

STRONG + body mind



MEMBER NEWSLETTER
// SUMMER 2026



DENVER HEALTH
MEDICAL PLAN INC.™

Summer FUN & PROTECTION

Summer is the perfect time to enjoy outdoor activities with family and friends, such as swimming, hiking and barbecuing. To ensure your summer fun is safe and enjoyable, remember to protect yourself from the sun with sunscreen and protective clothing, stay hydrated and avoid heat-related illnesses. Read these tips for safe summer fun!

SUN PROTECTION

Summer brings plenty of sunshine, making it important to protect your skin from harmful UV rays. Prolonged exposure to the sun can cause sunburn, premature aging and can increase the risk of skin cancer. To be safe, always apply a broad-spectrum sunscreen of at least SPF 30 before going outside. Reapply every two hours or immediately after swimming or sweating. Additionally, wear protective clothing, such as long-sleeved shirts, hats and sunglasses to protect your skin and eyes from sun damage.

Sun Protection List:

- » Use SPF 30+ sunscreen
- » Reapply sunscreen every 2 hours
- » Wear long-sleeved shirts and hats
- » Use sunglasses for eye protection

INSECT PROTECTION

Summer is also the season for insects, including mosquitoes, ticks and bees, which can carry diseases or cause allergic reactions. To protect yourself, apply insect repellent containing DEET, picaridin or oil of lemon eucalyptus when spending time outdoors. Wearing long sleeves and pants can provide an additional barrier against bites. Check your body and clothes for ticks after being in wooded or grassy areas and remove any you find promptly. Keep outdoor areas clean to avoid attracting bees and other stinging insects.

Insect Protection List:

- » Use insect repellent
- » Wear long sleeves and pants
- » Check for ticks after being outdoors
- » Keep outdoor areas clean

WATER SAFETY

Summer is a great time for swimming and water activities, but safety should always come first. Never swim alone and ensure children are always supervised by a responsible adult. Learning CPR and basic water rescue skills in case of an emergency

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may be a good idea. Make sure to swim in designated areas where lifeguards are present. For boating or other water sports, always wear a life jacket. Be aware of weather conditions and water currents and avoid swimming in strong currents or during storms.

Water Safety List:

- » Never swim alone
- » Supervise children around water
- » Learn CPR and rescue skills
- » Wear life jackets for boating
- » Swim in lifeguarded areas

Sources:

News in Health. Sun and Skin—The Dark Side of Sun Exposure: <https://newsinhealth.nih.gov/2014/07/sun-skin>

CNN. Mosquitoes and ticks are showing up with greater frequency. Here's how to stay safe this summer: <https://www.cnn.com/2024/06/13/health/summer-lyme-ticks-mosquitos-wellness/index.html>

AAHA. 6 Summertime Dangers for Pets and How to Prevent Them: <https://www.aaha.org/resources/6-summertime-dangers-for-pets-and-how-to-prevent-them/>

CDC. Preventing Drowning: <https://www.cdc.gov/drowning/prevention/index.html>



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: SUN SAFETY

It's that time of year again! Summertime means getting outside, enjoying Colorado's beautiful weather and soaking up the warmth of the sun. Sunlight supports both mental and physical health, including natural vitamin D production. But, like many good things, too much sun can be harmful. Overexposure may lead to sunburn, dehydration and even heat-related illness.

Here are a few tips to help you enjoy the summer sun safely:

Seek shade and use sunscreen. Shade is your best friend, but even in shaded areas, sunscreen is essential. The Sun Protection Factor (SPF) indicates how well a product protects your skin. While individuals with sensitive skin may require higher SPF levels, everyone should at least use SPF 15. Be sure to reapply sunscreen throughout the day, especially after swimming or sweating.

Dress for protection. Clothing is one of the simplest ways to shield your skin. Lightweight, long-sleeved shirts and pants offer excellent coverage for everyday wear. Activity-specific cover-ups, such as swim shirts, can provide added protection. A wide-brimmed hat helps protect your face, head and neck, and sunglasses are important for protecting your eyes from UV exposure.

Even with precautions, sunburn can still happen. If it does, follow three key steps:

1. Get out of the sun to prevent further exposure.
2. Soothe your skin with cool baths or showers, moisturizing lotions with aloe vera and over-the-counter pain relief (if needed).
3. Hydrate by drinking extra fluids to help your body recover.

If you experience symptoms of heat exhaustion or heat stroke, move to a cool or air-conditioned space immediately and seek medical attention or call the Nurseline at 303-739-1261. In severe cases, call 9-1-1.

*Written by: Melissa Roberts, RN, BSN
Denver Health NurseLine*

Sources:

CDC. Sun Safety Facts | Skin Cancer: <https://www.cdc.gov/skin-cancer/sun-safety/index.html>

American Academy of Dermatology Association. How to treat sunburn: <https://www.aad.org/public/everyday-care/injured-skin/burns/treat-sunburn>

**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.**



Salmon with Maple-Lemon Glaze

INGREDIENTS

2 tbs. – fresh lemon juice
2 tbs. – maple syrup
1 tbs. – apple cider vinegar
1 tbs. – canola oil
4 – 6 oz. skinless salmon fillets
½ tsp. – salt
¼ tsp. – freshly ground black pepper
Cooking spray



DIRECTIONS

Preheat the oven broiler. Combine the first 4 ingredients in a large resealable plastic bag. Add the salmon to the bag and seal. Refrigerate for 10 minutes, turning the bag once. Remove the salmon from the bag, reserving the marinade. Place the marinade in a microwave-safe bowl and microwave on high for 1 minute. Coat a large ovenproof nonstick skillet with cooking spray and place over medium-high heat. Sprinkle the fish evenly with salt and pepper and place in the pan; cook for 3 minutes. Turn the fish over. Brush the marinade evenly over the fish. Broil for about 3 minutes., until the fish flakes easily when tested with a fork (or reaches your desired degree of doneness).

Have you scheduled your mammogram?



A mammogram is a preventive screening that looks for breast cancer.

The majority of members complete the recommended breast cancer screening every 1 to 2 years for individuals ages 40 to 74. There is no cost to you and the visit takes about 30 minutes. Schedule yours today, and be sure to ask about transportation assistance!

To schedule a mammogram appointment at a Denver Health location log into your **MyChart account** or call the **Mammography Appointment Line** at **303-602-4140**. For more information, visit [DenverHealth.org/Services/Radiology/Breast-Imaging](https://denverhealth.org/Services/Radiology/Breast-Imaging).

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 Materials." 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

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.
- » 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**.



SKIP THE DRIVE. GET TRUSTED CARE RIGHT IN YOUR NEIGHBORHOOD.

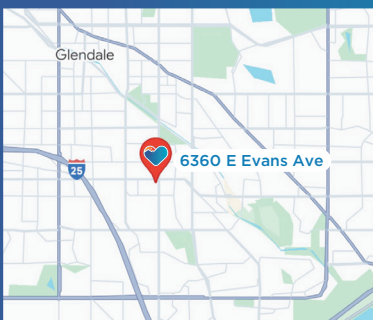
Southeast Denver's new home for healthy aging and lifelong wellness is now open, right in your neighborhood!

Denver Health is proud to bring primary and specialty care to one convenient location with plenty of parking. Southeast Medical Center is designed to support adults of all ages in their journey toward aging well.



Primary Care appointments are now available. Schedule yours today!

- Current Denver Health primary care patients: call to ask about transferring your care to Southeast Medical Center.



Located near the corner of Evans Avenue and Monaco Street. Appointments available five days a week.

Address:
6360 E. Evans Ave.
Denver, CO 80222

Open Monday - Friday:
8:30 a.m. - 12:30 p.m. (through July 3)
8:30 a.m. - 5:30 p.m. (starting July 6)

NOW OPEN:

Primary Care

COMING IN LATE 2026:

Cardiology
Endocrinology
Gastroenterology
Gynecology
Lab
Pharmacy
Physical Therapy
Podiatry
AND MORE!



Scan the QR code for more information.

Call: **303-602-1000**

Visit: **[DenverHealth.org/SEMedicalCenter](https://denverhealth.org/SEMedicalCenter)**

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 aged 20 and under, as well as pregnant people. This program is set up to find health problems early. The goal is for children and adolescents to get appropriate preventive, dental, mental, developmental, and specialty care. Your child can get these services at **NO COST** to you:

- » Screening Services
- » Well Child Check-Ups
- » Immunizations
- » Vision Screening/Eyeglasses
- » Physical or Occupational Therapies
- » Hearing Screening 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 Transdev Health Solutions 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**.



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.
 - Note: You may change your PCP at any time. The change will be effective immediately when you make an appointment with a new provider. You do not need to notify DHMP.
- » 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 their qualifications, such as medical school attended or residency. Go to **DenverHealthMedicalPlan.org/Find-Doctor** for our web-based directories or call Health Plan Services.

IMPORTANT PLAN INFORMATION



- » Express your opinion about DHMP or its providers to legislative bodies or the media without fear of losing health benefits.
- » 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. 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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SCAN ME



A MESSAGE FROM OUR CEO

DHMP has released our Annual Report showing the company's previous year's financial results. The 2025 Annual Report is available on our website at the link below, or you can scan the QR code above: **dhmp.info/annualreport2025**

I hope you are taking time to enjoy the great outdoors during these summer months. Whether it's hiking, biking, swimming, enjoying a local farmers' market or catching an outdoor concert – Colorado has plenty to offer everyone!

GREG MCCARTHY

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

