

STRONG + body mind



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MEMBER NEWSLETTER
// SPRING 2022



DENVER HEALTH
MEDICAL PLAN INC.



HOW TO HAVE **HEALTHY SKIN**

No matter where you live or what the season, keeping your skin healthy and hydrated can be a challenge. Cold, dry weather can strip skin of its moisture, causing it to become dry and cracked. In warm, sunny climates, there's the risk of sunburn, breakouts, heat rash, loss of elasticity, premature aging and even skin cancer.

THE CHALLENGES OF A COLORADO CLIMATE

With high elevations, low humidity, drastic seasonal and daily swings in temperature and close to 300 days of sunshine per year, Colorado can be particularly hard on your skin. Not to mention the abundance of activities like skiing, hiking, mountain biking, climbing and river rafting that constantly expose skin to the outdoor elements. That's

why in Colorado, it's even more important to protect your skin all year long.

SKIN CARE FOR COLORADO

- » **Drink water.** The most effective way to hydrate your skin is from the inside out. Drink plenty of water to increase blood circulation, which in turn increases skin elasticity, restores pH levels, evens skin tone and helps prevent acne.
- » **Moisturize.** The thicker and greasier your moisturizer, the better it'll work (think petroleum jelly, oils or a heavy moisturizer that contains no water). Apply it immediately after bathing or washing your hands, while your skin is still damp, to seal in the moisture. Moisturizing helps reduce fine lines and soothes dry, itchy skin.
- » **Apply SPF every day.** Even on cloudy days, the sun can damage your skin. Make sure to use a broad-spectrum sunscreen (that provides both UVA and UVB protection) with an SPF of 30 or higher and reapply it throughout the day.
- » **Use a humidifier.** In the winter, when humidity is low, a humidifier set to 60% can help replenish your top layer of skin.
- » **Limit bathing time.** Limit baths 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.



showers to no more than five to ten minutes, once daily — and use lukewarm water rather than hot — or you may strip away your skin's natural oils.

- » **Be wary of washcloths and sponges.** Besides being rough on the skin, washcloths, sponges and loofahs can harbor bacteria. If you don't want to give them up, use a light touch — and pat gently when toweling dry.
- » **Avoid perfumed soaps.** Deodorant, perfumed soaps and products with alcohol can dry your skin. Instead, choose soap-free or moisturizing cleansers.
- » **Use fragrance-free laundry detergent.** Like perfumed soaps, scented laundry detergents and fabric softeners can be harsh on your skin.
- » **Eat foods rich in antioxidants.** Exposure to free radicals caused by air pollutants like cigarette smoke, vehicle exhaust, dust and smog can cause skin damage. By eating a diet rich in antioxidants (e.g., blueberries, spinach, broccoli, eggs and salmon), you can destroy these free radicals and protect your skin.
- » **Maintain a skin care routine.** To help combat Colorado's dry climate, choose an appropriate cleanser, alcohol-free toner and moisturizer — and be consistent with daily use. For extra hydration, add a serum or face mask.

THE IMPORTANCE OF SKIN EXAMS

Identifying skin cancer early is the key to effective treatment. That's why it's important for adults to see a dermatologist for annual skin exams and to perform self-exams on a regular basis.

An annual skin exam takes only about 15 to 20 minutes. During the exam, your doctor will check your body thoroughly from head to toe — particularly hard-to-see areas like your scalp, back, buttocks and behind your ears — looking for abnormal moles or growths. The size, shape, color and border can all help indicate any warning signs of cancer. If anything looks suspicious, your doctor may use a lighted magnifying glass (called a dermatoscope) to take a closer look or biopsy any areas of concern.

Be diligent about your annual skin exams and self-exams. Even the most serious types of skin cancer are curable, if caught early enough.

Sources:

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- UV radiation. The Skin Cancer Foundation. (2021, August 2). Retrieved January 28, 2022, from <https://www.skincancer.org/risk-factors/uv-radiation/#:~:text=UV%20exposure%20is%20a%20powerful,t%20repair%20all%20of%20it>.
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- Annual exams. The Skin Cancer Foundation. (2022, January 20). Retrieved January 29, 2022, from <https://www.skincancer.org/early-detection/annual-exams/#:~:text=As%20part%20of%20a%20complete,follow%20these%20five%20simple%20steps>.

NURSELINE ADVICE:

HYPOTHERMIA IN THE SPRING

WHAT IS HYPOTHERMIA?

Hypothermia is a dangerous condition that can happen when your body loses heat more quickly than it can produce heat. While it might be something you would think about more in the winter months, we know that it can still snow well into the spring months here in Colorado. Even the rain and cooler temperatures in the spring can cause hypothermia, especially in very young or old individuals. If wind or water is involved, the risk for hypothermia becomes greater.

PREVENTION

Ways to prevent hypothermia include keeping your head, hands and feet covered when you may be exposed to colder air. Try to keep as dry as possible. When it is raining, don't skimp on that rain gear! Kids love to walk through puddles with their waterproof boots, and adults also benefit from wearing waterproof footwear when it is chilly and damp outside. Dress in layers. Keep a rain jacket and/or umbrella handy for those unpredictable showers. Consider keeping a car kit with extra clothing, gloves, hats and a blanket in case you are stranded and need to wait for help. Or, perhaps after getting caught in a downpour, you want to switch into some dry clothing right away.

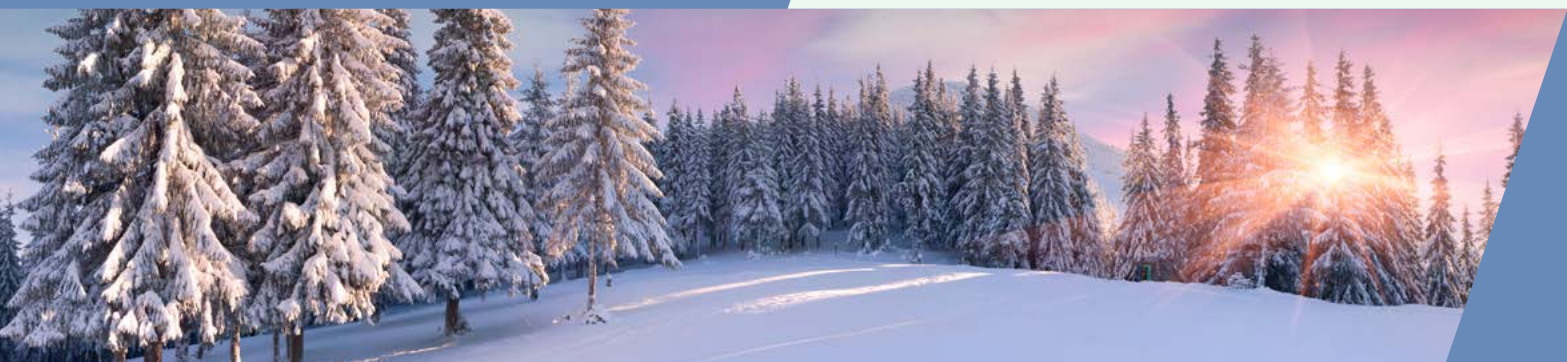
WHAT IS FROSTBITE?

Frostbite is freezing of the skin tissue and can lead to permanent damage. In addition to hypothermia, frostbite is a risk as well – especially of the nose, fingers and toes. Keep yourself and your family protected and safe this spring with the right preparations for the weather!

Written by: Leslie Newton, BSN, RN with the Denver Health NurseLine

Note: the Winter 2022 NurseLine article was written by Marie Richardson, DNP, APRN, FNP-C with the 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.**



Almond-Crusted Tilapia

INGREDIENTS

1/4 cup – whole, natural almonds
2 tablespoons – dry bread crumbs
1 teaspoon – garlic and herb seasoning
1/8 teaspoon – ground pepper
1 tablespoon – canola oil
1 tablespoon – dijon mustard
2 – 6 oz. tilapia fillets
garnish – parsley (optional)



DIRECTIONS

Place the almonds, bread crumbs, garlic and herb seasoning and ground pepper ingredients in a blender or food processor; process for 45 seconds or until finely ground. Transfer the crumb mixture to a shallow dish. Warm oil in a large nonstick skillet over medium heat. Brush mustard over both sides of the fillets; dredge in the crumb mixture. Place fish on the pan; cook 3 minutes on each side (until the fish flakes easily when tested with a fork or reaches the desired degree of doneness). Sprinkle with parsley, if desired.

Getting vaccinated against **COVID-19** is the best way to protect **yourself and others.**

**Protect yourself.
Protect your family.
Get vaccinated.**

The COVID-19 vaccine and booster are safe, effective, and always FREE. You can go to a pharmacy, doctor's office, pop-up clinic, or mobile vaccine bus near you – it's fast and easy!

There are more than a thousand vaccine and booster providers across the state of Colorado. Anyone age 5 and older is eligible to be vaccinated. For information about vaccination sites, visit this website or scan the QR Code below:

COVID19.Colorado.gov/Vaccine/Where-You-Can-Get-Vaccinated

Questions?

Visit our website for the most up-to-date information:

DenverHealthMedicalPlan.org



SCAN ME



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 an Elevate Medicare Choice (HMO D-SNP) or Elevate Medicare Select (HMO) member, you will have an opportunity to participate in a Health Risk Assessment (HRA) each year!

Elevate 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.

SIGN-UP NOW: 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? This 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 and create your account at the link below.



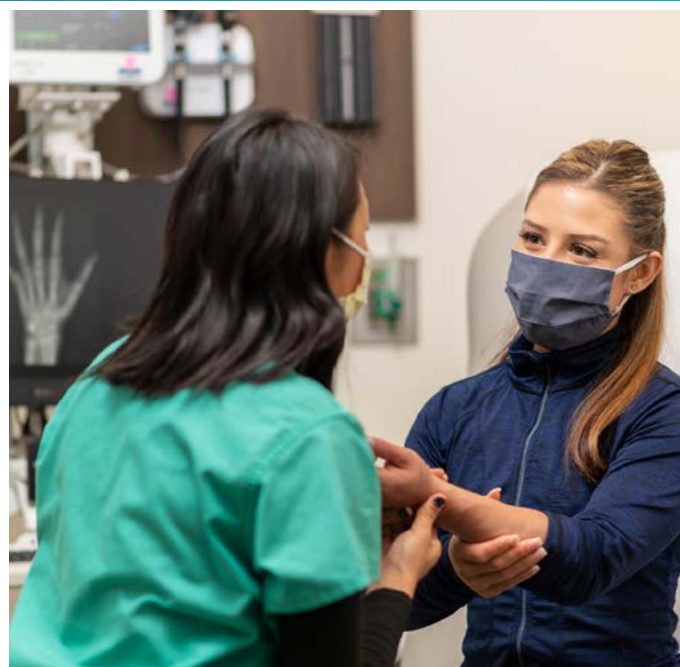
DenverHealthMedicalPlan.org
Click on 'MEMBER LOGIN'



ADULT URGENT CARE CENTER

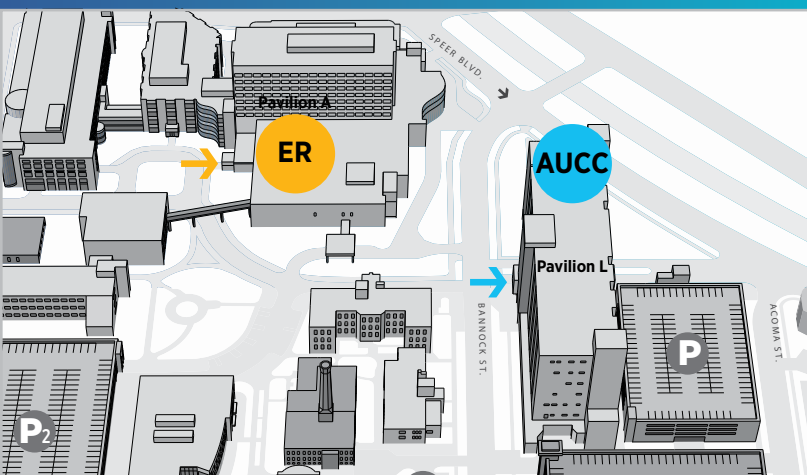


**DENVER
HEALTH™**
— est. 1860 —
FOR LIFE'S JOURNEY



Located in the Outpatient Medical Center:

660 N. Bannock St.
Pavilion L, North Side, 1st Floor
Denver, CO 80204



If your injury or illness is not an emergency, urgent care is your best option. We treat:

- Minor fractures and sprains
- Severe colds, flu, fevers
- Sinus and respiratory infections
- Cough and concern for COVID-19
- Asthma and allergic reactions
- Sore throats and earaches
- Minor bicycle, scooter, and motor vehicle accidents
- Back, joint, muscle, and abdominal pain
- Altitude sickness and heat exhaustion
- Bites and stings
- Urinary tract infections/concerns

Open 7 days a week, 7 a.m. - 7 p.m.

Visit [DenverHealth.org/AUCC](https://denverhealth.org/AUCC)
to learn more about our services.

A MESSAGE FROM OUR PHARMACY DEPT.

OPIOID INFORMATION

With most medications, your provider and you weigh the risks versus the benefits to determine the best decision for care. The use of prescription opioids for pain is no different. This class of medication can assist in providing effective pain management that allows a patient to enjoy life without the restrictions of severe pain. But long-term use of opioids can be more harmful than it is helpful due to serious risks and potential complications. Risks and complications include:

- » Addiction, abuse and overdose
- » Sleepiness and dizziness
- » Tolerance (taking more medication for the same pain relief)
- » Constipation, nausea and vomiting, and dry mouth
- » Confusion
- » Depression
- » Increased sensitivity to pain
- » Low levels of testosterone
- » Physical dependence (symptoms of withdrawal when medication is stopped)
- » Itching and sweating

There are other options to treat pain that do not involve opioids. Other options that are covered by the plan include chiropractic care, physical therapy, exercise, cognitive behavioral therapy, Over-The-Counter (OTC) Tylenol (acetaminophen), nonsteroidal anti-inflammatory drugs and serotonin and norepinephrine reuptake inhibitors. Talk to your provider about the right treatment for you.

If opioid treatment is the right option for you, the plan does cover naloxone injection and Narcan nasal spray to treat the occurrence of an overdose. Please contact your health plan to find out your cost of copay.

DISPOSE OF YOUR MEDICATIONS PROPERLY

The next 'Drug Take Back Day' is Saturday, April 30, 2022. Visit the U.S. Drug Enforcement Administration at [DEA.gov](https://www.dea.gov) to find a participating location near you!

If the medication is expired, unused or unwanted, here are some ways to properly dispose of them:



- » Colorado Household Medication Take-Back Program offers an interactive map of collection box locations. For more information, visit CDPHE.Colorado.gov/Colorado-Medication-Take-Back-Program
- » Take them to a 'Drug Take Back' event. For more information, visit DEA.gov/TakeBackDay
- » Ask a pharmacist. They might have a disposal area or mail back programs. For more information, visit Safe.Pharmacy/Drug-Disposal

If none of these options are available, these medications can be safely disposed of at home. Follow these steps:

1. Remove medication from its container
2. Mix medication with something undesirable such as used coffee grounds, cat litter or dirt. Do not crush the tablets or capsules
3. Place the mixture in a sealable container or plastic bag
4. Scratch out or cover all information on the prescription bottle with a permanent marker or duct tape
5. Throw the sealed mixture and empty prescription bottles in trash

ELEVATE MEDICARE ADVANTAGE MEMBERS – DID YOU KNOW?

- » Physical therapy and cognitive behavioral therapy are available through your medical benefit (prior authorization or referral required).
- » Chiropractic care and acupuncture (for lower back pain) are covered (no referral required).
- » Over-The-Counter (OTC) acetaminophen, nonsteroidal anti-inflammatory drugs, such as ibuprofen, naproxen, and arthritis pain gel are available through your OTC benefit at no charge (up to your maximum quarterly OTC plan benefit). For more information, visit DenverHealthMedicalPlan.org/Elevate-Medicare-OTC.
- » Serotonin and norepinephrine reuptake inhibitors such as duloxetine and venlafaxine ER are Tier 2 and available with a prescription (some quantity limits may apply).
- » An annual membership to Denver Parks and Recreation is available at no cost to you. For more information, visit DenverHealthMedicalPlan.org/Denver-Parks-And-Recreation-Membership.
- » Naloxone injection (Tier 2) and Narcan nasal spray (Tier 3) are available without a prescription at participating pharmacies. To find a participating pharmacy, visit StopTheClockColorado.org or ask your pharmacist.

IMPORTANT PLAN INFORMATION



QUALITY IMPROVEMENT PROGRAM

Making sure our members get good care and help is the mission of Denver Health Medical Plan, Inc. (DHMP). To help in that effort, we have a Quality Improvement (QI) Program. The goal of the QI Program is to review how well we have done as your health plan, to compare this work to our goals and to learn how we can do better. Each year, we look at data on how we handle members' care, and then measure our work and progress against benchmarks used by the whole country.

The goal of our QI Program is to make sure you have:

- » The right to get good care
- » Programs that meet your needs
- » Help with lifelong sicknesses you have
- » Support when you need extra help, such as after a hospital stay
- » Care from high-quality doctors

You can find results for our QI Program on the DHMP website:

[DenverHealthMedicalPlan.org/Quality-Improvement-Program](https://denverhealthmedicalplan.org/Quality-Improvement-Program)

BENEFIT MAXIMUMS

If you are using benefits such as outpatient therapy visits, durable medical equipment or chiropractic and are close to reaching your benefit maximum, contact Health Plan Services at 303-602-2100 to speak to a representative about any options you may have.

TRANSITION OF CARE

If you or your dependent is seeing a pediatrician and are ready to change to a General or Family practitioner, there are three ways to get help:

- » Call the Denver Health Appointment Center at 303-436-4949 to get help finding a new provider and making your first appointment
- » Use the online Provider Directory at **[DenverHealthMedicalPlan.org](https://denverhealthmedicalplan.org)**
- » Ask your provider for help with the transition





**DENVER HEALTH
MEDICAL PLAN** INC.™

777 Bannock St., MC 6000
Denver, CO 80204

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).



▶ SCAN ME



A MESSAGE FROM OUR CEO

I am excited to announce a new resource that DHMP will be offering you, our valued members. We will be creating educational videos covering topics directly related your health and well-being. This project will be named the 'Elevate Your Health' educational video series and can be accessed on our YouTube page.

Our first video features a webinar with Donna Dixon of the Colorado Sickle Cell Association. This great organization provides resources, counseling and health care referrals to sickle cell patients in Colorado, along with their families. You can watch it by scanning the QR Code above.

GREG MCCARTHY

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

