

Elevate Medicaid Choice by Denver Health Medical Plan

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



ELEVATE
MEDICAID CHOICE

Denver Health Medical Plan Inc.™



COLORADO

Department of Health Care
Policy & Financing

WELCOME TO ELEVATE MEDICAID CHOICE BY DENVER HEALTH MEDICAL PLAN!

Dear Member:

Welcome to Health First Colorado Administered by Elevate Medicaid Choice. 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 Elevate Medicaid Choice benefits, your Member Handbook can be viewed online at denverhealthmedicalplan.org/medicaid-choice-member-handbook.

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. Si tiene preguntas acerca de este aviso, podemos ayudarlo sin costo alguno. También podemos ofrecerlo en otros formatos como letras grandes, audio u otros idiomas. Llame al **303-602-2116**,

1

.....

**Visit our website at
DenverHealthMedicalPlan.org**

sin costo al **1-855-281-2418** o al 711 para personas que llaman con necesidades auditivas o del habla.

○ 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 Elevate 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 Health Plan Services at 303-602-2116.

○ Your New Elevate Medicaid Choice ID Card

Your Elevate Medicaid Choice 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 Elevate Medicaid Choice by Denver Health Medical Plan (DHMP)!

Sincerely,

Your Elevate Medicaid Choice Team
Denver Health Medical Plan (DHMP)

QUICK TIPS FOR ACCESSING CARE AT DENVER HEALTH

Elevate Medicaid Choice by DHMP is now your medical home. You may choose a primary care provider from clinics at Denver Health's Main Campus, one of the eleven 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.

4 Urgent Care Clinics:

You do not need to get approval from DHMP 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 DHMP 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

3

Visit our website at
DenverHealthMedicalPlan.org

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.



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

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 Elevate Medicaid Choice ID Card and picture ID to all of your appointments.
- » The clinics and their phone numbers are included in the Elevate 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.
- » DHMP 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:

- » DHMP 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 DHMP, you belong to RAE 5, which is administered

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

by Colorado Access. Colorado Access provides behavioral health services for members, while DHMP provides health care benefits.

- » Your DHMP provider can assist you with connecting to Colorado Access to address your behavioral health needs.

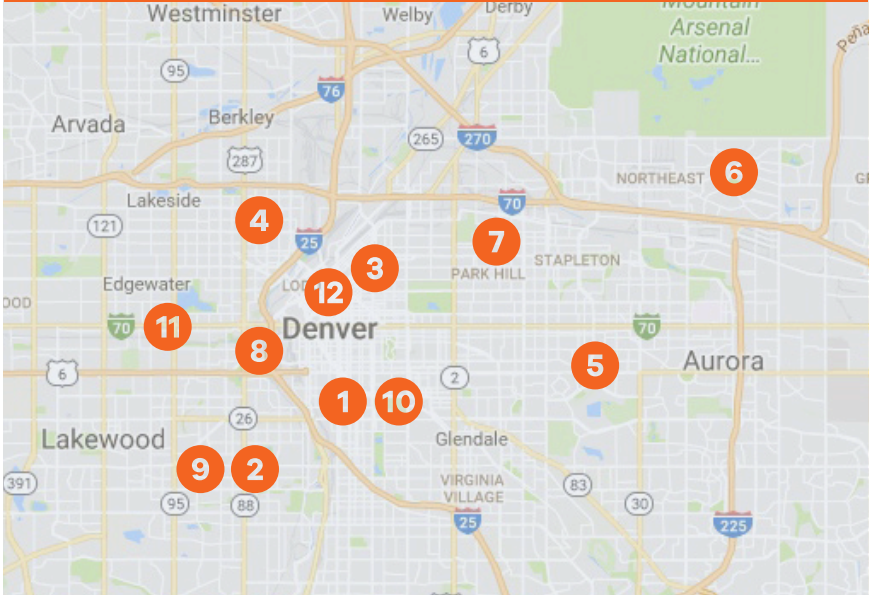
Coordination of Benefits:

- » If you have more than one insurance you must tell DHMP. 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.



**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

8

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.
+



ELEVATE
MEDICAID CHOICE

Denver Health Medical Plan Inc.™

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