



**Member Advisory Committee:
Managing Your Care From Your
Computer, Tablet or
Smartphone**



March 26, 2024




H5608_MemAdvComQ1_24_M

Check-In Information


Please provide your name to staff at the check-in table if you've haven't already.

Denver Health Plan(s) you are enrolled in:



Agenda

- Digital Literacy 101
- Accessing your benefits through your smartphone, tablet, or computer
 - MyDHMP member portal/mobile app
 - Denver Health MyChart patient portal/mobile app
 - Delta Dental patient portal/mobile app
 - Access2Care mobile app (Medicare members only)
 - Elevate Medicare FlexCard*
- Tips & Tricks



*The Health Food Benefit is part of a special supplemental program for the chronically ill. Not all members qualify.

Digital Literacy 101

What is digital literacy?

The skills you need to live, learn and work in a society where you need digital technology to access information.

Examples of digital literacy in health care:

- Using your Denver Health MyChart account (via phone, tablet or computer) to have a virtual appointment with your provider.
- Scanning items with your smartphone mobile app at a grocery store to see if it is an approved FlexCard item.
- Looking up your member handbook, which includes your plan benefits, on DenverHealthMedicalPlan.org.





Important Definitions

- **Application (or app):** A software package that you can download on to your phone/tablet to perform an activity (e.g., Google Maps for navigation, Spotify to play music).
- **Smartphone:** a phone with internet capabilities and the ability to access websites and apps.
- **Tablet:** a mobile device that looks like a computer but is one flat screen (e.g., an iPad).
- **QR Code:** An image that you can scan with your smartphone or tablet's camera to pull up a link to a website or an app to download.



QR Codes: How To Use

- When you see a QR code from a safe and trusted source, you can scan it to open a link to a website or an app to download.
- Open the camera on your smartphone and point your camera to the QR code.
 - You will see a yellow link that says, "Open in browser" and click on that link.
 - Scan the QR Code  
 - It should open the DHMP website



Stay Connected to Your Plan Benefits Using Your Smartphone or Tablet



MyDHMP

MyDHMP gives you a way to access your important health plan information.


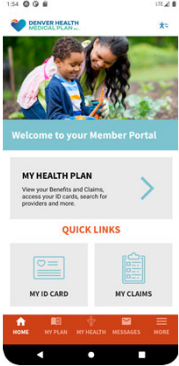


You can:

- View your Member ID Card
- Check on the status of a claim
- Message Health Plan Services
- Check your plan coverage,
- and more.



Access MyDHMP From Your Smartphone or Tablet

Scan to download the MyDHMP mobile app or search for "MyDHMP" in the app store.



Access MyDHMP From Your Computer

- DenverHealthMedicalPlan.org




Local, nonprofit, health insurance

DENVER HEALTH
MEDICAL PLAN INC.

Denver Health MyChart Patient Portal


- If you see a Denver Health provider, you can use MyChart to do tasks such as:
 - Refill a prescription
 - Request, cancel or change an appointment
 - Check-in before your appointment
 - Pay your bill online
 - View your personal medical information
 - Medications, Immunizations
 - Lab Tests, X-Rays
 - Have a virtual (telehealth) visit with your provider



CC0

Need Help Navigating the MyChart Portal?

- Watch this video to see how "Sophia," a Denver Health patient, took charge of her health care and scheduled a Telehealth video visit with the MyChart app. <https://youtu.be/mrVDJTzreXE>



Access MyChart From Your SmartPhone or Tablet

- Scan to download the MyChart mobile app or search for "MyChart" in the app store.

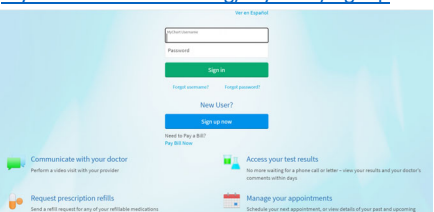




DENVER HEALTH MEDICAL PLAN INC.

Access MyChart From Your Computer

- Sign up without an activation code at mychart.denverhealth.org/MyChart/Signup



DENVER HEALTH MEDICAL PLAN INC.

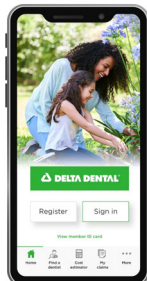
Elevate Medicare Advantage Benefits

Elevate Medicare Choice (HMO) and Elevate Medicare Select (HMO)

DENVER HEALTH MEDICAL PLAN INC.

Dental Benefits Through Delta Dental of Colorado

- Manage your dental benefits from the Delta Dental of Colorado portal or app.
- Get access to:
 - View your Delta Dental ID Card
 - Find a dentist
 - Review your coverage
 - See claims
 - And more!



Access Delta Dental From Your SmartPhone or Tablet

- To download the app on your device, visit the App Store (Apple) or Google Play (Android) and search for "Delta Dental," or use your phone's QR Code Reader to scan the code below.




Access Delta Dental From Your Computer

- Go to DeltaDentalCO.com.
- Click on the Sign in/Register link on the top right-hand part of the page
- Select Member from the I am a... dropdown menu and click the green Go button.
- Click Create an Account and follow the instructions to complete your registration.

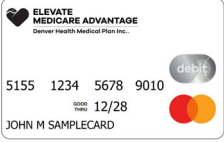


Need Help Navigating the App?

- Watch a quick video here:
<https://www.youtube.com/watch?v=A4YfsY0TBK8>




Elevate FlexCard Allowance(s)



One card, two benefits – automatically reloads

Card comes ACTIVE


Use in-store at Kin Soopers, Safeway, Walmart, Walgreens and CVS



Checking Your Balance

There are **3** easy ways to check your card balance:

1. Online
2. Elevate Medicare FlexCard mobile app
3. Call Health Plan Services at 303-602-2111 (also located on the back of the FlexCard)



Access Elevate FlexCard From Your SmartPhone or Tablet

Scan the QR code below with your smartphone to download the Elevate FlexCard mobile app.



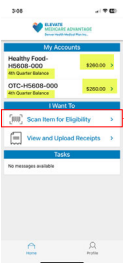
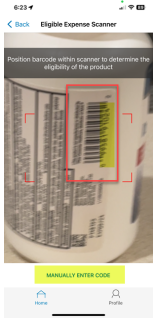





1. Go to google or apple app store depending on your device
2. Search for "Elevate FlexCard"
3. Download app and create account or log in to existing account



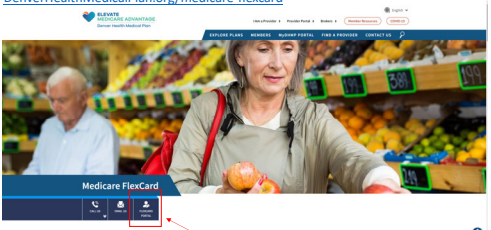

View Your Balance or Scan an Item For Eligibility From Your Smartphone



Access Elevate FlexCard From Your SmartPhone

DenverHealthMedicalPlan.org/medicare-flexcard

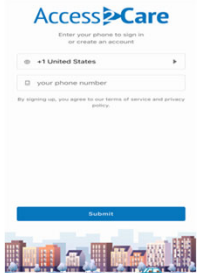
Unlimited Transportation

- Get unlimited non-emergent medical transportation to medical visits or the pharmacy at no cost to you.
- Benefit is through Access2Care (A2C).
- Use the A2C app to schedule or manage your upcoming rides to medical appointments or the pharmacy.
- You can request a ride, cancel an upcoming ride and view your scheduled rides from the app.



Access Access2Care From Your SmartPhone or Tablet

- Scan to download the Access2Care mobile app or search for "A2C" in the app store.



Need Help Navigating the App?

- Watch a quick video here: <https://www.youtube.com/watch?v=6DfQWVNOis>



Medicaid

If you have Medicaid and Medicare, you may be eligible for extra benefits.

Medicaid offers extra coverage with Dental and NEMT (Non-Emergent Medical Transportation).

Please see the supplemental sheet at the check-in table for the list of benefits and important phone numbers.



Tips & Tricks

- If you have an iPhone, you can create a folder on your screen and put all your health care or health plan apps in one place.
 - This will help you stay organized and easily find the app when you need it most!
- To create a folder
 - Hold down on the app and select *Edit Home Screen*
 - Drag one of the health apps on top of another health app and it will create a folder you can name
 - Add other, similar apps, by dragging them into your new folder
 - Once you're done, select *done* in the top right corner
 - See instructional video here: <https://www.youtube.com/watch?v=L0dEWEvSHnY>



Care Management Telehealth


The Care Management Department at DHMP offers several care management programs, from complex care management to chronic disease management to transition of care, and more.

DHMP offers face-to-face video appointment (telehealth) with your Care Manager or Health Plan Care Coordinator. To schedule an appointment, call Care Management at (303) 602-2184 or your Care Manager/Care Coordinator directly. Prior to your appointment, you will receive a link via text or email to join the call.



Telehealth

- We want you to get care when and where you need it.
- It is easy to access care from your home:
 - Our provider network offers telehealth visits with your primary care provider or specialist (e.g., through Denver Health MyChart)
 - Denver Health Urgent Care Telehealth
 - Elevate Mind – urgent and behavioral health
 - Sword Health – physical therapy
- Some things you may need:
 - Secure wifi connection
 - Smartphone, tablet or computer with a working microphone and camera
 - A quiet place with few distractions
 - Loose-fitting, comfortable clothes to make the physical exam easier
 - A list of your medications




Before Your Telehealth Visit

- Test your audio and connection prior to the visit.
- If you want someone to attend, you can include them.
 - Yes, your provider can add additional participants to your visit. If you would like to have a family member join, please let your provider know and they will send a link to have them join the visit.
 - You should also complete an Appointment of Representative form to have them added as an approved representative. If you need a copy, call Health Plan Services.
- Cost: Same as an in-person visit for primary care, specialty care and urgent care.
- Interpretation Services: If you need interpretation services, your provider can help coordinate to have an interpreter.
 - Typically, you will be asked your preferred language when you schedule.
 - A preferred language other than English will prompt the follow up question asking if a patient needs an interpreter for their visit.



Questions?

We provided you with a short survey, please take a few minutes to fill it out. Your feedback is important to us and helps us improve our benefits, service and experience of our members.



Elevate Medicare Advantage is a Medicare-approved HMO plan. Enrollment in Elevate Medicare Advantage depends on contract renewal. The Plan also has a written agreement with the Colorado Medicaid Program to coordinate your Medicaid benefits.

Important Numbers

Contact	Number
Denver Health Appointment Center	303-436-4949
DHMP Pharmacy Department	303-602-2070
Denver Health Pharmacy	303-436-4488
DHMP Health Plan Services	1-877-956-2111 TTY 711
Denver Health Nurse Line	303-739-1261