

BROKER NEWSLETTER - JANUARY 2025



Quick Updates

As of 1/1/2025:

Elevate Medicare Advantage has expanded the Over-The-Counter (OTC) product to include a catalog. Members can now place orders through the mail, web, or over the phone. To request a catalog, members should call: **833-881-1423** (TTY 711).

For a copy of the catalog or more information, please visit:

[DenverHealthMedicalPlan.org/FlexCard-Over-Counter-Allowance](https://denverhealthmedicalplan.org/FlexCard-Over-Counter-Allowance)

Coming in Q1:

We are excited to announce two new merchants that will be available in the near future to enhance our Elevate Medicare Advantage member experience with the FlexCard. However, please be aware that there could be some delays in their availability this quarter, so **please avoid overcommitting** to members at this time.

- **Costco** (Note: Members must set up a PIN to use the FlexCard at Costco. To set up a PIN, they should call **800-359-1991**, select option 2.)
- **Dollar General**

For additional information on the Medicare FlexCard, please visit:

[DenverHealthMedicalPlan.org/Medicare-FlexCard](https://denverhealthmedicalplan.org/Medicare-FlexCard)



Technology/Materials

Please remember that for Elevate Medicare Advantage enrollments, DHMP uses the Sunfire Platform, and for Elevate Health Plans Off-Exchange enrollments, DHMP uses the OI Broker portal.



Compliance Corner

Please be cautious and careful when entering information into the enrollment platforms, as something as simple as an incorrect city spelling can delay enrollments, invoices and cause member dissatisfaction.



Upcoming Trainings/Meetings

New trainings will be coming in 1st Quarter of 2025. Please keep an eye out for updates.



Broker Services

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