

Healthcare Technology 101: How to Use Your Online Health Plan Tools

**Presentation will
start at 2:15pm**

Member Advisory Committee, Q2



H5608_MemAdvComQ2_25_M

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:



Agenda

- What is Healthcare Technology?
- Navigating the DHMP website
- Understanding the Wellframe app for Care Management
- Navigating MyChart App at Denver Health



*The Health Food Benefit is part of a special supplemental program for the chronically ill. Not all members qualify.

Healthcare Technology

Healthcare technology is the application of digital tools, devices, and systems to improve the efficiency, quality, and accessibility of healthcare service.

Examples:

- Using your Denver Health MyChart account (via phone, tablet or computer) to have a virtual appointment with your provider or access lab/test results.
- Utilizing your FlexCard app to check the balance of your available allowances and rewards.
- Looking up your member handbook, which includes your plan benefits, on [DenverHealthMedicalPlan.org](https://denverhealthmedicalplan.org).
- Messaging DHMP's Health Plan Services with questions or concerns.



Important Definitions

- **Application (or app):** A software that you can download on to your phone/tablet to perform an activity (e.g., Google Maps for navigation, Spotify to play music).
- **Smartphone:** A phone with internet capabilities and the ability to access websites and download apps.
- **Tablet:** A mobile device that looks like a computer but is one flat screen (e.g., an iPad).
- **QR Code:** An image that you can scan with your smartphone or tablet's camera to pull up a link to a website or an app to download.

QR Codes: How To Use

- When you see a QR code from a safe and trusted source, you can scan it to open a link to a website or an app to download.
 - You may see a QR code on documents from DHMP. For example, Verification of Service letters from Medicaid include a QR to allow you to respond easily without having to mail a letter back.
- Open the camera on your smartphone and point your camera to the QR code.
 - You will see a yellow link that says, “Open in browser” and click on that link.
 - Scan the QR Code 
 - It should open the DHMP website



Navigating the Denver Health Medical Plan Website



DenverHealthMedicalPlan.org

- Important information is available here.

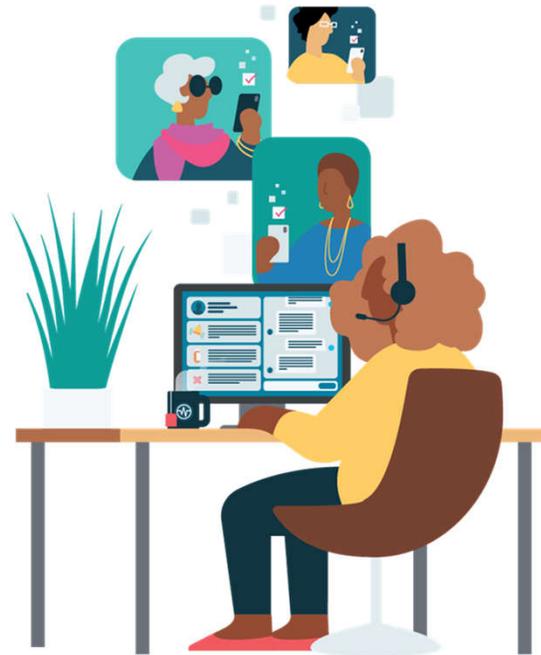
[DenverHealthMedicalPlan.org](https://denverhealthmedicalplan.org)

- Locate:

- How to Access Care
- Member Handbook (Evidence of Coverage)
- Summary of Benefits
- Pharmacy Items (Formulary, Prior Auth information)



Understanding the Wellframe app for Care Management



Wellframe provides convenient and personalized health support

Get Health Support At Home

- You don't have to feel alone about managing your condition. DHMP provides support and encouragement from care coordinators.
- You can ask questions to understand your condition.

Feel less frustrated about managing your health

- Work with your team to make a care plan together, so you know what to expect.
- Get support for your health.



Wellframe provides convenient and personalized health support

Keep track of what to do between medical visits

- Daily in-app reminders help you stay on top of your medications, appointments, exercise, and more.
- Wellframe helps you view health information and ask questions from your home, in between medical visits.

Understand what to do day to day to feel your best

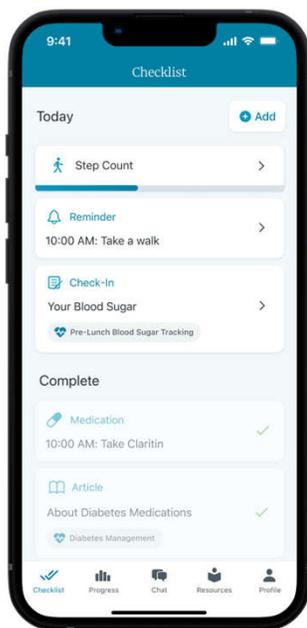
- The Wellframe app turns confusing health information into a daily checklist.
- Your checklist adapts to your changing needs based on the information you record in Wellframe.
- Articles, videos, and more health resources help you understand why certain treatments or medication are so important.



What do members get out of Wellframe?

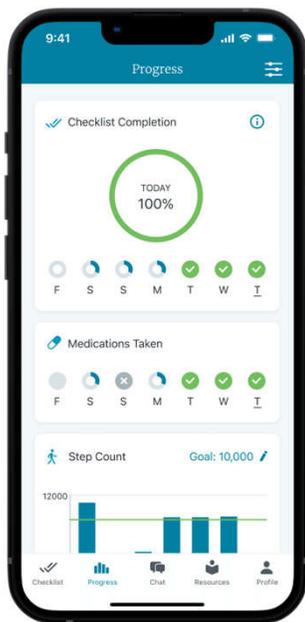
- Get the support of a health professional who can help you understand insurance costs and benefits, and navigate through the complex healthcare system
- Understanding healthcare is hard – your care manager is there to help you make the right choices when it comes to your health and wellbeing
- Digital touchpoint with a care manager, without the need to wait on the phone
- Securely message your care team on your own time.
- Get ongoing support from your care team who will learn and understand your health needs and goals





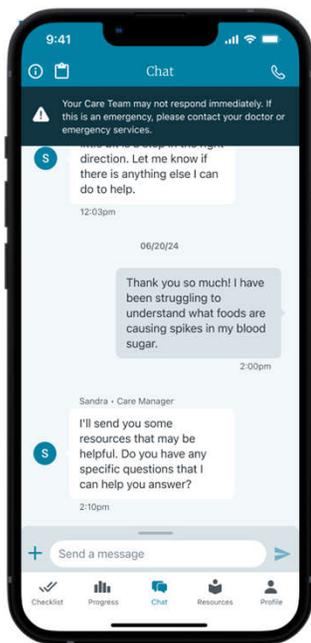
Checklist

Complete daily tasks in your Checklist that are personalized to your health information and goals so you can make the most out of your day-to-day



Progress

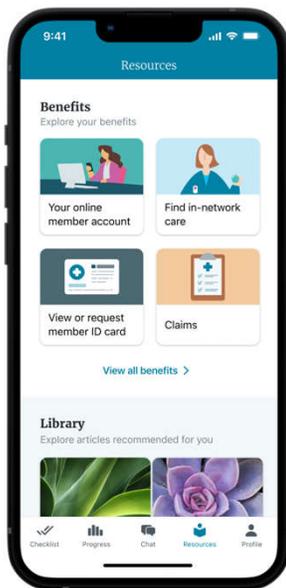
Track your progress towards all your personal health goals, from daily steps to medication reminders



Chat

Send a secure message on your own time to a Health Advocate who is there to answer your questions and support you in your health journey

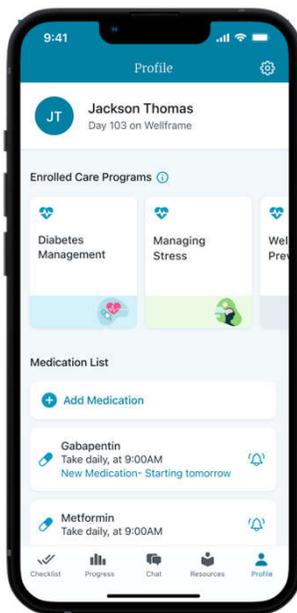




Resources

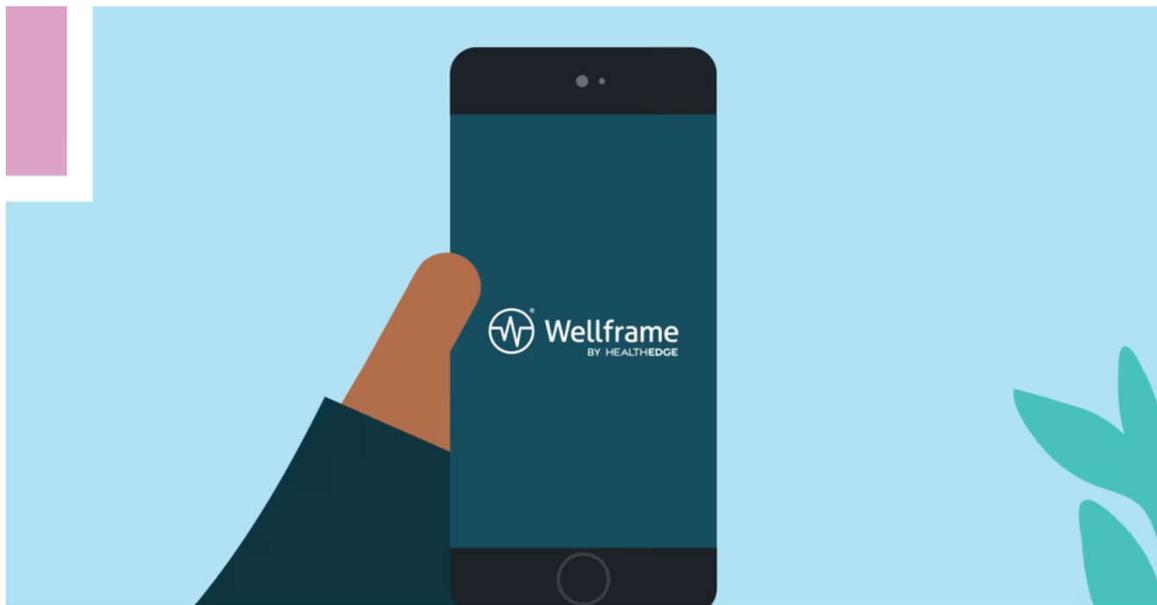
Find your health plan resources and benefits information, or browse the resource library for articles relevant for you — all within the Resources tab





Profile

View your personal health information, enrolled care program details including description and duration, and health and medication reminders all in one place in your Profile



<https://vimeo.com/988945007/7c0dc19f94?share=copy>



Downloading Wellframe

- Search “Wellframe” in the Google or Apple store.
- Download the app.
- Enter the access code provided by your DHMP care team.
- Follow the prompts to complete your registration.
- If you need help getting started, contact us by phone at **303-602-2184** or email **dhmpcc@dhha.org**.



Navigating MyChart App at Denver Health



Connecting you with health management tools and your medical record when you need it.



Denver Health Virtual Care



What is MyChart, and how does it benefit Denver Health patients?



MyChart is a secure web portal that gives you access to your medical information.

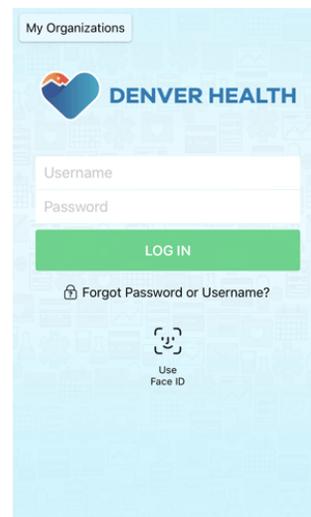
- From the comfort of home, MyChart allows patients to:
- Schedule medical appointments
 - Including virtual (telehealth) visit with your provider
- View a health summary
- View test results
- Renew prescriptions
- Access trusted health information resources
- Communicate electronically with your medical team



Access MyChart From Your SmartPhone or Tablet



- Scan to download the MyChart mobile app or search for “MyChart” in the app store.



Access MyChart From Your Computer



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

Ver en Español

MyChart Username
Password

Sign in

Forgot username? Forgot password?

New User?
Sign up now

Need to Pay a Bill?
Pay Bill Now

Communicate with your doctor
Perform a video visit with your provider

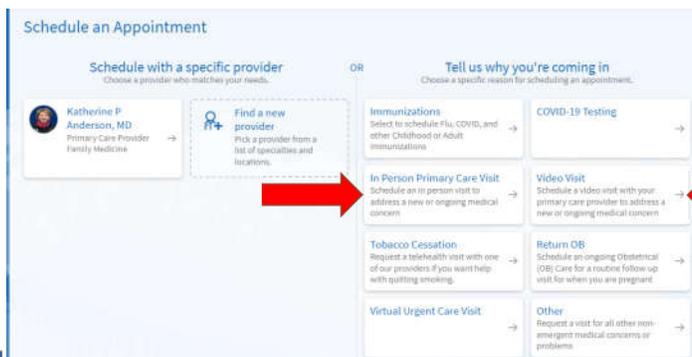
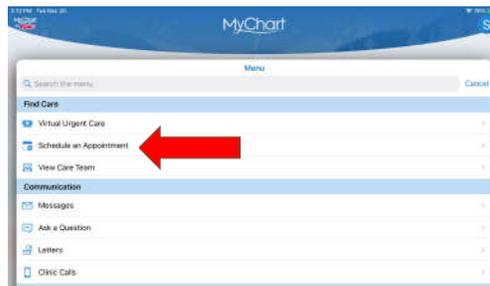
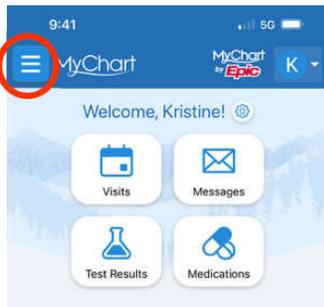
Access your test results
No more waiting for a phone call or letter – view your results and your doctor's comments within days

Request prescription refills
Send a refill request for any of your refillable medications

Manage your appointments
Schedule your next appointment, or view details of your past and upcoming



Schedule an In-Person or Video Visit



Schedule an In-Person or Video Visit

Schedule an Appointment Start over

Reason for visit [Edit](#)
Video Visit

Time

Verify and schedule

What time works for you?

Tuesday January 3, 2023
Katherine P Anderson, MD



Friday January 6, 2023
Katherine P Anderson, MD



Tuesday January 10, 2023
Katherine P Anderson, MD



Friday January 13, 2023
Katherine P Anderson, MD



Search Criteria
Start search on:
 

Refine Search
Times:
Monday
Tuesday
Wednesday
Thursday
Friday



Schedule an In-Person or Video Visit



Reason for visit [Edit](#) Time [Edit](#) Verify and schedule

Video Visit Tuesday January 3, 2023 8:00 AM

You're almost done...
This time slot is reserved for you until 10:03 AM. Please complete scheduling by then.

Telehealth Video Visit with Katherine P Anderson, MD

Tuesday January 3, 2023 8:00 AM (20 minutes) [Edit](#)

Video Visit
This is a video visit - once your appointment is scheduled, please make sure your webcam is working.

*What is the most important thing you want addressed during this visit?
Annual

Before scheduling...

Join the wait list and be notified if earlier appointments open up

Favorite this appointment to easily schedule again later

If everything looks correct, click the button below to schedule.

Visit Instructions
Telehealth Video Visit Instructions

You have been scheduled for a video visit with your provider from Denver Health.

You need to be in the state of Colorado during the time of the visit.

To ensure a successful Telehealth Video Visit, you will need the following:

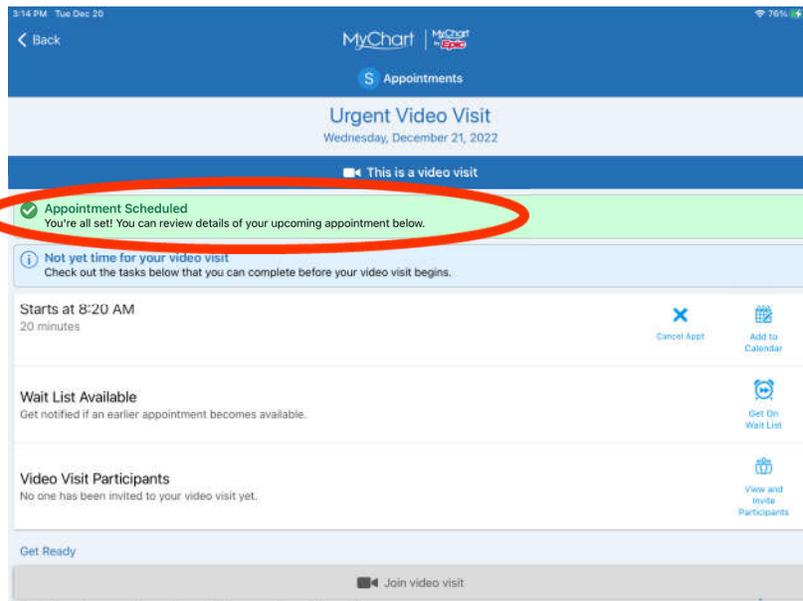
- Strong mobile phone service or internet connection
- A mobile phone, tablet, desktop or laptop computer with a camera that is connected to the Internet
 - Ensure that your battery is charged if using mobile phones or laptops; or that device is plugged in
 - When calling in, it is best to be in a well-lit room that is quiet and free of distractions
 - If possible, have a list of your current medications on hand

**Attention iPhone and iPad users: For the best experience, please make sure you are on the latest version of Apple (iOS 15.2+). If you are currently on iOS 15.1, you will need to [download the ExtendedCare Cloud App](#) to complete your video visit.*

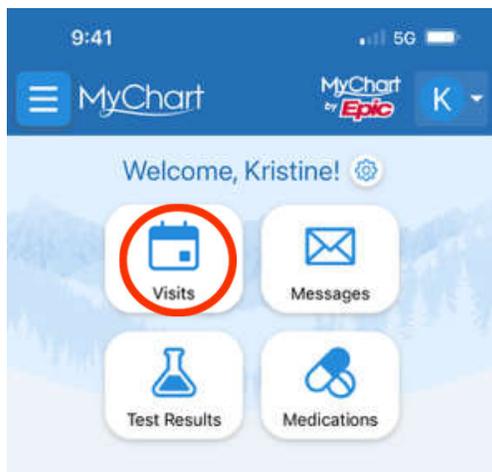
Please login to your MyChart account for instructions on how to set up your device (instructions in English and Spanish). You can also find instruction information by following the QR code below or [click here](#)



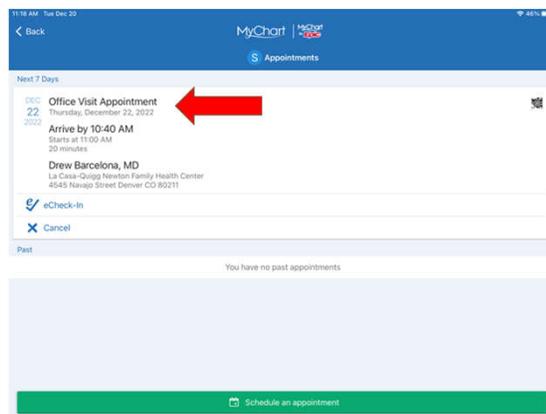
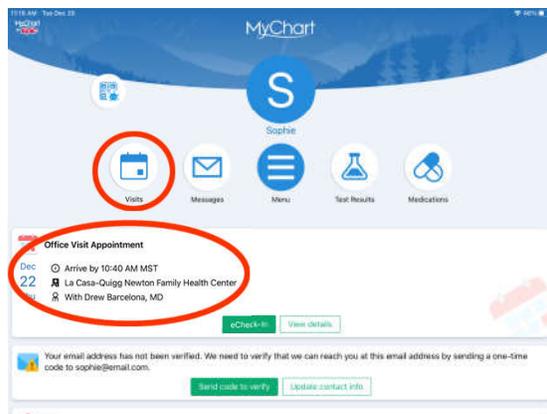
Schedule an In-Person or Video Visit



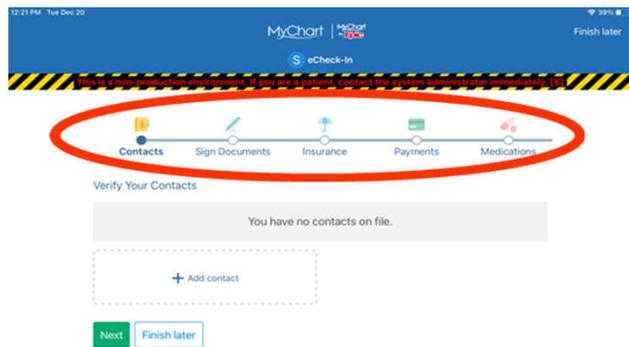
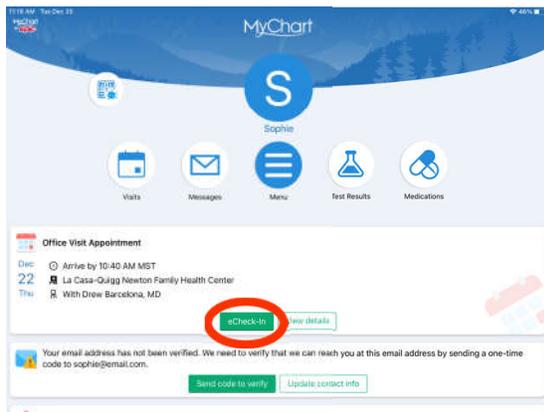
Visits



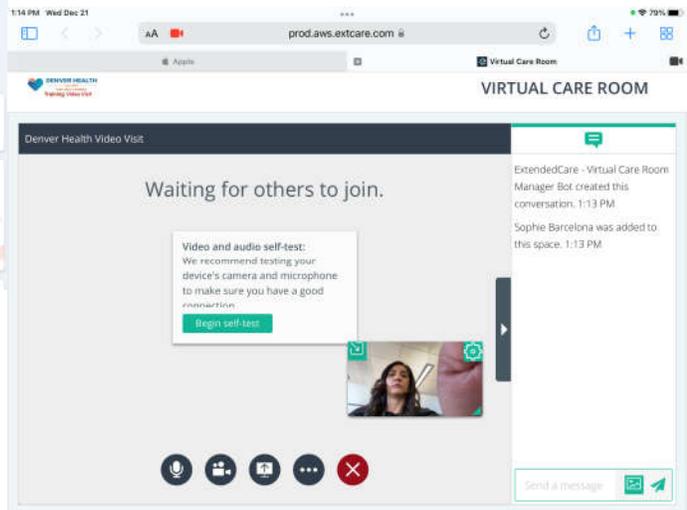
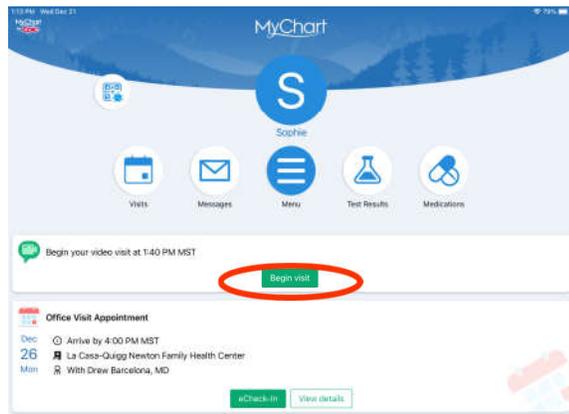
Scheduled Visits



Check In Before an Upcoming Appointment



Join a Video Visit



- If you have not established care with a Denver Health Primary Care Provider (PCP), you will not see the PCP scheduling capabilities in MyChart
- After your first visit with your Denver Health PCP, you will see the schedule PCP visit functionality in MyChart



Schedule an Appointment

Schedule with a specific provider
Choose a provider who matches your needs.

 **Katherine P Anderson, MD**
Primary Care Provider
Family Medicine →

 **Find a new provider**
Pick a provider from a list of specialties and locations.

OR

Tell us why you're coming in
Choose a specific reason for scheduling an appointment.

Immunizations Select to schedule Flu, COVID, and other Childhood or Adult Immunizations →	COVID-19 Testing →
In Person Primary Care Visit Schedule an in person visit to address a new or ongoing medical concern →	Video Visit Schedule a video visit with your primary care provider to address a new or ongoing medical concern →
Tobacco Cessation Request a telehealth visit with one of our providers if you want help with quitting smoking. →	Return OB Schedule an ongoing Obstetrical (OB) Care for a routine follow-up visit for when you are pregnant →
Virtual Urgent Care Visit →	Other Request a visit for all other non-emergent medical concerns or problems →

Important 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	1-877-956-2111 TTY 711
Denver Health Nurse Line	303-739-1261



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.