


# Healthcare 101: Know how to access benefits and plan information

Presentation will start at 9:15 a.m.

Member Advisory Committee, Q1


H5608\_MemAdvComQ125\_M

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## Check-In Information

Please provide your name to staff at the check-in table if you've haven't already.

Denver Health Plan(s) you are enrolled in:



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## Agenda

- Understanding Common Healthcare Terminology
- How to Access Care
- Pharmacy
- Other Types of Care
- Accessing DHMP Plan Information
- MyChart app



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# Understanding Common HealthCare Terminology



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## Terminology




**OUT-OF-POCKET COSTS:** What you pay for medical expenses that aren't paid by your health insurance plan. Your out-of-pocket costs include deductibles, copays and coinsurance for health care services. In other words, any costs you personally pay for covered medical or pharmacy services.



**COINSURANCE/COPAY:** This is the charge, stated as a percentage of eligible expenses or a set amount, that you are required to pay for certain covered health services.



**OUT-OF-POCKET MAXIMUM:** The maximum amount you will have to pay for allowable covered expenses under a health plan. The specific deductibles or cost sharing included in the out-of-pocket maximum may vary by policy.



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# How to Access Care



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## Getting Needed Care

- Primary Care
- Specialty Care
- Behavioral Health
- Pharmacy
- Other Types of Medical Care
  - Dental
  - Vision
  - Hearing
  - Physical Therapy
  - Transportation
  - Over-the-Counter Products



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## Primary Care Provider (PCP)

Annual/Preventive care visit:	Problem v s t:	How to be seen
<ul style="list-style-type: none"> <li>• Learn about your present health, address any concerns and learn about preventive measures you can take.</li> <li>• <b>Medicare only:</b> If you complete an annual wellness visit with your PCP, you qualify for a \$30 Annual Wellness Visit reward.</li> <li>• After your visit, submit your request on our plan website or call 303-602-2111 (TTY users call 711) for help.</li> <li>• Your reward will be added to your FlexCard.</li> <li>• Use for qualifying healthy food at King Soopers, Safeway, Walmart, Walgreens and CVS.</li> </ul>	<ul style="list-style-type: none"> <li>• Discuss any new issues or concerns (e.g., sick, new pain, etc.)</li> <li>• Your provider may refer you to a specialist based on your issue/concerns.</li> <li>• Copays or co-insurance may apply</li> </ul>	<ul style="list-style-type: none"> <li>• In-person at an in-network provider (access our provider directory on the plan website)</li> <li>• Telehealth</li> </ul>



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## Specialist Care

- A physician that specializes in a specific type of care
- A specialist may require a referral from your PCP
- Unless you have approval from the plan, you must see an in-network provider (our provider directory is available on our plan website)
- Cost-share may apply, depending on your plan.



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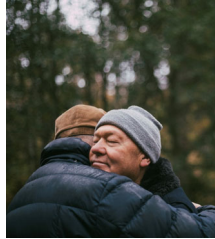
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## Behavioral/Mental Health

- Receive mental health care services from any in-network provider.
- Behavioral Health and Substance Disorder treatment is an offered benefit. These services are rendered by our partners at for our Medicare and Medicaid members.
- Use our online provider directory or call Health Plan Services using the number on the back of your ID card.
  - Medicare: WellPower and West Pines Behavioral Health are in-network.
  - Medicaid:
    - Offered by Colorado Access
    - Call 1-800-511-5010



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## DHMP Network

- Medicare
  - Denver Health
  - Intermountain Health (Denver Metro Area)
  - UC Health (Denver Metro Area)
  - National Jewish Health
  - Stride Community Health Centers
  - West Pines Behavioral Health
- Medicaid
  - Denver Health
  - Stride Community Health Centers



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## Pharmacy



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## The Formulary

- The Elevate Medicare Advantage formulary (also known as a Drug List) is a covered list of drugs selected to meet the needs of Medicare members.
- Access the formulary online at
  - **Medicare:** [DenverHealthMedicalPlan.org/elevate-medicare-advantage-formularies](https://denverhealthmedicalplan.org/elevate-medicare-advantage-formularies)
  - **Medicaid:** [DenverHealthMedicalPlan.org/medicaid-and-chp-formularydrug-list](https://denverhealthmedicalplan.org/medicaid-and-chp-formularydrug-list)
- The formulary tells you what drugs are covered and if there are any rules or restrictions around the drug.



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## Easy Access to your Pharmacy Benefits

- Prescriptions can be filled at any National Network Pharmacy, such as King Soopers, Walgreens, Safeway and most large retail pharmacy chains.
- Prescriptions can also be filled at any Denver Health Pharmacy (as long as they are written by a Denver Health provider).
  - **Elevate Medicare Select (HMO):** Denver Health Pharmacies will give you the lowest prescription costs.
- Need a refill before going out of town? Call **303-602-2070**



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## Medications By Mail

- Receive your medications by mail through as MedImpact Direct Mail® (served by Birdi™ pharmacy)
- Members can enroll via our webpage at the link below or by calling **1-855-873-9739 (TTY 711)**
  - [DenverHealthMedicalPlan.org/medimpact-direct-mail-pharmacy-birdi-enrollment-form](https://denverhealthmedicalplan.org/medimpact-direct-mail-pharmacy-birdi-enrollment-form)
  - Email [Patientcare@birdirx.com](mailto:Patientcare@birdirx.com)



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## Saving Money at the Pharmacy

- Fill your prescriptions at a Denver Health Pharmacy
- Request a 100-day supply from your provider
  - You get the most bang for your buck by filling a 100-day supply instead of filling monthly
- Ask your provider for a generic when possible.
- Need a ride to the pharmacy?
  - Medicare: Call Access2Care at **1-877-692-5315**
  - Medicaid: Call TransDev at **855-489-4999**



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## Other Types of Care



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## Dental

Medicare (Delta Dental of Colorado)

- You can access any Medicare Advantage network provider through Delta Dental of CO.
- Through DHMP you have an annual maximum based on your plan.
- Network provider can also be accessed through Delta Dental by visiting [DeltaDentalCO.com](http://DeltaDentalCO.com)

Medicaid (Denta Quest)

- Medicaid also offers additional dental benefits. See your handbook for details.
- To find a provider, call **1-855-225-1729** (TTY 711), Monday – Friday, 8am – 5pm or visit [Dentaquest.com](http://Dentaquest.com).



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## Vision



You may visit any Eye Care Specialists of Colorado provider or visit the Denver Health Eye Clinic.




You are covered for one-routine eye exam every year.



**Medicare**

You are given an allowance for RX contact lenses and/or eyeglasses (lenses + frames) every year.  
If you need a reimbursement, please complete the member reimbursement form available on our website.



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## Hearing

- Medicare:
  - You are covered for:
    - Up to one supplemental routine hearing exam every three years
    - Supplemental hearing aids every three years up to the plan allowance
    - Up to one fitting evaluation for supplemental hearing aids every three years.
    - Diagnostic hearing and balance evaluations can be performed by your PCP to determine your medical treatment.
    - Hearing treatment is covered as outpatient care when furnished by a physician, audiologist, or other qualified provider.

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## Physical Therapy

- Medicare
  - Sword Health
    - Virtual Platform offering therapy services aimed at helping members prevent and manage acute, chronic and post-surgical pain.
    - No cost to you.
    - Enroll on our plan website or download the app.
    - Once enrolled, Sword Health will send you a kit to get started!




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## Transportation

Medicare

- DHMP covers non-emergent medical transportation
- Unlimited round trips to any plan-approved, health-related location.
- No cost to you.
- Call 1-877-692-5315 (6am – 9pm, 7 days a week)
- Schedule 48 business hours in advance

Medicaid

- Medicaid provides non emergent transportation via TransDev
- No cost to you.
- Call 855-489-4999 or visit <https://www.healthfirstcolorado.com/nemt/>



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## Over-the-Counter Products

- Medicare members are offered a quarterly allowance to help with approved health and wellness products.
- Automatically loaded onto your FlexCard.
- Use your FlexCard:
  - In-store at King Soopers, Safeway, Walmart, Walgreens or CVS
  - Walgreens.com
  - New in 2025: Through our catalog (online, mail or phone) through MedLine
    - To request a catalog, place an order, or get online help call 1-833-881-1423 (TTY 711)
    - Order online through the FlexCard Portal

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## Getting Care Quickly

- If you need same day care, but cannot get in to see your PCP
- You can use any of the following options available to you through DHMP
  - Nurseline
  - DispatchHealth
  - Urgent Care
  - Emergency Department



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## Nurseline

- Available 24/7 to help you.
- No cost to you.
- When is this a good option?
  - You need help deciding the best plan to get the care you need.
  - Some health issues they can help with:
    - Coughs, colds, fever, sore throat, stomach aches, urinary tract infections, emergency contraception, lice, and scabies.
  - They can even sometimes call in a prescription for you.
- Call **303-739-1261** to speak to a Denver Health Nurse about your health concerns.



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## Urgent Care

- DHMP will cover any urgent care center in the U.S.
- Cost-share applies, based on your plan.
- You can:
  - Visit any urgent care center that is convenient for you.
  - Use the virtual care available for Denver Health MyChart users.
  - DispatchHealth (In-Home Health Care Provider)
    - They can assist with minor illnesses such as strep, food poisoning, coughs, back, neck or joint pain, etc.
    - Available 8 a.m. - 10 p.m. 7 days a week
    - Book online with [DispatchHealth.com](https://DispatchHealth.com), download the app, or call **303-500-1518**



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## Emergency Department

- DHMP will cover any emergency care center in the U.S., go to the nearest hospital or call **9-1-1**.
- Cost-share applies, based on your plan.



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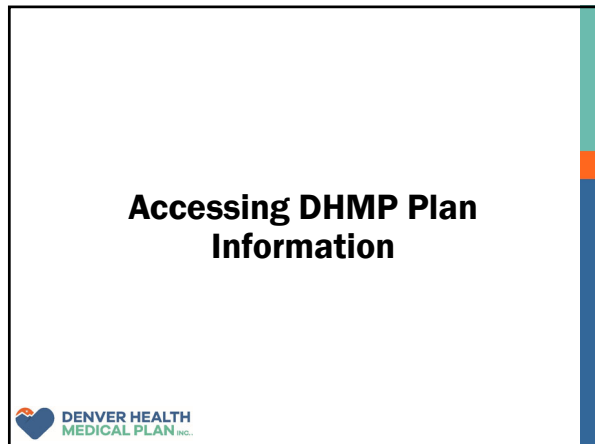
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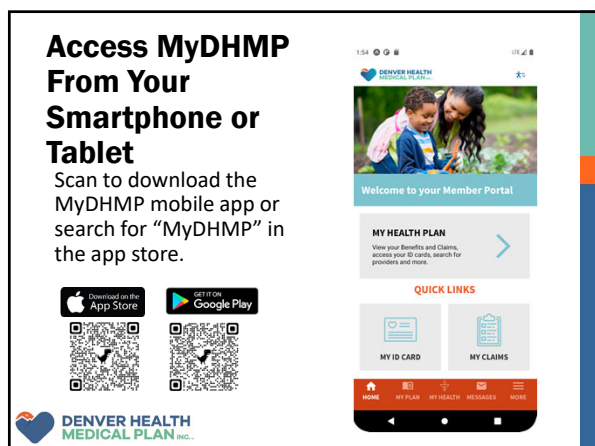
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## Access MyDHMP From Your Computer

- [DenverHealthMedicalPlan.org](https://DenverHealthMedicalPlan.org)



Local, nonprofit, health insurance

**DENVER HEALTH MEDICAL PLAN INC.**

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## Important Phone Numbers

Contact	Number
Denver Health Appointment Center	303-436-4949
DHMP Pharmacy Department	303-602-2070
Denver Health Pharmacy	303-436-4488
DHMP Health Plan Services for Medicare	1-877-956-2111 TTY 711
Denver Health Nurse Line	303-739-1261
Access2Care	1-877-692-5315
TransDev	855-489-4999
DispatchHealth	303-500-1518

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## Intermission

Next Up: DHHA MyChart

Presentation will begin at 10:30 a.m.

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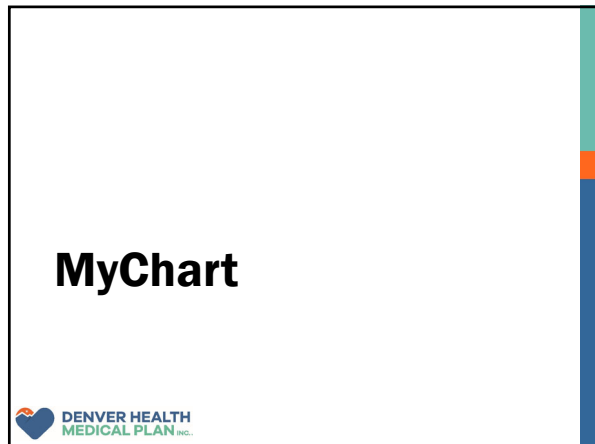
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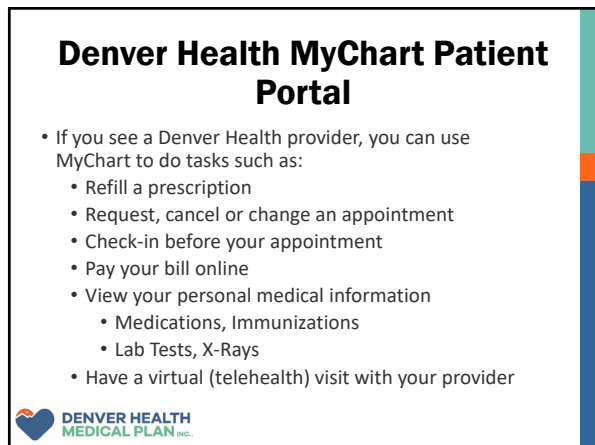
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## Access MyChart From Your Computer

- Sign up without an activation code at [Mychart.denverhealth.org/MyChart/Signup](https://mychart.denverhealth.org/MyChart/Signup)



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## Questions?

We provided you with a short survey, please take a few minutes to fill it out. Your feedback is important to us and helps us improve our benefits, service and experience of our members.

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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