

STRONG + body mind



MEMBER NEWSLETTER
// WINTER 2019



DENVER HEALTH
MEDICAL PLAN INC.



DIGITAL DETOX:

IS IT TIME TO DISCONNECT?

Over the past decade, a digital revolution took place that transformed our lives. But has it changed us for the better? Or, has our need to “connect” using digital devices caused us to be far less connected to real-life experiences and, in the process, filled our lives with stress, family problems and general unhappiness?

These questions have generated a lot of research in the fields of medicine, science and psychology, as well as overall cultural studies.

Check out these startling statistics: According to a recent Pew Research poll, 26% of all adults and 39% of 18-29 year olds in the U.S. say they are online “almost constantly.” Another study says that children ages 8-11 average 3.6 hours per day playing on their digital devices. Research indicates that this much digital activity could have negative consequences.

So, is it time to detox from digital? Will reducing our screen time help us rebalance our lives and move closer to a state of well-being? Many scientists say, “yes.” However, many of us may be responding, “Who me? I don’t have a problem. Do I?”

ARE WE ADDICTED TO OUR DEVICES?

When we hear the word “addiction,” what first comes to mind might be drugs, alcohol or cigarettes. But have you ever tried to “kick the habit” of your digital devices? Your computer, your tablet and even (no, don’t say it!) your smartphone? Some of us may get jittery at the mere thought.

Why’s that? Because scientists have found that interacting with our devices can activate the “pleasure hormone” of the brain, sending us a happy dose of dopamine when we visit social media sites, play computer games, shop online and check our emails. In short, digital activity can have the same effect on our brains as an addictive substance. Take away the “digital drug,” and the result can be withdrawal symptoms such as depression.

YOU MAY HAVE A DIGITAL DEPENDENCY IF:

- » You spend more than 2 hours per day (not work-related) on your digital devices
- » You often keep your smartphone next to you, including during meals
- » You check emails and social media sites multiple times per day
- » You don’t feel as connected to your family, friends or the natural world

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 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.

- » You feel like you can't keep up with the fast pace of the world
- » You've given up hobbies you once loved and filled that time with digital activities

TOO MUCH SCREEN TIME MAY CAUSE:

- » Stress, anxiety, depression
- » Eye strain, nearsightedness and dry eyes
- » Poor sleep patterns
- » Headaches
- » Neck and shoulder pain
- » Lack of focus
- » Less connection with your family
- » Unhappiness

In fact, researchers at San Diego State University have concluded that more screen time for teens corresponds to less happiness. The happiest teens use digital media for less than one hour per day, and spend more time playing sports, reading magazines and socializing in person with friends and family.

HOW TO DETOX FROM DIGITAL:

Since the digital era is here and not going away anytime soon, moderation may be the answer rather than a "cold turkey" approach. Here are some ways you can clean up your digital act, without completely going off grid:

- » Turn off your notifications—no buzzes, rings, alerts
- » Take a daily walk in nature, to a park or around the block, without your smart phone
- » After 20 minutes on a digital device, stop and do something else for the next 20 minutes

- » Shift your eyes from a close-up screen and out to a point in the distance periodically
- » Play board games with your family or go on an outing
- » Enjoy digital-free meals with your family and friends
- » Make all bedrooms "no-tech zones"
- » Go to the gym and get your body moving
- » Practice yoga, meditation or tai chi
- » Rediscover paper—as in a newspaper, paper magazine or paper book
- » Socialize with friends in person, rather than online
- » Take a vacation without any digital devices and see how differently you feel
- » Every time you pick up your smartphone, ask "why?"

The new year is a good time to make resolutions. So, along with losing those few extra holiday pounds, you may want to try reducing your amount of screen time for a healthier, happier 2019!

Sources: pewresearch.org/fact-tank/2018/03/14/about-a-quarter-of-americans-report-going-online-almost-constantly/; sciencedaily.com/releases/2018/01/180122091249.htm; psychologytoday.com/us/blog/click-here-happiness/201801/5-ways-do-digital-detox; nielsen.com/us/en/insights/news/2018/time-flies-us-adults-now-spend-nearly-half-a-day-interacting-with-media.print.html; nytimes.com/2018/01/30/technology/messenger-kids-facebook-letter.html; forbes.com/sites/alicegwaltson/2018/04/16/how-too-much-screen-time-affects-kids-bodies-and-brains/#11c66ee15490; aoa.org/patients-and-public/caring-for-your-vision/protecting-your-vision/computer-vision-syndrome; technologyreview.com/the-download/610045/the-average-american-spends-24-hours-a-week-online/; digitalcenter.org/wp-content/uploads/2013/10/2017-Digital-Future-Report.pdf; emarketer.com/content/mobile-soon-to-pass-tv-in-time-spent

NURSELINE ADVICE: CONJUNCTIVITIS (PINKEYE)

WHAT IS CONJUNCTIVITIS?

Conjunctivitis, also known as pinkeye, is an inflammation of the conjunctiva, which is a thin, clear tissue found over the white part of the eyeball and lining the inside of the eyelid. Pinkeye is not likely to damage your vision, especially if it is caught and treated quickly.

CAUSES

There are a few things that can cause pinkeye, such as: viruses, including those that cause the common cold; irritants like dirt, smoke, shampoos and chlorine; a bad reaction to eye drops; an allergic reaction to dust, smoke or pollen; an allergy that affects those who wear contact lenses; fungi, parasites and amoebas (one-celled organisms); and/or bacteria. It may also be caused by sexually transmitted diseases such as gonorrhea and chlamydia.

TYPES

Viral pinkeye is the most common form, often starting in one eye and causing a lot of tears and watery discharge. Within a few days, the other eye may be affected as well. You may also notice a swollen lymph node under the ear or jaw. Bacterial pinkeye usually infects only one eye, but may be seen in both. There is a lot of pus and mucus with bacterial strains. Allergic pinkeye produces tears, itching and redness in both eyes. You may also have a runny, itchy nose. A severe form of pinkeye which can affect newborns is ophthalmia neonatorum. It is caused by a dangerous bacteria; the same bacteria that causes gonorrhea or chlamydia.

This form of pinkeye needs treatment right away to prevent permanent damage to the eye or blindness.

SYMPTOMS

Symptoms of pinkeye depend on what is causing the inflammation, but may include: redness in the white of the eye or inner eyelid; swelling of the conjunctiva; more tears than usual; yellow discharge that is thick and crusts over the eyelashes (especially during sleep); white or green discharge; burning of the eye; itchy eyes; blurred vision; eyes that are sensitive to light; and swollen lymph nodes (usually due to viral type).

If you have any symptoms of pinkeye, call the Denver Health NurseLine at 303-739-1261. They can help determine the best care for you and may even be able to prescribe eye drops for your symptoms. Remember, for all life threatening emergencies call 9-1-1.

By: Marie Richardson BSN, RN

Sources: webmd.com/eye-health/eye-health-conjunctivitis#2; uptodate.com/contents/conjunctivitis?search=conjunctivitis&source=search_result&selectedTitle=1~150&usage_type=default&display_rank=1

**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.**



Slow-Cooker Healthy Chili Recipe

INGREDIENTS

- 1 lb - lean ground beef, turkey or chicken
- 1.5 cup - beef, chicken or vegetable broth/stock
- 1 - bell pepper (diced)
- 1 - red or yellow onion (peeled and diced)
- 2 - chipotle chiles in adobo sauce (chopped)
- 2 cloves - garlic (minced)
- 2 cans - kidney, pinto, great northern or black beans; rinsed and drained (15 oz can)
- 2 cans - diced tomatoes (14 oz can)
- 1 can - tomato sauce (15 oz can)
- 1 can - chopped green chiles (4 oz can)
- 1/2 tablespoon - olive oil
- 1.5 tablespoon - chili powder
- 1/2 tablespoon - ground cumin

Note: use "no salt added" or "low sodium" canned products to reduce the salt content.



DIRECTIONS

Heat oil in large pan over medium heat. Add ground meat, onion, peppers and garlic. Cook until meat is completely browned, crumbling the meat with spatula or spoon as it cooks. Drain excess fat, then transfer to slow cooker. Add the remaining ingredients to the slow cooker and stir to combine. Cover and cook on low for 6 hours or high for 3 hours. Add more seasoning if needed and salt and pepper to taste. Add healthier toppings like green onions or plain Greek yogurt (tastes like sour cream) if desired.

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!

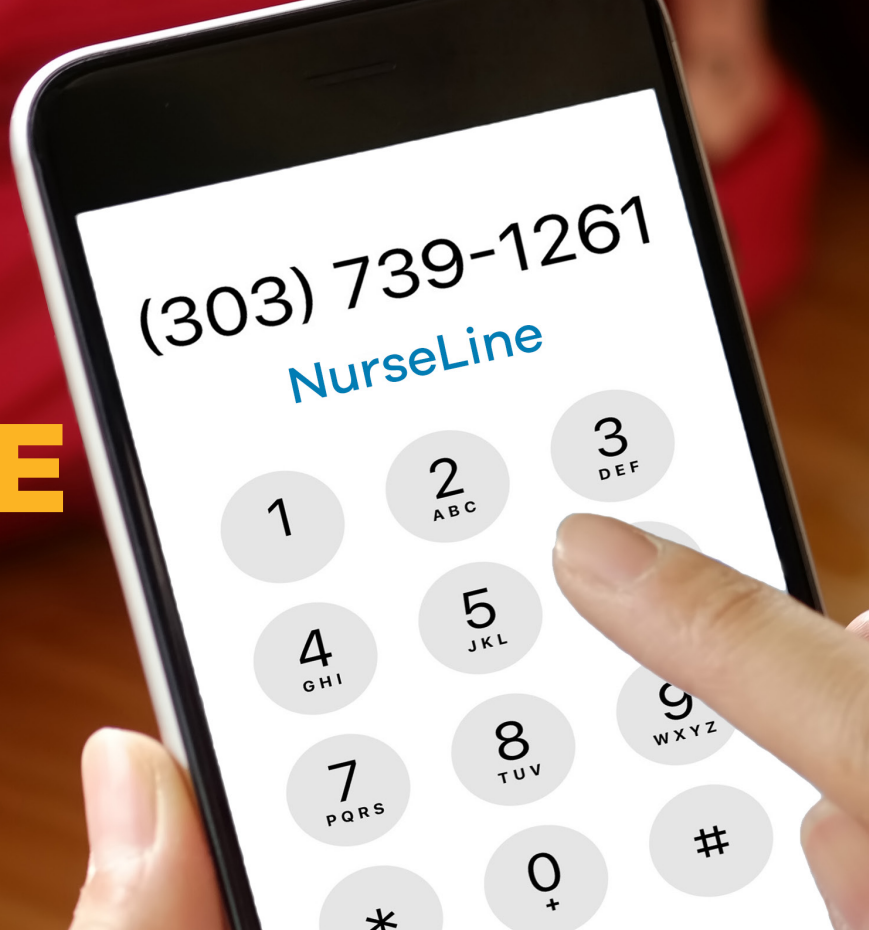
Denver Health Medicare Advantage wants you to be healthy and feel good. By answering the questions on the Health Risk Assessment (HRA), we will identify your health risks and try to reduce them. We will use this information to try and help you feel better and get the help you may need. Each year, we 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 NURSELINE

24/7 care when
you need it.



The Denver Health NurseLine is a FREE service that connects you to doctors and nurses 24/7.

OUR EXPERT TEAM CAN RECOMMEND CARE OPTIONS, PRESCRIBE CERTAIN MEDICATIONS AND OFFER ADVICE FOR CONDITIONS SUCH AS:

- Fever
- Cough
- Flu
- Colds
- Vomiting
- Ear pain
- Stomachaches
- Urinary tract infections



**DENVER HEALTH
NURSELINE™**

[DenverHealth.org/NurseLine](https://denverhealth.org/NurseLine) | For Denver Health appointments: 303-436-4949

For life threatening emergencies, always call 911.

5 NEW YEAR RESOLUTIONS TO ADD TO YOUR CHECKLIST



1 SCHEDULE YOUR ANNUAL WELLNESS/ PREVENTIVE VISIT.

It's important to get in for a yearly visit with your Primary Care Provider (PCP). You may detect or prevent some health conditions by doing so, and your health insurance covers the cost of these annual preventive visits, which can include everything from checking your blood pressure to giving you personalized health advice.



2 ESTABLISH CARE WITH A PRIMARY CARE PROVIDER.

If you don't have a PCP, it's time to get one. This doctor (or it may be a physician's assistant or nurse practitioner) provides your with non-urgent, medical care and will refer you to specialists when needed. The thing to keep in mind is that your PCP will be guiding you about your health for years to come, so choose a provider you like and trust.



3 GET UP-TO-DATE CANCER SCREENINGS

This includes mammograms, skin cancer screenings, colonoscopies, prostate exams, pap and HPV tests, and more. Depending on your age, health and family history, you and your PCP can determine which screenings are best for you in 2019. It's important to detect cancer early!



4 CREATE A SUSTAINABLE WORKOUT ROUTINE

With the right approach, your workout can be downright uplifting. If you go to a gym, maybe it's time to shake up your routine. If you never swim, do a few laps in the pool. Or, try some new free weight techniques. Variety helps your workout become more interesting, and it gives your muscles a break. On warmer days, try to get outdoors. Walking is manageable at almost every age, so make it a part of your routine and take a new path daily!



5 CLEAN OUT YOUR FRIDGE AND PANTRY

It's time to get rid of all expired items—those old leftovers and even that bottle of ketchup. Although, understand there's a difference between the "sell-by" date, the "best by" date and the "use-by" date, the last of which is the most relevant to you as a consumer. Once cleared out and cleaned, fill your fridge with healthy choices, such as fruit, veggies, whole grains and proteins. Then, set the temperature at about 37 degrees to keep your food at its freshest for the longest time possible.



Find more healthy living ideas at strongbodystrongmind.org!

IMPORTANT PLAN INFORMATION



EARLY AND PERIODIC SCREENING, DIAGNOSTIC AND TREATMENT (EPSDT)

The Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit provides comprehensive and preventive health care services for Denver Health Medicaid Choice members age 20 and under along with pregnant adults. EPSDT is key to ensuring that children and youth receive appropriate preventive, dental, mental health, developmental and specialty services. Your child can get these services at no cost to you. Services include:

- » Speech
- » Well Child Check-Ups
- » Immunizations
- » Physical or Occupational Therapies
- » Home Health Services
- » Substance Use Disorders Treatment
- » Vision and Eyeglasses
- » Hearing
- » Dental Care

For more information on EPSDT and included services, please see the Denver Health Medicaid Choice member handbook at denverhealthmedicalplan.org.

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 the 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.

Please contact DHMP's Medical Management or Compliance Departments at 1-800-700-8140 if you have any questions regarding the program and its practices.

HELP US SERVE YOU BETTER



TAKE OUR 2018 ANNUAL MEMBER SURVEY!

As a valued member of DHMP, your opinion matters to us. In order to help serve you better, we would greatly appreciate you taking 5 minutes to complete our survey at the link below:



<http://bit.ly/2Qefn11>





**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

Happy New Year! I like to reflect on my health goals as we start a new year. There are always things I can do better: fewer sweets, more vegetables, adding a daily walk. One important thing that I've learned over the years is to set attainable goals that work for your lifestyle and know that you can adjust them as your life changes. Small changes over time will add up to bigger changes. Work with your PCP to set health goals that make sense for you.

I'm grateful for another year to serve you as the Chief Executive Officer and Executive Director of DHMP. I hope everyone has a happy and healthy 2019 and best wishes for the New Year!

GREG MCCARTHY

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

