

STRONG **body**
mind



MEMBER NEWSLETTER
// **SPRING 2025**



DENVER HEALTH
MEDICAL PLAN INC.™



The Benefits of Cultivating **GRATITUDE FOR STRESS RELIEF**

A positive attitude can be cultivated with a little practice. Although we are born with specific temperamental tendencies, the brain is like a muscle and you can strengthen the mind's natural tendency toward optimism.

While several factors go into emotional resilience and optimism, studies show that cultivating a sense of gratitude can help you maintain a more positive mood, contribute to greater emotional well-being and also foster social benefits. Cultivating gratitude is one of the simpler routes to a greater sense of emotional well-being, higher overall life satisfaction and a greater sense of happiness. People with a greater level of gratitude tend to have stronger relationships in that they appreciate their loved ones more, and their loved ones, feeling that appreciation, tend to do more to earn it. And because those

who are happier, sleep better and enjoy healthy relationships, grateful people tend to be healthier people.

Fortunately, there are several ways to cultivate gratitude. For the next few weeks, try some of the following exercises. You should notice a significant increase in your feelings of gratitude — you will likely notice more positive things in your life, less dwelling on negative or stressful events, less feelings of 'lacking' and a greater sense of appreciation for the people and things in your life.

MAKE GENTLE REMINDERS

When you notice yourself grumbling about a negative event or stressor in your life, try to think of four or five related things for which you are grateful. For example, when feeling stressed at work try to think about several things you like about your job. You can do the same with relationship stress, financial stress or other daily hassles. The more you gently remind yourself of the positives, the more easily a shift toward gratitude can occur.



BE CAREFUL WITH COMPARISONS

Many people cause themselves unnecessary stress by making comparisons. More specifically, they cause themselves stress by making the wrong comparisons. They compare themselves only to those who have more, do more or are in some way closer to their ideals and allow themselves to feel inferior instead of inspired. When cultivating gratitude, you have two options if you find yourself making such comparisons — you can either choose to compare yourself to people who have less than you (which reminds you how truly rich and lucky you are) or you can feel gratitude for having people in your life who can inspire you. Either road can lead you away from stress and envy and closer to feelings of gratitude.

KEEP A GRATITUDE JOURNAL

One of the best ways to cultivate gratitude is to keep a gratitude journal. Not only are you combining the benefits of journaling with the active adoption of a more positive mindset, you are left with a nice catalog of happy

memories and a long list of things in your life for which you are grateful. Gratitude journals can be wonderful to read during times when it's more difficult to remember what these things are.

Because habits are usually formed within two or three weeks, you will have to actively focus on maintaining gratitude less and less as you go, and the habit of a more positive and less stress-inducing attitude will become more automatic. Greater feelings of emotional well-being can be yours.

Sources:

Scott, Elizabeth. Want to Relieve Stress ASAP? Write in a Gratitude Journal. VeryWell. www.verywellmind.com/writing-in-a-gratitude-journal-for-stress-relief-3144887?utm_term=bouncex4&utm_campaign=health_tod&utm_medium=email&utm_content=7401050&utm_source=cn_nl

Adler MG, Fagley NS. Appreciation: Individual differences in finding value and meaning as a unique predictor of subjective well-being. *J Pers.* 2005;73(1):79-114.

Emmons RA, McCullough ME. Counting blessings versus burdens: An experimental investigation of gratitude and subjective well-being in daily life. *J Pers Soc Psychol.* 2003;84(2):377-389.

Health Plan Services Phone Numbers:

DHHA / CHP+ Members: 303-602-2100

Elevate Health Plans (Exchange/COOP) Members: 303-602-2090

Medicaid Choice Members: 303-602-2116

Medicare Members: 303-602-2111; TTY 711 (8 a.m. - 8 p.m. seven days/week)

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: STRESS AWARENESS

April is National Stress Awareness Month. The term 'stress' is not simply a buzzword. Stress is connected to worry or tension arising from demanding situations; it is a natural reaction. Those experiencing repeated episodes of high-level stress can face physical and mental health issues such as high blood pressure, heart disease, depression, and anxiety. Here are a few examples of how you can better manage your stress levels.

TAKE 5 MINUTES TO DE-STRESS:

Relaxing, even for brief periods, will improve clarity, focus, calmness, sleep quality, immune function and emotional well-being. There are 1,440 minutes in a day; 5 minutes dedicated to de-stress is no waste of time.

PRACTICING MINDFULNESS:

This is an effective tool to de-stress. Meditation promotes present-moment awareness, helping to anchor your thoughts and reduce anxiety.

GET UP AND MOVE YOUR BODY:

Movement relieves stress by decreasing stress hormones, such as cortisol and adrenaline. It also boosts our endorphins, which helps to elevate your mood and gives a sense of relaxation and optimism.

DO SOMETHING FUN:

Creative activities are a healthy distraction and can lead the mind away from stressors

and towards fulfilling new experiences. Immersion in creative tasks shifts negative thoughts away, allowing feelings of satisfaction and accomplishment to bloom.

SET GOALS FOR YOURSELF:

Use SMART goals (Specific, Measurable, Attainable, Relevant and Time limited) to set and achieve your goals. Pick one primary goal and focus on it until you achieve it. Writing a goal in SMART form can help you track your progress. For example, if you want to start exercising to de-stress, a SMART goal would state: To relieve stress, I will walk three times a week, for 15 minutes per walk, and I will do this for the next month.

*Written by: Marie Richardson, DNP, BSN, RN
Denver Health NurseLine*

Sources:

Mayo Clinic. (2025). Stress Management. www.mayoclinic.org/healthy-lifestyle/stress-management/in-depth/exercise-and-stress/art-20044469#

Medical NewsToday. (2025). Why Stress happens and how to manage it. www.medicalnewstoday.com/articles/can-stress-make-you-sick#summary

Mental Health. (2025). April is Stress Awareness Month. www.mentalhealthspeakers.co.uk/news/how-to-celebrate-international-stress-awareness-month

**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 303-739-1261.**



FARMERS' MARKET SEASON IN COLORADO

DENVER METRO AREA:

Visit [Denver.org/Things-To-Do/Shopping/Farmers-Markets](https://denver.org/things-to-do/shopping/farmers-markets) for a complete list of Farmers' Markets in and around the Denver area.

LA PLATA COUNTY:

- » Durango Farmers' Market – held every Saturday morning May 10 through October 25, 2025 from 8 a.m. to Noon (9 a.m. to Noon in October) at the TBK Bank parking lot, 259 W. 9th St. in Durango.
- » Bayfield Farmers' Market – held every Saturday morning May 10 through October 25, 2025 from 8 a.m. to Noon at 1328 CR 501 in Bayfield (next to Pine River Church).

MONTEZUMA COUNTY:

- » Cortez Farmers' Market – typically held every Saturday morning June through September, 2025 from 7:30 to 11:30 a.m. (8:30 to 11:30 a.m. in October) at the corner of Main and Elm St. in Cortez.
- » Mancos Valley Farmers' Market – typically held every Thursday evening June through October 25, 2025 from 4 to 6 p.m. at Boyle Park in Mancos.

DOLORES COUNTY:

Dolores Farmers' Market – held every Wednesday evening June through October, 2025 from 4 to 7 p.m. at Joe Rowell Park in Dolores.

ARCHULETA COUNTY:

Pagosa Springs Farmers' Market – typically held every Saturday morning June through September, 2025 from 9 a.m. to 1 p.m. at the East Side Market in Pagosa Springs.

SAN JUAN COUNTY:

Silverton Farmers' Market – held every Tuesday morning July through September, 2025 from 8 a.m. to Noon at Harmony Park in Silverton.



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 **303-739-1261** 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 **303-500-1518**. 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, virtual urgent care is available for Denver Health MyChart users. For more information, locations and hours, please visit **DenverHealth.org/Services/Emergency-Medicine/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.



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.

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**. Hover over *Members*. Navigate to your plan's page. Click *Pharmacy* under "Member Resources." 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

\$25 REWARD: COMPLETE A HEALTH RISK ASSESSMENT



**ELEVATE
MEDICARE ADVANTAGE**
Denver Health Medical Plan Inc..

If you are an Elevate Medicare Choice (HMO D-SNP) member, you will have an opportunity to participate in a Health Risk Assessment (HRA) upon enrollment and annually thereafter!

We want you to be healthy and feel good. By answering the questions on the HRA, we will identify your health risks and try to lower them. Each year, we will ask you to complete a HRA so that we know if there were any changes in your health. This will also help us know if you need more help. Your answers to these questions do not affect your insurance coverage. They may be shared with your doctor. We can work with your doctor and health care team to try and improve your health.

We may mail you the HRA. We may provide an online option. We may follow-up with phone calls to complete the assessment. You can also call us to complete the HRA at **1-833-292-4893**. TTY users should call 711.

Completion of a health survey will qualify Elevate Medicare Choice (HMO D-SNP) members for the \$25 reward. Upon completion of the survey, the reward will be added to your FlexCard. You can purchase qualifying healthy food at approved stores. For more information or questions, call our Care Management Department at **303-602-2184** or visit **DenverHealthMedicalPlan.org**.

Your Health. Our Commitment. Every Step of Life's Journey.


Count on Denver Health for exceptional care.

With Colorado's top-rated Level 1 trauma team, 10 community health centers, and 19 school-based health centers, we're here for you and your family when it matters most.

From life-saving emergency care to personalized preventive services, Denver Health is your trusted health partner for every step of life's journey.

READY TO MAKE AN APPOINTMENT?

Visit <http://denverhealth.org/welcome>
or call **303-943-1633** today to
make your appointment!



*Holli beat breast cancer and
is now living her life's journey.*



Get health support at your fingertips.

WELLFRAME AND DHMP ARE COMMITTED TO YOUR HEALTH

Wellframe is a mobile app that enables you to stay connected with your Denver Health Medical Plan (DHMP) care team and is available to you at no cost. The Wellframe app is a secure platform that provides direct access to your care team, right from your smartphone or tablet.

- » Send a mobile message to your DHMP care team when it's convenient for you. Get the answers you need – when you need them.
- » Track appointments, set medication reminders and get alerts about important health screenings.
- » Access articles, videos, and other health resources with information for your health needs.

CONNECT WITH YOUR CARE TEAM TODAY

1. Download the Wellframe app.
2. Enter the access code provided by your DHMP care team.
3. Follow the prompts to complete your registration.

If you need help getting started, call us at **303-602-2184** or email us at **dhmpcc@dhha.org**.



IMPORTANT PLAN INFORMATION



QUALITY IMPROVEMENT PROGRAM

Making sure our members get good care and help is the mission of Denver Health Medical Plan, Inc. (DHMP). To help in that effort, we have a Quality Improvement (QI) Program. The goal of the QI Program is to review how well we have done as your health plan. We will compare this work to our goals. We will learn how we can do better. Each year, we look at data on how we handle members' care. Then, we measure our work and progress against benchmarks used by the whole country.

The goal of our QI Program is to make sure you have:

- » The right to get good care
- » Programs that meet your needs
- » Help with lifelong sicknesses you may have
- » Support when you need extra help, such as after a hospital stay
- » Care from high-quality doctors

You can find information about our QI Program on the DHMP website:

[DenverHealthMedicalPlan.org/Quality-Improvement-Program](https://denverhealthmedicalplan.org/Quality-Improvement-Program)

MEMBER SURVEYS – WE APPRECIATE YOUR FEEDBACK!

March through May of 2025, you may receive a survey in the mail or by phone about your Denver Health Medical Plan, Inc. (DHMP) health insurance plan. You can help us make DHMP the best health plan for you by providing your thoughts on our plan services and benefits. If there is anything we can do to assist you, please call Health Plan Services at **303-602-2100** for CHP+ and DHHA members, **303-602-2090** for Exchange and CO Option members, **303-602-2116** for Medicaid Choice members and **303-602-2111** for Medicare Advantage members. TTY users call 711.



IMPORTANT PLAN INFORMATION



BENEFIT MAXIMUMS

If you are using benefits such as outpatient therapy visits, durable medical equipment or chiropractic and are close to reaching your benefit maximum, contact Health Plan Services at **303-602-2100** to speak to a representative about any options you may have.

OPIOID INFORMATION

With most medications, your provider and you weigh the risks versus the benefits to determine the best decision for care. The use of prescription opioids for pain is no different. This class of medication can assist in providing effective pain management that allows a patient to enjoy life without the restrictions of severe pain. But long-term use of opioids can be more harmful than it is helpful due to serious risks and potential complications. Risks and complications include:

- » Addiction, abuse and overdose
- » Sleepiness and dizziness
- » Tolerance, taking more medication for the same pain relief
- » Constipation, nausea, vomiting and dry mouth
- » Confusion
- » Depression
- » Increased sensitivity to pain
- » Low levels of testosterone
- » Physical dependence, symptoms of withdrawal when medication is stopped
- » Itching and sweating

There are other options to treat pain that do not involve opioids. Other options that may be covered by your plan include chiropractic care, physical therapy, exercise, cognitive behavioral therapy, Over-The-Counter (OTC) Tylenol (acetaminophen), nonsteroidal anti-inflammatory drugs and serotonin and norepinephrine reuptake inhibitors. Talk to your provider about the right treatment for you. If opioid treatment is the right option for you, the plan does cover naloxone injection and Narcan nasal spray to treat the occurrence of an overdose. Please contact Health Plan Services to find out your cost of copay.





**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.
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A MESSAGE FROM OUR CEO

With temperatures warming up and spring in the air, I encourage you to take advantage of the fresh produce that will soon become available at the many local farmers' markets across Colorado. Incorporating healthy, fresh ingredients into your diet is a great way to load up on vitamins and nutrients. You can find more information, including farmers' market locations and times, on page 5 in this newsletter.

Spring months are also a wonderful time to enjoy the outdoors and increase your physical activity. You can find a wide variety of activities to boost your mood and help kick those winter blues.

GREG MCCARTHY

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

