



# DENVER HEALTH MEDICAID CHOICE

## *PROVIDER DIRECTORY*

**This information is available for free in other languages.**  
Please Contact our Health Plan Services at 303-602-2116 for more  
information. TTY users call 711. Open Monday to Friday 8 a.m. to 5  
p.m.

Esta información está disponible sin costo alguno en otros idiomas. Para obtener más información,  
comuníquese con Servicios al Miembro llamando al 303-602-2116. Los usuarios de TTY deben llamar  
al 711. Nuestro horario de atención es  
de lunes a viernes, de 8 a.m. a 5 p.m.



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# Welcome to Medicaid by DHMC!

This book can help you get a health care provider. At any time, you may call **Health Plan Services** at **303-602-2116** or visit <https://www.denverhealthmedicalplan.org> to get a Provider Directory. This directory is for Adams, Arapahoe, Denver, and Jefferson counties.

Being in Denver Health Medicaid Choice does not mean you will always see a certain provider. Call the **Appointment Center** at **303-436-4949** for assistance in English and Spanish, or call **303-628-3232** for other languages. For TTY call 711. You may schedule with the correct office, but not a certain provider.

Many of Denver Health providers are board certified in their specialty by the American Board of Medical Specialties. This means they have had further training and have taken the tests needed to be considered one of the best in their field.

DHMC provides interpreter services at NO COST to our members. If you would like to use an interpreter during your clinic visits, please tell the Appointment Center representative when you make your appointment. If you would like to use an interpreter for any other health care need, please call Health Plan Services.

DHMC also offers TTY services for the hearing impaired at NO COST to our members. The TTY phone number for Health Plan Services is 711. If you need a sign language interpreter or other assistance during your clinic visits, please let the Appointment Center know before your appointment date so arrangements can be made with an interpreter.

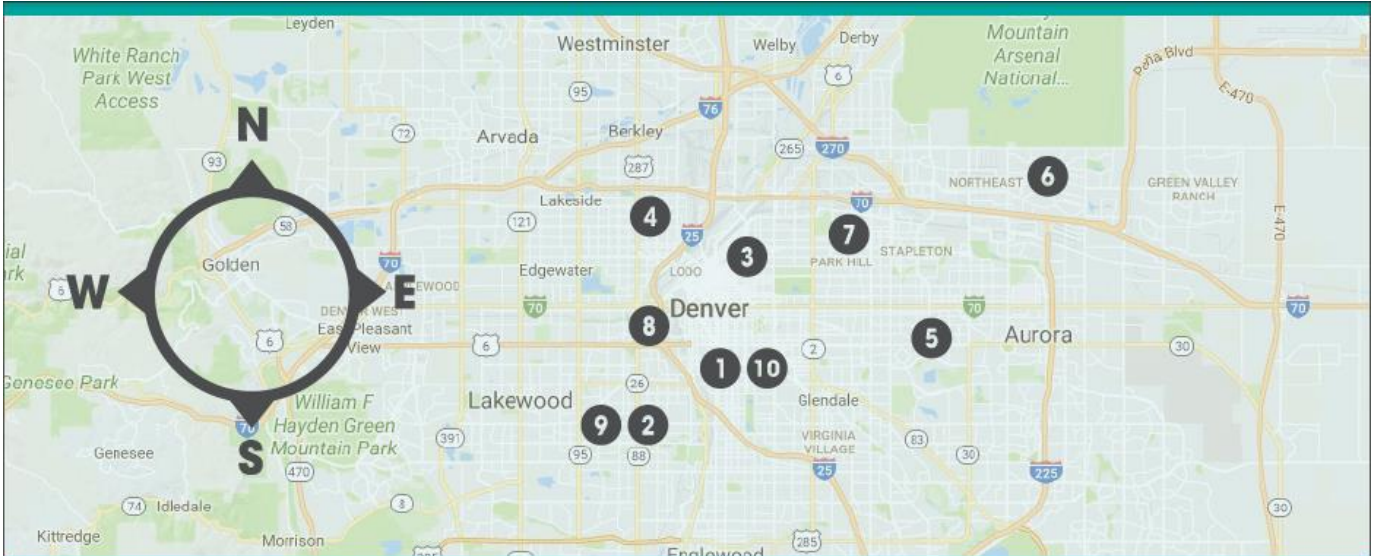
## LARGE PRINT OF OTHER LANGUAGES




If you need assistance understanding the information in this document, including written or oral translation, we can help you. You can get help by calling **Health Plan Services** at **303-602-2116**, **1-800-700-8140**, or State Relay 711 for callers with speech or hearing disabilities.

Si necesita esta carta en letras grandes, casete, o en otro idioma, por favor llámenos al **1-800-700-8140**. Si desea usar el servicio TTY, llame a **711**.

# Where You Can Get Care

Below is a list of Denver Health clinics where you can get care. These clinics are part of the DHMC Network. You may see any provider in the DHMC Network (some Specialist Providers require a referral first – see “Getting an Approval or Referral to see a Specialist” for more information). To find out clinic hours, general information about a clinic or to make an appointment, call the **Appointment Center** at **303-436-4949**. In most cases, you must go to these Denver Health clinics for your health care needs.



<p><b>1 Wellington Webb Center for Primary Care</b> 301 W. 6th Ave. <b>Rx</b></p>	<p><b>5 Lowry Family Health Center</b> 1001 Yosemite St. <b>Rx</b></p>	<p><b>9 Westwood Family Health Center</b> 4320 W. Alaska Pl. <b>Rx</b></p>
<p><b>2 Federico F. Peña Southwest Family Health Center</b> 1339 S. Federal Blvd. <b>Rx</b> </p>	<p><b>6 Montbello Family Health Center</b> 12600 Albrook Dr. <b>Rx</b></p>	<p><b>10 Denver Health Medical Center</b> 777 Bannock St. <b>Rx</b> </p>
<p><b>3 Gipson Eastside Family Health Center</b> 501 28th St. <b>Rx</b></p>	<p><b>7 Park Hill Family Health Center</b> 4995 E. 33rd Ave. <b>Rx</b></p>	<p>Pharmacy available at this clinic <b>Rx</b></p> <p>Urgent care available at this clinic </p>
<p><b>4 La Casa/Quigg Newton Family Health Center</b> 4545 Navajo St. <b>Rx</b></p>	<p><b>8 Sandos Westside Family Health Center</b> 1100 Federal Blvd. <b>Rx</b></p>	

## Important Phone Numbers

### Emergency Call 9-1-1

Appointment Center (English and Spanish) 303-436-4949

Denver Health Pharmacy Call Center 303-436-4488

### DHMC Health Plan Services, 777 Bannock St, MC 6000, Denver, CO 80204

Health Plan Services 303-602-2116

Fax 303-602-2138

TTY 711

### To request or check on the status of an authorization:

Pharmacy Department 303-602-2070

### To refill your prescription at Denver Health pharmacy:

Prescription Refill Service 303-389-1390

Central Fill (Delivery by Mail) 303-602-2330

### To get information about providers or nurses:

CO State Board of Nursing 303-894-7888

### Other phone numbers:

Rocky Mountain Poison and Drug Center 1-800-222-1222

Denver Health NurseLine (open 24 hours a day/ 7 days a week) 303-739-1261

State of Colorado Customer Service, Toll Free Line 1-800-359-1991

MedImpact (For help with prescriptions after business hours) 1-800-788-2949

Connect2Care (For sick children, connect you to care 24 hours a day/ 7 days a week) 303-602-2273

## Quick Tips for Accessing Care At Denver Health

The directory provides a list of Denver Health's Network providers. To get detailed information about your health care coverage, please call **Health Plan Services** at **303-602-2116**. You will have to choose one of our nine network clinics listed in the directory.

### **What is a PCP?**

A PCP or Primary Care Provider is a highly trained medical professional who is qualified to provide all of your routine medical care. Your PCP is your regular provider who cares for you during regularly scheduled visits at the clinic.

### **What types of providers may act as a PCP?**

Internal Medicine, Geriatrics, Family Medicine physicians as well as Nurse Practitioners and Physician Assistants are all qualified to serve as a PCP.

All of your routine health care is managed by your PCP. If you need specialty care, your PCP will arrange for a referral to a network specialist. If for some reason we are unable to provide a specialized service within the Denver Health Network, your PCP will arrange for an authorization to see a community provider. Please remember, if you see a provider outside our network without an appropriate referral, DHMC may not pay for those services.

You must use network providers except in an emergency or urgent care situation. If you obtain routine care from out-of-network providers, DHMC will not be responsible for the costs. If Medical Management sends you outside of Denver Health's network for services and you get a bill from that outside provider, you should not have to pay the bill. If you have questions, call **Health Plan Services** at **303-602-2116**, Monday - Friday 8 a.m. to 5 p.m.

If you are a new DHMC Member and you are more than 3 months pregnant, you may keep seeing your current provider until after your baby is born. Your provider will need to send an authorization to DHMC. If you have Special Health Care Needs, you may keep seeing your current provider for up to 75 days after you become a DHMC Member. If you are not pregnant or you do not have Special Health Care Needs, you must see a provider that works at Denver Health. Your PCP will need to let us know that you are pregnant or have Special Health Care Needs. Your provider can ask DHMC to let you see a provider outside of Denver Health.

### **SERVICES WHICH NEED PRIOR AUTHORIZATION**

For a list of services that need a prior authorization, go here <https://denverhealthmedicalplan.org/prior-authorization-list>

### **Permission is needed for some health care providers**

Your PCP needs to get permission from DHMC for some services before you get the service. Note: If you choose to see a provider who is not in the DHMC network without permission from DHMC Medical Management, you may need to pay for all of the charges. DHMC may not pay for these charges.

### **What to do in an Emergency**

**Call 9-1-1** or go to the closest hospital if you have an emergency or urgent care need. Let your PCP know as soon as possible so that they can help with your care. You do not need pre-approval from DHMC to get emergency or urgent care services. You do not need pre-authorization from DHMC to get emergency or urgent care services, and you will not have to pay for emergency room and urgent care visits outside of the DHMC network.

### **Provider Certification, Ethnicity, and Language Information**

You may verify board certification by going to <https://www.abms.org/>. This is an online resource maintained by the American Board of Medical Specialties.

If you would like information about a provider like age, gender, race or ethnicity, please call **Health Plan Services** at **303-602-2116**. TTY call 711. Call 8 a.m. to 5 p.m., Monday - Friday.

### **Appointment**

**New Patients:** If you have not been seen at a Denver Health clinic in the past 12 months or if you have never been seen at a Denver Health Clinic, call the **Appointment Center** at **303-436-4949** to make your first appointment.

**Existing Patients:** Once you have been seen at your Denver Health clinic, you can schedule an appointment online by registering for MyChart at <https://mychart.denverhealth.org/mychart/>, call your primary care clinic, or the **Appointment Center** at **303-436-4949** to make all future appointments.

Bring your Denver Health Medicaid ID card and picture ID to all of your appointments. Be 15 minutes early for your appointment so you will have time to park and check in at the clinic. There is free patient parking on the main campus in the Delaware Garage at 6<sup>th</sup> and Delaware and metered/paid parking throughout the Denver Health Campus. If you need to cancel your appointment, please call the Appointment Center at least one day before your appointment.

### **Cultural and Linguistic Capabilities**

The Plan ensures that all services are provided in a culturally competent manner and are accessible to all members. This includes members with limited English and reading skills, hearing incapacity, or those with diverse cultural and ethnic backgrounds.

**Accessibility (With Chart by Clinic):**

Denver Health and all of its programs are accessible to and useable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments.

Accessibility includes: convenient off-street parking designated for disabled persons, curb cuts and ramps between parking areas and buildings, level access onto the first floor with elevator access to all other floors, fully accessible offices, bathrooms, waiting areas, cafeteria, and patient treatment areas, including exam rooms and wards. A full range of assistive and communication aids are available for persons who are deaf, hard of hearing, blind, or with some other sensory impairments. There is no charge for these aids as well as other aids such as, qualified sign language interpreters for persons who are deaf or hard of hearing, a 24 hour telecommunication device (TTY) which can connect the caller to all extensions and portable (TTY) units, readers and taped material for the blind and large print materials for the visually impaired, and assistive devices for persons with impaired manual skills. If you require any aids or other accessibility assistance, please tell the receptionist, your nurse, or your care provider.

\*Staff will assist member in and out of wheelchair in order to record weight.

	Webb	Gipson Eastside	La Casa/Quigg Newton	Lowry	Montbello
Wide enough doorway for wheelchair/scooters	Yes	Yes	Yes	Yes	Yes
Table Moves up and down (To accommodate wheelchair seat height)	No	Yes	No	Yes	No
Mechanical lift to help patient who cannot transfer independently	No	No	No	No	No
Staff training on safe and appropriate use of equipment	Yes	Yes	Yes	Yes	Yes
Scale is accessible with handrails to assist wheelchair/scooter patients	Yes	Yes	Yes	Yes	Yes
Weight scale is able to accommodate wheelchair *See Accessibility above for more details	Yes*	Yes*	Yes*	Yes*	Yes*
Ophthalmoscope	Yes	Yes	Yes	Yes	Yes
Otoscope	Yes	Yes	Yes	Yes	Yes
Thermometer	Yes	Yes	Yes	Yes	Yes
Blood pressure cuff	Yes	Yes	Yes	Yes	Yes



	Webb	Gipson Eastside	La Casa/Quigg Newton	Lowry	Montbello
Automatic doors	Yes	Yes	Yes	Yes	Yes
Curb ramps/other ramps wide enough for wheelchair/scooter	Yes	Yes	Yes	Yes	Yes
Platform line – can be used without help	Yes	Yes	Yes	Yes	Yes
Available for public at all times (when building is open)	Yes	Yes	N/A	N/A	N/A
Enough room for wheelchair or scooter to turn	Yes	Yes	N/A	N/A	N/A
Parking spaces available for disabilities, close to building	Yes	Yes	Yes	Yes	Yes
Curb cutout for wheelchair/scooter to access	Yes	Yes	Yes	Yes	Yes
Enough room for wheelchair/scooter to turn around and close the door	Yes	Yes	Yes	Yes	Yes
Grab bar to allow easy access from the wheelchair to toilet	Yes	Yes	Yes	Yes	Yes
Accessibility (sink, faucet, soap, hand dryer/paper towels, sink, and toilet paper) to wheelchair	Yes	Yes	Yes	Yes	Yes
Emergency call bells	Yes	Yes	Yes	Yes	Yes
Spaces for wheelchair to park while waiting for appointment	Yes	Yes	Yes	Yes	Yes
Reception window height appropriate for wheelchair users	Yes	Yes	Yes	Yes	Yes
Reception window incorporates a counter surface that allows wheelchair users to complete required forms	Yes	Yes	Yes	Yes	Yes

	Park Hill	Sandos Westside	Southwest	Westwood
Wide enough doorway for wheelchair/scooters	Yes	Yes	Yes	Yes
Table Moves up and down (To accommodate wheelchair seat height)	No	No	Yes	No
Mechanical lift to help patient who cannot transfer independently	No	No	No	No
Staff training on safe and appropriate use of equipment	Yes	Yes	Yes	Yes
Scale is accessible with handrails to assist wheelchair/scooter patients	Yes	Yes	Yes	Yes
Weight scale is able to accommodate wheelchair *See Accessibility above for more details	Yes*	Yes*	Yes*	Yes*
Ophthalmoscope	Yes	Yes	Yes	Yes
Otoscope	Yes	Yes	Yes	Yes
Thermometer	Yes	Yes	Yes	Yes
Blood pressure cuff	Yes	Yes	Yes	Yes
Automatic doors	Yes	Yes	Yes	Yes
Curb ramps/other ramps wide enough for wheelchair/scooter	Yes	Yes	Yes	Yes
Platform line – can be used without help	Yes	Yes	Yes	Yes
Available for public at all times (when building is open)	N/A	N/A	N/A	N/A
Enough room for wheelchair or scooter to turn	N/A	N/A	N/A	N/A
Parking spaces available for disabilities, close to building	Yes	Yes	Yes	Yes
Curb cutout for wheelchair/scooter to access	Yes	Yes	Yes	Yes
Enough room for wheelchair/scooter to turn around and close the door	Yes	Yes	Yes	Yes
Grab bar to allow easy access from the wheelchair to toilet	Yes	Yes	Yes	Yes
Accessibility (sink, faucet, soap, hand dryer/paper towels, sink, and toilet paper) to wheelchair	Yes	Yes	Yes	Yes
Emergency call bells	Yes	Yes	Yes	Yes
Spaces for wheelchair to park while waiting for appointment	Yes	Yes	Yes	Yes
Reception window height appropriate for wheelchair users	Yes	Yes	Yes	Yes
Reception window incorporates a counter surface that allows wheelchair users to complete required forms	Yes	Yes	Yes	Yes

## Pharmacy

If you need help finding a pharmacy you may either use the locator or you may view a printable monthly pharmacy directory at: <http://www.denverhealthmedicalplan.org/pharmacy-directory>.

## Extra Benefits

Extra Benefits include dental, behavioral health services), and Long Term Services and Supports (LTSS). Although you have these benefits, DHMC does not pay for these services. For more information on Extra Benefits reference your member handbook or call **Health Plan Services** at **303-602-2116**.

### Dental

Your dental benefits are paid by DentaQuest. If you have questions you can call **DentaQuest** at **1-888-278-7310** or TTY call **1-800-466-7566** (for the hearing impaired).

Here is a list of Denver Health Clinics that offer Dental.

Clinic	Address	Appointment Phone Number
<b>Frederico F. Pena Southwest Family Health Center</b>	1339 S. Federal Blvd. Denver, CO 80219	303-436-4949
<b>Gipson Eastside Family Health Center</b>	501 28 <sup>th</sup> St., Denver, CO 80205	303-436-4949
<b>Lowry Family Health Center</b>	1001 Yosemite St., Denver, CO 80230	303-436-4949
<b>Montbello Family Health Center</b>	12600 Albrook Dr., Denver, CO 80239	303-436-4949
<b>Webb Center for Primary Care</b>	301 W. 6th Ave. Denver, CO 80204	303-436-4949
<b>Westside Family Health Center</b>	1100 Federal Blvd. Denver, CO 80204	303-436-4949

### Behavioral Health

Every member of Health First Colorado (Colorado's Medicaid Program) has a primary care provider and belongs to a regional organization that helps connect you with the health care you need. This means that Health First Colorado members have comprehensive mental health and substance use disorder services.

Denver Health Medicaid Choice (DHMC) partners with Colorado Access to provide full health care benefits to members. This is how the relationship works: The State of Colorado is split up into seven regional organizations (also known as Regional Accountable Entities, or RAEs). The regional organizations provide a variety of support and services for members. As a member of DHMC, you belong to region five, which is administered by Colorado Access. Colorado Access provides behavioral health services for members, while DHMC provides health care benefits. Your DHMC provider can assist you with connecting to Colorado Access to address your behavioral health needs.

For more information <https://www.colorado.gov/pacific/hcpf/behavioral-health-services>.

DHMC members can contact **Colorado Access** at **303-368-0037** or **1-855-267-2095** (Toll-Free), Monday through Friday, 8 a.m. to 5 p.m.

If you have complicated health needs or are having trouble getting the health care you need, your PCP and regional organization can help you get care coordination.

**Long-Term Services and Supports (LTSS)**

For more information about Long-Term Services and Supports call **Health Plan Services** at **303-602-2116**, visit <https://www.colorado.gov/pacific/hcpf/long-term-services-supports-benefits-services-glossary#TOP>, or call **Health First Colorado Member Contact Center** at **1-800-221-3943** (State Relay 711) Monday through Friday, 7:30 a.m. to 5:15 p.m. The call is free.



777 Bannock Street, Mail Code 6000,

Denver, CO 80204

303-602-2116 or 1-800-700-8140

TTY Number: 711

[www.denverhealthmedicaid.org](http://www.denverhealthmedicaid.org)

Hours: Monday through Friday 8 a.m. to 5 p.m.