STRONG body + mind

MEMBER NEWSLETTER
// **FALL 2026**

DENVER HEALTH MEDICAL PLAN INC.™

IS YOUR MAMMOGRAM STILL ON THE TO-DO LIST?

Life gets busy. Appointments get pushed back, calendars fill up and preventive screenings can quietly move into the "I'll get to it later" category.

If a mammogram has been sitting on your list, Breast Cancer Awareness Month is a good time to bring it back to the top.

Breast cancer is one of the most common cancers among women in the United States. The American Cancer Society estimates that a woman's average lifetime risk of developing breast cancer is about 13%, or about 1 in 8. That number may sound overwhelming, but screening can help find breast cancer earlier, sometimes before symptoms appear.

WHAT DOES A MAMMOGRAM DO?

A mammogram uses low-dose X-rays to create images of breast tissue. A screening mammogram is used to look for signs of breast cancer in people who do not have symptoms. It can detect some changes that are too small to see or feel.

SO, WHEN SHOULD YOU GET A MAMMOGRAM?

For women at average risk, two national organizations currently recommend different screening schedules:

» **U.S. Preventive Services Task Force (USPSTF):** Screening mammography every two years for women ages 40 through 74.

» **American Cancer Society (ACS):**

- Women ages 40 to 44 have the option to begin yearly mammograms.
- Women ages 45 to 54 should have a mammogram every year.
- Women ages 55 and older may switch to a mammogram every two years or continue yearly screening.

Because recommendations differ, talk with your health care provider about when to begin screening and how often you should have a mammogram based on your individual health and risk.

YOUR PERSONAL RISK MATTERS

Age is only one part of the conversation. Some people may need an individualized screening plan.

Talk with your health care provider about your risk if you have a strong family history of breast cancer, a known or suspected harmful change in the BRCA1 or BRCA2 genes, a personal history of breast cancer or certain high-risk breast conditions, dense breasts, or a history of chest radiation at a young age.

DON'T WAIT IF YOU NOTICE A CHANGE

Routine screening is intended for people who are not experiencing breast symptoms. If you notice a new or unusual breast change, do not wait until your next routine mammogram to bring it up with your health care provider.

Changes to discuss may include:

» A new lump in the breast or underarm

- A change in the size or shape of the breast
- Dimpling, irritation, redness or other skin changes
- Nipple changes or unusual nipple discharge
- Persistent breast pain or another breast change that concerns you

These changes can have causes other than cancer, but they should still be evaluated.

MAKE BREAST HEALTH PART OF YOUR ROUTINE

Taking care of your health does not always require a huge change. Sometimes it starts with one conversation, one appointment or simply asking, **"Am I due for my mammogram?"**

If you receive care at Denver Health, you can schedule a screening mammogram through MyChart or call Denver Health Breast Imaging at **303-602-4140**. For assistance with breast cancer screening, navigation or the Denver Health Cancer Screening Mobile Health Center, contact a Care Navigator at **303-602-6115**. If you receive care elsewhere, your provider's office can help you schedule.

Sources

Centers for Disease Control and Prevention (CDC) — U.S. Cancer Statistics: Female Breast Cancer Stat Bite. https://www.cdc.gov/united-states-cancer-statistics/publications/breast-cancer-stat-bite.html

U.S. Preventive Services Task Force (USPSTF) — Breast Cancer: Screening. https://www.uspreventiveservicestaskforce.org/uspstf/recommendation/breast-cancer-screening

American Cancer Society (ACS) — Breast Cancer Screening Guidelines. https://www.cancer.org/cancer/types/breast-cancer/screening-tests-and-early-detection/american-cancer-society-recommendations-for-the-early-detection-of-breast-cancer.html

National Cancer Institute (NCI) — Mammograms https://www.cancer.gov/types/breast/screening/mammograms

U.S. Food and Drug Administration (FDA) — Mammography: What You Need to Know. https://www.fda.gov/consumers/consumer-updates/mammography-what-you-need-know

Health Plan Services Phone Numbers (TTY 711):
DHHA / CHP+ Members: 303-602-2100
Exchange/COOP Members: 303-602-2090
Medicaid Choice Members: 303-602-2116
Medicare Members: 303-602-2111

If you need any of the information in this newsletter in Spanish or alternate format, please call Health Plan Services. Si necesita en español alguna parte de la información contenida en este boletín o en un formato alternativo, llame a Servicios del Plan de Salud.

NURSELINE ADVICE: *COLD AND FLU SEASON IS UPON US!*

As fall arrives with cooler temperatures, school activities, and seasonal celebrations, it's also time to prepare for cold and flu season. Along with the beauty of autumn comes an increase in respiratory illnesses, including the common cold, influenza (flu), and COVID-19.

Although all three are respiratory viruses, their symptoms can differ. The common cold is usually mild, with symptoms such as a runny or stuffy nose that develop gradually over time. Influenza often appears suddenly and may include fever, cough, sore throat, headache, body aches, and sometimes nausea, vomiting, or diarrhea. Flu can lead to serious complications, including pneumonia and hospitalization. COVID-19 may cause symptoms similar to the flu and can spread easily from person to person.

The best defense against seasonal illness is prevention. Staying up to date with recommended vaccinations, washing your hands frequently, avoiding touching your face, covering coughs and sneezes, and staying home when sick can all help reduce the spread of infection.

Even with preventive measures, illness can still occur. If you or a loved one becomes sick, consider these tips:

- **Rest and stay home.** Giving your body time to recover helps you heal and prevents spreading illness to others.
- **Try simple home remedies.** Saline sinus rinses can help clear nasal passages, and table honey helps soothe cough. (Do not give honey to children under 1 year of age.)
- **Choose medications carefully.** Rather than using combination "cold and flu" products, select medications that target only the symptoms you are experiencing.
- **Understand fever.** Fever is one of the body's natural defenses against infection. Stay hydrated, dress in light clothing, and monitor symptoms closely.

By taking preventive steps and caring for yourself when illness strikes, you can help keep yourself, your family, and your community healthier throughout the season.

Call the NurseLine for more advice at 303-739-1211 if you have any questions about your symptoms or your symptoms do not improve as expected. Seek medical attention if symptoms become severe, breathing difficulties develop or dehydration occurs.

Written by: Melissa Roberts, RN-BSN
Denver Health NurseLine QA/Educator

Cold Versus Flu | Influenza (Flu) | CDC

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 303-739-1211.

Roasted Butternut Squash and Warm Quinoa Salad

INGREDIENTS

¾ C. dried cranberries

¾ C. baby spinach leaves, cut into ribbons

1 T. fresh lemon juice

1 T. raw honey

Olive oil

1 butternut squash, peeled and cut into a medium dice

Coarse salt

½ large sweet onion, thinly sliced

4 C. tri-color quinoa, cooked and kept warm

DIRECTIONS

Place the spinach and dried cranberries in a large bowl. Cover and set aside.

Place the lemon juice, honey, 1 T. olive oil, and pinch of salt in a small bowl and whisk until combined. Set aside.

Preheat the oven to 425 degrees. Line a baking pan with tin foil.

Toss the diced butternut squash with 1 T. olive oil and ½ t. salt. Spread the squash out evenly on the tin foil lined baking sheet.

Roast the squash on the top rack of the oven for 15-20 minutes, or until squash is tender and turning golden brown on top. Remove from oven.

While the squash is roasting, place the ½ T. olive oil in a small sauté pan and heat to medium/high.

Add the sweet onion and sauté for 2 minutes. Reduce the heat to medium and continue to sauté for another 5-6 minutes, until the onion is lightly caramelized. Add the hot butternut squash, hot onions and warm quinoa to the bowl of spinach and cranberries. Toss together to slightly wilt the spinach. Add the dressing and toss until well coated. Serve warm.

SAME-DAY CARE OPTIONS

If you need care today and can't get in to see your Primary Care Provider, we have options for you...

THE NURSELINE IS HERE TO HELP YOU.

Call **303-739-1211** and speak to a Denver Health nurse about your health concerns at **no cost to you**. Sometimes they can even call in a prescription for you. NurseLine nurses can help you decide the best plan to get the care you need, which may include any of the options below.

DISPATCHHEALTH WILL COME TO YOU.

DispatchHealth is our on-demand health care provider that can treat a range of injuries and illnesses in the comfort and convenience of your home (available 7 a.m. to 10 p.m., 365 days a year). Visit **DispatchHealth.com**, download the free app or call **720-487-9530**. Refer to your plan coverage for cost sharing details.

VISIT AN URGENT CARE CENTER.

Denver Health offers multiple urgent care centers across the Denver area. In addition, Denver Health offers virtual urgent care for adults through MyChart. For more information, locations and hours, please visit **DenverHealth.org/Urgent-Care**. Refer to your plan coverage for cost sharing details.

Note: You can visit any urgent care center that is convenient for you. Your DHMP plan will cover you at any urgent care center, anywhere in the U.S. Refer to your plan coverage for cost sharing details.

EMERGENCY ROOM.

You can access 24/7 emergency care for both children and adults on the Denver Health Main Campus at 777 Bannock St. The Denver Health Pediatric Emergency Department is designed just for kids and is completely separate from the Adult Emergency Department. For more information, please visit **DenverHealth.org/Services/Emergency-Medicine**. Refer to your plan coverage for cost sharing details.

Note: If you need emergency care, go to the nearest hospital or call 9-1-1. Your DHMP plan will cover you at any emergency room, anywhere in the U.S. Refer to your plan coverage for cost sharing details.

WHAT'S NEW WITH YOUR PHARMACY BENEFITS?

Depending upon your plan, your pharmacy benefits may be updated over the course of the year. To see what's changed, visit **DenverHealthMedicalPlan.org**. There you will find documents that provide any changes in your plan's formulary. These include newly added drugs, newly added generics and more.

Your plan's webpage and formulary documents, called *Formulary & Pharmacy Management* (for Exchange, CO Option or Employer Group plans), *Formulary/Drug List* (for Medicaid Choice and CHP+) or *Drug List* (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

EMOTIONAL HEALTH SUPPORT FOR YOU WITH MyStrength

DENVER HEALTH MEDICAL PLAN INC.™

MyStrength™ is an evidence-based, digital self-management program available to all Denver Health Medical Plan members to help manage emotional well-being.

MyStrength PROGRAMS

MyStrength offers evidence-based support for many types of emotional and physical challenges.

Reducing stress • Improving sleep • Managing depression • Managing anxiety • Mindfulness & meditation • Balancing Intense emotions • Pregnancy & parenting • Managing chronic pain

EASY ACCESS TO EMOTIONAL HEALTH SUPPORT

Visit **myStrength.com** or access myStrength on your mobile phone by downloading the myStrength app for IOS or Android.

- Enter the access code for your health plan

DHHA - ***DHMPcommercial***
Elevate Medicare Advantage - ***DHMPmedicare***
Elevate Exchange/CO Option - ***DHMPelevate***
Elevate Medicaid Choice - ***DHMPmedicaid***
Elevate Child Health Plan Plus - ***DHMPchp***

- Complete the myStrength sign-up process with a brief wellness assessment and personal profile.

DENVER HEALTH URGENT CARE
PEDIATRIC URGENT CARE

ON CALL **FOR DENVER'S KIDS.**

When your child needs care fast, Denver Health is on call. Our dedicated emergency and pediatric physicians provide compassionate, round-the-clock care in Denver's only 24/7 Pediatric Emergency Department and Urgent Care (PEDUC).

BE READY WHEN YOUR CHILD NEEDS CARE. **ADD US TO YOUR CONTACTS!**

Share the health!

DID YOU KNOW?

It's open enrollment! Tell your family and friends – now is the time to enroll in a health insurance plan for 2027. 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.™

SCAN ME

Medicare Annual Enrollment Period runs from **October 15, 2026** to **December 7, 2026**.

To learn more or enroll, call **303-602-2451** or visit **dhmp.info/Medicare**.

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

COLORADO OPTION

ELEVATE HEALTH PLANS
Denver Health Medical Plan Inc.™

SCAN ME

Open Enrollment for individual and family coverage, including CO Option plans, runs from **November 1, 2026** to **January 15, 2027***.

To learn more or enroll, call **303-602-2090** or visit **dhmp.info/Exchange**.

**Dates are decided by the Division of Insurance (DOI) and may change.*

*Visit **DenverHealthMedicalPlan.org** for more info.*

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 transportation for your doctor's visits
- Work with your care team on services you may need at home
- Give info 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 info or to refer, call **303-602-2184**.

COMMUNICATION SERVICES & ACCESS TO STAFF

DHMP gives access to staff for members and practitioners seeking info about Case Management (CM). Staff are available at least eight hours a day during normal business hours for collect or free calls. After hours, you can fax info and staff will reply in the next business day. Staff are identified by name, title and organization name when they make a call. TTY services and language help are available.

UTILIZATION MANAGEMENT (UM)

UM decision-making is based on appropriateness of care, services, and existence of coverage. The UM department works to make utilization decisions in a fair, impartial, and consistent manner using standardized, measurable criteria based on sound clinical evidence. You can request a free copy of our UM criteria. UM criteria is also available on our website. Please see 'Services Requiring Prior Authorization' for the services that require prior authorization on the website at **DenverHealthMedicalPlan.org/For-Providers**.

The plan does not specifically reward practitioners or other individuals for issuing denials of care or services. The plan does not provide financial incentives to any Providers or UM decision makers to encourage decisions resulting in under-utilization. The UM department follows the Mental Health Parity Act to ensure equal treatment of mental health conditions and substance use disorders. Please refer to the member handbooks on the website for additional details.

IMPORTANT PLAN INFORMATION

Members: Members should contact their physician to initiate an authorization request. Members can call the customer service number on their health plan ID card for assistance or questions. For language assistance, call the Health Plan Services phone number on the back of your ID card and a representative will be able to assist you.

Providers: DHMP Health Plan Services staff is available for UM issues during normal business hours, Monday through Friday, 8 a.m. to 5 p.m., excluding holidays. Providers may contact Utilization Management by fax to send authorization requests and clinical information. The DHMP Utilization Management Department can receive faxes seven days a week, including holidays.

Our utilization management associates identify themselves to all callers by first name, title and our company name when making or returning calls. They can inform you about specific utilization management requirements, operational review procedures, and discuss utilization management decisions with you.

The following phone lines and faxes are for providers:

- Outpatient fax: **303-602-2128**
- Inpatient Admit and Discharge Notification fax: **303-602-2127**
- Inpatient Clinical Records fax: **303-602-2004**
- Urgent/Expedited fax: **303-602-2160**
- Utilization Management phone: **303-602-2140**
- Providers can also submit Prior Authorization Requests on the website at: **DenverHealthMedicalPlan.org/For-Providers/Prior-Authorizations**

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. When you decide to file a grievance or an appeal, your request must be received by DHMP in the prescribed time period. When you miss a deadline, we may decline to review your appeal. Info 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 info or help with filing a grievance or appeal at **303-602-2261**.

DENVER HEALTH MEDICAL PLAN INC.™
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. These include 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.

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. H5608_FallNwsttr26_M

A MESSAGE FROM OUR CEO

As we enter fall and winter months, flu and COVID-19 vaccines are a very important way to protect yourself and your community. These vaccines are a covered benefit for all of our health insurance plans. If you have questions about where to get the vaccines, talk to your Primary Care Provider (PCP), schedule through the MyChart app, or visit **DenverHealthMedicalPlan.org/Flu-Vaccines**.

With the 2026 year coming to a close, I hope you and your family enjoy a safe and happy holiday season.

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

UNDERSTANDING YOUR HEALTHCARE FINANCES

Healthcare and insurance costs can be confusing, but there are resources to help you understand the financial breakdown of your medical, pharmacy and behavioral health claims:

MyDHMP is your go-to resource for managing your health insurance plan from your desktop, tablet or smartphone.

- Check the status of your claims and see the breakdown of payments.

https://dhmp.healthtrioconnect.com/app/index.page?

MyChart is your connect to your Denver Health provider.

- Pay your copays online and stay up to date with your account and Denver Health.

https://www.denverhealth.org/MyChart