

# Elevate CHP+ by Denver Health Medical Plan

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



**ELEVATE**  
**CHILD HEALTH PLAN *PLUS***

Denver Health Medical Plan Inc.™



**CHP+**  
Child Health Plan Plus

## WELCOME TO ELEVATE CHP+ BY DENVER HEALTH MEDICAL PLAN!

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 303-602-2100, toll free 1-800-700-8140, 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 303-602-2100, sin costo al 1-800-700-8140 o al 711 para personas que llaman con necesidades auditivas o del habla.



Visit our website at  
[DenverHealthMedicalPlan.org](https://DenverHealthMedicalPlan.org)

## Dear Member:

Your health is of great value to us and we are happy to have you as a member of Elevate Child Health Plan *Plus* (CHP+) by Denver Health Medical Plan. More in-depth facts about your benefits can be found in your online Handbook at:

[DenverHealthMedicalPlan.org/CHP-Member-Handbook](https://DenverHealthMedicalPlan.org/CHP-Member-Handbook).

## Your New Elevate CHP+ ID Card

Please show your card each time you go to the doctor or pick up prescriptions. Elevate CHP+ has free auxiliary aids and services to members with disabilities to help communicate with us. Sign language and oral interpretation services are available in any language for free. If you have any questions about your insurance benefits, please call **Health Plan Services** at **303-602-2100** 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 CHP+ by Denver Health Medical Plan! We look forward to helping you meet your health care goals!

## QUICK TIPS FOR GETTING CARE AT DENVER HEALTH

Elevate CHP+ gives you a medical home based on where you live. This medical home can be changed at any time by calling the Appointment Center. You may choose from clinics at Denver Health's Main Campus, one of the Community Health Centers, Stride Community Health Centers (PCP visits) or School-Based Health Centers to get your medical care. To better serve your needs, Elevate CHP+ will be providing your Member Handbook, Provider Directory, Pharmacy Directory and Formulary documents

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**Health Plan Services: 303-602-2100**  
**Toll-Free: 1-800-700-8140 (TTY 711)**

to you electronically, in both English and Spanish, for the plan year. You can also ask for a paper copy of them, which will be sent to you within five business days, by calling Health Plan Services at 303-602-2100. To see a full list of clinic addresses and hours for Denver Health, visit [DenverHealth.org/Locations](https://denverhealth.org/locations). For more facts about Elevate CHP+ Providers, visit [DenverHealthMedicalPlan.org/Find-Doctor](https://denverhealthmedicalplan.org/find-doctor). For Stride (PCP), visit [StrideCHC.org/Locations](https://stridechc.org/locations). For our Pharmacy Directory, visit [DenverHealthMedicalPlan.org/CHP-Pharmacy](https://denverhealthmedicalplan.org/CHP-Pharmacy).

### **Urgent Care Clinics:**

You do not need to get approval to go to the nearest urgent care. You may see any urgent care provider in the USA, even if the provider is outside the Elevate CHP+ network. Below is a list of Denver Health Urgent Care Clinics:

- » 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/Urgent-Care](https://denverhealth.org/services/emergency-medicine/urgent-care).
- » Pediatric 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 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.

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](https://denverhealth.org/services/emergency-medicine/urgent-care/virtual-urgent-care)



**Visit our website at  
DenverHealthMedicalPlan.org**

## 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**.

**Note: If you have trouble finding a Primary Care Provider (PCP) or you wish to change your PCP, please call the Denver Health Appointment Center at 303-436-4949 or Stride Community Health Center at 303-360-6276.**

### 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 a visit online by registering for MyChart at [MyChart.DenverHealth.org](https://mychart.denverhealth.org) or by calling the **Appointment Center** at **303-436-4949** to make all future appointments. The MyChart application provides you detailed information about your PCP or any Specialist providers you have seen and lets you message your doctor, view test results and refill medications.

- » If you need to cancel your visit, please call the Appointment Center at least one day before your visit.
- » Bring your Elevate CHP+ ID Card and picture ID to all of your visits.
- » The clinics and their phone numbers are in the Member Handbook located on our website at [DenverHealthMedicalPlan.org/CHP-Member-Handbook](https://www.denverhealth.com/CHP-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 visit so you will have time to park and check in at the clinic.
- » All visits can be made through the **Appointment Center** at **303-436-4949**. This includes Women's Care, Primary Care, Specialty and Eye visits.

### **Prenatal Care Program:**

Prenatal care program members may choose an OB/GYN as their Primary Care Provider (PCP). Your PCP helps you get the care you need. They give a wide range of health care services, like checkups, sick visits, shots, initial diagnosis and treatment, health supervision, management of chronic conditions, referrals to specialist when needed and ensuring continuity of care. Dental services will also be available through DentaQuest. Please contact **DentaQuest** at **1-888-307-6561** for dental related benefits. This program is more than just prenatal care. It offers many benefits during and after pregnancy, like visits to a doctor when you are sick, prescriptions, vision and mental health services. The coverage is good through 60 days after the end of your pregnancy.

### **Presumptive Eligibility:**

The Presumptive Eligibility (PE) program gives children under 19 and pregnant women temporary Health First



**Visit our website at  
DenverHealthMedicalPlan.org**

Colorado or Child Health Plan Plus (CHP+) medical coverage right away. Your temporary medical coverage lasts for at least 45 days while your Medical Assistance application is processed. To qualify, you must:

- » Be a child under 19 or a pregnant woman;
- » Appear to qualify for Medicaid or CHP+; and
- » Complete an application for Medical Assistance

Note: Dental services are not covered while you are in the Presumptive Eligibility program.

### Coordination of Benefits:

- » If you have more than one insurance you must tell Elevate CHP+. Please fill out the form found at [DenverHealthMedicalPlan.org/Coordination-Benefits](https://denverhealthmedicalplan.org/Coordination-Benefits) and send it back using the instructions listed or call **Health Plan Services** at **303-602-2100** with questions.

### Pharmacy Benefit -

#### Where You Can Fill Your Prescriptions:

- » Denver Health has 9 pharmacies located right outside of Denver Health clinics (see map at the end of this guide).
  - Denver Health Refill Request and Central Pharmacy Call Line: **303-389-1390**.
  - Denver Health Pharmacies can only fill prescriptions written by Denver Health providers.
- » Other pharmacies such as King Soopers, Safeway, Target, Walgreens and others are also in your pharmacy network.
- » You can use Denver Health Pharmacy by Mail to have medications sent to your home through the mail (if your prescription is written by a Denver Health provider).
  - Medications covered by Elevate CHP+ are \$0. You do not need to keep a credit card on file to have covered medications sent to your home with Denver Health Pharmacy by Mail.
  - Set up Denver Health Pharmacy by Mail by:

- Using the free MyChart app  
([MyChart.DenverHealth.org](https://MyChart.DenverHealth.org))
- Calling the Refill Request Line at **303-389-1390**
- Calling the Pharmacy directly at **303-436-4488**

Visit [DenverHealthMedicalPlan.org/CHP-Pharmacy](https://DenverHealthMedicalPlan.org/CHP-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
- » If you have questions about your pharmacy benefits, please call **Health Plan Services** at **303-602-2100** or **1-800-700-8140**. TTY users should call 711.

## MEMBER RIGHTS & RESPONSIBILITIES

### Your Rights:

Elevate CHP+ by Denver Health Medical Plan gives medical care to all of its members. We do not discriminate based on your religion, race, national origin, color, ancestry, handicap, gender, sexual orientation, gender identity or age.

We give care through a partnership with your provider, Elevate CHP+, other health care staff, and you – our member. Elevate CHP+ is committed to partnering with you and your provider. As a Elevate CHP+ member, you have all of these rights:



**Visit our website at  
[DenverHealthMedicalPlan.org](https://DenverHealthMedicalPlan.org)**



- » To be treated with respect and with thought to your dignity and privacy.
- » To get facts from your provider about all of the treatment options and choices for your health in a way that makes sense to you.
- » To take part in choices about your health care, such as the right to say no to care.
- » To get a second opinion (have some other provider review your case) at no cost to you. Elevate CHP+ will arrange a second opinion with an out-of-network provider if a Elevate CHP+ provider is not on hand.
- » To make an Advance Directive.
- » To get detailed facts about Advance Directives from your provider.
- » To be told up front if your provider cannot follow your Advance Directives because of their values.
- » To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation. (This means that Elevate CHP+ providers and staff cannot hold you against your will to punish you, get you to do something they want, or get back at you for something you have done).
- » To get health care from providers within the Elevate CHP+ appointment standards timeframes (in the handbook).
- » To see providers who make you comfortable and who meet your cultural needs.
- » To use any hospital (inside of or outside of the Denver Health network) or other place for emergency and urgent care visits. Emergency and urgent care do not need prior approval or referral.
- » To get health care services outside of the Denver Health Network if you are not able to get them in the Denver Health Network (Elevate CHP+ must approve non-emergency and non-urgent care first).
- » To ask for and get a copy of your medical records, and ask that they be changed or fixed.

- » To file a grievance, appeal or ask for a State Fair Hearing.
- » To join the Elevate CHP+ Consumer Advisory Forum.
- » To get full benefit information from Elevate CHP+. This information includes covered services, how to get all types of care like emergency care, detailed information about providers, and your disenrollment rights.
- » To use your rights above, without fear of being treated poorly by Elevate CHP+.
- » To be provided with health care services in accordance with requirements for access, coverage, and coordination of medically necessary services.

### Your Responsibilities:

Elevate CHP+ wants to give every member outstanding care and a great experience every time they come to Denver Health. That is why we expect our members, staff, and providers to treat each other with dignity and respect. As a Elevate CHP+ member, you are also responsible for:

- » Picking a Primary Care Physician (PCP) or Medical Home that is in the Denver Health Network.
- » Following all of the rules in the Member Handbook.
- » Following the rules of the Elevate CHP+ appeal and grievance process.
- » Paying for any health care that you get without referral from your PCP (unless the services are emergency or urgent care services, or if they are "Wrap Around" benefits).
- » Paying for any services that are not covered by Elevate CHP+ or CHP+.
- » Telling Elevate CHP+ about any other insurance you have besides CHP+.
- » Calling the **Appointment Center** at **303-436-4949** if you wish to change your PCP.

## Connect with us:

As an Elevate CHP+ member, you are the heart of what we do at Elevate CHP+. Your feedback is important to us and helps us to improve our plan. Within our website, we ask for feedback on member materials that are sent to you. Please follow the link and provide us with your feedback at [DenverHealthMedicalPlan.org/Current-Members/Elevate-Child-Health-Plan-Plus/CHP-Connect-With-Us](https://DenverHealthMedicalPlan.org/Current-Members/Elevate-Child-Health-Plan-Plus/CHP-Connect-With-Us).

## GRIEVANCES

### What is a Grievance?

A Grievance, or complaint, is when you are not happy with something that Elevate CHP+ does. This could be when you are not happy with any of the following:

- » The quality of care or services you get.
- » The way Elevate CHP+ treats you.
- » Things Elevate CHP+ does that you are not happy with.
- » A failure to respect your rights as a member.

You can file a grievance at any time to tell us (verbal or written) when you are not happy with your service or care.

### What to do if you have a Grievance

If you have a grievance, you or your Designated Personal Representative (DPR) can call **Grievances & Appeals** at **303-602-2261**. You or your DPR can also write to Grievances and Appeals. Please be sure to include your name, Elevate CHP+ ID number, address and phone number in your letter. Please send your written grievance to this address:

Denver Health Medical Plan  
Attn: Grievances and Appeals Team  
938 Bannock St.  
Denver, CO 80204

## If you need help filing a Grievance

Elevate CHP+ will help you file a grievance. If you need help filling out any forms or taking any of the steps to file a grievance, including using an interpreter or TTY services, please call **Grievances & Appeals** at **303-602-2261**.

## After you file a Grievance

After you file a grievance, Elevate CHP+ will send you a letter within 2 business days to let you know that your grievance was received. Elevate CHP+ has to make a decision on your grievance no later than 15 business days of when you file your grievance. You or Elevate CHP+ can extend the timeframe that Elevate CHP+ has to make a decision on your grievance, and Elevate CHP+ may take up to 14 more calendar days. For more information on Grievances, please look at your Member Handbook.

<b>Timeframe To File Your Grievance</b>	Anytime
<b>Written Acknowledgement Letter</b>	2 Business Days
<b>Plan Decision Timeline</b>	15 Business Days
<b>Extension Allowed</b>	14 Calendar Days

# APPEALS

## What is an Appeal?

An Appeal is a request that you or your DPR can make to review an Adverse Benefit Determination taken by Elevate CHP+. If you think an action taken by Elevate CHP+ is not right, you or your DPR can call or write us to appeal the Adverse Benefit Determination. A provider may file an appeal for you if you make them your DPR. If you are still unhappy after your appeal decision, then you can ask for a state Fair Hearing after you have completed all the proper steps in the Elevate CHP+ appeal process.



**Visit our website at**  
**DenverHealthMedicalPlan.org**

## How to file an Appeal

You have 60 calendar days to file an appeal after you get a notice of Adverse Benefit Determination, which is a denial of payment or authorization of service. Once the appeal is received, Elevate CHP+ will process the appeal within 10 business days from the date the appeal was received.

To appeal an Adverse Benefit Determination, you may:

- » Call **Grievances and Appeals** at **303-602-2261**, TTY users should call 711.
- » Fill out the Complaints/Appeals form found at [DenverHealthMedicalPlan.org/CHP-Complaint-And-Appeal-Form](https://denverhealthmedicalplan.org/CHP-Complaint-And-Appeal-Form), and mail it to **Elevate CHP+ Grievances and Appeals, 938 Bannock St., Denver CO 80204**.

## Filing an Expedited Appeal

If your life or health is in danger and you need Elevate CHP+ to make a decision on your appeal right away, you can call **Grievances & Appeals** at **303-602-2261** to file an expedited appeal. If Elevate CHP+ approves your request for an expedited appeal, Elevate CHP+ will make a decision on your appeal no later than 72 hours from the date of your request. If Elevate CHP+ denies your request for an expedited appeal, Elevate CHP+ will call you as soon as possible to let you know. Elevate CHP+ will also send you a letter within 72 hours from the receipt of your request. The letter will let you know that you have the right to file a grievance if you are unhappy with Elevate CHP+'s decision.



## APPEALS:

Timeframe To File An Appeal	60 calendar days from the date of your notice of adverse benefit determination
Written Acknowledgement Letter	2 Business Days
Plan Decision Timeline (Pre-Service and Post-Service)	10 Business Days
Plan Decision Timeline (Expedited)	72 hours
Extensions	14 Calendar Days

### State Fair Hearing

If you are unhappy with the actions Elevate CHP+ takes, you **MUST** go through the appeal process explained above. After exhausting the Elevate CHP+ appeal process, within 120 calendar days after you get a Notice of Adverse Appeal Resolution Letter, you or your DPR have the choice to ask for an Administrative Law Judge to review an action taken by Elevate CHP+. You may request a State Fair Hearing when:

- » Services you seek are denied or the ruling to approve services is not acted upon in a timely manner;
- » You believe an action taken is wrong.

To request a State Fair Hearing, you or your DPR must send a letter to the Office of Administrative Courts. This letter should have:

- » Your name, address and Elevate CHP+ ID number;
- » The action, denial or failure to act quickly on which your request appeal is based; and
- » The reason for appealing the action, denial or failure to act quickly.

To submit a State Fair Hearing, you must mail your letter to:



**Visit our website at  
DenverHealthMedicalPlan.org**

Office of Administrative Courts  
1525 Sherman Street, 4th Floor  
Denver, CO 80203

If you need help requesting a state fair hearing, Elevate CHP+ will help you. Call **Grievances & Appeals** at **303-602-2261** to ask for help. You can also call the **Office of Administrative Courts** at **303-866-2000**. Any ruling made in a State Fair Hearing is final.

**STATE FAIR HEARING:**

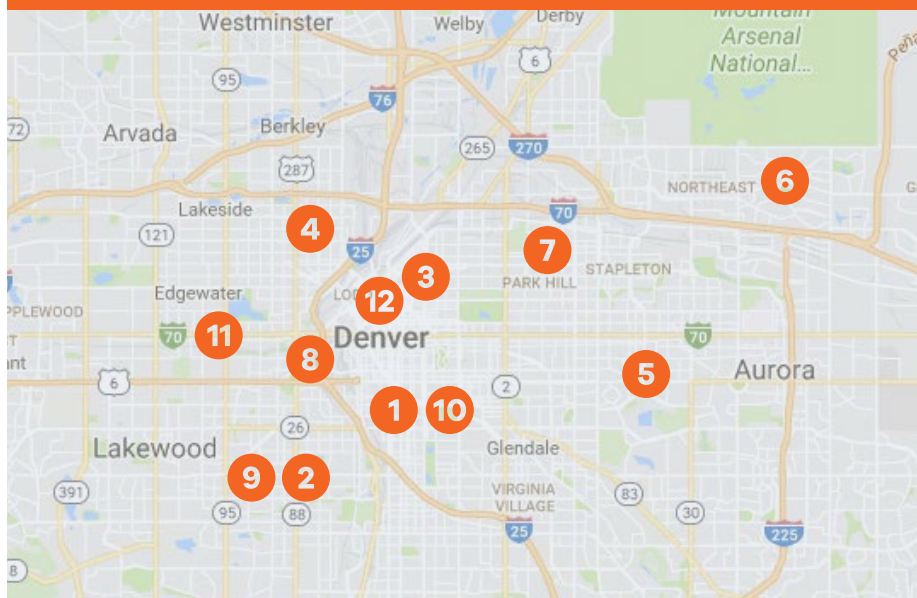
Timeframe To File	120 days after you get a Notice of Adverse Appeal Resolution Letter
State Fair Hearing Decision Timeline	90 Calendar Days





**DENVER  
HEALTH™**  
— est. 1860 —

# NETWORK LOCATIONS



To view the  
Provider Directory visit:  
[DenverHealthMedicalPlan.org](https://DenverHealthMedicalPlan.org)

Para ver el visita al  
*Directorio de proveedores:*  
[DenverHealthMedicalPlan.org](https://DenverHealthMedicalPlan.org)



Pharmacy  
at this clinic



Urgent Care  
at this clinic

Visit our website at  
[DenverHealthMedicalPlan.org](https://DenverHealthMedicalPlan.org)



- 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**  
**CHILD HEALTH PLAN *PLUS***

Denver Health Medical Plan Inc.™

777 Bannock St., MC 6000  
Denver, CO 80204

Health Plan Services | Servicios del Plan de Salud:  
303-602-2100

Toll-Free | Número gratuito:  
1-800-700-8140

TTY: 711

[DenverHealthMedicalPlan.org](https://www.denverhealthmedicalplan.org)