

STRONG + body mind

MEMBER NEWSLETTER
// FALL 2021



DENVER HEALTH
MEDICAL PLAN INC...





BREAST CANCER **Awareness Month**

October is Breast Cancer Awareness Month, a tradition started in 1985 by the American Cancer Society and the pharmaceutical division of Imperial Chemical Industries with the goal of educating the public about breast cancer and celebrating those whose lives have been affected by the disease.

MALE BREAST CANCER

While breast cancer is often thought of as a women's disease, it can affect men too (although the chances are rare). Studies show that one in 800 men will be diagnosed with the disease in their lifetime, compared to one in eight women. Unfortunately, since men are not as familiar with the signs and symptoms of breast cancer, they're less likely to catch the disease early, when it's the most treatable.

Like breast cancer in women, breast cancer in men starts at a cellular level, with a disruption in the DNA of new cells. The abnormal growth of these new cells can cause a tumor that's either benign (not harmful) or cancerous. Types of breast cancer in men include:

- » Ductal carcinoma (starts in the milk ducts)
- » Lobular carcinoma (starts in the milk-producing glands)
- » Paget's disease (involving the skin of the nipple)
- » Inflammatory breast cancer (blockage of certain vessels in the skin of the breast)

WHO SHOULD GET SCREENED?

According to the U.S. Preventive Services Task Force, women who are 50 to 74 years old and are at average risk for breast cancer should get a mammogram every two years. However, women who are 40 to 49 years old should talk to their provider about when to start and how often to get a mammogram.

Mammograms are not recommended for most men unless they're at high risk. Risk factors can include a BRCA2 or

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.



BRCA1 inherited gene mutation, a strong family history of breast cancer, obesity, radiation treatment in the chest area, liver disease, exposure to estrogen, older age, testicle disease and gynecomastia (overdevelopment of the breast tissue). Depending on your level of risk, your provider may suggest regular mammograms or clinical breast exams.

Talk to your provider right away if you notice any of these symptoms:

- » A lump in the breast or underarm
- » Puckering of the breast
- » A change in breast size
- » An inverted nipple
- » Leakage from the nipple
- » Redness/swelling of the breast

IMPORTANCE OF EARLY DETECTION

The earlier breast cancer is detected, the better the chances of survival. In fact, women who detect breast cancer in the earliest stages have a 93 percent or higher chance of survival in the first five years. In general, men have a similar chance of recovery as women, if the cancer is caught at an early stage.

If you wait until you experience symptoms to get a screening exam, the cancer may already be quite advanced. That's why it's critically important to get regular mammograms in combination with clinical breast exams and breast self-exams.

SPREAD THE WORD

Encourage your female family and friends to get regular breast cancer screenings. And if you're a male experiencing any symptoms, don't feel embarrassed about contacting your doctor. While many breast lumps turn out to be benign (not harmful), it is better to be safe than sorry. For answers to your questions or more information about breast cancer, talk to your provider.

Sources:

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Mammograms: What You Need to Know. (n.d.). Retrieved August 13, 2021, from <https://www.denverhealthmedicalplan.org/mammograms-what-you-need-know>.

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Male breast cancer. (2020, February 28). Retrieved August 13, 2021, from <https://www.mayoclinic.org/diseases-conditions/male-breast-cancer/symptoms-causes/syc-20374740>.

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NURSELINE ADVICE:

FALL INTO HEALTHY HABITS

As we transition into fall, this is a great time to reflect on your successes, identify new areas of growth and create new health and wellness goals. Below are a few ideas to help you stay healthy this fall.

CREATE NEW EXERCISE GOALS

The changing of the seasons is a perfect time to make changes in your own fitness routine. Reflect on your summer routine and physical activity to identify where you can make improvements. As the weather cools and air quality (hopefully) improves, fall can be a terrific time to start spending more time exercising outdoors.

GET VACCINATED

By getting your flu and COVID-19 vaccinations you can decrease your chances of getting extremely ill from these viruses. The CDC recommends receiving the flu shot before the end of October.

SHOP FOR LOCAL IN-SEASON PRODUCE

Increase your nutritional values by choosing fruits and vegetables that are in-season during the fall months, such as apples, beets, broccoli, kale, squash, cabbage, brussel sprouts and carrots. Produce that spends less time being shipped and is harvested in-season is often higher in nutrients than

those harvested out-of-season. Best of all, they taste better! The colder weather is ideal for soups and stews full of delicious veggies. When roasting vegetables, try choosing olive oil or coconut oil with a dash of cinnamon instead of butter.

SPEND MORE TIME WITH FAMILY

As the hustle and bustle of summertime activities and travel come to an end, fill your extra 'free' time with family. Try planning homemade family meals and choose a topic to help stir up conversation. An easy example is to ask everyone to share the 'rose' and 'thorn' (or high and low) from their day. Eating together with your family can result in a more nutritious home-cooked meal and allows you to slow down when eating.

Written By:

Brittany Sliter, Denver Health 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.**



Golden Harvest Cornbread

INGREDIENTS

1 cup – cornmeal
1 cup – flour
1 teaspoon – baking powder
1 cup – low fat buttermilk (1%)
1 whole – egg
1/4 cup – margarine
cooking spray



DIRECTIONS

Preheat oven to 350 degrees fahrenheit. Mix together cornmeal, flour and baking powder. In another bowl, combine buttermilk and egg – beat lightly. Slowly add buttermilk and egg mixture to dry ingredients. Add margarine and mix by hand or with a mixer for approximately 12 minutes. Bake for 20 to 25 minutes in an 8x8-inch, greased baking dish. Cool, then cut into squares.

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, 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.). In addition, virtual Urgent Care is now available for Denver Health MyChart users.

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**. 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.

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.

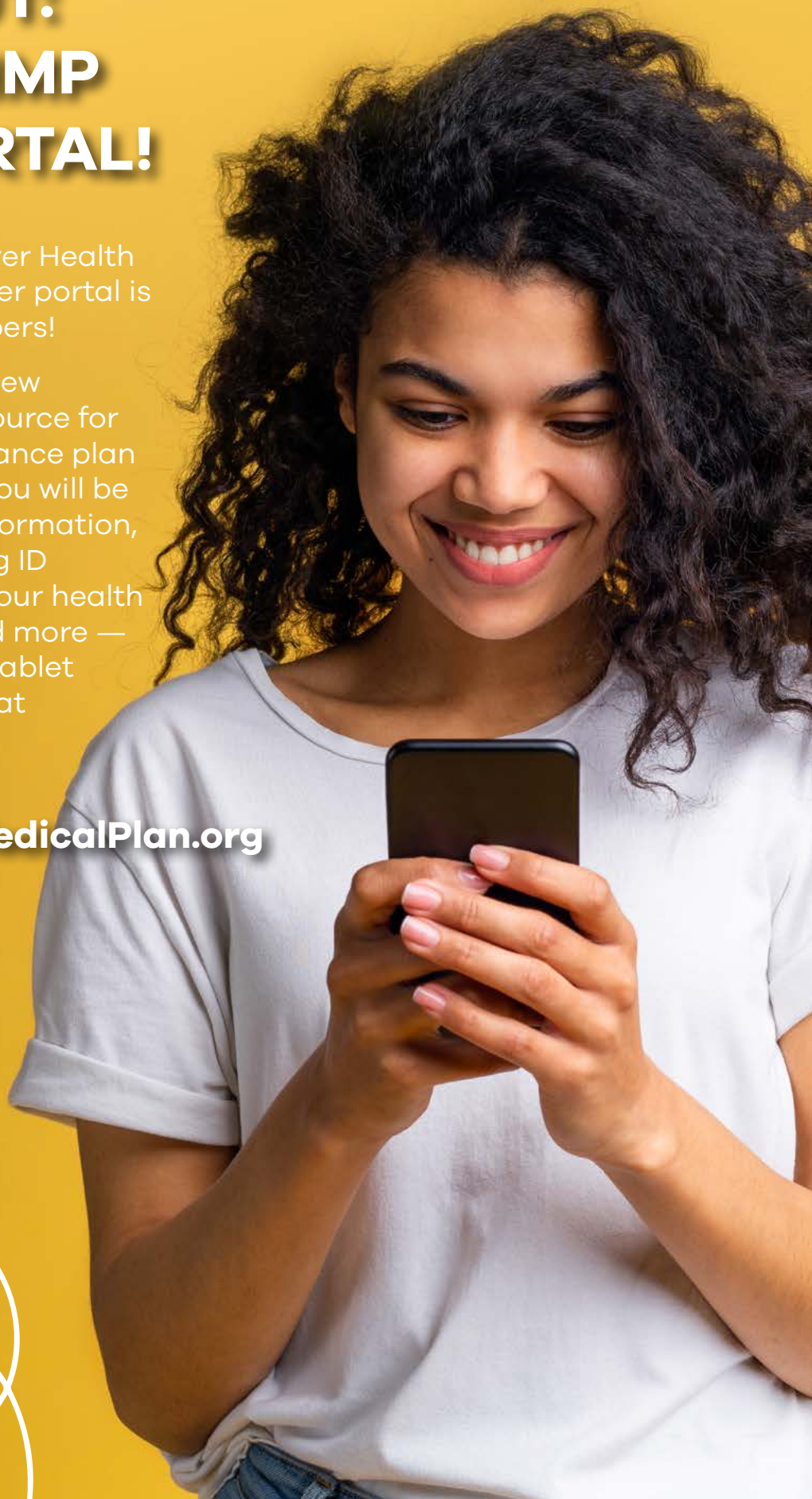
CHECK IT OUT: OUR NEW DHMP MEMBER PORTAL!

Our new and improved Denver Health Medical Plan (DHMP) member portal is available to you – our members!

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. Learn more at the link below.



DenverHealthMedicalPlan.org





DENVER HEALTH™

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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



COMPLEX CASE MANAGEMENT & ACCESS TO CARE MANAGEMENT

Our Care 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 Care Management Program, we can:

- » Make doctor and specialty appointments
- » Make referrals to community 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 Care 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**. 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.

Share the health!



Tell your family and friends – now is the time to enroll in a health insurance plan for 2022. We can help them get the coverage they need. Scan the QR Codes below to learn more!



**ELEVATE
MEDICARE ADVANTAGE**
Denver Health Medical Plan Inc.™



Medicare Annual Enrollment Period runs from **October 15, 2021** to **December 7, 2021**.

To learn more or enroll, call 303-602-2451.

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



**ELEVATE
EXCHANGE PLANS**
Denver Health Medical Plan Inc.™



Exchange Open Enrollment Period runs from **November 1, 2021** to **January 15, 2022**. *

To learn more or enroll, call 303-602-2451.

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

Visit denverhealthmedicalplan.org for more information.



**DENVER HEALTH
MEDICAL PLAN** INC.TM

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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. For information on COVID-19 vaccinations and your coverage, visit denverhealthmedicalplan.org/covid-19-vaccine-and-your-benefits to learn more.

As we enter fall, flu shots are a very important way to protect yourself and our community. Flu vaccines are a covered benefit for all of our DHMP plans. We encourage you to take proper precautions by 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.

