

Elevate Medicare Select (HMO) 2026 Member Resource Guide

ACCESS CARE

- **Schedule Appointments:** You can schedule an in-person or telehealth appointment with any in-network Primary Care, Behavioral/Mental Health, or Specialty Care Provider.
 - Visit [DenverHealthMedicalPlan.org/find-provider](https://denverhealthmedicalplan.org/find-provider) to view the full provider list.
 - Prefer Denver Health? Call the Appointment Center at 303-436-4949 or schedule through MyChart.
- **Urgent or Emergency Care:** You can visit any urgent care or emergency care in the U.S.
 - Need care at home? DispatchHealth brings urgent care to your door – for the same copay as an urgent care visit. Call 720-487-9530 or visit DispatchHealth.com.
 - Prefer Denver Health? Utilize MyChart for virtual urgent care via telehealth from the comfort of your own home.
- **24/7 NurseLine:** Not sure what care you need? Speak with a nurse 24/7 – at no cost to you. Call the Denver Health NurseLine at 303-739-1261.
- **Pharmacy:** You can fill a medication at an in-network pharmacy or through mail order. Maximize your costs and trips to the pharmacy by utilizing a 100-day supply.
 - If you see a Denver Health provider, you can request a refill or mail order prescription through MyChart.

FIND YOUR BENEFITS

Visit [DenverHealthMedicalPlan.org/elevate-medicare-advantage/medicare-select-plan-details](https://denverhealthmedicalplan.org/elevate-medicare-advantage/medicare-select-plan-details) or scan the QR Code.

- **Summary of Benefits:** A simple overview of what your plan covers.
- **Evidence of Coverage:** Your complete member handbook with detailed information about what's covered, what's not, and any costs you may have (including limitations and exclusions).



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USE YOUR EXTRA BENEFITS

For more information on these benefits, visit [DenverHealthMedicalPlan.org/current-members/elevate-medicare-advantage/medicare-select](https://denverhealthmedicalplan.org/current-members/elevate-medicare-advantage/medicare-select).

- **FlexCard:** Allowances are automatically loaded onto a reusable card!
 - **Over-the-Counter (OTC):** A quarterly allowance to buy approved wellness products at participating stores/locations or by ordering from the OTC catalog.
 - **Rewards:** Complete your Annual Wellness Visit and earn a \$30 eligible reward for healthy food at participating stores/locations or by ordering from the Healthy Food catalog. After your visit, tell us by completing the form at [DenverHealthMedicalPlan.org/medicare-flexcard](https://denverhealthmedicalplan.org/medicare-flexcard).
- **Dental:** Annual maximum allowance with deductible and applicable coinsurance for comprehensive services for use towards approved dental services through Delta Dental of Colorado.
- **Prescription Eyeglasses/Contacts:** Annual allowance for prescription eyeglasses/contacts through Eye Care Specialties of Colorado or Denver Health Eye Clinic.

- **Hearing Aids:** Coverage available every three years for hearing aids.
- **Non-Emergent Medical Transportation:** Rides to approved health-related locations up to the annual benefit limit. Schedule by calling 1-877-692-5315, at least 48 hours in advance.
- **Prescription Coverage:** Pay low prices for covered prescription drugs, including up to 100-day supply on select medications. You also have access to mail order.

CONTACT US!

- **Health Plan Services:** For general questions or help, help finding an in-network provider, help submitting a prior authorization, claim, or to file a complaint/appeal, call 303-602-2111 or toll-free 1-877-956-2111. TTY users should call 711.
- **DHMP Pharmacy:** For questions about medications, finding a pharmacy, requesting travel supply, or concerns with the cost of a medication call 303-602-2070.
- **Brokers:** For questions or in-person support, call 303-602-2999.

DENVER HEALTH MYCHART PATIENT PORTAL

Visit [DenverHealth.org/mychart](https://denverhealth.org/mychart) or scan the QR Code to create an account or log in to Denver Health's Patient Portal, MyChart.



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First Time User: Create your Denver Health MyChart account using the activation code from your enrollment letter, bill, or visit summary. If you don't have a code or it's expired, call MyChart Support at 303-602-4380.

ATTENTION: If you speak Spanish, language assistance services are available to you at no cost. Please call our Health Plan Services at 303-602-2111 or toll free 1-877-956-2111. TTY should call 711. Our hours of operation are 8 a.m. to 8 p.m., seven days a week. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a nuestros Servicios del Plan de Salud al 303-602-2111 o sin costo al 1-877-956-2111. Los usuarios de TTY deben llamar al 711. Nuestro horario de atención es de 8 a.m. a 8 p.m., los siete días de la semana.

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.