

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!

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

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**Visit our website at
DenverHealthMedicalPlan.org**

Dear Member:

Welcome to Health First Colorado Administered by Elevate Medicaid Choice. Your health is of great value 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. More in depth information about your benefits can be found in your online Handbook at DenverHealthMedicalPlan.org/Medicaid-Choice-Member-Handbook.

Being a member is your choice. If you are a new member and have been with us for 90 days or less, you can choose to disenroll and be a part of another plan. Call Health First Colorado at 303-839-2120 to disenroll within the first 90 days. If you have other questions on when you can disenroll, check the Member Handbook or call Health Plan Services at 303-602-2116.

→ Watch the New Member Orientation video

Please watch our New Member Orientation video for important facts 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 reach out to you to see how they can help. You can complete your Health Needs Survey online at HCPF.Colorado.gov/Health-Needs-Survey or by calling Health Plan Services at 303-602-2116.

→ Your New Elevate Medicaid Choice ID Card

Your ID Card will come 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.

→ Sign-up for the Member Portal

Manage your plan with our online Member Portal. Register for Member Portal use at [DenverHealthMedicalPlan.org](https://www.denverhealthmedicalplan.org). Click on the "MyDHMP Portal" tab on the homepage.

Thank you for being a member of Elevate Medicaid Choice!

Sincerely,

Your Health Plan Services Team
Elevate Medicaid Choice



QUICK TIPS FOR ACCESSING CARE AT DENVER HEALTH

Elevate Medicaid Choice is now your medical home. You may choose a primary care provider from clinics at Denver Health's Main Campus, one of the Community Health Centers, the Stride network or School-Based Health Centers to get your medical care. See a full list of clinic addresses and hours here for Denver Health: [DenverHealth.org/Locations](https://denverhealth.org/Locations), and here for Stride: [StrideCHC.org/Locations](https://stridechc.org/Locations).

Urgent Care Clinics:

You do not need to get approval to go to an urgent care. You may see any urgent care provider in the United States of America, even if the provider is outside the network. Here is a list of Denver Health urgent care addresses:

- » 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](https://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 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



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

expert providers. It's easy and useful 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)

**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**.

**Call the Appointment Center (303-436-4949)
when:**

- » You have trouble finding a Primary Care Provider (PCP)
- » You wish to change your PCP

Pharmacy:

Visit [DenverHealthMedicalPlan.org/Medicaid-Choice-Pharmacy](https://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 need a Prior Authorization (PA)

- » Use of generic substitution, therapeutic interchange and step-therapy protocols
- » How to start a PA and what information must be given
- » 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 visit, please call the Appointment Center at least one day before your visit date.
- » Bring your Elevate Medicaid Choice ID Card and picture ID to all of your visits.
- » The clinics and their phone numbers are in the Elevate Medicaid Choice Member Handbook 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 health expert 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.

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

- » All appointments can be made through the Appointment Center. This includes Women’s Care, Primary Care, Specialty and Eye appointments.
- » Elevate Medicaid Choice 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:

- » Elevate Medicaid Choice partners with Colorado Access to provide full health care benefits to members.
- » This is how it 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 by Colorado Access. Colorado Access provides behavioral health services for members, while Elevate Medicaid Choice provides health care benefits.
- » Your Elevate Medicaid Choice provider can help you with connecting to Colorado Access to address your behavioral health needs.

Newborns:

- » If you have a baby, please remember to add them to your Medicaid case. You can do this by calling your local DHHS office or calling the **Colorado Medical Assistance Program** at **1-800-359-1991**. Adding your baby to your Medicaid case will give them their own Medicaid ID and coverage.
- » Babies born to a mother on Elevate Medicaid Choice should also be assigned to Elevate Medicaid Choice after they are discharged from the hospital and have received a Medicaid ID. Once your baby is assigned to

Elevate Medicaid Choice, you have 90 days to either get care at a Denver Health provider or opt out of the Elevate Medicaid Choice network. To get care outside of Denver Health, please call **Health First Colorado** at **303-839-2120** to opt out. If you are unsure on your timeframe to opt out, please call Health Plan Services and we can help you count how many days you have to opt out.

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](https://www.denverhealth.com/Coordination-Benefits) and send it back using the instructions listed or call **Health Plan Services** at **303-602-2116** with questions.

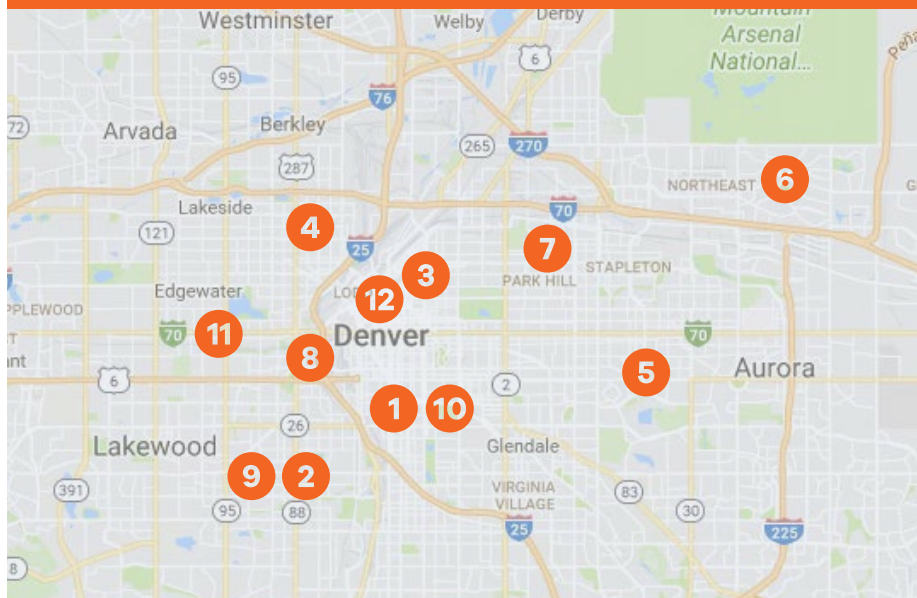


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**DENVER
HEALTH™**
— est. 1860 —

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

Visit our website at
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
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](https://www.denverhealthmedicalplan.org)