

STRONG **body**  
**mind**

**25**  
ANNIVERSARY

EST. 1997



MEMBER NEWSLETTER  
// FALL 2022



**DENVER HEALTH**  
**MEDICAL PLAN** INC.



# OCTOBER IS NATIONAL BOOK MONTH!

## **We read to learn. We read to discover. We read to entertain. But, did you know that reading can also provide health benefits?**

At Denver Public Library, we know that reading is a healthy habit for all ages. Reading has positive effects on our brains. There are plenty of direct and indirect ways reading can benefit us. It can help maintain or improve our memory, increase our vocabulary, and even make us better writers. When it comes to the benefits of reading, something we might not consider is how it can affect our mental, emotional and social health. The mental health benefit of simply taking time for yourself out of a day and reading can be a form of self care. Once you complete a book, the feeling of accomplishment one feels can provide a nice boost of confidence, which, hopefully, you can carry into other aspects of your personal and professional work life.

In today's virtual world, taking a screen break and picking up a book is another way to help our mental well being. Extended periods of screen time can have a negative impact on our mental and emotional health. Reading a physical book can be a form of respite from the ever present screen stimulation.

Participating in book clubs with friends, family or other community members at your local library can be a great way to discuss and think through what you are reading and form connections. Reading can enhance our brain function, and the added benefits of social interaction, which we all need, can make for another great way to go about reading books while building a community.

Even the book you select can have an impact on your health. Fiction and Nonfiction can both stimulate your brain in different ways. With non-fiction you can engage with social issues, historical stories, science, or do research and so much more. Reading fiction can allow you to escape

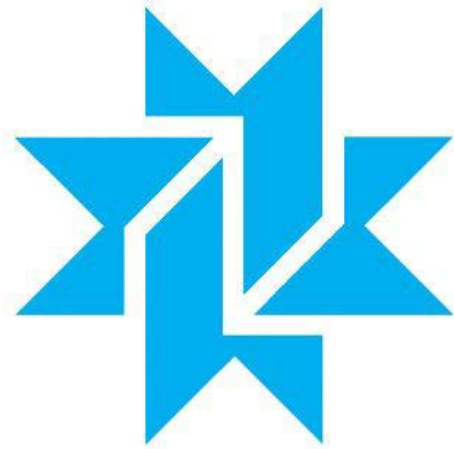
*If you need any of the information in this newsletter in Spanish, please call Health Plan Services at 303-602-2100 for DHMP or CHP+, 303-602-2090 for Elevate Exchange, 303-602-2116 for Medicaid Choice or 303-602-2111 for Medicare Advantage.*

*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.*

into a different world built by the author filled with characters and stories that can spark your creative mind. Ultimately, reading anything that you find interesting will engage your brain, and improve brain function.

Visiting your local library is a free and accessible way to reap the health benefits of reading to your heart's content. At Denver Public Library, our expert team can help you select your next read. There are several ways you can access titles, whether you prefer a physical book, eBook, or an audiobook - you can see all of our options by searching our catalog online or by visiting a location. Too many options to choose from? We can help with that too by requesting a personalized reading list based on previous titles you've enjoyed. Any Colorado resident can get a Denver Public Library card and start reading today.

***This article was written by the staff at Denver Public Library***



**DENVER  
PUBLIC  
LIBRARY**





# NURSELINE ADVICE: CHILD SPORTS ACTIVITIES

Autumn is busy time of the year for sports, especially among school-aged children, and the number of kids participating in sports is on the rise. This is a great benefit to a child's emotional, social and physical being. According to *Safe Kids*, over 38 million children and adolescents participate in sports activities in the U.S. Properly preparing your child can help prevent injuries; children should be in ability and age-appropriate activities.

While your child is getting their annual school physical, ask the provider to complete the sports physical form at the same time. Many sports organizations now require pre-participation physical exams. These can be completed by a doctor, nurse practitioner or any qualified clinician under the supervision of a physician. Be sure to include all medical history. If your child has a history of asthma or other medical conditions requiring special attention, meet with coaches before the first practice to keep them informed. Provide the coaches with phone numbers, doctor information and any allergies in case of an emergency.

Before practices and games, have your child warm up and stretch properly. This can help release any muscle tension and prevent sports-related injuries. All major muscle groups should be stretched. Ten minutes of

jogging or light activity will help warming up.

In Colorado, we live in a very dry climate which can easily lead to dehydration during games or practice. Kids need to stay hydrated by drinking plenty of fluids – water is best. Bring a water bottle to games and practices and be sure they take regular breaks.

Whether it is an organized level of sport or actives in the backyard, ensure your child is well-prepared and the environment is safe.

**Written by: Marie Richardson, DNP, APRN, FNP-C, Call Center Charge Supervisor, Denver Health Nurseline.**

References:

SafeKids Worldwide. "Sports Safety Tips" [www.safekids.org/tip/sports-safety-tips](http://www.safekids.org/tip/sports-safety-tips)

Childrens Safety Network. "Sports Safety". <https://childrenssafetynetwork.org/child-safety-topics/sports-safety>

**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.**



# Chipotle Chicken and Veggie Soup

## INGREDIENTS

- 2 pounds – chicken breast, shredded
- 2 tablespoons – extra-virgin olive oil
- 1 cup – onion, chopped
- 2 cloves – garlic, minced
- 3 cups – corn kernels, fresh or frozen (thawed)
- 2 teaspoons – finely chopped chipotles in adobo (or 1 teaspoon ground chipotle)
- 1 1/2 teaspoons – ground cumin
- 1/4 teaspoon – allspice
- 8 cups – low-sodium chicken broth
- 2 cups – chopped zucchini
- 2 cups – halved cherry tomatoes
- 1 1/4 teaspoons – salt
- 1/2 teaspoon – ground pepper
- 3 cups – cooked brown rice
- 2 tablespoons – lime juice



## DIRECTIONS

*Heat oil in a large pot over medium heat. Add onion and garlic and cook, stirring, until softened (2 - 3 minutes). Add chipotles, cumin and allspice; cook, stirring, for 1 minute. Add broth and chicken. Cover; raise heat to high and bring to a simmer. Remove lid and cook (20 - 22 minutes). Add corn, zucchini and tomatoes to the pot; return to a simmer. Cook until the veggies are tender (4 - 10 minutes). Stir in the salt, pepper and rice and cook until heated through, about 3 minutes more. Remove from heat and stir in lime juice to taste.*



## Elevate Mind is a new mental health benefit available to Exchange, Colorado Option, Medicare Advantage, and Large Group members within Denver Health Medical Plan (DHMP).

It's ok to not be ok. We, here at DHMP, encourage our eligible members to utilize this benefit as needed. Elevate Mind is an easy, fast way to get the mental health care you need, when you need it, via phone or video. Simply select a provider and connect.

Our licensed therapists and psychologists are here to help you. You can schedule an appointment with one of our providers 24 hours a day, 7 days a week. These professionals have been hand-selected, U.S. trained and board-certified to deliver you the very best care.

### Services Include:

- » **THERAPY:** therapy is available with certified therapists and counselors to help you work through life's challenges.
- » **PSYCHIATRY:** licensed and registered psychiatrists can help with many challenges you are facing. They are also able to prescribe medications (if necessary) and work with your preferred pharmacy.
- » **URGENT CARE:** virtual urgent care is available through Elevate Mind. However, if you are having a medical or mental health emergency, please call 9-1-1 or go to your nearest Emergency Room. Urgent care cost sharing will apply.

No referral is necessary; cost sharing will apply.

You will need your Member ID# found on the back of your ID Card to register as a subscriber.

For more information about your mental health benefits and to verify eligibility, visit:

[DenverHealthMedicalPlan.org/importance-mental-health](https://denverhealthmedicalplan.org/importance-mental-health)

Visit [ElevateMind.org](https://ElevateMind.org) or download the Elevate Mind mobile app for iPhone and Android devices!



# 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](https://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.*



# DOWNLOAD OUR NEW 'MyDHMP' MEMBER PORTAL MOBILE APP!

The 'MyDHMP' member portal mobile app is 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 tablet or smartphone.

 Download on the  
**App Store**

GET IT ON  
 **Google play**

**Visit [DenverHealthMedicalPlan.org](https://DenverHealthMedicalPlan.org) and click on 'MyDHMP Portal' or download the 'MyDHMP' mobile app for iPhone and Android devices!**





**DENVER HEALTH™**

est. 1860

FOR LIFE'S JOURNEY

# WALK-IN & VIRTUAL SERVICES AVAILABLE



## Adult Urgent Care

660 N. Bannock St.,  
Pavilion L, 1<sup>st</sup> Floor,  
Denver, CO 80204  
(Walk-in Clinic)

## Downtown Urgent Care

1545 California St.,  
Denver, CO 80202  
(Walk-in Clinic)

## Adult Virtual Urgent Care

Scan to QR code to  
schedule an  
appointment online



**Urgent care is your best option if your injury or illness is not an emergency. We treat:**

- Minor injuries, including sprains and strains
- Severe colds, flu and fevers
- Coughs and asthma
- Minor cuts and abrasions
- Altitude sickness
- Bites and stings
- Heat exhaustion and heat stroke
- Gynecologic problems
- COVID-19

**All of our urgent care hours are 7 a.m. - 7 p.m., 7 days a week.**

**To learn more about our services, visit:**

**[DenverHealth.org/UrgentCare](https://denverhealth.org/urgentcare)**

# IMPORTANT PLAN INFORMATION



## COMPLEX CASE MANAGEMENT & ACCESS TO CARE MANAGEMENT

Our Care Managers are here to help you! We will work with you and your doctor to make sure you get the help you need. In our Care Management Program, we can:

- » Make doctor and specialty appointments
- » Make referrals to community resources
- » Help with scheduling transportation for your doctor's appointments
- » Work with your care team on services you may need at home
- » Provide information on your health care conditions
- » Work with your doctor to make sure you have the medicines you need



Our Care Management Program is a no-cost service to all DHMP members. You can take part in the Program for as long as you want. To be considered for the Program, members can be referred through a medical management program referral, discharge planner referral, practitioner referral, caregiver referral or self-referral. For more information or to refer, please call **303-602-2184**.

## COMMUNICATION SERVICES & ACCESS TO STAFF

DHMP provides access to staff for members and practitioners seeking information about Utilization Management (UM). Staff are available at least eight hours a day during normal business hours for inbound collect or toll-free calls. After hours, you can leave a message or fax information and staff will reply within the next business day. Staff are identified by name, title and organization name when initiating or returning calls. TTY services and language assistance are available.

## HOW TO FILE AN APPEAL OR GRIEVANCE

As a member of DHMP, you have the right to file a complaint (also known as a grievance) about DHMP. You also have the right to file an appeal of a denial (adverse decision) from DHMP that you disagree with. If you decide to file a grievance or an appeal, your request must be received by DHMP within the prescribed time period. If you miss a deadline, we may decline to review it. Information about how to file a grievance or appeal (including time periods that you are allowed to file a grievance or appeal) can be found on our website: **DenverHealthMedicalPlan.org**. Or you may call us for information or assistance with filing a grievance or appeal at **303-602-2261**. If DHMP has made a final decision on your appeal, you may also call for information regarding further appeals by an external agency.

# Share the health!



**Tell your family and friends – now is the time to enroll in a health insurance plan for 2023. We can help them get the coverage they need. Scan the QR Codes below to learn more!**



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



Medicare Annual Enrollment Period runs from **October 15, 2022** to **December 7, 2022**.

To learn more or enroll, call 303-602-2451.

*Current members may call Health Plan Services at 303-602-2111.*



**ELEVATE  
EXCHANGE PLANS**  
Denver Health Medical Plan Inc...



Exchange Open Enrollment Period runs from **November 1, 2022** to **January 15, 2023**. \*

To learn more or enroll, call 303-602-2451.

*\* Dates are decided by the Division of Insurance and may change.*

*Visit [DenverHealthMedicalPlan.org](https://DenverHealthMedicalPlan.org) for more information.*





**DENVER HEALTH  
MEDICAL PLAN** INC.<sup>TM</sup>

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

Denver Health Medical Plan is celebrating 25 years of operations! Having served as CEO of the health plan for 5+ years, I have personally seen tremendous growth and improvement within our organization. Most importantly, our mission continues to be the same: to provide affordable, high-quality health care coverage for all.

As we enter fall and winter months, flu shots are a very important way to protect yourself and our community. Flu vaccines are a covered benefit for all of our DHMP plans. If you have questions about where to get the vaccine, talk to your Primary Care Provider (PCP).

**GREG MCCARTHY**

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

