

STRONG **+** body  
mind



MEMBER NEWSLETTER  
// FALL 2020

[denverhealthmedicalplan.org](http://denverhealthmedicalplan.org)



**DENVER HEALTH**  
MEDICAL PLAN INC.



# The importance of

# PREVENTIVE CARE

**Did you know that as much as half of the U.S. population has some kind of potentially preventable chronic illness, such as cancer, diabetes or heart disease? The fact is, preventive care is one of the most important ways you can optimize your current health and catch any concerns early on to keep them from developing into something more serious down the line. Immunizations, annual wellness visits, tests and screenings are just some of the ways you can proactively manage your health.**

## **PROTECTING YOURSELF AND OTHERS WITH VACCINES**

Vaccines are a weakened or dead form of an

organism that causes a particular disease. When administered, the immune system produces antibodies ready to protect you from contracting the disease if the germ ever shows up in the future.

Vaccines are not only safe, they're highly effective. During the 2017–2018 flu season alone, for instance, the flu shot prevented approximately 6.2 million cases of the flu, 3.2 million flu-related medical visits, 91,000 flu-related hospitalizations and 5,700 flu-related deaths. However, some people choose not to be vaccinated, putting not only themselves at risk but others as well, including children too young to be vaccinated, pregnant women, the elderly and those with chronic conditions.

## **KEEPING TRACK OF VACCINATIONS**

While there are numerous vaccinations for diseases ranging from tetanus and polio to diphtheria, most are completed within the first six years of age, while others, like the flu shot, have to be administered each year. Since they're given at different times (some more than once) and in so many different combinations, it can be hard to keep track of all your child's shots. Here are a few tips that may help:

*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 Exchange, 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 Exchange, 303-602-2116 para Medicaid Choice o al 303-602-2111 para Medicare Advantage.*

- » Ask your child's provider for an immunization record form.
- » Find out if the office provides an online immunization registry as a backup in case you lose your records.
- » Request reminders from the office when vaccines are due.
- » Always bring your records to your child's office visits.

### ANNUAL WELLNESS VISITS

In addition to vaccinations, annual wellness visits are another way to stay on top of your care. It's an opportunity to learn about your present health, address any concerns and learn what preventive measures you can take to ensure your long-term well-being. During your visit, your provider will usually record your height, weight and vitals, take a blood and/or urine sample and perform a physical exam. And depending on your particular risk, age and gender, your provider may also suggest specific screenings, prescriptions, tests or specialty visits.

Even if you're healthy and have no physical issues, it's important to get annual wellness exams. You can always gain valuable information that will help you stay on track.

### PREPARING FOR YOUR VISIT

As part of your wellness visit, you'll fill out a medical history form. So, it's important to gather all information regarding your medical history ahead of time including:

- » List of current medications

- » Allergies
- » Current and previous medical conditions
- » Previous surgeries
- » Vaccination history
- » Family medical history

After reading over your form, your provider will talk to you more in depth about your medical history and ask about your lifestyle (e.g., diet, alcohol/tobacco use, exercise habits, etc.) This can help reveal other types of issues that may need to be addressed, from allergies and food sensitivities or back issues to stress management.

If you have any questions or concerns, make a list and bring it with you to your appointment. By thoroughly preparing for your exam, you'll make it easier for your provider to help you manage your health. Preventive care is a covered benefit on all our plans, so schedule your annual wellness visit today.

#### Sources:

<https://www.publichealth.org/public-awareness/preventive-care-schedule/>

<https://www.stanfordchildrens.org/en/topic/default?id=why-childhood-immunizations-are-important-1-4510>

<https://www.childrensdefense.org/child-watch-columns/health/2019/vaccines-preventable-diseases-and-childrens-health/>

<https://www.cdc.gov/flu/prevent/vaccine-benefits.htm>

<https://www.verywellhealth.com/who-should-not-get-flu-shots-770429>

<https://www.health.harvard.edu/staying-healthy/why-you-need-an-annual-wellness-visit#>

<https://www.mana.md/whats-included-in-a-wellness-exam/#>

<https://thepapergown.zocdoc.com/how-to-prepare-for-your-annual-physical-2/>

# NURSELINE ADVICE: COLD, FLU AND COVID-19

As the temps drop and we spend more time indoors, cases of cold, flu and COVID-19 are likely to increase. During this time, it is important to practice safety and preventive measures to keep you and your family healthy.

## TIPS FOR CHILDREN AND FACE MASKS

We know that COVID-19 spreads by contact with respiratory droplets, and that the use of a cloth face covering can help limit exposure. One challenge for parents is getting their children to wear a mask. Below are some tips that may help with this:

- » Encourage your child to practice wearing the mask at home for small increments of time.
- » Ask your child to practice putting a mask on their favorite toy or stuffed animal.
- » Use craft time to decorate and personalize their mask.
- » Give their mask a name and teach them how to wash and care for it themselves.

## SIMPLE WAYS TO HELP STAY HEALTHY

- » Be sure to get your flu shot this fall.
- » Continue to practice social distancing and mask-wearing to assist with decreasing the spread of all viruses, including cold, flu and COVID-19.
- » Cover your mouth with your arm, not your hand, when coughing or sneezing.
- » Wash your hands frequently with soap and water for 20-30 seconds. Although this sounds very simple, it remains of the

best ways to decrease your chance of getting sick. Also, avoid touching your face when in public.

- » A sedentary lifestyle is associated with an increase risk for chronic disease and decreased immune health. Staying active can also help with feelings of stress and anxiety, which have risen during the pandemic. Strive to stay active by setting daily and weekly goals.
- » Practice good health habits by eating nutritious healthy foods, drinking plenty of fluids, managing your stress and getting plenty of sleep.
- » Regularly clean and disinfect high-use surfaces, including light switches, doorknobs, faucets and countertops.

**Written By: Brittany Sliter, BSN, RN-BC, CPN**

### Sources:

<https://healthier.stanfordchildrens.org/en/how-to-get-kids-to-wear-face-masks/>

<https://www.teladoc.com/resources/2020/03/30/how-to-stay-healthy-during-the-covid-19-outbreak/>

<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>

**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.**



# Spicy 'N Sweet Butternut Chili

## INGREDIENTS

- 2 tablespoons – coconut oil
- 2 tablespoons – garlic, chopped
- 1 teaspoon – cumin
- 1 teaspoon – chili powder
- 1 teaspoon – ginger
- 1 – red or sweet medium onion, chopped
- 2 – celery stalks, chopped
- 1 – red bell pepper, diced
- 1 – green bell pepper, diced
- 2 cups – butternut squash, peeled and cubed
- 1 can – fire-roasted tomatoes with juice (28 oz.)
- 1 cup – green chilis, chopped
- 2 cans – black beans, rinsed and drained (14 oz.)
- 1 tablespoon – golden balsamic vinegar
- 1 – fresh lime (for juice and garnish)



## DIRECTIONS

*In a slow cooker, add the coconut oil, garlic and spices; then add all of the remaining ingredients except for the lime juice. Stir gently with a wooden spoon to combine. Cover and cook on low for 5 to 6 hours. Before serving, squeeze in the juice from half a lime, and stir. Use the other half of the lime for garnish. Other garnish ideas: chopped fresh cilantro, crumbled blue corn chips or Greek yogurt!*

# SAME-DAY CARE OPTIONS

*If you need care today and can't get in to see your Primary Care Provider, we have options for you...*



## **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 options below.



## **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 (available 8 a.m. to 10 p.m., 365 days a year). Visit [dispatchhealth.com](https://dispatchhealth.com), download the free app or call **303-500-1518**.



## **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 Federico F. Peña 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) and the Downtown Urgent Care Clinic at 1545 California St. (open Mon.-Fri., 7 a.m. to 7 p.m. | Sat.-Sun., 9 a.m. to 5 p.m.).

*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.*

## 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](https://denverhealthmedicalplan.org). Hover over *Current Members*, navigate to your plan's page, click *Pharmacy* and click either *Formulary Updates* (for Elevate Exchange, Medicaid Choice, CHP+ or Employer Group plans) or *Future Formulary Changes* (for Medicare Advantage). 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 Formulary & Pharmacy Management (for Elevate Exchange 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  
MEDICAL PLAN** INC.<sup>...</sup>

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 (HRA) each year!

Denver Health Medicare Advantage wants you to be healthy and feel good. By answering the questions on the 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 also call us to complete the HRA at 1-833-292-4893. TTY users should call 711.



DENVER HEALTH™

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FOR LIFE'S JOURNEY

# CARE FROM HOME

## SET UP YOUR MAIL ORDER PRESCRIPTIONS TODAY

OPTION 1

Through the free MyChart app



OPTION 2

By calling the Automated Refill Line at 303-389-1390



OPTION 3



By calling the pharmacy directly at **303-436-4488** and selecting "1" for English or "9" for Spanish and then option "8" to speak directly to a member of the Denver Health Pharmacy from 9 a.m. - 5 p.m. on weekdays.

*(Other languages are available, please select "1" and ask for an interpreter when you call)*

For more information, visit: [denverhealth.org](http://denverhealth.org)

# 5 WAYS TO STAY ACTIVE INDOORS

Just because the weather's cooling down and you're probably spending more time indoors, it doesn't mean you can't stay active. With a little creativity and a few household items, there are a variety of workouts you can do in the comfort of your own home. Whatever you choose, make sure to stretch before and after you work out to prevent injuries and maintain flexibility.

1

## STAIRS.

If you want a great aerobic workout that tones the lower body, walk up and down a flight of stairs. As you build endurance, go a little faster. Add variety by alternating one minute of stepping with one minute of push-ups or jumping jacks.

2

## COUCH.

Don't just sit there! While you're watching your favorite show, slowly stand up and sit back down repeatedly, holding your weight in your heels. Then, with your hands on either side of you, lift yourself up for triceps dips; keeping your legs slightly in front of you, raise your body weight up and down, feeling the weight in your arms.

3

## STRENGTH TRAINING.

Grab a couple bottles of lotion, soup cans, water bottles or gallon jugs (for higher-weight exercises) and use in place of dumbbells. Start with one- or two-pound weights and add on as you get stronger. You can also use a heavy book for weighted sit-ups or oblique twists.

4

## YOGA.

Go online and you'll find a wide range of yoga classes for every fitness level. No need for fancy equipment. Use leggings or tights as a strap, a roll of paper towels as a yoga block or a pillow as a booster. Don't have a yoga mat? A carpet or towel works just fine.

5

## DANCE.

Did you know dancing burns 250–500 calories an hour? Turn on your favorite tunes and hit the floor. If you prefer not to freestyle, you can find plenty of instructional classes online.

### Sources:

<https://www.moneycrashers.com/indoor-at-home-exercises-without-equipment/>

<https://www.health.harvard.edu/staying-healthy/living-room-workouts>

<https://www.verywellfit.com/everyday-items-workout-use-85820>

# 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 all DHMP 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 303-602-2184.

## 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.

## HOW TO FILE AN APPEAL OR GRIEVANCE

As a member of DHMP, you have the right to file a complaint (also known as a grievance) about DHMP. You also have the right to file an appeal of a denial (adverse decision) from DHMP that you disagree with. If you decide to file a grievance or an appeal, your request must be received by DHMP within the prescribed time period. If you miss a deadline, we may decline to review it. Information about how to file a grievance or appeal (including time periods that you are allowed to file a grievance or appeal) can be found on our website: [denverhealthmedicalplan.org](https://denverhealthmedicalplan.org). Or you may call us for information or assistance with filing a grievance or appeal at 303-602-2261. If DHMP has made a final decision on your appeal, you may also call for information regarding further appeals by an external agency.



**If you or someone you know would like to enroll in a health insurance plan for 2021, now is a great time to start planning.**



**DENVER HEALTH  
MEDICAL PLAN INC.**  
Medicare Advantage



Annual Enrollment Period runs from **October 15, 2020** to **December 7, 2020**.  
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  
MEDICAL PLAN INC.**  
Elevate



Exchange Open Enrollment Period runs from **November 1, 2020** to **January 15, 2021**. \*  
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](https://denverhealthmedicalplan.org)*



**DENVER HEALTH  
MEDICAL PLAN** INC.<sup>SM</sup>

777 Bannock St., MC 6000  
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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

COVID-19 has impacted all of our lives in different ways. As your health insurance carrier, we are here to support you through this challenging time. For information on COVID-19 and your coverage, visit [denverhealthmedicalplan.org/covid](https://denverhealthmedicalplan.org/covid) to learn more.

As we enter fall, flu shots are a very important way to protect yourself and your community. Flu vaccines are a covered benefit for all of our DHMP plans. We encourage everyone to take proper precautions while receiving your flu shot this year. If you have questions about where to get the vaccine, talk to your Primary Care Provider (PCP).

**GREG MCCARTHY**

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

