org/diseases-conditions/dehydration/symptoms-causes/syc-20354086](https://www.mayoclinic.org/diseases-conditions/dehydration/symptoms-causes/syc-20354086); [mayoclinic.org/healthy-lifestyle/nutrition-and-healthy-eating/in-depth/water/art-20044256](https://www.mayoclinic.org/healthy-lifestyle/nutrition-and-healthy-eating/in-depth/water/art-20044256)

**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.**



Super Simple Veggie Pancakes

INGREDIENTS

1.5 lbs - grated vegetables (3 cups packed),
peeled first if necessary and squeezed dry
1/2 - small onion, grated or finely chopped
1 - whole egg (or 2 egg whites), lightly beaten
1/4 cup - flour, more or less
Salt & freshly ground black pepper
Olive oil, vegetable oil or butter

Note: Vegetable pancakes are a fun and healthy take on this breakfast staple. Add other ingredients as you see fit!



DIRECTIONS

Heat the oven to 275° F. Grate the vegetable(s) by hand. Mix together the veggies, onion, egg and ¼ cup of flour. Sprinkle with salt and pepper. Add a little more flour if the mixture isn't holding together. Put a little butter or oil in a large skillet or griddle over medium-high heat. Once melted, drop in spoonfuls of the batter. Use a fork to spread the vegetables into an even layer and flatten a bit. Cook turning once, until nicely browned on both sides, about 5 minutes. Serve hot or at room temperature.

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+.



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.

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). There 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. 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 720-440-6394. TTY users should call 711.

MEDICAID CHOICE: EARLY AND PERIODIC SCREENING, DIAGNOSTIC AND TREATMENT



Early and Periodic Screening, Diagnostic and Treatment (EPSDT) is a Health First Colorado (Colorado's Medicaid Program) program that covers prevention, diagnostic and treatment services for members age 20 and under. This program is set up to find health problems early. The goal is for children to get the physical, mental, vision, hearing and dental care they need for their health.

YOUR CHILD CAN GET THESE SERVICES AT NO COST TO YOU:

- » **Speech Services**
- » **Well Child Check-Ups**
- » **Immunizations**
- » **Physical or Occupational Therapies**
- » **Home Health Services**

Most EPSDT services will be available within Denver Health. Your doctor may also refer you to services outside Denver Health. If you have questions about EPSDT services, you or your doctor may call Health Plan Services at 303-602-2116. You can also call Healthy Communities, which is a free community resource to help you with finding EPSDT services outside of Denver Health. If you are a new member, Healthy Communities will contact you to help you get on-board with care that is important for you and your family. For more information, visit colorado.gov/pacific/hcpf/healthy-communities or call your coordinator: Tri-County (Adams, Arapahoe and Douglas) at 303-873-4404, Denver County at 303-602-6768 or Jefferson County at 303-239-7027.



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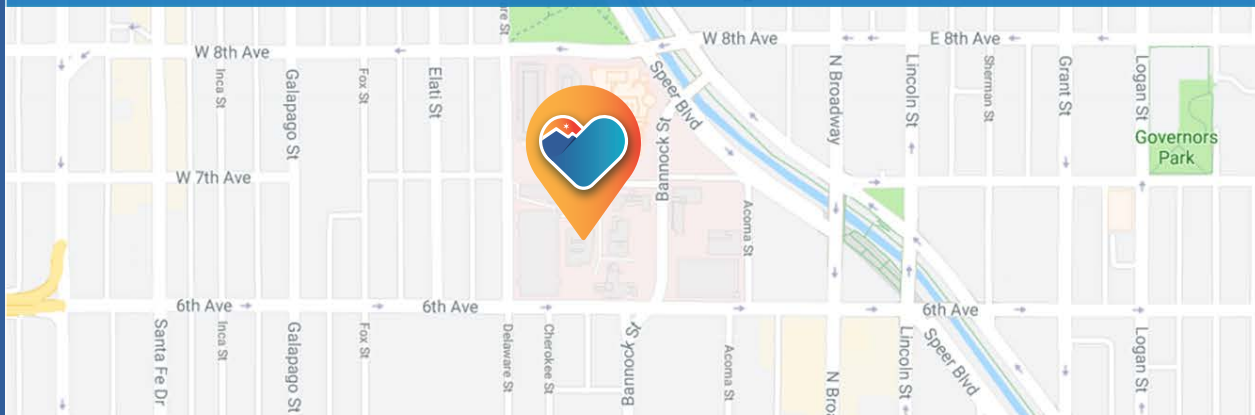
**To learn more,
call Health Plan Services
at 303-602-2116.**

WE SAVING LIVES



EMERGENCY AND URGENT CARE

**Conveniently located at
777 Bannock St., Denver, CO 80204**



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FOR LIFE'S JOURNEY

IMPORTANT PLAN INFORMATION

As a valued DHMP member, you should be aware of certain rights and responsibilities that you are entitled to and responsible for under federal law.

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.
- » Obtain available and accessible services covered by the contract.
- » Receive medical/behavioral health care that is based on objective, scientific evidence and human relationships.
- » Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- » Have a partnership based on trust, respect and cooperation among the provider, staff and member that 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 (PCP) within the network of providers, to contact your PCP whenever a health problem is of concern to you and arrange for a second opinion at no cost to you, 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.
- » Know the names and titles of the doctors, nurses and other persons who provide care or services for you.
- » Have 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 (QI) 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 services.
- » Learn more about your PCP and his/her qualifications, such as medical school attended or residency. Go to denverhealthmedicalplan.org and click on "FIND A PROVIDER" for our web-based directories, or call Health Plan Services.
- » 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.
- » Instruct providers about your wishes related to advance directives, such 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 48 hours for urgent conditions.
- » Have interpreter services if needed them getting health care.
- » Change enrollment during the times when rules and regulations allow.
- » 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.
- » Make recommendations regarding DHMP's Member Rights and Responsibilities policies.
- » Voice a complaint or appeal a decision concerning the DHMP organization or the care provided and receive a reply according to the complaint/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 or 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 symptoms and problems to your PCP, 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 PCP suggests.
- » 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 complaints and concerns in a civil and appropriate way.
- » Learn and know about plan benefits (i.e., which services are covered and non-covered) and to contact a DHMP Health Plan Services representative with any questions.
- » Inform providers or a representative from DHMP when not pleased with care or service.
- » Notify DHMP of any third party insurance, including Medicare.



**DENVER HEALTH
MEDICAL PLAN** INC.™

777 Bannock St., MC 6000
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

Now is the time when we release our Annual Report showing our previous year's financials. **The 2018 Annual Report is available on our website at:** denverhealthmedicalplan.org/denver-health-medical-plan-annual-report

We are proud to be your insurance carrier, and we'll continue to provide you with local, nonprofit, health insurance for many years to come.

We hope the summer months are giving you time to enjoy the outdoors and finding new ways to work on your health goals!

GREG MCCARTHY

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

