

STRONG + body mind



MEMBER NEWSLETTER
// SUMMER 2024



DENVER HEALTH
MEDICAL PLAN INC.





COLORECTAL CANCER: SCREENING AND PREVENTION

Did you know that the American Cancer Society predicts 152,810 new cases of colorectal cancer by the end of this year? What’s more, over the last few decades, a growing number of people under the age of 55 have been diagnosed with it. That’s why the age to start screening for colorectal cancer is much lower now than it used to be.

WHAT IS COLORECTAL CANCER?

Colorectal cancer is a type of cancer that starts as a growth (or polyp) on the innermost layer of the colon or rectum (which is why it’s often called colon cancer or rectal cancer). Although most polyps are noncancerous, some may eventually develop into cancer and grow outward into the wall. From there, they can also spread to blood vessels, lymph nodes or other parts of the body. Fortunately, with regular screenings, colorectal cancer is one of the most preventable types of cancer.

THE VALUE OF PREVENTATIVE SCREENINGS

The American Cancer Society recommends starting regular colorectal cancer screenings at age 45 (or younger, if you have a family history of colorectal cancer or are otherwise at high risk) and continuing them through age 75 (or 85, if recommended by your provider).

- There are two main types of colorectal cancer screenings:
- » Stool-based tests: These tests study the stool for signs of cancer. While less invasive than colonoscopies, they must be performed more often.
 - » Colonoscopies: During a colonoscopy, your doctor looks at the entire lining of your colon and rectum with a colonoscope, a flexible tube with a light and camera. Any suspicious polyps can be removed during this procedure. If you’re at high risk for colorectal cancer, your physician will probably recommend a colonoscopy, the most accurate type of screening.

Since it can take 10 to 15 years for polyps to become cancerous, they can usually be removed before it’s too late — in fact, regular screenings can increase your survival rate of colorectal cancer by 60 percent!

SYMPTOMS OF COLORECTAL CANCER

Colorectal cancer may not cause symptoms at first. But if you experience any of the following, contact your provider right away:

- » Blood in your stool
- » Rectal bleeding
- » A change in bowel habits (diarrhea or constipation)
- » The feeling your bowel doesn’t empty all the way
- » Cramping in your belly
- » Weakness and fatigue
- » Unintended weight loss

LIFESTYLE CHANGES TO LOWER YOUR RISK

In addition to getting regular colorectal cancer screenings, there are many lifestyle changes you can make to reduce your risk of getting the disease:

- » Healthy diet: Eat plenty of veggies, fruits and whole grains and try to limit red and processed meats.
- » Exercise: Engage regularly in moderate to vigorous physical activity (think walking, running, swimming, playing tennis or mowing the lawn).
- » Reduce alcohol consumption: Women should have no more than one drink per day; men should not have more than two. Better yet, abstain completely.
- » Healthy weight: Being overweight can increase your risk for colorectal cancer, so try to stay close to your ideal weight.
- » Don’t smoke: Avoiding cigarettes can help prevent many other types of cancer as well.

By staying on top of colorectal screenings and being proactive in your health, you’re likely to eliminate the chances of ever getting colorectal cancer.

Sources:

Colorectal Cancer Alliance (2024, January 24): https://colorectalcaner.org/article/acs-releases-colorectal-cancer-estimates-2024?gad_source=1&gclid=CjwKCAjw26KxBhBDEiwAu6KXt0pk_575KXUBjZLPCGWWh4ZGhM3_kFSHjoPooKCYdHH5Pvm-FqpDPohoCvDIQAvD_BwE.

American Cancer Society (2024, January 29): <https://www.cancer.org/cancer/types/colon-rectal-cancer/about/what-is-colorectal-cancer.html#:~:text=Colorectal%20cancer%20starts%20in%20the,have%20many%20features%20in%20common.>

Colon Cancer Screenings Denver Health Medical Plan: <https://www.denverhealthmedicalplan.org/colon-cancer-screenings>.

Colon Cancer Screening Denver Health Gastroenterology: <https://www.denverhealth.org/conditions/c/colon-cancer-screening>.

American Cancer Society (2024, March 4): <https://www.cancer.org/cancer/types/colon-rectal-cancer/causes-risks-prevention/prevention.html>.

American Cancer Society (2024, March 4): <https://www.cancer.org/cancer/types/colon-rectal-cancer/detection-diagnosis-staging/screening-tests-used.html>.

Goshen Health: <https://goshenhealth.com/blog/why-colonoscopy-offers-a-better-screening-choice-than-stool-tests#:~:text=A%20stool%2Dbased%20test%20can,on%20in%20your%20large%20intestine.>

Denver Health Medical Plan, Inc. (DHMP) has been approved by the National Committee for Quality Assurance (NCQA) to operate as a Special Needs Plan (SNP) through 2023. This was based on a review of DHMP’s Model of Care.

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

DHHA / CHP+: 303-602-2100, Elevate Exchange / Colorado Option: 303-602-2090, Medicaid Choice: 303-602-2116 , Medicare Advantage: 303-602-2111

NURSELINE ADVICE: SUMMER SUN SAFETY TIPS

Summer weather has arrived. Since Colorado is known for its sunshine, we are all eager to get outside and soak it up. Unfortunately, Colorado also has the nation's highest per-capita rate of skin cancer. Much of our state is at a higher elevation. With every 1,000 meters in altitude, the UV levels increase by about 10%. That means it's even more crucial to protect yourself during your mountain adventures. Thankfully, skin cancer is one of the most preventable cancers. You can protect yourself by practicing these sun safety tips.

AVOID:

If you can avoid sun exposure during the time of peak UV rates between 11 a.m. - 3 p.m. in Colorado, that is ideal. Seek shade if you are outside during these times. Remember, even when it is cloudy, UV rays are still reaching your skin.

PROTECT:

One of the most common sun protection techniques is sunscreen. Sunscreen comes in a wide array of options. Find one that you will use and feels good on your skin. A great practice to ensure daily sunscreen use is to place it next to your toothbrush. Most people remember to brush daily. When choosing a sunscreen, "broad spectrum" is the best. It protects your skin from UVA and UVB rays. Pick a sunscreen with a Sun Protection Factor (SPF) at or above 30. Apply ~1 oz. of sunscreen to all sun-exposed portions of your face and body. You should be reapplying sunscreen every 2 hours (or more often if swimming or sweating). Be sure your sunscreen has not expired or separated. This can decrease its effectiveness. This often happens if

left in high heat, such as a parked car, for prolonged periods. You can also use clothing as a simple mode of sun protection. Great options include a wide brimmed hat, long-sleeve shirt and sunglasses with 100% UV protection.

CHECK:

It's recommended to do a self-check of your skin monthly for new growths, changing moles, scaly red patches and sores that don't heal. You should also visit a dermatologist for a yearly skin check.

*Written by: Brittany Sliter BSN, RN-BC, CPN
Denver Health NurseLine*

Sources:

Ask the Expert: How Much Sunscreen Should I Be Using on My Face and Body? (2020). Retrieved from <https://www.skincancer.org/blog/ask-the-expert-how-much-sunscreen-should-i-be-using-on-my-face-and-body/>

How to Do a Skin Self-Exam. (2019). Retrieved from <https://www.cancer.org/cancer/risk-prevention/sun-and-uv/skin-exams.html>

Radiation: Ultraviolet (UV) radiation. (2016). Retrieved from <https://www.theskincancerinstitute.com/blog/skin-cancer-risk-colorado>

Tips to Stay Safe in the Sun: From Sunscreen to Sunglasses. (2022). Retrieved from <https://www.fda.gov/consumers/consumer-updates/tips-stay-safe-sun-sunscreen-sunglasses>

UV Index Scale. (2016). Retrieved from https://19january2017snapshot.epa.gov/sunsafety/uv-index-scale-1_.html

**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.**

IN THE KITCHEN

Almond-Crusted Tilapia

INGREDIENTS

- ¼ cup – whole, natural almonds
- 2 tbsp. – dry bread crumbs
- 1 tsp. – garlic and herb seasoning (salt-free)
- ⅛ tsp. – pepper (freshly ground)
- 1 tbsp. – canola oil
- 1 tbsp. – dijon mustard
- 2 – 6 oz. tilapia fillets
- parsley for garnish (optional)



DIRECTIONS

Place the first 4 ingredients above in a blender or food processor. Process for 45 seconds or until finely ground. Transfer the crumb mixture to a dish. Heat oil in a large nonstick skillet over medium heat. Brush mustard over both sides of the fillets. Dredge in the crumb mixture. Place fish in the pan. Cook ~3 minutes on each side. Do this until the fish flakes easily when tested with a fork or reaches your desired degree of doneness. Sprinkle with parsley, optional.

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 8 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. There are separate Pediatric (open 24/7 at 777 Bannock St.) and Adult (open daily, 7 a.m. to 8 p.m. at 660 Bannock St.) Urgent Care centers on its Main Campus, as well as the Federico F. Peña Southwest Clinic for Pediatrics and Adults at 1339 Federal Blvd. (open Mon.-Fri., 9 a.m. to 8 p.m. | Sat.-Sun., 9 a.m. to 4 p.m., closed holidays) and the Downtown Urgent Care Clinic at 1545 California St. (open daily, 7 a.m. to 7 p.m.). In addition, virtual Urgent Care is now available for Denver Health MyChart users. 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.

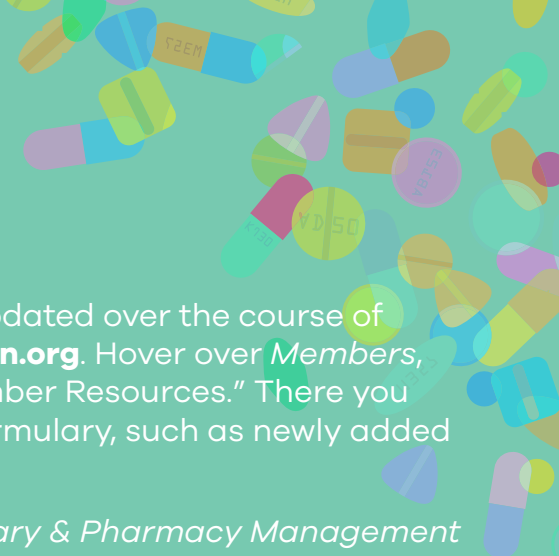


EMERGENCY ROOM.

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. 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, then click *Pharmacy* under "Member Resources." There you will find documents that provide any changes in your plan's formulary, such as 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) each year!

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 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 will call you to complete the HRA over the phone, or we may mail you the HRA. Or we may mail you the HRA. 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 sent to the mailing address we have on file for use at participating merchants. For more information or questions, call our Care Management Department at **303-602-2184** or visit **DenverHealthMedicalPlan.org**.



ORTHOPEDICS

WE  A COMEBACK.

Come visit our highly rated, world-renowned care team right here in the heart of Denver.

We offer surgical and non-surgical options, second opinions and second chance treatment to fix old injuries.

Make an Appointment
Call **303-900-6817**



**ELEVATE
MEDICAID CHOICE**

Denver Health Medical Plan Inc.™

MEDICAID CHOICE MEMBERS: EARLY AND PERIODIC SCREENING, DIAGNOSTIC AND TREATMENT

Early and Periodic Screening, Diagnostic and Treatment (EPSDT) is a Health First Colorado (Colorado's Medicaid Program) program that covers prevention, diagnostic and treatment services for members age 20 and under, as well as pregnant women. This program is set up to find health problems early. The goal is for children to get the physical, mental, vision, hearing and dental care they need for their health. Your child can get these services at **NO COST** to you:

- » Speech Services
- » Well Child Check-Ups
- » Immunizations
- » Physical or Occupational Therapies
- » Home Health Services

Most EPSDT services will be available within Denver Health. Your doctor may also refer you to services outside Denver Health. If you have questions about EPSDT services or scheduling an appointment, you or your doctor may call Health Plan Services at **303- 602-2116**. If you have questions about transportation to and from an appointment, you can call Intelliride at **855-489-4999**. For more information about the American Academy of Pediatrics (AAP) Preventive Care Recommendations please visit: downloads.aap.org/AAP/PDF/periodicity_schedule.pdf.

To learn more, call Health Plan Services at 303-602-2116.



IMPORTANT PLAN INFORMATION



As a valued DHMP member, you should be aware of certain rights and responsibilities that you are entitled to and responsible for.

MEMBERS HAVE THE RIGHT TO:

- » Have access to practitioners and staff who are committed to providing quality health care to all members without regard for race, religion, color, creed, national origin, age, sex, sexual preference, political party, disability or participation in a publicly-financed program.
- » Obtain available and accessible services covered by the contract.
- » Receive medical/behavioral health care that is based on objective, scientific evidence and human relationships.
- » Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- » Have a partnership based on trust, respect and cooperation among the provider, staff and member that will result in better health care.
- » Be treated with courtesy, respect and recognition of your dignity and right to privacy.
- » Receive equal and fair treatment, without regard to race, religion, color, creed, national origin, age, sex, sexual preference, political party, disability or participation in a publicly-financed program.
- » Choose or change your Primary Care Provider (PCP) within the network of providers, to contact your PCP whenever a health problem is of concern to you and arrange for a second opinion at no cost to you, if desired.
- » Expect that your medical records and

anything that you say to your provider will be treated confidentially and will not be released without your consent, except as required or allowed by law.

- » Get copies of your medical records or limit access to these records, according to state and federal law.
- » Know the names and titles of the doctors, nurses and other persons who provide care or services for you.
- » Have a candid discussion with your provider about appropriate or medically-necessary treatment options for your condition, regardless of cost or benefit coverage.
- » Participate with providers in making decisions about your health care.
- » Request or refuse treatment to the extent of the law, and to know what the outcomes may be.
- » Receive quality care and be informed of the DHMP Quality Improvement (QI) Program.
- » Receive information about DHMP, its services, its practitioners and providers and members' rights and responsibilities, as well as prompt notification of termination or other changes in benefits, services or the DHMP network. This includes how to get services during regular hours, emergency care, after-hours care, out-of-area care, exclusions and limits on covered services.
- » Learn more about your PCP and his/her qualifications, such as medical school attended or residency. Go to **DenverHealthMedicalPlan.org** and click on "FIND A PROVIDER" for our web-based directories, or call Health Plan Services.
- » Express your opinion about DHMP or its providers to legislative bodies or the media without fear of losing health benefits.

IMPORTANT PLAN INFORMATION



- » Receive an explanation of all consent forms or other papers DHMP or its providers ask you to sign; refuse to sign these forms until you understand them; refuse treatment and to understand the consequences of doing so; refuse to participate in research projects; cross out any part of a consent form that you do not want applied to your care; or to change your mind before undergoing a procedure for which you have already given consent.
- » Instruct providers about your wishes related to advance directives, such as durable power of attorney, living will or organ donation.
- » Receive care at any time, 24 hours a day, 7 days a week, for emergency conditions, and care within 48 hours for urgent conditions.
- » Have interpreter services if you need them to get health care.
- » Change enrollment during the times when rules and regulations allow.
- » Have referral options that are not restricted to less than all providers in the network that are qualified to provide covered specialty services; applicable copays apply.
- » Expect that referrals approved by DHMP cannot be changed after prior authorization or retrospectively denied except for fraud, abuse or change in eligibility status at the time of service.
- » Make recommendations regarding DHMP's Member Rights and Responsibilities policies.
- » Voice a complaint or appeal a decision concerning the DHMP organization or the care provided and receive a reply according to the complaint/appeal process.

MEMBERS HAVE A RESPONSIBILITY TO:

- » Treat providers and their staff with courtesy, dignity and respect.
- » Pay all premiums and applicable cost sharing (i.e., deductible, coinsurance, copays).
- » Make and keep appointments. Be on time or call if you will be late or must cancel an appointment. Have your DHMP identification card available at the time of service and pay for any charges for non-covered benefits.
- » Report symptoms and problems to your PCP, ask questions and take part in your health care.
- » Learn about any procedure or treatment and think about it before it is done.
- » Think about the outcomes of refusing treatment that your PCP suggests.
- » Follow plans and instructions for care that you have agreed upon with your provider.
- » Provide, to the extent possible, correct and necessary information and records that DHMP and its providers need in order to provide care.
- » Understand your health problems and participate in developing mutually-agreed upon treatment goals, to the degree possible.
- » State complaints and concerns in a civil and appropriate way.
- » Learn and know about plan benefits (i.e., which services are covered and non-covered) and to contact a DHMP Health Plan Services representative with any questions.
- » Inform providers or a representative from DHMP when not pleased with care or service.
- » Notify DHMP of any third party insurance, including Medicare.



**DENVER HEALTH
MEDICAL PLAN** INC.TM

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 like 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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SCAN ME



A MESSAGE FROM OUR CEO

Now is the time when we release our Annual Report showing our previous year's financials. The 2023 Annual Report is available on our website at the link below, or you can scan the QR code above: **[DHMP.info/AnnualReport2023](https://dhmp.info/AnnualReport2023)**

I hope you are enjoying the warmer weather and all that Colorado summer months have to offer. This is a great time of year to get outside and explore our beautiful state.

GREG MCCARTHY

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

