

STRONG

body
mind



MEMBER NEWSLETTER
// FALL 2019



DENVER HEALTH
MEDICAL PLAN INC.





WHOLE-BODY HEALTH: HOLIDAY PREP

When it comes to caring for your health, it's easy to focus your efforts on things like diet and exercise. But the fact is, your overall happiness, emotional well-being and lifestyle habits all have a major effect on the health of your physical body. If you carry an too much stress, it can manifest itself as physical symptoms. By upholding a positive mindset, you can actually help your body fight disease and live a longer life.

CREATING A LIFE BALANCE

In order to be your happiest and healthiest self, it's important to create a good balance between work, relaxation, daily responsibilities, relationships and fun. When challenges come up, the goal is to keep a positive attitude and persevere through these situations.

Start by setting healthy boundaries in all areas of your life. Learn how to say "no" to taking on more than you can handle. Do something you enjoy each day. Set aside time to recharge. Remember that we all have

control over our thoughts and reactions to stressful circumstances. Changing long-term habits takes time, so be easy on yourself.

SURVIVING THE HOLIDAYS

As if our lives aren't already hectic enough, the holidays can throw us into a whirlwind of stressors like entertaining, traveling, shopping and spending, just to name a few. But with careful planning, you can continue to maintain a healthy diet, stay active and keep your budget in line.

DEALING WITH DECADENCE

Just because the holidays are almost here doesn't mean you have to throw out your diet. Here are a few tips to help you eat more sensibly, while still enjoying your favorite foods:

- » Don't show up at a party hungry. Eat a small, healthy snack before you head out the door so that your willpower doesn't falter.
- » Offer to bring a healthy dish. This way, you will have at least one safe option. Shrimp cocktail, veggies and hummus and deviled eggs are just a few smart choices.

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.



- » Fill your plate with healthier foods like fruits, veggies and lean meats. You can leave a little room for your other favorite dishes, but moderation is key!
- » Don't hang out by the buffet. Socialize with other guests, dance or play a game. Try to keep yourself busy and away from temptation.
- » Share dessert. No need to completely deprive yourself — you can let yourself indulge without going overboard.

STAYING ACTIVE

The holidays can leave very little time to work out, but with some creativity, you can still fit in plenty of activity. Here are a few ways to help you squeeze a workout into your busy holiday schedule:

- » Make the most of airport delays. Don't just sit there. Walk up and down the concourse while waiting for your flight.
- » Shovel snow! Did you know shoveling snow burns 350–450 calories per hour?
- » Sign up for a holiday fun run. During the holidays there are a variety of 5K runs/walks you can take part in, from Turkey Trots to Scramblin' Scrooges.
- » Take a family walk. Work off your holiday meal with a walk around the neighborhood with your family.
- » Plan before you travel. Check for the locations of local parks, trails and gyms. Schedule workouts on your calendar so you won't be tempted to skip them.

STICKING TO YOUR BUDGET

Between gift giving, entertaining and traveling, it can be tricky to keep costs down during the holidays. Here are some ways you can start:

- » Shop throughout the year. When you come across the perfect gift for a great deal, buy it. Plus, you'll have one less gift to worry about when the holidays arrive.
- » Make a shopping list. Write down all of your costs — not just gifts. Decide how much you can afford to spend on each item and don't go over that amount.
- » Make gifts yourself. Bake cookies. Write a poem or song. Knit a sweater. Sometimes the best gifts are the ones made from the heart.

Once you get through the holidays, you'll be stronger and healthier to take on the New Year.

Sources:

- <https://chopra.com/articles/daily-practices-for-spiritual-mental-emotional-and-physical-well-being>
- <https://www.summitdaily.com/news/longevity/for-optimal-health-and-wellness-focus-on-the-whole-person/>
- <https://www.helpguide.org/articles/stress/stress-management.htm>
- <https://www.your-heart-health.com/content/close-the-gap/en-US/resources/monthly-health-topics/holiday-eating-how-to-stay-heart-healthy.html>
- <https://www.webmd.com/parenting/features/calorie-burners#1>
- <https://dukeintegrativemedicine.org/dukeimprogramblog/7-tips-staying-active-holidays/>
- <https://www.thebalance.com/how-to-stick-to-your-holiday-budget-2385688>

NURSELINE ADVICE: MEASLES PREVENTION

Measles is a very contagious disease that is easily prevented with a vaccine (the MMR vaccine – which helps to prevent Measles, Mumps and Rubella). Measles is caused by a virus and spreads through the air when an infected person coughs or sneezes. The virus can stay in the air for up to two hours after an infected person leaves the room. It is so contagious that if one person is infected with it, up to 90% of the people around them will also become infected if they are not protected.

SYMPTOMS

Early measles symptoms start seven to 14 days after a person is infected. It can mimic other common viruses with a cough, runny nose, red eyes and fever. Two to three days later, tiny white spots may appear inside of the mouth. Three to five days later, a rash of tiny red spots develops, starting at the head and spreading to the rest of the body.

MEASLES VACCINATION

Because Measles is so contagious, the Centers for Disease Control (CDC) suggests that all people, starting at the age of 12 months, get vaccinated. However, there are certain people who should not be vaccinated or should wait before getting vaccinated. They are:

- » People who have had a life-threatening reaction after a dose of MMR or any severe allergy to any of the ingredients in the vaccine

- » Women should avoid becoming pregnant for at least one month after getting the vaccine, and if you are pregnant, you should wait until after giving birth to get it.
- » People with a weakened immune system, such as those living with cancer, tuberculosis, HIV/AIDS, or on treatments or medication that can weaken the immune system, including radiation, immunotherapy, chemotherapy or chronic steroids.

WHY GET VACCINATED?

- » The MMR vaccine is very effective at preventing measles.
- » One dose of MMR vaccine is 93% effective against measles.
- » Two doses of MMR vaccine are 97% effective against measles; the 3% of people who do get measles after two doses most often have a milder illness and are less likely to spread the disease to others.

By: Elizabeth Gardocki, RN, ADN - NurseLine

**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.**



Vegetable Soup With Tortellini

INGREDIENTS

- 1 - onion, diced
- 4 - cloves of garlic, minced
- 4 - carrots, diced
- 4 - celery stalks, diced
- 4 - gold potatoes, diced
- 15 oz - canned kidney beans
- 15 oz - canned cannellini beans
- 15 oz - diced tomatoes
- 28 oz - crushed tomatoes
- 4 cups - chicken or vegetable stock
- 1.5 cups - tortellini, fresh or frozen
- Salt & freshly ground black pepper
- Olive oil



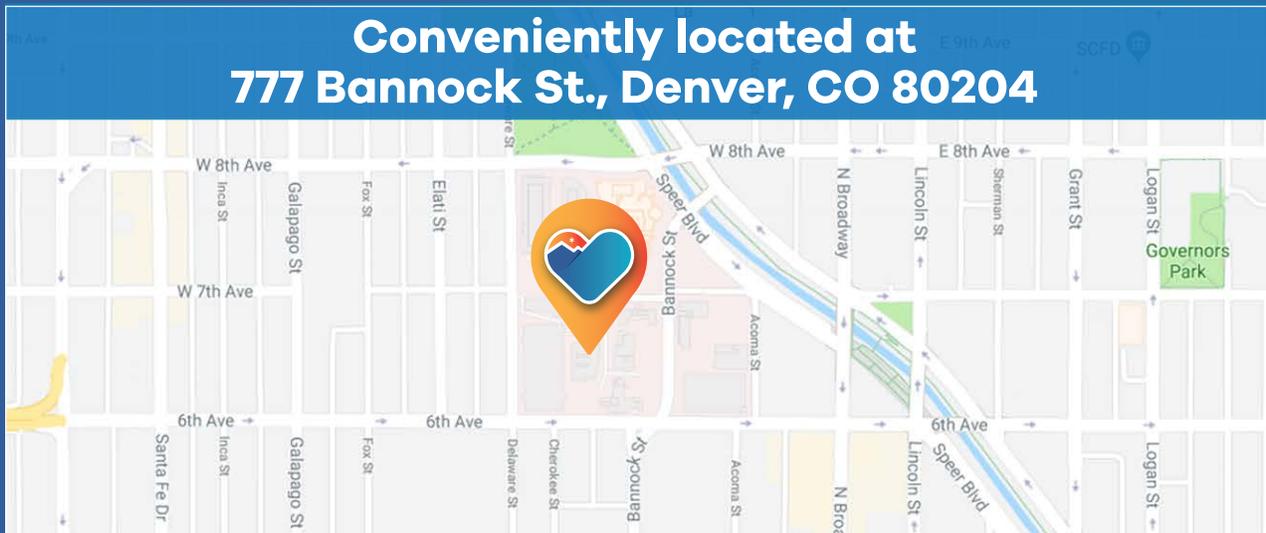
DIRECTIONS

Coat the bottom of a Dutch oven or large soup pot with olive oil and heat on medium-high. Cook the onion and garlic until translucent and starting to brown around the edges (about five minutes). Add carrots, celery and potatoes. Season with salt and pepper. Cover and cook an extra five minutes. Add beans, tomatoes and chicken or vegetable stock, then cover. Bring the soup to a boil, reduce to a simmer and cook 20 minutes. Add tortellini and cook 15 more minutes, or until the potatoes are tender and the tortellini is cooked through. Top each serving with parmesan or mozzarella cheese, as you like.

WE SAVING LIVES



EMERGENCY AND URGENT CARE



DENVER HEALTH™

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FOR LIFE'S JOURNEY

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, along with 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
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Medicare Advantage

If you are a Denver Health Medicare Choice or Denver Health Medicare Select member, you will have an opportunity to participate in a Health Risk Assessment each year!

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 lower 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.

If there were a vaccine against cancer, wouldn't you get it for your kids?

#HPVFreeCO



**DENVER
PUBLIC HEALTH™**

TAKE A SHOT AT CANCER!

HPV is a serious problem. The human papillomavirus, or HPV, is a sexually transmitted infection that can cause many cancers. HPV vaccination protects against this virus and the cancers it can cause.

HPV is so common that it will infect most people at some point in their lives. Most infected people do not know they have it. Most HPV infections will go away on their own without lasting health problems. However, some will turn into cancer. More than 34,000 men and women will develop HPV cancers in the United States each year.

The good news? HPV vaccination can prevent 90% of HPV-related cancers when given before your child is exposed to the virus.

WHEN SHOULD MY CHILD GET THE HPV VACCINE?

The CDC suggests that the HPV vaccine be given to boys and girls ages 11 or 12 because that is when their immune system is best. **The HPV vaccine is a covered benefit for DHMP members ages 9 to 45.**

To learn more talk to your child's provider or visit HPVFreeCO.org. To schedule an appointment call the Denver Health Appointment Center at 303-436-4949.



If you or someone you know would like to enroll in a health insurance plan for 2020, now is a great time to start planning.



**DENVER HEALTH
MEDICAL PLAN INC.™**

Medicare Advantage



Annual Enrollment Period runs from **October 15, 2019** to **December 7, 2019**.

To learn more or enroll, call 303-602-2999 from 8 a.m. to 8 p.m. Monday through Friday.

Current members may call Health Plan Services at 303-602-2111.



**DENVER HEALTH
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Elevate



Open Enrollment Period runs from **November 1, 2019** to **January 15, 2020**. *

To learn more or enroll, call 303-602-2090.

** Dates are decided by the Division of Insurance and may change.*

Learn more about our plans at denverhealthmedicalplan.org

IMPORTANT PLAN INFORMATION



COMPLEX CASE MANAGEMENT & ACCESS TO CASE MANAGEMENT

Our Case Managers are here to help you! We will work with you and your doctor to make sure you get the help you need. In our Case Management Program, we can:

- » Make doctor and specialty appointments
- » Make referrals to resources
- » Help with scheduling transportation for your doctor's appointments
- » Work with your care team on services you may need at home
- » Provide information on your health care conditions
- » Work with your doctor to make sure you have the medicines you need

Our Case Management Program is a no-cost service to DHMP Commercial and Medicare members. You can take part in the Program for as long as you want. To be considered for the Program, members can be referred through a medical management program referral, discharge planner referral, practitioner referral, caregiver referral or self-referral. For more information or to refer, please call 303-602-4375.

COMMUNICATION SERVICES & ACCESS TO STAFF

DHMP provides access to staff for members and practitioners seeking information about Utilization Management (UM). Staff are available at least eight hours a day during normal business hours for inbound collect or toll-free calls. After hours, you can leave a message or fax information and staff will reply within the next business day. Staff are identified by name, title and organization name when initiating or returning calls. TTY services and language assistance are available.

POLICIES FOR APPEALS & NOTICE OF EXTERNAL REVIEW RIGHTS

Following receipt of an adverse benefit determination, you may have a right to request an external review. You have the right to request an independent external review of our decision if our decision involves an adverse benefit determination involving a denial of a claim, in whole or in part, that is: 1) A denial of a preauthorization for a service; 2) A denial of a request for services on the ground that the service is not medically necessary, appropriate, effective or efficient or is not provided in or at the appropriate health care setting or level of care; and/or 3) A denial of a request for services on the ground that the service is experimental or investigational. If our final adverse decision does not involve an adverse benefit determination as described in the preceding sentence, then your claim is not eligible for external review; however, independent external review is available when we deny your appeal because you requested medical care that is excluded under your benefit plan and you present evidence from a licensed Colorado professional that there is a reasonable medical basis that the exclusion does not apply.

6 WAYS TO BE HEALTHIER AT WORK

Did you know that the average person spends 90,000 hours in the workplace over a lifetime? That adds up to quite a few hours sitting in front of a computer! So it's not surprising that over the years, many workers develop symptoms like muscle stiffness, eyestrain and fatigue. Luckily, there are a few things you can do while you're at work to help you stay healthy.

1

MAKE YOUR WORKSPACE ERGONOMIC.

To help prevent shoulder pain, eyestrain and carpal tunnel syndrome, make sure your computer screen is at an arm's length away, your wrists are straight, your hands are at elbow level or below and your knees line up with your hips.

2

GET UP AND MOVE AROUND EACH HOUR.

If it helps, set an alarm on your phone. Even a short walk around the office is enough to increase circulation and loosen up your back and neck.

3

BRING HEALTHY SNACKS TO WORK.

It's all too easy to give in to those tempting bowls of candy or snack on processed food when you're starving or bored. Instead, bring healthy snacks to work like nuts, fruit, yogurt or beef jerky.

4

DRINK EIGHT GLASSES OF WATER A DAY.

If you feel fatigued at work, it could be because you're not drinking enough water. Keep in mind that foods like watermelon and oranges can also help to keep you hydrated.

5

CLEAN YOUR WORK SPACE DAILY.

According to the National Health Service, bacteria can survive on hard surfaces for hours, sometimes even days or months. A quick cleaning of your desk, keyboard, mouse and phone with a sanitation wipe at the end of each day can keep bacteria from building up so you stay healthy.

6

SOAK UP THE SUN.

This is important if it's dark when you go to work and dark when you leave. Vitamin D from sunlight can help reduce depression, fight arthritis, build strong bones and lower your chances of getting cancer.





**DENVER HEALTH
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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

As we enter the fall, you may hear a bit about health insurance and enrollment. The Medicare Annual Enrollment Period (AEP) starts October 15th, and enrollment on the Colorado Exchange opens on November 1st. Other types of plans have different enrollment periods. We're here to help you work through any questions you or a loved one may have about insurance options.

Fall also means the start of flu season. As a reminder, flu vaccines are a covered benefit for all of our DHMP plan. We encourage everyone to take proper precautions to protect yourself and your community.

GREG MCCARTHY

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

