

STRONG **body**
mind



MEMBER NEWSLETTER
// WINTER 2021



DENVER HEALTH
MEDICAL PLAN INC.



A NEW CHAPTER:

OUTPATIENT MEDICAL CENTER



**DENVER
HEALTH™**

— est. 1860 —
FOR LIFE'S JOURNEY



Expanded Health Care in the Heart of Downtown Denver

Denver Health's Outpatient Medical Center Opens to Patients in 2021

Located on Denver Health's main campus, the new Outpatient Medical Center will increase Denver Health's ability to provide patient care to our growing community.

You'll find more than 30 medical services in one building including our Adult Urgent Care Center, pharmacy, orthopedics, physical therapy, dental and more.

Learn more at [DenverHealth.org/OMC](https://denverhealth.org/OMC)

IMPORTANT PLAN INFORMATION



DHMP'S AFFIRMATIVE STATEMENT ABOUT INCENTIVES

Denver Health Medical Plan, Inc. (DHMP) has a Utilization Management (UM) Program to ensure that members have access to quality health care. The Program utilizes a team of health care professionals to evaluate the medical necessity of services by using nationally-recognized, evidence-based clinical guidelines and community standards. The decisions are based on the appropriateness of care and services available to members within their contracted benefits. DHMP affirms the following UM Program practices:

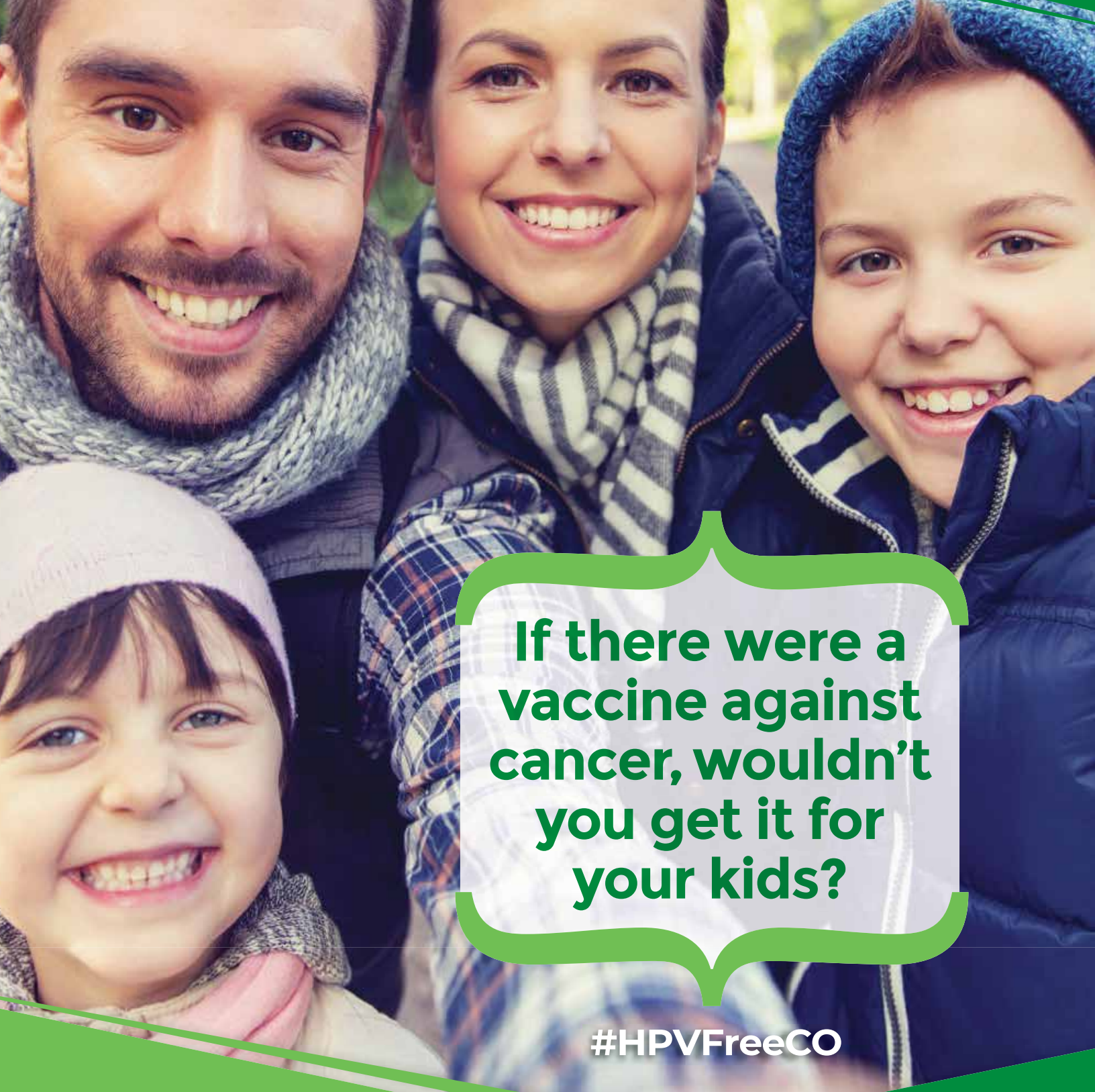
- » UM decision-making is based only on the appropriateness of the care and services requested and the existing coverage and benefits available to the members;
- » DHMP does not specifically reward or otherwise incentivize practitioners or other individuals to issue denials of coverage or services; and
- » UM decision-making staff members do not receive financial incentives that encourage decisions resulting in underutilization.

Please contact DHMP's Health Plan Medical Management or Compliance Departments at 1-800-700-8140 if you have any questions regarding the Program and its practices.

MEMBER SURVEYS - WE APPRECIATE YOUR FEEDBACK

You can help us make Denver Health Medical Plan, Inc. (DHMP) the best health plan for you! In the next few weeks, you may receive a survey in the mail about your DHMP health insurance plan. Please take some time to fill it out and mail it back as soon as you can. If you do not have a chance to fill out this survey, you may get a call to take the survey over the phone. This survey is sent to a random group of members each year. We would like to hear your thoughts about your health plan services and benefits. If there is anything we can do to assist you, please call Health Plan Services at 303-602-2100 for CHP+ and Employer Group plans, 303-602-2090 for Elevate plans, 303-602-2116 for Medicaid plans and 303-602-2111 for Medicare Advantage plans. TTY users call 711.





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

#HPVFreeCO

HPVFreeCO.org

HPV vaccine is cancer prevention.

Talk to the doctor about vaccinating your

11-26 year old **sons and daughters against HPV.**





**DENVER HEALTH
MEDICAL PLAN** INC.

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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

Happy New Year! While we have all been impacted by the challenges of 2020, we want you to know that DHMP is here to support you, your physical health and your mental well-being. If you have any questions, please reach out to our Health Plan Services team (phone number on the back of your ID Card or on page 2 of this newsletter).

I'm grateful for another year to serve you as the Chief Executive Officer and Executive Director of DHMP. On behalf of our entire organization, we wish you and your family health and happiness in 2021.

GREG MCCARTHY

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

