



**DENVER HEALTH
MEDICAL PLAN** INC.™

CHP+

PROVIDER DIRECTORY

This information is available for free in other languages.
Please Contact Health Plan Services at 303-602-2100 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-
2100.

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 CHP+ by DHMP!

This book can help you get a health care provider. At any time, you may call **Health Plan Services** at **303-602-2100** 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 Medical Plan 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.

DHMP 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.

DHMP 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.

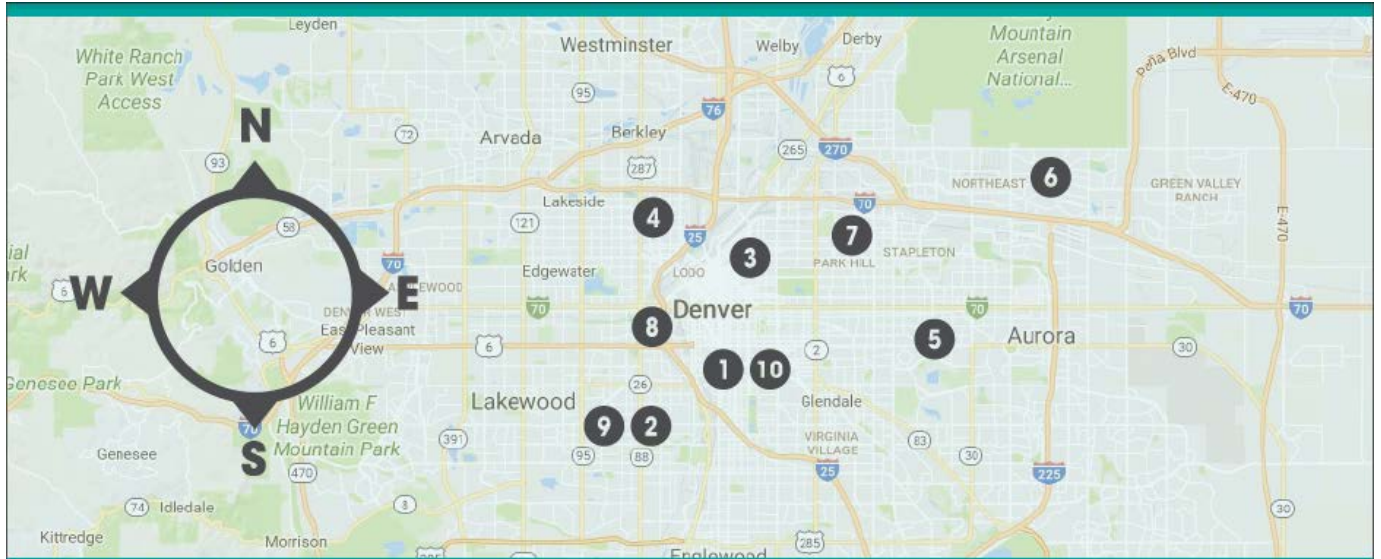
LARGE PRINT OF OTHER LANGUAGES

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 **303-602-2100**, **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 DHMP Network. You may see any provider in the DHMP 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>1 Wellington Webb Center for Primary Care 301 W. 6th Ave. Rx</p>	<p>5 Lowry Family Health Center 1001 Yosemite St. Rx</p>	<p>9 Westwood Family Health Center 4320 W. Alaska Pl. Rx</p>
<p>2 Federico F. Peña Southwest Family Health Center 1339 S. Federal Blvd. Rx +</p>	<p>6 Montbello Family Health Center 12600 Albrook Dr. Rx</p>	<p>10 Denver Health Medical Center 777 Bannock St. Rx +</p>
<p>3 Gipson Eastside Family Health Center 501 28th St. Rx</p>	<p>7 Park Hill Family Health Center 4995 E. 33rd Ave. Rx</p>	<p>Pharmacy available at this clinic Rx</p> <p>Urgent care available at this clinic +</p>
<p>4 La Casa/Quigg Newton Family Health Center 4545 Navajo St. Rx</p>	<p>8 Sandos Westside Family Health Center 1100 Federal Blvd. Rx</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

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

Health Plan Services 303-602-2100

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 CHP+ 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 **303-602-2100**. 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, DHMP 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, DHMP will not be responsible for the costs. If Medical Management sends you outside of the 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 **303-602-2100**, Monday - Friday 8 a.m. to 5 p.m.

If you are a new DHMP 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 DHMP. If you have Special Health Care Needs you may keep seeing your current provider for up to 75 days after you become a DHMP 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 DHMP 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, visit <https://denverhealthmedicalplan.org/prior-authorization-list>

Permission is needed for some health care providers

Your PCP needs to get permission from DHMP for some services before you get the service.

Note: If you choose to see a provider who is not in the DHMP network without permission from DHMP Medical Management, you may need to pay for all of the charges. DHMP 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 DHMP to get emergency or urgent care services. You do not need pre-authorization from DHMP to get emergency or urgent care services, and you will not have to pay for emergency room and urgent care visits outside of the DHMP network.

Provider Certification, Ethnicity, and Language Information

You may verify board certification by going to <http://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 **303-602-2100**. 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 call the **Appointment Center** at **303-436-4949** to make all future appointments.

Bring your Denver Health Medical Plan 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 6th 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, 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
Automatic doors	Yes	Yes	Yes	Yes	Yes
Curb ramps/other ramps wide enough for wheelchair/scooter	Yes	Yes	Yes	Yes	Yes

	Webb	Gipson Eastside	La Casa/Quigg Newton	Lowry	Montbello
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 at <https://mp.medimpact.com/mp/secure/LaunchProductFrameset.jsp>, or you may view a printable monthly pharmacy directory at: <http://www.denverhealthmedicalplan.org/pharmacy-directory>.

Extra Benefits

Extra benefits include services such as vision, dental, and behavioral health services which are included with your Denver Health Medical Plan.

Dental

Dental benefits are covered through DentaQuest. If you have questions call **DentaQuest** at **1-888-307-6561**.

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

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



938 Bannock Street

Denver, CO 80204

303-602-2100 or 1-800-700-8140

TTY Number: 711

<https://www.denverhealthmedicalplan.org>

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