HEALTH PLAN TIPS
FOR THE NEW YEAR!

ESTABLISHING CARE WITH YOUR PRIMARY CARE PROVIDER

You’ve selected a doctor you’d like to see as your primary care provider (PCP) and scheduled the first appointment to “establish care”. But what, exactly, does it mean to establish care? Your first appointment with a new PCP will be an opportunity for you to share your health history, issues or concerns and goals. It’s the first step in the process of establishing a long-term relationship with a single PCP that will be your trusted source for all your day-to-day medical needs. By guiding you with ways to manage your health, treating a wide range of illness and injuries and helping you access specialty care when you need it, your PCP can help support your well-being long into the future. The first time you see your PCP, the appointment will be billed as a “new patient visit” to establish care. Your subsequent annual preventive care visits will be no cost, as opposed to office visits that will be billed according to your specific health plan benefits.

THE IMPORTANCE OF ANNUAL WELLNESS VISITS AND PREVENTIVE CARE

It’s important that you see your PCP each year for your annual preventive care appointment. It’s one of the most significant ways you can optimize your current health and catch any concerns early on, so they don’t develop into something more serious down the line.

During your visit, your PCP will usually record your height, weight and vitals, take a blood and/or urine sample, provide any needed vaccinations and perform a physical exam. Depending on your particular risk, age and gender, your PCP may also order specific tests and screenings, such as mammograms, Pap tests colonoscopies, etc.

Even if you’re healthy and have no physical issues, it’s important to get your annual preventive care exam. You will gain valuable information that will help you stay on top of your health.

PREPARING FOR YOUR VISIT

Before your wellness visit, you may be asked to fill out a medical history form. So, it’s important to gather information regarding your medical history ahead of time including:

» Past medical records and test results
» Vaccination history

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.

» List of current medications and supplements
» Notes about any allergies or symptoms
» Records of previous surgeries
» Family medical history
» Any other questions or concerns
» Your member ID card

Your provider will talk to you more in depth about your medical history and may ask you questions about your lifestyle (e.g., diet, alcohol/tobacco use, exercise habits, etc.) This can help reveal other types of issues that may need to be addressed, from vitamin deficiencies and back issues to stress management.

THE PROVIDER-PATIENT RELATIONSHIP
Your annual visit is the perfect opportunity to be candid with your PCP and discuss anything that’s important to you. By establishing a long-term relationship with your PCP, you’ll build a foundation of trust, enabling you to feel more comfortable opening up. In fact, according to a study performed by Zocdoc, 70% of patients feel more comfortable discussing embarrassing symptoms with a long-term provider than one they just began seeing. In addition, four out of five patients are more likely to accept advice from a doctor they already know and trust.

THE VALUE OF A SHORTER WAIT TIME
The best time to see your new PCP is when you’re already feeling well. That way, when a health issue comes up, you’ll already have an established provider you can call. This relationship will expedite your ability to get timely care when you need it, such as if you have the flu. What’s more, since your first appointment usually takes the longest, subsequent shorter appointments at a later date will be much easier to schedule.

YOUR NEW DENVER HEALTH MEDICAL PLAN PORTAL
You can track your health plan information, authorizations, claims, access Explanation of Benefits (EOBs) and more on your DHMP Member Portal. Go to DenverHealthMedicalPlan.org and click on the pop-up box “Member Login” to create your Member Portal account.

Sources:
Our Colorado winter weather can be unpredictable with snow, and especially ice. Whether it’s stepping out of your car in a parking lot, running out the door in slippers to get the mail, or taking a leisurely walk; these actions can lead to falls and injuries. Young or old, fall prevention can decrease the number of winter falls and injuries.

CHECK FOR ICE
When getting out of vehicles or leaving the house, ice is not always visible. Be sure to check if the ground is slippery. Plant both feet firmly on the ground before getting out of the car or taking a step. Hold onto something stable until you can ensure you have your balance.

TAKE YOUR TIME
Allow for extra time and be cautious when doing outdoor activities or going from car to store. Use a slower and wider gait to better protect yourself against falls. Avoid taking shortcuts, stay on cleared paths or sidewalks and don’t cut between cars. Grassy areas can be as slippery as icy steps.

DRESS APPROPRIATELY
While it may seem like a harmless activity to grab the mail in your pajamas, this can increase your chances of exposure to injury if you fall in your driveway and can’t get back up. Wearing warm clothing that covers you well and shoes with good traction or ice grippers can prevent an unexpected slip. Keeping warm also helps your muscles stay relaxed.

KEEP YOUR CELL PHONE WITH YOU
If you fall, you will be able to call someone for help.

CREATE TRACTION
Keep kitty litter or sand in a bag handy to be tossed on the ground in front of you. This will help with traction while walking, and it can easily be stored in your car or by your front door.

WHAT TO DO IF YOU FALL
Don’t get up right away or let anyone help you get up immediately. This will avoid risk of further injury or falling again. After you have assessed your injury, if you can get up, roll to one side, bend your knees towards you, and push up with your arms. Then use your legs to stand up. If you need assistance getting back up, use your cell phone to call for help.

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.
Tasty Thai Curry

**INGREDIENTS**

- 2 cups – uncooked rice
- 1 tablespoon – cooking oil
- 5 tablespoons – red curry paste
- 1 tablespoon – ginger, chopped
- 2 tablespoons – garlic, finely chopped
- 1 teaspoon – turmeric, ground
- 1 teaspoon – cumin seeds, ground
- 4 cups – coconut milk
- 14 ounces – tofu
- 2 tablespoons – brown sugar
- 3 tablespoons – fish sauce
- 3 tablespoons – soy sauce
- Your choice – vegetables, chopped
- Optional – hot chili paste

**DIRECTIONS**

Cook rice according to directions. In a large skillet or wok, heat oil over medium heat and add the curry paste, ginger, garlic, turmeric and cumin; cook until fragrant. Stir in the coconut milk and bring to a boil. Add the tofu and any vegetables you might like; turn the temperature down and let simmer for 10 to 15 minutes. Stir in the sugar and fish sauce; simmer for 5 minutes. Taste and adjust the saltiness by adding more fish sauce and/or soy sauce. Mix with rice or serve next to it with a side of hot chili paste.
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

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.
REGISTER 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? 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
Over 50 primary, specialty, and urgent care services in one convenient location.

For Appointments: 303-436-4949
THINKING ABOUT HIGHER EDUCATION?

Did you know that Health First Colorado and CHP+ members may qualify to get a degree FOR FREE?

Members can keep their Health First Colorado or CHP+ coverage even if they get a grant, scholarship or work study. The money received for education does not count toward their income to qualify.

Fill out the FREE APPLICATION for Federal Student Aid (called FAFSA) at fafsa.gov or on the myStudentAid mobile app in the Google Play or Apple App Store. It takes about 30 minutes to apply.

Members who do not have lawful immigration status or do not qualify for FAFSA can apply for the Colorado Application for State Financial Aid (CASFA). Students cannot get free money from both FAFSA and CASFA.

If you have questions, please email MCJ@dhe.state.co.us

HAPPY 25TH ANNIVERSARY DHMP!

We are excited to announce that Denver Health Medical Plan (DHMP) has been serving the Denver Metro Area for 25 years! Since being established in 1997, we have grown to support health insurance needs for our members living in Denver, Adams, Arapahoe and Jefferson Counties (these vary by product line). DHMP has expanded our provider network and are proud to offer more benefits than ever to all of our valued members.

Did you know that 98% of DHMP employees live and work right here in Denver, and experience the same health benefits as our members, allowing us to improve the plan each year from our own personal experiences?

THANK YOU for your continued membership and support.

We want to hear from you! Tell us how we can continue to make improvements to our plans and better serve our community. Please contact us at 303-602-2100 or visit our website at DenverHealthMedicalPlan.org
DHMP’S AFFIRMATIVE STATEMENT ABOUT INCENTIVES

Denver Health Medical Plan, Inc. (DHMP) has a Utilization Management (UM) Program to ensure that members have access to quality health care. The Program utilizes a team of health care professionals to evaluate the medical necessity of services by using nationally recognized, evidence-based clinical guidelines and community standards. The decisions are based on the appropriateness of care and services available to members within their contracted benefits. DHMP affirms the following UM Program practices:

» UM decision-making is based only on the appropriateness of the care and services requested and the existing coverage and benefits available to the members;

» DHMP does not specifically reward or otherwise incentivize practitioners or other individuals to issue denials of coverage or services; and

» UM decision-making staff members do not receive financial incentives that encourage decisions resulting in underutilization.

Please contact DHMP’s Health Plan Medical Management Department at 1-800-700-8140 if you have any questions regarding the Program and its practices.

MEMBER SURVEYS - WE APPRECIATE YOUR FEEDBACK

You can help us make Denver Health Medical Plan, Inc. (DHMP) the best health plan for you! In the next few weeks, you may receive a survey in the mail about your DHMP health insurance plan. Please take some time to fill it out and mail it back as soon as you can. If you do not have a chance to fill out this survey, you may get a call to take the survey over the phone. This survey is sent to a random group of members each year. We would like to hear your thoughts about your health plan services and benefits. If there is anything we can do to assist you, please call Health Plan Services at 303-602 2100 for CHP+ and Employer Group plans, 303-602 2090 for Elevate plans, 303-602 2116 for Medicaid plans and 303-602 2111 for Medicare Advantage plans. TTY users call 711.
A MESSAGE FROM OUR CEO

Denver Health Medical Plan is celebrating 25 years of operations! Having served as CEO of the health plan for 4+ years now, I have personally seen tremendous growth and improvement within our organization. While there is always room for improvement, I’m very proud of where we are today. Most importantly, our mission continues to be the same: to provide affordable, high-quality healthcare coverage for all.

The new year is a great time for reflection and setting new goals – whether that be personally, professionally or health-related. I wish you and your family all the best in 2022.

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