

STRONG + body mind



MEMBER NEWSLETTER
// WINTER 2021



DENVER HEALTH
MEDICAL PLAN INC.



HOW CREATIVITY BOOSTS YOUR MENTAL HEALTH

Doing something creative is not only fun, it reduces anxiety, improves your focus and boosts your overall happiness. That's because in the process of creating, you enter the calming state of flow (like meditation) — when you're so completely absorbed in what you're doing that you lose all sense of time and self. In fact, studies have shown that being creative actually releases dopamine, that feel-good chemical that naturally improves your mood. Here are a few ways you can be creative at home:

Coloring: Coloring isn't just for kids. Get out your crayons, markers or colored pencils and tap into your artistic side.

Journaling: Writing down your thoughts is a great way to work through stress and keep track of your goals; it doesn't have to sound perfect — relax and let the words flow.

Music: Whether you're dancing to your favorite tunes, belting them out in the shower or learning to play guitar, music has a magical way of making you feel better.

Crafts: Engross yourself in a new project — learn how to make soap, knit a sweater, create string art. Whatever you choose, it's the doing that matters most.

CONNECTING WITH OTHERS WHILE SOCIAL DISTANCING


While we're all spending more time at home these days, it's still very important to maintain a connection with family and friends. Here are some creative activities you can do together:

Cook: Pick a recipe you can cook over a video call; if you feel a little adventurous, expand your culinary skills with an online cooking class.

Organize a photo challenge: Challenge others to take the cutest photo of their pet, the prettiest landscape shot or the most intriguing self-portrait.

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.



Stargaze: Even if you're miles apart, you can still view the sky together in real time; schedule a night to go outside and identify the constellations.

Throw a painting party: If you look online, there are numerous online painting classes; or if you want to keep it simple, pick an object (or person) to draw and compare your finished products.

Start a book club: Every few weeks, pick a different book for your group to read; then discuss it over the phone or video chat.

Write a letter: When's the last time you actually wrote a hand-written letter? Surprise your family or friends with a heartfelt note in the mail.

YOUR HAPPY PLACE

Design a comforting space in your home that makes you feel happy and creative. It doesn't need to be an entire room — it can be your crafting area, reading nook or favorite spot in the home. Then think about the function of your space — is it a place you want to feel energized or retreat to at the end of the day?

While bright, bold colors, like red, yellow and purple can make you feel more alert, soft, muted shades work better for a more calming atmosphere. Also, incorporate items and patterns with curved versus straight lines (like right angles), which can subconsciously feel like a threat. Here are

a few other tips for designing your special place:

- » Bring the outdoors in with plants or flowers.
- » Create the right lighting. Cooler lighting can help you complete analytical tasks; warmer lighting, like softer bulbs or candles, are much more calming.
- » Keep your area uncluttered and clean.
- » Display meaningful items that give you joy.

What makes you happy? Photos of loved ones? Your bowling trophies from seventh grade? Lilies? If you adore holiday decorations, throw out social norms and keep them up as long as you like. Feeling uplifted and happy is what matters most.

Turn to page 11 and start unleashing your creativity today!

Sources:

<https://www.forbes.com/sites/ashleystahl/2018/07/25/heres-how-creativity-actually-improves-your-health/#1412d8ad13a6>

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<https://petapixel.com/2020/03/20/7-photo-challenges-for-photographers-who-are-stuck-at-home/>

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NURSELINE ADVICE: COPING WITH STRESS DURING A PANDEMIC



Stress, fear and anxiety during a pandemic can be overwhelming and lead to strong emotions in adults and children. Public health restrictions to decrease the spread of COVID-19 are necessary. Social distancing, wearing masks, isolation and quarantine make people feel lonely and isolated, which increases stress and anxiety.

During a pandemic, the stress we feel can lead to overwhelming fear about your own health, your loved ones, finances or job, or the loss of support services you have relied on. Changes in eating patterns or sleep may occur. Problems concentrating and sleeping can result from stress. You may experience worsening symptoms of mental health conditions as well as chronic medical conditions. Some may experience an increase in alcohol use, tobacco use or other substances. How can we cope with stress in a healthy way to help you, those you care about, and your community grow stronger?

Everyone acts differently during stressful situations. How you cope with stress depends on your social support from family and friends, your background, your health and emotional wellbeing and the community where you reside. Caring for your emotional health helps you think clearly in order to react to urgent needs for yourself and family. Take breaks from social media, watching

TV, reading or listening to news stories. Nourish your body by meditating, stretching or deep breathing, eating well-balanced meals, exercising regularly and avoiding excessive drug or alcohol use. Spend time doing something you enjoy. Talk with others you trust about your concerns and how you feel. Connect with your family, friends and community through video chats, phone, text or mail.

Reduce stress by knowing the facts about COVID-19. Understanding your risks, and risks for the people you care about, will help you create a less stressful outbreak. If you feel sick and are concerned about COVID-19, call the Denver Health NurseLine before you start to self-treat.

Written By: Marie Richardson, DNP, APN, FNP-C

Sources:

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



Sweet Potato Shepherd's Pie

INGREDIENTS

2 large – sweet potatoes or yams, cut in to chunks (leave the skin on to retain nutrients)

1 tbsp – ginger, chopped

2 tbsp – garlic, chopped

1 small – onion, chopped

1 tbsp – coconut oil

1 lb – ground bison or ground turkey

Mixture of chopped vegetables, which can include asparagus, broccoli stems, green beans, carrots, peas, etc.



DIRECTIONS

Boil sweet potatoes/yams until tender (about 30 minutes). Meanwhile, sauté ginger, garlic and onion in coconut oil for 5 minutes or until onion is translucent. Add bison/turkey and cook until browned. Add mixture of chopped veggies, cover and cook (don't let the veggies get too soft). When the potatoes are soft, drain and mash. Transfer meat and veggie mixture to a shallow casserole dish and then spread potatoes on top. Bake uncovered for 30 minutes at 350 degrees Fahrenheit.

PHARMACY BY MAIL MIGHT SAVE YOUR LIFE



When Denver Health expanded their Pharmacy by Mail program in response to COVID-19, we found benefits for members far beyond the expected convenience and safety factors. Ordering your prescriptions by mail might just save your life.

Even with good insurance coverage and prescription drug benefits, members sometimes have trouble staying on schedule with their medication(s). For members with chronic conditions, such as diabetes and hypertension, only about 50-60 percent who intend to get their medications refilled at a physical pharmacy or drug store, actually do.

While it may not seem like a big deal to go off of meds for a little while, it could lead to big health problems, requiring visits to the emergency department and even hospitalization.

Our pharmacists reviewed several studies that found that members who use mail order pharmacy have improved health outcomes, because they are better about staying on their medications. According to the studies:

- » At least 100,000 preventable deaths occur in the U.S. each year due to people not taking medications
- » Fewer mail-order pharmacy members under age 65 had an emergency department visit compared to those using a traditional pharmacy
- » Members prescribed medications for diabetes, high cholesterol and high blood pressure are 18 percent more likely to refill prescriptions using mail-order pharmacy vs. retail pharmacy

On average, mail-order pharmacy members also saw lower out-of-pocket costs, regular refill reminders and more convenient reorder options.

Sign up for Denver Health's Pharmacy by Mail program through one of these options:

1. MyChart (sign-up for free at **[MyChart.DenverHealth.org](https://mychart.denverhealth.org)**)
2. Call the Automated Refill Line at 303-389-1390
3. Call 303-436-4488 and select option 8 to speak to a member of the Denver Health Pharmacy team from 9 a.m. - 5 p.m. weekdays
4. Ask your provider during your next appointment (new medications only)

To sign up for Denver Health's Pharmacy by Mail program, your prescriptions need to be written by a Denver Health provider. If you do not see a Denver Health provider, you can also get mail order services through MedImpact Direct Mail Order by calling 855-873-8739 or emailing **customerservice@medimpactdirect.com**.

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 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
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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 (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.

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:

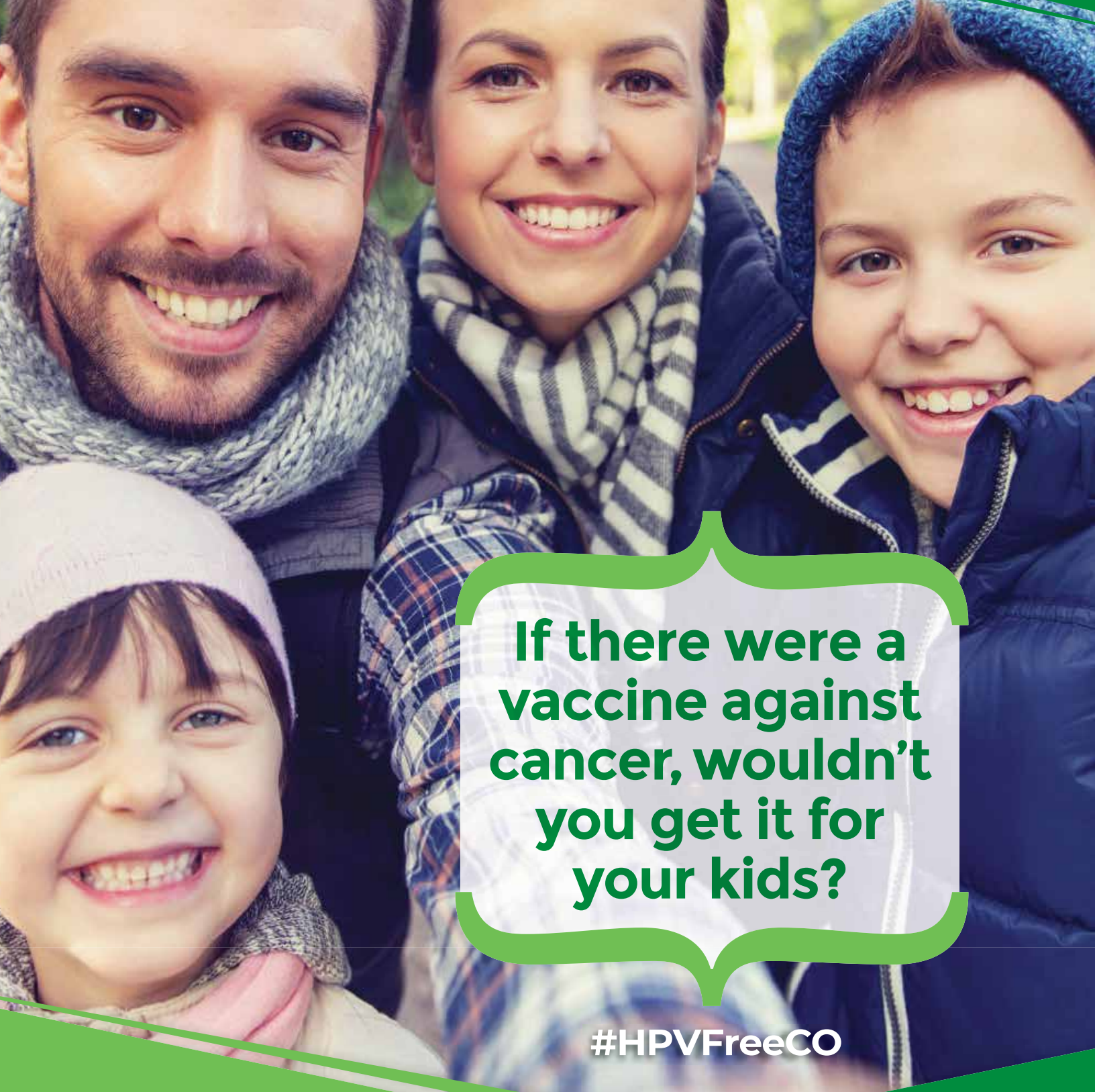
- » UM decision-making is based only on the appropriateness of the care and services requested and the existing coverage and benefits available to the members;
- » DHMP does not specifically reward or otherwise incentivize practitioners or other individuals to issue denials of coverage or services; and
- » 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.

