

STRONG **body**
mind



MEMBER NEWSLETTER
// **SUMMER 2021**



DENVER HEALTH
MEDICAL PLAN INC.



GET BETTER SLEEP: **Catch More ZZZs**

Getting a good night's sleep is key to our emotional and physical well-being. Yet, it's often the first thing we give up when our lives get busy. While we sleep, biological processes happen that help with cell restoration, brain function and our overall health. And when we don't get enough, we interfere with our body's natural functions:

- » Heart problems: Blood pressure can be raised, which increases the chances of stroke and heart disease.
- » Weight gain: Ghrelin levels can rise (making you hungrier) while leptin levels can fall (so you feel less full), causing you to overeat.
- » Insulin regulation: Insulin levels may spike, putting you at greater risk for type 2 diabetes.

- » Immune system: Low-level inflammation throughout the body can weaken your immune system.
- » Memory: The brain organizes information during slow-wave sleep and cements these memories during rapid eye movement. Sleep helps you remember details.
- » Healthy development: For children and adolescents, getting enough sleep regulates puberty and fertility, which is key for healthy growth.

Teens need as much as eight to 10 hours of sleep per night, while adults do well with only seven to nine hours. After age 64, seven to eight hours is enough. But unfortunately, as the pandemic has added so much stress and anxiety to our lives, insomnia is on the rise.

NATURAL SLEEP AIDS

While sleeping pills are often prescribed for sleep disorders, they may cause side effects or lead to dependency. That's why natural sleep aids like these are much safer options:

- » Natural supplements: There are several natural supplements that can aid in sleep: magnesium, valerian root, melatonin, glycine and lavender are just a few.

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.



- » **Weighted blankets:** The weight of these blankets gives a soothing effect, as if you're being swaddled. This pressure can release serotonin, which calms the body and mind.
- » **Wearing socks to bed:** A cool environment is ideal for optimal sleep. Socks keep your feet warm without overheating your body.
- » **Apps/sleep machines:** Soothing sounds like rain, waves or a whirring fan can cover up distracting sounds that keep you awake.
- » **Sleeping position:** Sleeping on your side in a relaxed position can improve sleep quality. To ease pressure on your hips, place a pillow between your knees.
- » **Use your bedroom exclusively for sleep.** Avoid eating, working or doing anything unrelated to sleep in your bedroom. You want to associate this as a place for relaxation.
- » **Keep your room as dark as possible.** Try using an eye mask or install blackout shades. A cool, dark environment promotes better sleep.
- » **If you can't sleep, get out of bed.** If you've been awake for at least half an hour, don't just stare at the clock — get up and do something relaxing. Once you start to feel sleepy, go back to bed.

GOOD SLEEP HABITS

Your behaviors can also have a great impact on the quality of your sleep. Here are a few healthy sleep habits you can try to get better ZZZs:

- » **Maintain a consistent sleep schedule.** To help regulate your body clock, make it a point to go to bed and wake up at the same time each day.
- » **Create a sleep routine.** Turn down the lights, take a bath or read a book. A regular sleep routine will tell your mind and body that it's time to go to sleep.
- » **Turn off electronics.** The blue light emitted from TVs, computers and cell phones suppresses melatonin and signals your brain to stay awake.

If sleep continues to be a problem for you, talk to your provider about medications or participating in a sleep study to uncover a possible sleep disorder. By experimenting with different tips and bedtime rituals, you can enjoy quality sleep and better overall health.

Sources:

- <https://www.sleepfoundation.org/physical-health>
- <https://health.ucdavis.edu/health-news/newsroom/covid-19-is-wrecking-our-sleep-with-coronasomnia--tips-to-fight-back-/2020/09#:~:text=>
- <https://www.medicalnewstoday.com/articles/natural-sleeping-pills>
- <https://www.webmd.com/sleep-disorders/weighted-blankets>
- <https://www.wellandgood.com/wearing-socks-bed/>
- <https://www.medicalnewstoday.com/articles/white-noise-apps>
- <https://www.webmd.com/sleep-disorders/best-sleep-positions>
- <https://www.denverhealthmedicalplan.org/blog/sleep-better-these-simple-tips>



Modern Day House Call

dispatchhealth

When was the last time you were sick or injured? Did you visit the local emergency room? You were probably waiting for the doctor and wishing you could be back home.*

Luckily, Denver Health Medical Plan (DHMP) teamed up with DispatchHealth to provide medical care in your home. They can treat everything an urgent care can, plus more.

HERE'S HOW IT WORKS:

1. Request a Visit

Call **720-263-1832** or visit their website at **DispatchHealth.com**. DispatchHealth is available 7 a.m. to 10 p.m., seven days a week including holidays.

2. Explain Your Symptoms

You will be asked about your illness or injury. They will also ask about your address and the name of your primary care provider.

3. Get Care At Home

DispatchHealth arrives within a few hours with two medical professionals. They are the same people who would take care of you in emergency room.

4. DispatchHealth Will Take Care of the Rest

DispatchHealth will call in any prescriptions you might need. They will also update your doctor.

**If your injury or illness is an emergency, call 911 or go to the nearest emergency room. Do not use DispatchHealth in a life-threatening emergency. DispatchHealth does not replace your primary care provider.*



To learn more, visit **DispatchHealth.com**

Fresh Mango Salsa

INGREDIENTS

- 2 cups – mango, chopped
- 1 cup – cucumber, chopped
- 1 cup – cherry tomatoes, chopped
- 1/4 cup – cilantro leaves
- 1 whole – jalapeno, seeded and minced
- 2 tablespoons – lime juice
- 1/4 teaspoon – kosher salt



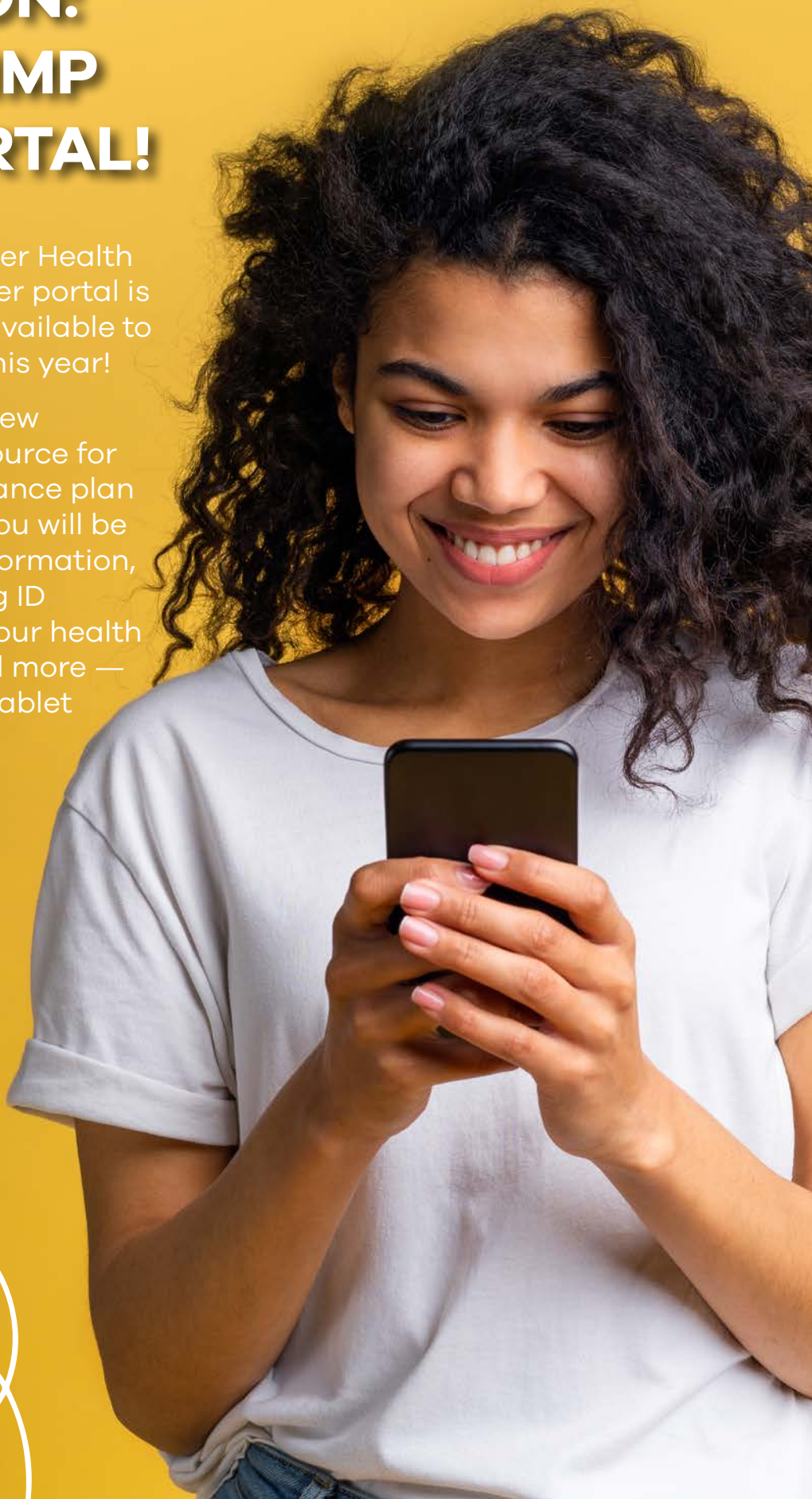
DIRECTIONS

This fruity salsa adds a refreshing touch to a variety of dishes, from Caribbean BBQ chicken to fish. Or, serve it alone with a basket of chips. Total prep time is 10 minutes. Once prepped, pulse all ingredients in a food processor until minced.

COMING SOON: OUR NEW DHMP MEMBER PORTAL!

Our new and improved Denver Health Medical Plan (DHMP) member portal is in development and will be available to you – our members – later this year!

What does this mean? The new portal will be your go-to resource for managing your health insurance plan anytime, anyplace. With it, you will be able to access important information, member materials (including ID Cards), communicate with your health plan, check claim status and more — all right from your desktop, tablet or smartphone.



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 (HMO D-SNP) or Denver Health Medicare Select (HMO) 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 Medical Plan, Inc. (DHMP) has been approved by the National Committee for Quality Assurance (NCQA) to operate as a Special Needs Plan (SNP) until 2023, based on a review of DHMP's Model of Care.

MEDICAID CHOICE: EARLY AND PERIODIC SCREENING, DIAGNOSTIC AND TREATMENT

Early and Periodic Screening, Diagnostic and Treatment (EPSDT) is a Health First Colorado (Colorado's Medicaid Program) program that covers prevention, diagnostic and treatment services for members age 20 and under. This program is set up to find health problems early. The goal is for children to get the physical, mental, vision, hearing and dental care they need for their health. Your child can get these services at **no cost** to you:

- » Speech Services
- » Well Child Check-Ups
- » Immunizations
- » Physical or Occupational Therapies
- » Home Health Services

Most EPSDT services will be available within Denver Health. Your doctor may also refer you to services outside Denver Health. If you have questions about EPSDT services, scheduling or transportation to appointments, you or your doctor may call Health Plan Services at 303-602-2116. For more information about the American Academy of Pediatrics (AAP) Preventive Care Recommendations please visit: downloads.aap.org/AAP/PDF/periodicity_schedule.pdf

To learn more, call Health Plan Services at 303-602-2116.

MEDICARE ADVANTAGE, MEDICAID CHOICE AND CHP+: INTEROPERABILITY AND YOUR HEALTH INFORMATION

The Interoperability and Patient Access rule (CMS-9115-F) was put in place by the Centers for Medicare & Medicaid Services (CMS) to give you access to your health information anytime, anyplace through third party mobile and web applications that can then be used by you to make more informed decisions about your health care. This includes your medical claims, pharmacy claims, clinical data, as well as provider, pharmacy and prescription formulary data.

Please be on the lookout for more information from Denver Health Medical Plan (DHMP) and applications that we have partnered with in the coming weeks and months.

To learn more, visit:

denverhealthmedicalplan.org/interoperability-and-your-health-information





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FOR LIFE'S JOURNEY



GET YOUR COVID-19 VACCINE



Schedule next available online at
[DenverHealth.org/CovidVaccine](https://denverhealth.org/CovidVaccine)



Schedule over the phone at
303-436-7000



Schedule on your MyChart app on
your phone or online

Things to know:

- All vaccines are safe and effective
- You can choose which vaccine you receive (by location and availability)
- You do not need to be a patient at Denver Health to schedule an appointment
- People ages 12-18 can schedule an appointment with consent
- For more information, visit [DenverHealth.org/CovidVaccine](https://denverhealth.org/CovidVaccine)

IMPORTANT PLAN INFORMATION

As a valued DHMP member, you should be aware of certain rights and responsibilities that you are entitled to and responsible for.

MEMBERS HAVE THE RIGHT TO:

- » Have access to practitioners and staff who are committed to providing quality health care to all members without regard for race, religion, color, creed, national origin, age, sex, sexual preference, political party, disability or participation in a publicly-financed program.
- » Obtain available and accessible services covered by the contract.
- » Receive medical/behavioral health care that is based on objective, scientific evidence and human relationships.
- » Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- » Have a partnership based on trust, respect and cooperation among the provider, staff and member that will result in better health care.
- » Be treated with courtesy, respect and recognition of your dignity and right to privacy.
- » Receive equal and fair treatment, without regard to race, religion, color, creed, national origin, age, sex, sexual preference, political party, disability or participation in a publicly-financed program.
- » Choose or change your Primary Care Provider (PCP) within the network of providers, to contact your PCP whenever a health problem is of concern to you and arrange for a second opinion at no cost to you, if desired.
- » Expect that your medical records and anything that you say to your provider will be treated confidentially and will not be released without your consent, except as required or allowed by law.
- » Get copies of your medical records or limit access to these records, according to state and federal law.
- » Know the names and titles of the doctors, nurses and other persons who provide care or services for you.
- » Have a candid discussion with your provider about appropriate or medically-necessary treatment options for your condition, regardless of cost or benefit coverage.
- » Participate with providers in making decisions about your health care.
- » Request or refuse treatment to the extent of the law, and to know what the outcomes may be.
- » Receive quality care and be informed of the DHMP Quality Improvement (QI) Program.
- » Receive information about DHMP, its services, its practitioners and providers and members' rights and responsibilities, as well as prompt notification of termination or other changes in benefits, services or the DHMP network. This includes how to get services during regular hours, emergency care, after-hours care, out-of-area care, exclusions and limits on covered services.
- » Learn more about your PCP and his/her qualifications, such as medical school attended or residency. Go to denverhealthmedicalplan.org and click on "FIND A PROVIDER" for our web-based directories, or call Health Plan Services.
- » Express your opinion about DHMP or its providers to legislative bodies or the media without fear of losing health benefits.



- » Receive an explanation of all consent forms or other papers DHMP or its providers ask you to sign; refuse to sign these forms until you understand them; refuse treatment and to understand the consequences of doing so; refuse to participate in research projects; cross out any part of a consent form that you do not want applied to your care; or to change your mind before undergoing a procedure for which you have already given consent.
- » Instruct providers about your wishes related to advance directives, such as durable power of attorney, living will or organ donation.
- » Receive care at any time, 24 hours a day, 7 days a week, for emergency conditions, and care within 48 hours for urgent conditions.
- » Have interpreter services if needed them getting health care.
- » Change enrollment during the times when rules and regulations allow.
- » Have referral options that are not restricted to less than all providers in the network that are qualified to provide covered specialty services; applicable copays apply.
- » Expect that referrals approved by DHMP cannot be changed after prior authorization or retrospectively denied except for fraud, abuse or change in eligibility status at the time of service.
- » Make recommendations regarding DHMP's Member Rights and Responsibilities policies.
- » Voice a complaint or appeal a decision concerning the DHMP organization or the care provided and receive a reply according to the complaint/appeal process.

MEMBERS HAVE A RESPONSIBILITY TO:

- » Treat providers and their staff with courtesy, dignity and respect.
- » Pay all premiums and applicable cost sharing (i.e., deductible, coinsurance, copays).
- » Make and keep appointments, be on time or call if you will be late or must cancel an appointment and have your DHMP identification card available at the time of service and pay for any charges for non-covered benefits.
- » Report symptoms and problems to your PCP, ask questions and take part in your health care.
- » Learn about any procedure or treatment and think about it before it is done.
- » Think about the outcomes of refusing treatment that your PCP suggests.
- » Follow plans and instructions for care that you have agreed upon with your provider.
- » Provide, to the extent possible, correct and necessary information and records that DHMP and its providers need in order to provide care.
- » Understand your health problems and participate in developing mutually-agreed upon treatment goals, to the degree possible.
- » State complaints and concerns in a civil and appropriate way.
- » Learn and know about plan benefits (i.e., which services are covered and non-covered) and to contact a DHMP Health Plan Services representative with any questions.
- » Inform providers or a representative from DHMP when not pleased with care or service.
- » Notify DHMP of any third party insurance, including Medicare.



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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

Now is the time when we release our Annual Report showing our previous year's financials. The 2020 Annual Report is available on our website at:

denverhealthmedicalplan.org/denver-health-medical-plan-annual-report

We are happy to see so many DHMP members and employees receiving their COVID-19 vaccinations so that Colorado can fully open and return to a more 'normal' way of life. This summer, I encourage you to explore the great outdoors and all this wonderful state has to offer.

GREG MCCARTHY

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

