

STRONG **+** body
mind



MEMBER NEWSLETTER
// SUMMER 2018



DENVER HEALTH
MEDICAID CHOICE



DENVER HEALTH
MEDICAL PLAN INC.

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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

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).



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>
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- <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

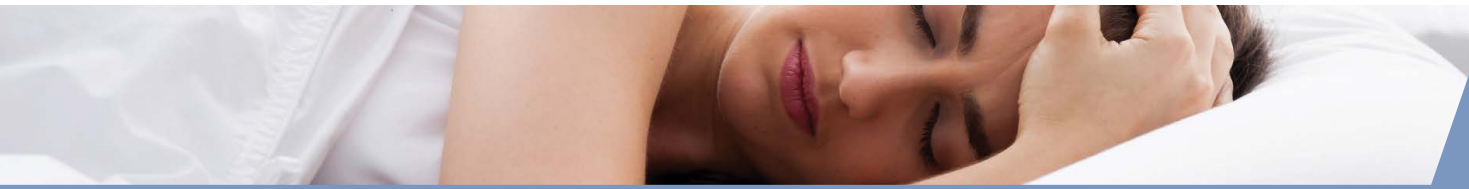
Nectarines contain beta-carotene and Vitamin C, both of which are antioxidants. Vitamin C provides a boost for your immune system and helps to protect the molecules in your body from free radicals. Nectarines are also a good source of fiber.



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.



VISIT A WALGREENS HEALTHCARE 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 new or changed on your drug formulary, visit www.DenverHealthMedicaid.org/pharmacy for Medicaid Choice or www.denverhealthmedicalplan.org/chp-pharmacy for CHP+.

The Formulary Updates link will get you up-to-date on any changes in your plan's formulary, which could be newly added drugs, new generics and more.

To learn more about your prescription benefits and a full list of covered drugs, please go to the link for the Formulary/Drug List.

This link will also make clear the formulary restrictions, limits or quotas and your plan's process for generic substitution, therapeutic interchange and step therapies. You can also find out how your provider can ask for a prior authorization or exception request (non-urgent requests may be processed the next business day). If you have questions about your pharmacy benefits, please call Member Services at 303-602-2116 for Medicaid Choice, 303-602-2100 for CHP+, or toll-free at 1-800-700-8140. TTY users should call 711.



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.



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THE FOLLOWING WILL NO LONGER BE OFFERED AS BENEFITS THROUGH DHMC EFFECTIVE 7/1/2018:

Mothers To Be/Baby's First Year Programs

- » These programs offer diapers and other supplies to women during pregnancy and after delivery for their baby up to one year of age. We will fulfill all gift requests received through July 31, 2018.

Access2Care Non-Emergent Medical Transportation

- » Access2Care provides transportation to and from medical appointments and services.

Non-emergent transportation is still available to you, and is covered for all Medicaid members through the State of Colorado's contracted Non-Emergent Medical Transportation Broker, Veyo.

You can contact Veyo at 855-264-6368 to set up rides to and from your medical appointments, or visit www.colorado.gov/pacific/hcpf/non-emergent-medical-transportation for information online.



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FOR LIFE'S JOURNEY



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

EARLY AND PERIODIC SCREENING, DIAGNOSTIC AND TREATMENT

Early and Periodic Screening, Diagnostic and Treatment (EPSDT) is a Health First Colorado program (Colorado's Medicaid 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 program 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**
- » **Well Child Check-Ups**
- » **Immunizations**
- » **Physical or Occupational Therapies**
- » **Home Health Services**
- » **Substance Use Disorders Treatment**
- » **Vision and Eyeglasses**
- » **Hearing**
- » **Dental Care**

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 DHMC Member Services at 303-602-2116. You can also call Healthy Communities. Healthy Communities is a free community resource to help you with finding EPSDT services outside of Denver Health. For more information, visit www.colorado.gov/pacific/hcpf/healthy-communities or call your coordinator: Tri-County (Adams, Arapahoe and Douglas) 303-676-2701, Denver County 303-602-6768, or Jefferson County 303-239-7027.

QUALITY IMPROVEMENT: CLINICAL PRACTICE GUIDELINES

Denver Health Medical Plan (DMHP) adopts and disseminates clinical practice guidelines to assist providers and members in making decisions about appropriate health care for specific clinical conditions. Our clinical practice guidelines produce care recommendations to support the provision of high-quality, evidence-based care, based on existing clinical guidelines and recognized scientific evidence. We utilize and reference expert professional and clinical sources to ensure our guidelines reflect the highest level of evidence based content. Clinical practice guidelines are also used to guide efforts to improve the quality of care for our members and facilitate implementation of evidence-based clinical recommendations into practice.

For a listing of clinical guidelines please visit our website at: www.denverhealthmedicalplan.org/quality-improvement-program or email the DHMP QI Department at: DL_QualityImprovementDepartment@dhha.org

IMPORTANT PLAN INFORMATION



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GETTING FAMILY PLANNING CARE

(To get family planning services directly from any provider duly licensed or certified to provide such services without regard to enrollment in a PCCM (Primary Care Case Management), MCO (Managed Care Organization) or PIHP (Prepaid Inpatient Health Plan), without approval). You need to get preapproval (written consent) for most visits with non-Denver Health doctors, but you do not need approval for family planning services. As a part of Denver Health Medicaid Choice (DHMC), you have the right to get family planning services at any time. You can get these services from a Denver Health doctor or any doctor that takes Medicaid. Family planning services are pregnancy services or well-women care. Birth control and yearly women health exams are a part of these services. If you have questions about family planning talk to your PCP (main doctor) about them. You can call DHMC Member Services at 303-602-2116.

THE CONSUMER ADVISORY COMMITTEE

The DHMC Consumer Advisory Committee is a group of DHMC staff, members and other community health workers who meet regularly to talk about the DHMC Plan. When you join the DHMC Consumer Advisory Committee, you help us change DHMC for the better. Do you want to help make your health plan better? Do you have some ideas about how DHMC should change? Or do you just want to share your experiences with DHMC staff? We want to hear what you have to say! Please call Member Services at 303-602-2116 to be part of the DHMC Consumer Advisory Committee.



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DISCRIMINATION IS NOT ALLOWED

(Compliance with Federal and State laws such as Title VI of the Civil Rights of 1964, Age Discrimination Act of 1975, Rehabilitation Act of 1973 and titles II and III of Americans with Disabilities Act). It is your right, as a patient, to be treated equally and fairly. There are laws that protect you as a person living in the United States that also protect you as a member of either Denver Health Medicaid Choice (DHMC) or Denver Health Medical Plan (DHMP). These are laws that make sure you are always treated in a good way. Denver Health should always follow these laws. There are many laws that protect your basic rights. These laws must be followed both at Denver Health and any other place you go to. There are laws that prevent that you be treated differently based on your race, color, where you come from, religion, gender, sexual choice or age. Denver Health cannot deny you care for these reasons. Laws also protect disabled people from being treated differently. Denver Health must also make sure that its buildings and clinics are easy to get to if you are disabled. One example of this is a clinic having a ramp for people in wheelchairs.

WE WANT YOU TO ALWAYS BE TREATED FAIRLY

It's your right! If you have any questions about this or any other of your rights as a member, please call Member Services at 303-602-2116 for DHMC or 303-602-2100 for DHMP.



DO YOU HAVE A MEMBER HANDBOOK?

You have the right to ask for information about either DHMC or DHMP at any time. Either DHMC or DHMP will give you this information by sending you either a DHMC or DHMP member handbook. Your member handbook has useful information about:

- » Covered services
- » Denver Health phone numbers
- » Your member rights and responsibilities
- » And much more

You can request a new member handbook be sent to you by calling Member Services at 303-602-2116 for DHMC or 303-602-2100 for DHMP, or you can view your member handbook online by visiting our website at:

www.denverhealthmedicalplan.org



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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.

