

Denver Health Medicaid Choice

Member Quick Reference Guide
*Guía de referencia rápida
para miembros*



DENVER HEALTH
MEDICAID CHOICE



COLORADO
Department of Health Care
Policy & Financing

WELCOME TO DENVER HEALTH MEDICAID CHOICE!

Dear Member:

Welcome to Health First Colorado Administered by Denver Health Medicaid Choice (DHMC). Your health is important to us and we are happy to have you as a member. Please use this new member checklist to help you get the most out of your health plan. For more in depth information about your DHMC benefits, your Member Handbook can be viewed online at denverhealthmedicalplan.org/medicaid-choice-member-handbook.

Being a member of DHMC is your choice. If you are a new DHMC member and have been with DHMC for 90 days or less, you can choose to disenroll and be a part of another plan. Call Health First Colorado at 303-839-2120 to disenroll within the first 90 days. If you have other questions on when you can disenroll, check the Member Handbook or call Health Plan Services at 303-602-2116.

If you need assistance understanding the information in this document, including written or oral translation, we can help you. You can get help by calling **Health Plan Services** at **303-602-2116, 1-800-700-8140**, or State Relay 711 for callers

with speech or hearing disabilities.

Si necesita esta carta en letras grandes, casete, o en otro idioma, por favor llámenos al 1-800-700-8140. Si desea usar el servicio TTY, llame a 711.

○ **Watch the New Member Orientation video**

Please watch our New Member Orientation video for important information about the services and benefits that are available to you through your Denver Health Medicaid Choice plan. You will find the video at denverhealthmedicalplan.org/medicaid-choice.

○ **Complete a Health Needs Survey**

The Health Needs Survey helps us get to know you. Someone may contact you to see how they can help. You can complete your Health Needs Survey online at colorado.gov/pacific/hcpf/form/health-needs-survey or by calling Denver Health Health Plan Services at 303-602-2116.

○ **Sign up for the Member Portal**

Manage your plan with our online Member Portal. Register for Member Portal access at denverhealthmedicalplan.org. Click on the "MEMBER LOGIN" tab on the homepage.

○ Your New DHMC ID Card

Your DHMC ID Card will arrive in the mail shortly after enrollment with our plan with this guide. Please show this card every time you go to the doctor or pick up prescriptions. If you have any questions regarding your insurance benefits, please call **Health Plan Services** at **303-602-2116** or toll free at **1-800-700-8140**. TTY users should call 711. They are available from 8 a.m. to 5 p.m., Monday - Friday.

Thank you for being a member of Denver Health Medicaid Choice!

Sincerely,

Your Health Plan Services Team
Denver Health Medicaid Choice

QUICK TIPS FOR ACCESSING CARE AT DENVER HEALTH

Denver Health Medicaid Choice is now your medical home. You may choose a primary care provider from clinics at Denver Health's Main Campus, one of the Community Health Centers, the Stride network or various School-Based Health Centers to receive your medical care. See a complete list of clinic locations and hours here for Denver Health: denverhealth.org/locations, and here for Stride: stridechc.org/locations.

Urgent Care Clinics:

You do not need to get approval from DHMC to go to the nearest urgent care center. You may see any urgent care provider in the United States of America, even if the provider is outside the DHMC network.

- » Adult Urgent Care Clinic at Denver Health (777 Bannock St.) open 7 a.m. to 8 p.m. Monday - Friday and 8 a.m. to 7 p.m. on weekends, with reduced holiday hours you may find at denverhealth.org/services/emergency-medicine/adult-urgent-care.
- » Pediatrics Urgent Care Clinic at Denver Health (777 Bannock St.) open 24 hours a day/7 days a week.
- » Adult and Pediatric Urgent Care Clinic at the Southwest Family Health Center (1339 S. Federal Blvd.) open 9 a.m. to 8 p.m. Monday - Friday and 9 a.m. to 4 p.m on weekends, closed on Holidays.
- » Downtown Urgent Care Clinic (1545 California St.) open 7 a.m. to 6 p.m. Monday - Friday and 9 a.m. to 4 p.m. on weekends.

In addition, Denver Health MyChart users (age 18 and above) can now have a virtual urgent care visit with one of our expert providers. It's easy and convenient to get the urgent care you need from the comfort of your home, using your smartphone, tablet or computer. Learn more here: denverhealth.org/services/emergency-medicine/urgent-care/virtual-urgent-care

The following are open 24 hours a day/ 7 days a week:

If you have an emergency, call 9-1-1 or go to the nearest hospital. There is no cost for covered health care services if you go to the hospital for an emergency

health problem. For a list of Denver Health Emergency Departments, see below:

- » Pediatric Emergency Room (777 Bannock St.)
- » Adult Emergency Room (777 Bannock St.)
- » Denver Health NurseLine (free medical advice) available by telephone at **303-739-1261**.

If you have trouble finding a Primary Care Provider (PCP) or you wish to change your PCP, please call the Appointment Center at 303-436-4949.

Pharmacy:

Visit denverhealthmedicalplan.org/medicaid-choice-pharmacy for:

- » Denver Health Pharmacy by Mail sign-up form and information
- » The Formulary/Drug List, which contains:
 - A list of covered pharmaceuticals (the drug formulary)
- » Explanation of limits on refills, doses or prescriptions
- » Pharmaceuticals that require Prior Authorization (PA)
- » Use of generic substitution, therapeutic interchange and step-therapy protocols
- » How to start a PA (exception request) and what information must be provided
- » The list of drugs that are excluded from coverage
- » Pharmacy Portal Login
 - Pharmacy Locator to search for a pharmacy near you

New Patients:

- » If you have not been seen at a Denver Health Clinic in the past 12 months or if you have never been seen at a Denver Health Clinic, call the **Appointment Center** at **303-436-4949** to make your appointment.

Existing Patients:

- » Once you have been seen at your Denver Health Clinic, you can schedule an appointment online by registering for MyChart at mychart.denverhealth.org or call the **Appointment Center** at **303-436-4949** to make all future appointments.
- » If you need to cancel your appointment, please call the Appointment Center at least one day before your appointment date, if possible.
- » Bring your Denver Health Medicaid Choice ID Card and picture ID to all of your appointments.
- » The clinics and their phone numbers are included in the Denver Health Medicaid Choice Member Handbook located on our website at denverhealthmedicalplan.org/medicaid-choice-member-handbook.
- » In most cases you need a referral from your PCP to see a Specialist (a provider who is an expert in one or more areas of health care). You do not need a PCP referral to see a Specialist in Optometry or OB/GYN.
- » Be 15 minutes early for your appointment so you will have time for parking and checking in at the clinic.
- » All appointments can be made through the Appointment Center. This includes Women's Care, Primary Care, Specialty and Eye appointments.
- » Denver Health Medicaid Choice offers Care

Coordination and Care Management services. If you would like to use these or need to speak with a Care Coordinator, call **Health Plan Services** at **303-602-2116** and choose the prompt for Care Coordination.

Behavioral Health:

- » Denver Health Medicaid Choice (DHMC) partners with Colorado Access to provide full health care benefits to members.
- » This is how the relationship works: The State of Colorado is split up into 7 Regional Accountable Entities (RAEs). The RAEs provide a variety of support and services for members. As a member of DHMC, you belong to RAE 5, which is administered by Colorado Access. Colorado Access provides behavioral health services for members, while DHMC provides health care benefits.
- » Your DHMC provider can assist you with connecting to Colorado Access to address your behavioral health needs.

Coordination of Benefits:

- » If you have more than one insurance you must tell Denver Health Medicaid Choice. This tells us which plan should pay your claims first and which should pay second. Please fill out the form found at denverhealthmedicalplan.org/coordination-benefits and send it back using the instructions listed or call **Health Plan Services** at **303-602-2116** with questions.

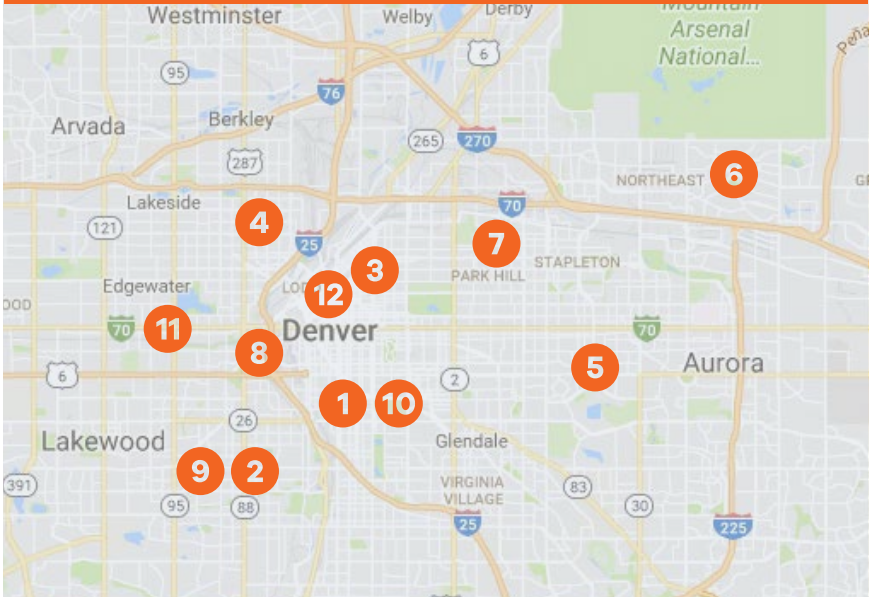
Get Connected:

We value your feedback and would love to hear from you. You can call Health Plan Services with questions, comments, feedback or concerns. You can also leave feedback or review some common letters you might receive through our website at denverhealthmedicalplan.org/medicaid-choice-get-connected



**DENVER
HEALTH**
— est. 1860 —

NETWORK LOCATIONS



To view a complete
Provider Directory visit:
denverhealthmedicalplan.org

Para ver el *Directorio de proveedores*
completo, visite:
denverhealthmedicalplan.org



Pharmacy
at this clinic



Urgent Care
at this clinic

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Health Plan Services: 303-602-2116
Toll-Free: 1-800-700-8140 (TTY 711)

1 Wellington Webb
Center for
Primary Care
301 W. 6th Ave.
Rx

2 Federico F. Peña
Southwest Family
Health Center
1339 S. Federal Blvd.
Rx **+**

3 Gipson Eastside
Family Health Center
501 28th St.
Rx

4 La Casa/Quigg
Newton Family Health
Center
4545 Navajo St.
Rx

5 Lowry Family
Health Center
1001 Yosemite St.
Rx

6 Montbello Family
Health Center
12600 Albrook Dr.
Rx

7 Park Hill Family
Health Center
4995 E. 33rd Ave.
Rx

8 Sandos Westside
Family Health Center
1100 Federal Blvd.
Rx

9 Westwood Family
Health Center
4320 W. Alaska Pl.
Rx

10 Denver Health
Medical Center
777 Bannock St.
Rx **+**

11 Sloan's Lake
Primary Care Center
4007 W. Colfax Ave.

12 Downtown Urgent
Care Center
1545 California St.
+



777 Bannock St., MC 6000
Denver, CO 80204

Health Plan Services | Servicios del Plan de Salud:
303-602-2116

Toll-Free | Número gratuito:
1-855-281-2418

TTY: 711

denverhealthmedicalplan.org