

## **Elevate Medicare Advantage HMO Plan Provider Directory**

This directory is current as of the date downloaded from the directory website  
[DenverHealthMedicalPlan.org/find-doctor](https://denverhealthmedicalplan.org/find-doctor).

This directory provides a list of Elevate Medicare Advantage's current network providers for Adams, Arapahoe, Denver and Jefferson counties.

To access Elevate Medicare Advantage's online provider directory, you can visit [DenverHealthMedicalPlan.org/find-doctor](https://denverhealthmedicalplan.org/find-doctor). For any questions about the information contained in this directory, please call our Health Plan Services Department at 303-602-2111 or toll free at 1-877-956-2111, 8 a.m. to 8 p.m., seven days a week. TTY users should call 711.

To request a hard copy of Elevate Medicare Advantage's provider directory, please call our Health Plan Services Department at 303-602-2111 or toll-free at 1-877-956-2111, 8 a.m. to 8 p.m., seven days a week. Elevate Medicare Advantage will mail a hard copy of the provider directory to you within three (3) business days of your request. Elevate Medicare Advantage may ask whether your request for a hard copy is a one-time request or if you are requesting to receive the provider directory in hard copy permanently.

If you request it, your request for hard copies of the provider directory remains until you leave Elevate Medicare Advantage or request that hard copies be discontinued.

You can get this information for free in other formats, such as large print, braille, or audio. Call our toll-free number at 1-877-956-2111.

This document is available for free in Spanish.

Your request for the provider directory in an accessible format or language will be applied on a standing basis unless you request otherwise.

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## **Section 1 – Introduction**

This directory provides a list of Elevate Medicare Advantage’s network providers.

You will have to choose one of our network providers listed in this directory to be your **PPrimary CCare Provider (PCP)**. Generally, you must get your health care services from your PCP.

### **What is a PCP?**

A PCP is an in-network provider who is selected by you to provide and coordinate your medical care.

### **What type of providers may act as a PCP?**

Typically, a PCP specializes in Family Medicine, Geriatrics, or Internal Medicine. A PCP can be an MD, DO, Nurse Practitioner, or Physician Assistant.

A PCP is responsible for your routine health care needs and coordination of your health care. When you need more specialized services, your PCP will arrange for covered services. Some services your PCP may coordinate include x-rays, laboratory tests or an appointment with a specialty physician. They will also work with you to get referrals and authorizations, if required. Please remember, if you see a provider outside our network without an approved authorization, neither Medicare nor Elevate Medicare Advantage will pay for those services.

The network providers listed in this directory have agreed to provide you with your health care services. You may go to any of our network providers listed in this directory; however, some services may require a referral or prior authorization. To confirm if a referral or prior authorization is needed, refer to your Evidence of Coverage (EOC). Other provider are available in our network.

If you choose to see a provider who is not in the Elevate Medicare Advantage network without a referral or prior authorization from us, you may need to pay for all the charges. Elevate Medicare Advantage may not pay for these charges. In cases where you see an out-of-network provider and the provider bills you directly, you should submit the bill to us to determine if you are responsible for any cost-sharing. Call Health Plan Services at 303-602-2111 or toll-free at 1-877-956-2111 if you have questions about a bill. TTY users should call 711. Our hours of operation are 8 a.m. to 8 p.m., seven days a week.

You must use network providers except in emergency and urgent care situations. If you obtain routine care from out-of-network providers, neither Medicare nor Elevate Medicare Advantage will be responsible for the costs.

### **If you have a medical emergency:**

Get help as quickly as possible. Call 911 for help or go to the nearest emergency room or hospital. Call for an ambulance if you need it. You do not need to get approval or a referral first from your PCP. You do not need to use a network doctor. You may get covered emergency medical care whenever you need it, anywhere in the United States or its territories, and from any provider with an appropriate state license even if they are not part of our network. Medicare does not provide coverage for emergency medical care outside the United States and its territories.

## **Standards for Appointment Wait Times for Primary Care and Behavioral Health Services**

Elevate Medicare Advantage adheres to federal standards for timely access to care. See below for our general guidelines on how quickly you should expect to be seen by a provider for routine or emergency care.

- Urgently needed services or emergency—immediately;
- Services that are not emergency or urgently needed, but the member requires medical attention—within 7 business days; and
- Routine and preventive care—within 30 business days.

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## **What is the service area for Elevate Medicare Advantage?**

The counties in our service area are listed below:

Adams, Arapahoe Denver, and Jefferson.

## **How do you find Elevate Medicare Advantage providers that serve your area?**

**Online:** To view our provider directory online, visit [DenverHealthMedicalPlan.org/find-doctor](https://DenverHealthMedicalPlan.org/find-doctor).

STEP 1: Select Find a Provider

STEP 2: Click on Elevate Medicare Advantage under “Select A Plan”

STEP 3: Choose Your Plan type from the second drop-down.

STEP 4: Click Continue

STEP 5: Search for your provider by name, specialty, phone number or location. You may also select Advanced Search to find a doctor by cultural and linguistic capabilities (e.g., languages spoken, languages offered, interpreter/translation services offered, sensitivity to cultural health beliefs/practices), provider type, or if the provider is accepting new patients.

If you have questions about Elevate Medicare Advantage, or require assistance in selecting a PCP, please call our Health Plan Services Department at 303-602-2111 or toll-free at 1-877-956-2111, 8 a.m. to 8 p.m., seven days a week. TTY users should call 711. You can also visit [DenverHealthMedicalPlan.org](https://DenverHealthMedicalPlan.org).

## **Section 2 – List of Network Providers**

See online directory.

## Multi-Language Insert Multi-language Interpreter Services

**English:** We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-877-956-2111. Someone who speaks English/Language can help you. This is a free service.

**Spanish:** Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-877-956-2111. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

**Chinese Mandarin:** 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-877-956-2111。我们的中文工作人员很乐意帮助您。这是一项免费服务。

**Chinese Cantonese:** 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-877-956-2111。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

**Tagalog:** Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggagamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-877-956-2111. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

**French:** Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-877-956-2111. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

**Vietnamese:** Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-877-956-2111 sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

**German:** Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-877-956-2111. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

**Korean:** 당사는 의료 보험 또는 약품 보험에 관한 질문에 답해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-877-956-2111번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

**Russian:** Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-877-956-2111. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

**Arabic:** إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-877-956-2111. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

**Hindi:** हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं। एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-877-956-2111 पर फोन करें। कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है। यह एक मुफ्त सेवा है।

**Italian:** È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-877-956-2111. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

**Portuguese:** Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-877-956-2111. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

**French Creole:** Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-877-956-2111. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

**Polish:** Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-877-956-2111. Ta usługa jest bezpłatna.

**Japanese:** 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-877-956-2111.にお電話ください。日本語を話す人 者が支援いたします。これは無料のサービスです。

