

STRONG **body**
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ANNIVERSARY
EST. 1997

MEMBER NEWSLETTER
// SUMMER 2022



DENVER HEALTH
MEDICAL PLAN INC.



DIABETES: PREVENTION AND TAKING CONTROL

Did you know that 37.3 million Americans have diabetes? According to the Harvard T. H. Chan School of Public Health, “If type 2 diabetes were an infectious disease, passed from one person to another, public health officials would say we’re in the midst of an epidemic.”

WHAT IS DIABETES?

Diabetes is a chronic disease that occurs when you don’t produce enough insulin (**type 1 diabetes**) or can’t use it well enough (**type 2 diabetes**) to transport blood glucose to your cells for the energy they need to function correctly. The result is too much blood sugar in your bloodstream.

While only 5 to 10 percent of people with diabetes have type 1, the majority have type 2. **Gestational diabetes** may also occur in pregnant women due to hormones that

prevent the body from properly using insulin. Although it usually goes away after giving birth, it increases the risk for type 2 diabetes in the future.


KEEPING YOUR DIABETES IN CHECK

If you have diabetes, it’s important to stay on top of your condition by keeping your blood sugar levels normal:

- » **Regularly check your blood glucose levels.** Your physician will recommend how often. If you’re ill, starting a new exercise program or beginning a new medication, make sure to monitor your levels even more closely.
- » **Coordinate medications with your meals.** Eating too little with your medications may dangerously lower your blood sugar; eating too much may cause it to spike.
- » **Plan your meals carefully.** Watch portion sizes, count carbs and eat plenty of fruits, veggies, high-fiber foods and lean proteins. Avoid processed foods and sugar-sweetened drinks.
- » **Keep a regular exercise schedule.** Consult with your physician about the best time of day to exercise, so your routine coordinates with your meals and medications.

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.

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- » **Store insulin correctly.** To ensure insulin's effectiveness, keep it away from extremes in temperature, and don't use it past the expiration date. If you're planning to travel, make sure you stock up on all your meds in advance of your trip.
 - » **Limit alcohol.** Alcohol can lower your blood sugar for up to 24 hours. Limit your alcohol intake or don't drink alcohol at all.
 - » **Reduce stress.** Prolonged stress can elevate your blood sugar. Try yoga, meditation or other relaxation techniques.

PREVENTING DIABETES

96 million American adults have prediabetes (higher than normal blood sugar levels, but not high enough to be considered type 2 diabetes); yet more than 80% don't even know it! Fortunately, prediabetes and diabetes are both highly preventable — 9 in 10 cases can actually be avoided with the right lifestyle habits:

- » **Maintain a healthy weight.** Excess weight is the #1 cause for diabetes. If you're overweight, even losing 7 to 10% of your body weight can cut your chances of getting type 2 diabetes in half.
- » **Eat right.** Choose whole grains (like nuts and beans) over refined grains, healthy fats over saturated fats and lean proteins over processed meats. Swap sugary beverages for water, tea or coffee.
- » **Stay active.** Workouts don't have to be brutal. Just taking a brisk walk for 30 minutes a day is enough to reduce your risk for diabetes.

- » **Don't smoke.** Smokers are 50% more likely to develop diabetes than nonsmokers. It can also lead to more serious conditions.

TIME TO GET HEALTHY

Now that summer's here, it's the perfect time to get outside, be active and focus on your health. Talk to your doctor today about how you can take control of diabetes.

Sources:

Centers for Disease Control and Prevention. (2022, January 18). National Diabetes Statistics Report. Centers for Disease Control and Prevention. Retrieved April 23, 2022, from <https://www.cdc.gov/diabetes/data/statistics-report/index.html>.

Simple steps to preventing diabetes. The Nutrition Source. (2021, March 2). Retrieved April 23, 2022, from <https://www.hsph.harvard.edu/nutritionsource/disease-prevention/diabetes-prevention/preventing-diabetes-full-story/>.

Centers for Disease Control and Prevention. (2021, December 16). What is diabetes? Centers for Disease Control and Prevention. Retrieved April 23, 2022, from <https://www.cdc.gov/diabetes/basics/diabetes.html>

Mayo Foundation for Medical Education and Research. (2020, June 6). Diabetes management: How lifestyle, daily routine affect blood sugar. Mayo Clinic. Retrieved April 23, 2022, from <https://www.mayoclinic.org/diseases-conditions/diabetes/in-depth/diabetes-management/art-20047963>.

NURSELINE ADVICE: BEE AND WASP STINGS

With summer in full swing and outdoor activities increasing, stings from bees and wasps are more and more common.

TIPS FOR PREVENTION

Bees and wasps like sweet things, such as soda, lemonade, fruits, popsicles, etc. Be sure to thoroughly check your drinks and food before consuming when outdoors. If possible, you should also avoid wearing perfumes, hair spray or colognes. Long sleeves, pants instead of shorts, and shoes instead of sandals will also help reduce the odds of a sting.

TREATING A STING

Most people will have mild to moderate reactions to a sting and can be treated at home. If you are stung by a bee or wasp, remove the stinger right away. You can use a fingernail, tweezers, or credit card to scrape it out. Do not try to squeeze it out, as this may make the sting worse. After removing the stinger, wash the area with soap and water, then apply a cold compress. This will help minimize the pain and swelling. You can take over-the-counter medications for pain, like Tylenol or Motrin. It is normal to see redness or swelling, which will occur within the first 48 hours. The area might become itchy as well – apply hydrocortisone

cream or calamine lotion to help with this. If the creams are not effective, take an oral antihistamine like diphenhydramine (Benadryl) or chlorpheniramine, as needed. The redness should resolve within 72 hours and the swelling should decrease within a week. A tetanus shot is not required; however, it is good practice to get a booster if it has been more than 10 years since your last one.

SEVERE REACTIONS

Severe reactions occur quickly and can involve swelling of the face, throat and tongue, shortness of breath, hives, rapid pulse, fainting, dizziness, nausea, vomiting and diarrhea. If you develop any of these symptoms following a sting, call 9-1-1 and seek immediate emergency care.

Written by: Kelli Andersen RN BSN ONC 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.**



Black Bean and Avocado Tacos with Pineapple Salsa

INGREDIENTS

- 1 whole – pineapple (peeled, cored and chopped)
- 1/2 – red onion (thinly sliced)
- 1.5 – red, green, yellow or orange bell peppers (stemmed and sliced)
- 1 whole – jalapeño (seeded and sliced)
- 1/4 cup – freshly squeezed lime juice
- 1/2 teaspoon – packed brown sugar
- 1/2 teaspoon – salt
- 1 tablespoon – olive oil
- 1 can – 15 oz. black beans (drained and rinsed)
- 1 whole – avocado (pitted, peeled and sliced)
- Fresh cilantro leaves (chopped)
- 1/2 cup – grated or shredded cheese (optional)
- 10" whole wheat tortillas



DIRECTIONS

In a food processor or blender, combine the pineapple, onion, bell peppers, jalapeno and cilantro. Blend until chunky; then transfer to a bowl. In a small bowl, whisk together the lime juice, brown sugar and salt. Drizzle the lime juice mixture over the salsa and stir to combine. In a small saucepan over moderate heat, warm the olive oil. Add the beans and cook, mashing gently with a wooden spoon, until heated through (about 3 minutes). Season with salt to taste. Warm the tortillas in the microwave or oven. Fill each tortilla evenly with the beans, salsa, cheese (optional) and slices of avocado.

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



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

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'



MEDICAID CHOICE: EARLY AND PERIODIC SCREENING, DIAGNOSTIC AND TREATMENT

Early and Periodic Screening, Diagnostic and Treatment (EPSDT) is a Health First Colorado (Colorado's Medicaid Program) program that covers prevention, diagnostic and treatment services for members age 20 and under. This program is set up to find health problems early. The goal is for children to get the physical, mental, vision, hearing and dental care they need for their health. Your child can get these services at **no cost** to you:

- » Speech Services
- » Well Child Check-Ups
- » Immunizations
- » Physical or Occupational Therapies
- » Home Health Services

Most EPSDT services will be available within Denver Health. Your doctor may also refer you to services outside Denver Health. If you have questions about EPSDT services, scheduling or transportation to appointments, you or your doctor may call Health Plan Services at 303-602-2116. For more information about the American Academy of Pediatrics (AAP) Preventive Care Recommendations please visit: downloads.aap.org/AAP/PDF/periodicity_schedule.pdf

To learn more, call Health Plan Services at 303-602-2116.

MEDICAID CHOICE AND CHP+: SAME GREAT HEALTH PLANS, NEW NAME AND LOGOS EFFECTIVE JULY 1, 2022

MEDICAID CHOICE OLD VERSION:



MEDICAID CHOICE NEW VERSION:



CHP+ OLD VERSION:



CHP+ NEW VERSION:



IMPORTANT PLAN INFORMATION

As a valued DHMP member, you should be aware of certain rights and responsibilities that you are entitled to and responsible for.

MEMBERS HAVE THE RIGHT TO:

- » Have access to practitioners and staff who are committed to providing quality health care to all members without regard for race, religion, color, creed, national origin, age, sex, sexual preference, political party, disability or participation in a publicly-financed program.
- » Obtain available and accessible services covered by the contract.
- » Receive medical/behavioral health care that is based on objective, scientific evidence and human relationships.
- » Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- » Have a partnership based on trust, respect and cooperation among the provider, staff and member that will result in better health care.
- » Be treated with courtesy, respect and recognition of your dignity and right to privacy.
- » Receive equal and fair treatment, without regard to race, religion, color, creed, national origin, age, sex, sexual preference, political party, disability or participation in a publicly-financed program.
- » Choose or change your Primary Care Provider (PCP) within the network of providers, to contact your PCP whenever a health problem is of concern to you and arrange for a second opinion at no cost to you, if desired.
- » Expect that your medical records and anything that you say to your provider will be treated confidentially and will not be released without your consent, except as required or allowed by law.
- » Get copies of your medical records or limit access to these records, according to state and federal law.
- » Know the names and titles of the doctors, nurses and other persons who provide care or services for you.
- » Have a candid discussion with your provider about appropriate or medically-necessary treatment options for your condition, regardless of cost or benefit coverage.
- » Participate with providers in making decisions about your health care.
- » Request or refuse treatment to the extent of the law, and to know what the outcomes may be.
- » Receive quality care and be informed of the DHMP Quality Improvement (QI) Program.
- » Receive information about DHMP, its services, its practitioners and providers and members' rights and responsibilities, as well as prompt notification of termination or other changes in benefits, services or the DHMP network. This includes how to get services during regular hours, emergency care, after-hours care, out-of-area care, exclusions and limits on covered services.
- » Learn more about your PCP and his/her qualifications, such as medical school attended or residency. Go to **DenverHealthMedicalPlan.org** and click on "FIND A PROVIDER" for our web-based directories, or call Health Plan Services.
- » Express your opinion about DHMP or its providers to legislative bodies or the media without fear of losing health benefits.



- » Receive an explanation of all consent forms or other papers DHMP or its providers ask you to sign; refuse to sign these forms until you understand them; refuse treatment and to understand the consequences of doing so; refuse to participate in research projects; cross out any part of a consent form that you do not want applied to your care; or to change your mind before undergoing a procedure for which you have already given consent.
- » Instruct providers about your wishes related to advance directives, such as durable power of attorney, living will or organ donation.
- » Receive care at any time, 24 hours a day, 7 days a week, for emergency conditions, and care within 48 hours for urgent conditions.
- » Have interpreter services if you need them to get health care.
- » Change enrollment during the times when rules and regulations allow.
- » Have referral options that are not restricted to less than all providers in the network that are qualified to provide covered specialty services; applicable copays apply.
- » Expect that referrals approved by DHMP cannot be changed after prior authorization or retrospectively denied except for fraud, abuse or change in eligibility status at the time of service.
- » Make recommendations regarding DHMP's Member Rights and Responsibilities policies.
- » Voice a complaint or appeal a decision concerning the DHMP organization or the care provided and receive a reply according to the complaint/appeal process.

MEMBERS HAVE A RESPONSIBILITY TO:

- » Treat providers and their staff with courtesy, dignity and respect.
- » Pay all premiums and applicable cost sharing (i.e., deductible, coinsurance, copays).
- » Make and keep appointments, be on time or call if you will be late or must cancel an appointment and have your DHMP identification card available at the time of service and pay for any charges for non-covered benefits.
- » Report symptoms and problems to your PCP, ask questions and take part in your health care.
- » Learn about any procedure or treatment and think about it before it is done.
- » Think about the outcomes of refusing treatment that your PCP suggests.
- » Follow plans and instructions for care that you have agreed upon with your provider.
- » Provide, to the extent possible, correct and necessary information and records that DHMP and its providers need in order to provide care.
- » Understand your health problems and participate in developing mutually-agreed upon treatment goals, to the degree possible.
- » State complaints and concerns in a civil and appropriate way.
- » Learn and know about plan benefits (i.e., which services are covered and non-covered) and to contact a DHMP Health Plan Services representative with any questions.
- » Inform providers or a representative from DHMP when not pleased with care or service.
- » Notify DHMP of any third party insurance, including Medicare.



**DENVER HEALTH
MEDICAL PLAN** INC.TM

777 Bannock St., MC 6000
Denver, CO 80204

LARGE PRINT OR OTHER LANGUAGES: If you have questions about this notice, we can help you for free. We can also give it to you in other formats like large print, audio or in other languages. Please call 303-602-2116, toll free 1-855-281-2418, or 711 for callers with speech or hearing needs.



A MESSAGE FROM OUR CEO

Now is the time when we release our Annual Report showing our previous year's financials. The 2021 Annual Report is available on our website at:

DenverHealthMedicalPlan.org/Denver-Health-Medical-Plan-Annual-Report

While Colorado has something for everyone year-round, I always find the warmer months to be some of the most enjoyable and full of activities. I encourage you to explore the great outdoors and all this wonderful state has to offer. Wishing you a safe and healthy summer!

GREG MCCARTHY

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

