

Frequently Asked Questions (FAQs)

Obtaining Care and Services at Denver Health

Now that I am a member of DHMC (DHMC), where do I get health care for myself or my kids?

Denver Health Medical Center is now your **medical home**. You can choose from 8 community health centers and 12 school-based health centers in the Denver area to receive your medical care.

- **Adult urgent care clinic open 8:30 am - 10 pm M-F and 10 am - 9 pm on weekends.**

24 hours a day/7 days a week

- **NEW pediatric emergency room/pediatric urgent care**
- **Adult emergency room**

All Denver Health urgent and emergency care is located on the main Denver Health campus at 6th Ave. and Bannock St.

Now that I am a member of DHMC will my Medicaid benefits change?

You will *not* lose any benefits. In fact, DH Medicaid Choice offers *extra* benefits to its members. Some of these benefits include no cost over-the-counter medications, no cost formulary prescriptions and no cost for doctor visits.

Do I have a doctor to care for me and/or my children?

Each member should have a primary care provider (PCP). Your provider directory has a list of all the doctors and the addresses of their offices. You may choose a provider and call his/her office to make appointments for preventive care and immunizations, as well as when you or your child is ill with a cough, cold, ear infection, etc. Your PCP can also help you with your medicines. You may choose either an internal medicine doctor or a family practitioner as your PCP — a family practitioner will care for your whole family, if you'd like. If you need help choosing a provider call Member Services at 720-956-2116.

What do I need to do if I have surgery scheduled, or I need ongoing specialty care.

Talk to your PCP to let them know about your history and health care needs. Your PCP will help you make sure the proper course of treatment for your health care needs continue. If your care is scheduled at Denver Health all you will need to do is notify Utilization Management at 720-956-2341.

Where can I receive emergency care?

An emergency is when you think a medical problem will cause death or serious harm. If you have an emergency call 911, or go to the nearest hospital. There is no cost for covered medical services, transportation resulting from a 911 call, or an emergency visit to the nearest hospital.

- Denver Health Medical Center has a new pediatric emergency room and urgent care clinic which is open 24 hours a day/7 days a week.
- DHMC will cover your care to maintain and stabilize your emergency condition. If you are hospitalized, you may be transferred to Denver Health.
- Follow-up care after an emergency department visit must be received from a network provider. You will need to call your PCP for an appointment.

How do I get my prescription medications?

See your PCP for prescription medications. Bring your prescription to any Denver Health pharmacy or to any Caremark Rx Inc. pharmacy.

You can have your prescription filled at these Denver Health Pharmacies:

- Denver Health Refills (866) 347-3345
- La Casa Quigg Newton Family Health Center (303) 436-8700
- Webb Outpatient (303) 602-8500
- Westside Family Health (303) 436-4200
- Eastside Family Health (303) 436-4739
- ID (Infectious Disease) Clinic (303) 436-7335

Prescriptions must be written by a Denver Health provider to use pharmacies listed above and/or the telephone refill service. The Denver Health touch tone refill service is available to you after a prescription has been filled at a Denver Health pharmacy at least one time. Call 1-899-347-3345 to refill prescriptions over the phone. Refill prescriptions can be picked up at *any* Denver Health pharmacy or family health center.

Caremark Pharmacies are also available within most major chain stores and supermarkets.

I currently get ongoing medication (maintenance medication). What should I do?

Once you have chosen your provider, call his/her office. Your provider and his/her staff will make sure you continue to receive your medications. If you fill your prescriptions at a Denver Health pharmacy and have refills remaining there is no need to make any changes at this time.

Will DHMC cover any prescription?

DHMC uses a formulary for all prescriptions and requests all pharmacies use this formulary. If a prescribed medicine is not on this formulary, your PCP may complete a Prior Authorization Drug Request Form indicating medical necessity for this drug. This request will be reviewed and your PCP will be notified of the decision. For a copy of this formulary, benefit questions or information about covered pharmacies, call the Member Services department at 720-956-2116.

Options for Urgent Care or Advice:

Sometimes you need care very quickly but it is not an emergency. At these times, you need urgent care. If you need urgent care, call:

- Your doctor (PCP).
- Denver Health NurseLine, 303-739-1211, 24/day 7 days/week. You will get an appointment within 48 hours for urgent care.
- Denver Health has adult and pediatric (children's) urgent care clinics. Both clinics are open 7 days a week. Pediatric Urgent Care is open 24 hours a day/7 days a week. It is located in the Denver Health Emergency Center for Children or pediatric emergency room. The Adult Walk-In Clinic's hours are 8:30 a.m. - 10:00 p.m. Monday-Friday and 10:00 a.m.-9 p.m. on Saturday and Sunday. They are located at 777 Bannock Street, Denver, Colorado 80204, on the first floor of the main hospital.

I am pregnant, where can I get prenatal care?

All of our family health center clinics offer prenatal care as well as the Women's Care Clinic on the main Denver Health campus. As an added bonus, any DH Medicaid Choice mom who delivers her baby at Denver Health Medical Center will receive two months of disposable diapers at no cost.

I lost my list of doctors and hospitals for each plan. How do I get another one, or find out what doctors and hospitals are in each plan?

Call DHMC at 720-956-2116 for a Denver Health provider directory, and for more information about Denver Health's provider network.

My doctor is not part of DHMC, how can I continue seeing my doctor and my health care providers?

Call HealthColorado at 303-839-2120. You may switch to a plan that includes your health care provider within 90 days of passive enrollment. After this 90-day period you can switch health care plans only during your open enrollment which is two months before your birthday each year. NOTE: You cannot change plans *during* a hospitalization.

I am currently using rental equipment (oxygen, wheelchair, etc.) or receiving a monthly supplies (incontinence, nutrition, etc.). What should I do?

Call your new PCP's office. The provider and/or staff will make sure you continue to receive these services. If you have questions or concerns, call 720-956-2104.

Do I have to go all the way to Denver Health to see a doctor?

No, Denver Health has nine family health centers:

- **Gipson Eastside Family Health Center**
501 28th St 303-436-4600
- **Wellington E. Webb Center for Primary Care**
301 W. 6th Ave.(303) 602-8070
- **Lowry Family Health Center**
1001 Yosemite St., Suite 100.....303-436-4545
- **Montbello Family Health Center**
4685 Peoria St.....303-375-4200
- **Park Hill Family Health Center**
4995 E. 33rd Avenue303-602-3720
- **Sandos Westside Family Health Center**
1100 Federal Blvd 303-436-4253
- **Westwood Family Health Center**
4320 West Alaska Ave720-956-2900

Where can I take my children to see a doctor?

You can take your children to any of the clinics listed above, and if your child attends one of the 11 schools listed below, they can be seen at the clinic in the school.

- **Lake Middle School**
1820 Lowell Blvd720-424-0281
- **Rachel Noel Middle School**
5290 Kittredge St.....720-424-0909
- **Bruce Randolph Middle School**
3955 Steele St.....720-424-1232
- **Kunsmiller Middle School**
2250 S. Quitman Way720-421-0156
- **Abraham Lincoln High School**
2285 S. Federal Blvd720-423-5020
- **John F. Kennedy High School**
2855 S. Lamar.....720-423-4355
- **Montbello High School**
5000 Crown Blvd.....720-423-5808
- **North High School**
2960 N. Speer Blvd.....720-423-2718
- **West High School**
951 Elati720-423-5456
- **South High School**
1700 E. Louisiana St 720.423.6260