



ELEVATE
MEDICARE ADVANTAGE

Denver Health Medical Plan Inc.™

**ELEVATE MEDICARE CHOICE
(HMO D-SNP)**

**2022 MEDICARE
ADVANTAGE PLAN**



MEMBER QUICK REFERENCE GUIDE



ELEVATE
MEDICARE ADVANTAGE

Denver Health Medical Plan Inc..

Local. Nonprofit. Health Insurance.

777 Bannock St., MC 6000

Denver, CO 80204

Health Plan Services: 303-602-2111

Toll-Free: 1-877-956-2111

TTY: 711

DenverHealthMedicalPlan.org

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IMPORTANT NOTICE FOR YOUR 2022 PLAN YEAR

To better serve your needs, Denver Health Medical Plan, Inc. (DHMP), will be providing the following documents to you electronically for the 2022 plan year.

Evidence of Coverage (EOC):

denverhealthmedicalplan.org/medicare-choice-eoc

Provider Directory:

denverhealthmedicalplan.org/find-doctor

Pharmacy Directory:

denverhealthmedicalplan.org/medicare-pharmacy-directory

Part D Formulary:

denverhealthmedicalplan.org/medicare-choice-comprehensive-formulary



WELCOME TO DHMP

On behalf of Denver Health Medical Plan, Inc. (DHMP), we would like to thank you for choosing us as your health insurance plan. There are many way to Elevate your health with benefits like dental, vision, hearing and transportation. Use this guide to start your year off strong!



1 Schedule an appointment to establish care if you are new to DHMP (see pg. 6-7).

If you're not a new member to DHMP, be sure to schedule your check-up or routine care visit with your Primary Care Provider (PCP).

Stay up-to-date on your preventive care:

- » Annual wellness check-up
- » Immunizations
- » Preventive screenings



PRO TIPS:

- When you visit your PCP for an annual check-up or routine care visit, it is a great time to also talk to them about chronic issues such as high blood pressure, diabetes, etc.
- Take advantage of our reward program for completing your visit! For more information, look at the section 'Reward Program' in this booklet or contact our Health Plan Services.
- If you need help getting to your appointment, call to schedule a free round-trip ride as part of your benefits!

2 Set-up your medications.

As a DHMP member, you have multiple ways to fill your medications, see the 'Pharmacy Benefit' section for more information.

- » Pharmacy by Mail
- » Home Delivery
- » 100-Day Supply
- » Vacation Supplies



PRO TIPS:

- Ask your PCP for a 100-day supply; the cost is less than getting a 30-day supply each month.

3 Schedule an appointment to see the dentist.

It is so important to use your dental benefits because your oral health is connected to your overall health. Your dentist can spot early signs of heart disease, diabetes and other diseases. Making preventive dental care a priority by visiting your dentist twice per year can help you avoid painful and costly dental procedures in the future. For help finding an in-network dentist, call 1-800-610-0201 or visit [deltadentalco.com](https://www.deltadentalco.com) to find a dentist near you.



PRO TIP:

- Your dental benefit allows you to see any Delta Dental PPO provider; Delta Dental has many dentists/dental offices in your area. You can see ANY dentist within the network at any time.

4

Schedule an appointment to get an eye exam.



As part of your DHMP Medicare Advantage benefits, your 2022 Plan Benefit covers up to \$250 in eyewear year.

PRO TIP:

- You can see any in-network 'EyeCare Specialists of Colorado' provider, call 303-802-4650.
- If you are diabetic, a diabetic eye exam is an important part of preventive care. The exam can:
 - » Detect eye damage before pain, visual blurring, or other symptoms occur.
 - » Identify eye disease early so effective treatment can begin.
 - » Identify physical changes that need to be addressed.

5

Schedule a ride for your medical visits.



If you need help getting to a doctor appointment or pharmacy, you can get unlimited free round-trip rides through your DHMP benefits. Call **Access2Care** at **1-877-962-5315**, from 6 a.m. to 9 p.m., seven days a week to schedule your ride today!

PRO TIP:

- Call at least 48 hours before your appointment to schedule your ride.

6

Login to our Member Portal.



Visit our member portal, your go-to resource for managing your health insurance plan at any time, any place. With it, you can access important information, member materials (including ID cards), communicate with your health plan, check a claim status and more – all right from your desktop, tablet or smartphone.

SIGN-UP TODAY:

- Visit **DenverHealthMedicalPlan.org** and select 'Member Login' to get started!

HOW TO ACCESS CARE

At DHMP, our main concern is that you receive health care services when you need them. Below is an overview of the network providers in your plan. Visit denverhealthmedicalplan.org/find-doctor for a full Provider Directory or call Health Plan Services at 1-877-956-2111 for help.

As a member, you can find the provider information by reviewing the Provider Directory available online, or by calling Health Plan Services: (1) Name, address and telephone numbers; (2) Professional qualifications; (3) Specialty; (4) Languages spoken; (5) Provider availability; and more.



sclhealth.org

Call provider directly
or make an
appointment online.

**SCL Health's
Patient Portal:**

[mychart.sclhealth.org/
mychart](https://mychart.sclhealth.org/mychart) *



uchealth.org

Call the
Appointment Center:
720-848-0000

**UC Health's
Patient Portal:**

[uchealth.org/access-
my-health-connection](https://uchealth.org/access-my-health-connection) *

** These patient portals give you access to your health records. You can easily message your provider,*



**DENVER
HEALTH™**
— est. 1860 —

denverhealth.org

Call the
Appointment Center:
303-436-4949

**Denver Health's
Patient Portal:**

mychart.
denverhealth.org *



STRIDE
COMMUNITY HEALTH CENTER

stridechc.org

Call the
Appointment Center:
303-360-6276

**STRIDE's
Patient Portal:**

[stridechc.org/services/
patient-portal](http://stridechc.org/services/patient-portal) *



**National Jewish
Health®**

nationaljewish.org

Call the
Appointment Center:
1-877-225-5654

**National Jewish's
Patient Portal:**

my.njhealth.org *

*schedule an appointment, request prescription refills
and more from your smart phone or computer.*

FLEXIBLE OPTIONS FOR SAME DAY CARE

When you need care, it is always best to see your Primary Care Provider (PCP). But if you can't, your DHMP Medicare Advantage plan offers several flexible options to help you get needed care right away.



The NurseLine is here to help.

The NurseLine is available 24/7 to provide free medical assistance, care advice and can even prescribe certain medications: **303-739-1261**.

DispatchHealth will come to you.

DispatchHealth makes convenient urgent care house calls in the comfort of your own home – all for the same copay cost as an urgent care center. Visit **dispatchhealth.com** or call **303-500-1518**, 8 a.m. – 10 p.m., 365 days a year.

Visit an Urgent Care Center or Emergency Room.

You are covered at any urgent care center or emergency room in the U.S.

FLU VACCINE

Thank you for getting your annual flu shot!

There is no cost to get a flu vaccine. You can visit any in-network provider, Walgreens*, King Soopers or Target. Be sure to present your member ID card. If you have questions about how to get your annual flu vaccine, call Health Plan Services at 303-602-2111.

**Only certain types of flu vaccines are covered at \$0.*

REWARD PROGRAM

Get your Annual Wellness Visit. Get a \$30 Reward.

Getting your Medicare Wellness Rewards Prepaid Mastercard®* Is That Easy!

An Annual Wellness Visit is a check-up or routine care and is one of the most important ways you can stay on top of your health. It is a chance to learn about your current health, discuss any concerns and learn what preventive measures you can take to ensure your long-term well-being.

Just complete your visit with an in-network provider by December 31, 2022, and then visit [medicarewellnessrewards.com](https://www.medicarewellnessrewards.com) to submit for your reward. When you submit for your reward, make sure you have the following information in hand:

- » Campaign code: 21-55844
- » Date you completed your annual wellness visit
- » Your Elevate Medicare Choice (HMO D-SNP) Member ID (found on your ID card)

Once you submit for your Medicare Wellness Reward, please allow 4-6 weeks to process your request. Our Health Plan Services is available to help you submit for your reward or provide you with any missing information in order to request your reward. We want to make this as easy as possible! If you need help, call us at 303-602-2111 or toll free at 877-956-2111. TTY users call 711. Our hours of operation are 8 a.m. – 8 p.m., seven days a week.

* Limit 2 rewards per household. Reward offered for annual wellness visits completed between 01/01/2022 and 12/31/2022. Reward request must be submitted on or before 01/30/2023. Reward issued one time per

screening, per calendar year.

* Reward provided on a Prepaid Mastercard. Card is issued by MetaBank®, N.A., Member FDIC, pursuant to license by Mastercard International Incorporated. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. No cash access or recurring payments. Can be used at select merchants where Debit Mastercard is accepted, see website below. Card valid for up to 12 months, funds do not expire and may be available after card expiration date, fees may apply. Card terms and conditions apply, see [MyPrepaidCenter.com/page/WellnessRewards](https://www.MyPrepaidCenter.com/page/WellnessRewards).



YOUR DHMP IDENTIFICATION CARD

You will receive a Member Identification (ID) card upon enrollment.

Get Your Free Denver Park and Recreation Membership!

To get your membership, take your Member ID card and a photo ID to your local Denver Parks and Recreation Center. For a list of locations, visit denverhealthmedicalplan.org/denver-parks-and-recreation-membership.

Front of card

Your plan description

Your unique Member ID information

Pharmacy information for your pharmacist

ELEVATE MEDICARE CHOICE (HMO D-SNP)

Card Issued:
Member Name:
Member ID #:
Group Plan: 84131
Group #:



MedImpact
RxBIN: 015574
RxPCN: ASPROD1
RxGrp: DHM01
Rx ID #:

MedicareRx
Prescription Drug Coverage
CMS-H5608-001

Back of card

In case of emergency, call 911 or go to the nearest hospital emergency room. This card does not prove membership or guarantee coverage.

Health Plan Services

1-877-956-2111

TTY: 711

Dental Provider

Delta Dental/Auths:

1-800-610-0201

Group #: R0009-00001

NurseLine

303-739-1261

Pharmacy Providers

Rx Help Desk/Auths:

303-602-2070

MedImpact Help Desk:

1-877-391-9291

Important phone numbers for you and your doctor.

denverhealthmedicalplan.org

Denver Health Medical Plan, Inc. • Attn: Claims Department
P.O. Box 24992 • Seattle, WA 98124-0992 • EDI Payer ID: 84-131

PHARMACY BENEFITS

Pharmacy by Mail

Denver Health's (DH) Pharmacy by Mail is an easy and safe way to get your prescriptions delivered right to your mailbox. This is only available through DH pharmacies, and only if prescribed by a DH provider. Below are ways to sign up for Pharmacy by Mail:

- » Through MyChart
 - Online at [Mychart.DenverHealth.org](https://mychart.denverhealth.org)
 - MyChart app for smartphone
- » Call the Automated Refill Line and choose 'Pharmacy by Mail': 303-389-1390
- » Call the pharmacy directly Monday – Friday, 8 a.m. – 5 p.m.: 303-436-4488
- » Ask your provider to set up your prescriptions to be filled at 'Pharmacy by Mail' during an in-person or telehealth appointment.

To learn more, visit: denverhealthmedicalplan.org/denver-health-pharmacy-mail

Home Delivery

- » If getting your prescriptions through the mail is not the best option, you can have them delivered to your front door at no cost to you! Call 303-436-4488 to set up home delivery.
- » Get up to a 100-Day Supply on your prescriptions (does not apply to specialty medications).

Vacation Supplies

- » If it is too early to refill your medication and you will run out of medication while out of town, we have

you covered! You can get extra supply covered by your DHMP Medicare Advantage plan. How?

Two easy steps:

- Call the DHMP Pharmacy team at 303-602-2070 at least one week before you leave.
- Tell us you need more medication than usual because you will run out while you are out of town.

Over-the-Counter (OTC) Mail Order

- » You are eligible for a \$220 quarterly allowance to be used toward the purchase of OTC health and wellness products available through our OTC mail order service. You can review the catalogue and form at denverhealthmedicalplan.org/elevate-medicare-OTC. To receive your product(s) mail or fax in your order form. If you need a copy of the catalogue or form, contact Health Plan Services at 1-877-956-2111.
- » Your allowance is available at the beginning of each quarter of the plan year (January, April, July and October).
- » The unused quarterly allowance does not carry over to the next quarter.
- » No returns or exchanges.

If you have questions or concerns about the cost of medication or getting your prescribed medicine, please call us at 303-602-2070 so we can help!



IMPORTANT PLAN BENEFITS

- » Over-the-Counter Mail Order - \$220 allowance every quarter, starting January, April, July and October
- » Dental: Up to \$1,500 in comprehensive services with \$0 copay
- » Vision: Up to \$250 in eyewear every calendar year
- » Hearing aids: Up to \$1,500 in coverage every three years
- » \$0 annual Denver Park and Recreation membership
- » Unlimited non-emergency medical transportation
- » No cost for provider visits
- » Large provider network
- » DispatchHealth (in-home urgent care, 8 a.m. – 10 p.m., 365 days a year)
- » Meal Delivery to your home following discharge from the hospital or skilled nursing facility
- » 24/7 NurseLine to answer your questions and call in certain prescriptions

For more information on these benefits, refer to your Evidence of Coverage, or give us a call at 303-602-2111 or toll-free 1-877-956-2111. TTY users call 711. Our hours of operation are 8 a.m. – 8 p.m., seven days a week.

PRIOR AUTHORIZATIONS

Some services you need may require a Prior Authorization (PA). Please refer to the PA list on our website at: denverhealthmedicalplan.org/services-requiring-prior-authorization. For questions regarding PA's, please call Health Plan Services at 303-602-2111 or toll-free 877-956-2111. TTY users call 711. Our hours of operation are 8 a.m. – 8 p.m., seven days a week.

WHERE TO LOCATE IMPORTANT PLAN INFORMATION

The following resources are located online at denverhealthmedicalplan.org/medicare-existing-members:

- » Explanation of Coverage (EOC)
 - Covered benefits
 - Network, service, and benefit restrictions
 - Provider and PCP availability
 - Pharmacy management procedures
 - Utilization management (UM) procedures
- » Summary of Benefits
 - Covered benefits
 - Network, service, and benefit restrictions
 - Provider and PCP availability
 - Pharmacy management procedures
 - Utilization management (UM) procedures
- » Provider Directory
 - Network, service, and benefit restrictions
 - Provider and PCP availability
 - Utilization management (UM) procedures
- » Pharmacy Directory
 - A list of all our in-network pharmacies

Note: If you don't have access to the internet or want a paper copy, please contact Health Plan Services at 303-602-2111 or toll-free 1-877-956-2111 to request a copy of your plan information to be mailed to you.



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 Programs, 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

You will have an opportunity to participate in a Health Risk Assessment (HRA) each year. DHMP 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 303-602-2184 or email us at [**DHMPCC@dhha.org**](mailto:DHMPCC@dhha.org).

GRIEVANCE AND APPEALS

For more information about the grievance and appeals process and timelines, visit our website at: denverhealthmedicalplan.org/medicare-coverage-decisions-appeals-and-grievances. If you'd like to file a grievance or appeal with DHMP, you may:

- » Call our Grievance and Appeals department at 303-602-2261. TTY users call 711. Our hours of operation are 8 a.m. – 5 p.m., Monday through Friday.
- » You may send a fax to 303-602-2078.
- » You may write to us at:
Denver Health Medical Plan, Inc.
Attn: Grievance and Appeals
777 Bannock St., MC 6000
Denver, CO 80204



PERSONAL HEALTH CARE ADVOCATE

DHMP has a team dedicated to helping you get the most out of your benefits. Your Personal Health Care Advocate is here to **listen to you**, help **answer any questions** you have, and help you **navigate your benefits**.

When you have a question about your DHMP Medicare Advantage plan or your benefits, call us. We are specially trained to help you!

Your Personal Health Care Advocate can assist you with things like:

- » Getting **appointments** with a Primary Care Provider (PCP) or Specialist
- » Knowing **where to get care** when you need to be seen right away
- » Understanding the **provider network** and **covered benefits**
- » Getting the **care, tests and treatment** you need
- » Helping you **fill prescriptions**
- » Understanding the **cost of prescriptions**
- » Understanding **dental benefits** and how to schedule an appointment
- » Schedule **transportation** to get you to and from your medical appointments
- » Help fill out forms or fax **Over-the-Counter (OTC)** orders
- » And more!

Call 303-602-2999 to talk with Your Personal Health Care Advocate today!

IMPORTANT CONTACT INFORMATION

Contact	Phone Number
Health Plan Services	1-877-956-2111
Pharmacy	303-602-2070
Grievance and Appeals	303-602-2261
Care Management	303-602-2111
Personal Health Care Advocate	303-602-2999
Access2Care	303-602-2111 or 1-877-962-5315
TTY 711	Contact
DispatchHealth	303-500-1518
NurseLine	303-739-1261
One Hour Optical	303-802-4650



If you need help, contact us:

Health Plan Services

303-602-2111 or toll-free 1-877-956-2111

TTY 711

We are open: 8 a.m. – 8 p.m., seven days a week

IF YOU MOVE OR GET A NEW NUMBER

Our way of communicating with you is through mail and phone. We send important information about your plan and benefits to keep you updated and make sure you are safe and healthy.

Any time you move or change your number, please make sure to update Health Plan Services at 303-602-2111.

LANGUAGE ASSISTANCE

We are here to help all members regardless of any language barriers that may exist. We offer translation services, bilingual staff and interpretation professionals to help members get information about benefits, access to medical services and more. To request language services at any point during an interaction, contact Health Plan Services at 303-602-2111.

