

STRONG **body**  
**mind**



MEMBER NEWSLETTER  
// WINTER 2025



**DENVER HEALTH**  
**MEDICAL PLAN** INC.™

# HOW TO ESTABLISH CARE

**Establishing care is the process of beginning a long-term relationship with a Primary Care Provider (PCP), who will be your trusted source for all your day-to-day medical needs. Your PCP will teach you ways to manage your health, treat a wide range of illnesses and injuries, and help you access specialty care when you need it. Your PCP can help ensure your well-being long into the future. The first time you see your PCP, the appointment will be billed as “establishing care.”**

## THE IMPORTANCE OF ANNUAL WELLNESS VISITS

You may feel fine. But it’s important to see your PCP for an annual wellness visit. It’s one of the most important ways you can optimize your current health. You can catch any concerns early on. And they won’t develop into something more serious down the line.

During your visit, your PCP will usually record your height, weight and vitals. Your PCP will also take a blood and/or urine sample, provide any needed vaccinations, and perform a physical exam. Depending on your particular risk, age and gender, your PCP may also perform specific screenings for blood pressure, cholesterol, osteoporosis, diabetes, cervical cancer or Sexually

Transmitted Infections (STIs).

You can gain valuable information that will help you stay on top of your health.

## PREPARING FOR YOUR VISIT

Before your wellness visit, you’ll fill out a medical history form. It’s important to gather all information regarding your medical history ahead of time, including:

- » Past medical records and test results
- » Vaccination history
- » List of current medications and supplements
- » Notes about any allergies or symptoms
- » Records of previous surgeries
- » Family medical history
- » Any other questions or concerns
- » Your health insurance member ID card

First, they will review your form. Then, your practitioner will talk to you about your medical history. They will also ask about your lifestyle, e.g., diet, alcohol and tobacco use, exercise habits, etc. This can help your PCP better assess your health care needs.

## THE PCP-PATIENT RELATIONSHIP

Your annual visit is the perfect opportunity to be open and honest with your PCP about your health. Keep something in mind. The Affordable Care Act ensures annual wellness visits are provided at no cost. But there could be a fee if you ask to discuss a particular concern. You can always make a follow-up appointment to address other issues.

By establishing a long-term relationship with your PCP, you'll build a foundation of trust. This will enable you to feel more comfortable opening up about intimate or embarrassing topics. That's why it's so important to have these types of conversations with a PCP.

Colorado is one of the most diverse states in the U.S. It has unique cultural, linguistic, and health needs across the communities we proudly serve. According to the Colorado Health Institute (CHI), providing care that respects diverse backgrounds and experiences is key to improving health outcomes. At DHMP, we support our PCPs with training to understand and address the unique needs of our members. This includes cultural considerations, disability status, sexual orientation, and other factors that may be important to your care. Our network is built to support every member in feeling seen, heard, and cared for.

Visit **DenverHealthMedicalPlan.org/Find-Doctor** to find a PCP who meets your needs. Or call Health Plan Services at the phone numbers listed below.

## A SHORTER WAIT TIME

The best time to establish care with a new PCP is when you're feeling well. So if you get sick, you'll already have a relationship. You will also have a path for getting help. Getting care when you really need it can be more challenging if you don't already have an established PCP.

### Sources:

Vera Whole Health; "The Advantages Of Establishing Care": <https://www.verawholehealth.com/blog/how-to-communicate-the-benefits-of-establishing-care>

Cleveland Clinic; "Primary Care Physician": <https://my.clevelandclinic.org/health/articles/23467-primary-care-physician>

Mantachie Rural Health Care, Inc.; "The Benefits of an Annual Wellness Visit": <https://mantachieclinic.org/the-benefits-of-an-annual-wellness-visit/>

MANA Medical Associates; "What's Included in a Wellness Exam?": <https://mana.md/whats-included-in-a-wellness-exam/>

Zocdoc; "5 Secrets to Long-Term Doctor-Patient Relationships": <https://www.zocdoc.com/resources/blog/article/secrets-long-term-doctor-patient-relationships/>

Colorado Health Institute; "Diverse State, Diverse Needs": <https://www.coloradohealthinstitute.org/research/culturally-responsive-care-Colorado>

### **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 Advantage 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: WINTER WELL-BEING

Do you find that you weigh a few pounds heavier this winter than you did last summer? Are you experiencing a bit of the “winter blues?” Studies show that winter holiday weight gain is the major contributor to annual excess weight gain. In addition, the effect of decreased sunshine during the day and colder temperatures can lead to sadness, trouble sleeping and lack of motivation. The NurseLine team would like to help you feel healthy and motivated during these sometimes-difficult months.

## PICKLE BALL

Have you tried this popular trend? There are so many indoor and outdoor courts in the Denver metro area. And many places offer free beginner lessons. This sport provides an amazing chance to meet new people. It also keeps your joints loose and blood flowing.

## DHMP WELL-BEING BENEFITS

Denver Health Medical Plan offers many well-being options. You can participate in them from home. Be sure to check your specific plan information for benefits.

- » DHMP Wellness Blog: **DenverHealthMedicalPlan.org/Blog**
- » myStrength: **DenverHealthMedicalPlan.org/Members/MyStrength**
- » Wellframe: **DenverHealthMedicalPlan.org/Members/DHMP-Wellframe-App**

## VOLUNTEERING

There are so many opportunities to volunteer in our community. Animal shelters, public schools, food banks, and the CO State Capital are just a few options. Volunteering is shown to improve mental health. It provides a sense of purpose. And it fosters new relationships.

## GET YOUR VITAMIN D

Studies show that Vitamin D deficiency is highly correlated with obesity. Five to 30 minutes of sun exposure two or more times a week is enough to supply our bodies with the Vitamin D we need to be healthy. If you are in the sun for longer than 30 minutes, be sure to wear sunscreen!

*Written by: Mary E. Maltby, RN, BSN  
Denver Health NurseLine*

Sources:

<https://onlinelibrary.wiley.com/doi/abs/10.1111/obr.12239>  
<https://www.webmd.com/diet/features/holiday-weight-gain-big-fat-lie>  
<https://www.mayoclinichealthsystem.org/hometown-health/speaking-of-health/3-health-benefits-of-volunteering>

**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.**



# Herb-Crusted Pork Tenderloin

## INGREDIENTS

1 lb. – pork tenderloin  
2 tsp. – olive oil  
1 tsp. – sage  
1 tsp. – thyme  
½ tsp. – minced garlic  
¼ tsp. – ground black pepper  
Salt (to taste)



## DIRECTIONS

*This herb-crusted pork is sure to impress. Preheat oven to 375° F. Cover a small baking sheet with aluminum foil. Place pork on it. Drizzle oil over pork. Sprinkle with sage, thyme, garlic, salt (to taste) and pepper. Rub to coat evenly with seasonings. Roast in the oven until instant-read thermometer inserted in center registers 155° F and the juices run clear – about 30 to 35 minutes. Let stand for 10 minutes before slicing and serving.*

# 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. This 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. This will help us 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. First you complete the survey. Then 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**.



## ELEVATE MEDICARE ADVANTAGE

Denver Health Medical Plan Inc.<sup>™</sup>

As an Elevate Medicare Advantage member, do you have trouble accessing your prescribed medications or taking them as prescribed? We can help! See some tips below for making it easy as 1-2-3. Take your daily medications.

### TAKE ADVANTAGE OF YOUR BENEFITS:

- » Elevate Medicare Choice (HMO D-SNP) members pay \$0 for any covered Part D Drug
- » All Elevate Medicare Advantage members have access to 100-day supplies for most medications and mail order. With this, your medications can be sent directly to your doorstep.
- » Need a ride? Use your free, unlimited, non-emergency transportation benefit to health-related locations, including your pharmacy! Call Access2Care at **1-877-692-5315** to schedule your ride.
- » Use a pill box for tracking. All Elevate Medicare Advantage members have an Over-the-Counter (OTC) allowance available on a FlexCard. You can use it at Walmart, King Soopers, Safeway, Walgreens and CVS. You can purchase items such as pill boxes and other OTC items. For more information, visit **[DenverHealthMedicalPlan.org/Medicare-Flexcard](https://denverhealthmedicalplan.org/Medicare-Flexcard)**.

### STICK TO YOUR MEDICATION ROUTINE:

- » It is important to take your medication regularly to make sure you have an effective amount of the drug in your body at all times. You should take your medication as prescribed. This means the right dose, at the right time, in the right way and frequency.
- » This is important for controlling chronic conditions. This treats temporary conditions and overall long-term health and wellbeing.
- » Utilize our Personal Medication List available at **[DenverHealthMedicalPlan.org/Medicare-Personal-Medication-List](https://denverhealthmedicalplan.org/Medicare-Personal-Medication-List)** to keep track of the medication you take.

For questions, call our Health Plan Services at **303-602-2111** or toll-free **1-877-956-2111**. TTY users should call 711. Our hours of operation are 8 a.m. – 8 p.m., seven days a week.



# A MESSAGE FROM OUR PHARMACY DEPT.



## MEDICARE OPIOID SAFETY PROGRAM:

The Centers for Medicare & Medicaid Services (CMS) and Elevate Medicare Advantage want to make sure our Medicare members are using opioid pain medications safely. Opioid medications (also known as “narcotics”) are used to ease pain. Some types are fentanyl, morphine, oxycodone and tramadol. These medications can be dangerous when taken at high doses and/or with other drugs, such as benzodiazepines. Benzodiazepines are medications commonly used for anxiety and sleep. Some types are diazepam, lorazepam and temazepam.

We want to make sure our members are taking these medications safely. Elevate Medicare Advantage has Formulary-Level Opioid Point-of-Sale (POS) Safety Edits that take place at the pharmacy when members fill a prescription. Additionally, there is a Drug Management Program to review and monitor members’ use of opioids.

These edits and programs do not apply to members taking opioids for palliative care, a diagnosis of cancer pain, a diagnosis of sickle cell disease, or are enrolled in a hospice or long-term care facility.

If you have questions you can talk to your provider, the pharmacy you fill your prescriptions at or call Health Plan Services. To request a coverage determination, call Health Plan Services at **303-602-2111** or **1-877-956-2111**. TTY users should call 711. Our hours of operation are 8 a.m. – 8 p.m. seven days a week.

For more information, visit **[DenverHealthMedicalPlan.org/Current-Members/Elevate-Medicare-Advantage/Medicare-Pharmacy/Opioid-Safety-Program](https://denverhealthmedicalplan.org/current-members/elevate-medicare-advantage/medicare-pharmacy/opioid-safety-program)**.



# IMPORTANT PLAN INFORMATION



## DHMP'S AFFIRMATIVE STATEMENT ABOUT INCENTIVES

Denver Health Medical Plan, Inc. (DHMP) has a Utilization Management (UM) Program to ensure that members have access to quality health care. The Program utilizes a team of health care professionals to evaluate the medical necessity of services. It uses nationally-recognized, evidence-based clinical guidelines. It also uses community standards. The decisions are based on the appropriateness of care and services available to members within their contracted benefits. DHMP affirms the following UM Program practices:

- » UM decision-making is based only on the appropriateness of the care and services requested. It is also based on the existing coverage and benefits available to the members;
- » DHMP does not specifically reward or otherwise incentivize practitioners or other individuals to issue denials of coverage or services; and
- » UM decision-making staff members do not receive financial incentives that encourage decisions resulting in underutilization.

If you have questions, please contact Health Plan Services at **303-602-2100**.

## MEMBER SURVEYS – WE APPRECIATE YOUR FEEDBACK!

You can help us make Denver Health Medical Plan, Inc. (DHMP) the best health plan for you! In the next few weeks, you may receive a survey in the mail about your DHMP health insurance plan. Please take some time to fill it out. Then mail it back as soon as you can. You may not have a chance to fill out this survey. So you may get a call to take the survey over the phone. This survey is sent to a random group of members each year. We would like to hear your thoughts about your health 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 plans, **303-602-2090** for Exchange and CO Option plans, **303-602-2116** for Medicaid plans and **303-602-2111** for Medicare Advantage plans. TTY users call 711.



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**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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**Wellframe**



## **A MESSAGE FROM OUR CEO**

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 Management team. It is available to you at no cost. The Wellframe app is a secure platform. It provides direct access to your care team, right from your smartphone or tablet.

To learn more about Wellframe and if you qualify for Care Management services, visit our website at:

**[DenverHealthMedicalPlan.org/Members/DHMP-Wellframe-App](https://denverhealthmedicalplan.org/members/dhmp-wellframe-app)**

### **GREG MCCARTHY**

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

