

# LGBTQ+ Health Services at Denver Health

## FAQs

### Primary Care

- **How do I schedule an appointment for Primary Care?**
  - Complete the New Patient Paperwork <https://www.denverhealth.org/-/media/pdfs/new-patient-form.pdf> and return to the email address on the form or call 303-602-5699 to speak with an LGBTQ+ Patient Advocate.
  - Denver Health offers in-person, telehealth, and televideo appointments for new patients. Let an LGBTQ+ Patient Advocate know what type of appointment you would like to schedule, and we will do our best to accommodate your needs.
- **How far out are new patient appointments scheduled?**
  - Wait times for new patient appointments vary, however we can typically get you scheduled within 60-90 days. LGBTQ+ Patient Advocates are limited to scheduling new patients in specific slots with LGBTQ+ affirming providers. Because Denver Health is a large healthcare organization, there will likely be a wait for all services.
- **How do I get in to see my provider sooner?**
  - Getting an appointment sooner is not guaranteed. You can continue to call the main Denver Health Appointment Center (303-436-4949) to see if there have been any cancellations.
  - You can also message your provider via MyChart to see if they can get you in sooner.

### Pediatrics and Youth

- **What ages can receive gender affirming care?**
  - Denver Health offers gender affirming care for youth of all ages, including puberty blockers and gender affirming hormone therapy.
- **How do I schedule a pediatric appointment?**
  - Complete the New Patient Paperwork <https://www.denverhealth.org/-/media/pdfs/new-patient-form.pdf> and return to the email address on the form or call 303-602-5699 to speak with an LGBTQ+ Patient Advocate.

### Medication and Refills

- **How do I get medication refills while I am waiting for my appointment?**
  - Visit an Urgent Care Center. Denver Health has 3 in-person urgent care locations [Denver Health Urgent Care | Denver Health](#) as well as a virtual option through MyChart, [Adult Virtual Urgent Care | Denver Health | Denver Health](#) . There are non-Denver Health

urgent care options that may be more convenient for you. Check with your insurance for costs or copays associated with urgent care visits.

- Call the main Denver Health Appointment Center (303-436-4949) and ask for a same day or the soonest available appointment with any provider for a medication refill (the Appointment Center cannot guarantee an appointment with an LGBTQ+ affirming provider. Please follow up with an LGBTQ+ Patient Advocate to be sure you get scheduled with an LGBTQ+ affirming primary care provider.)
- You can search online for an outside medication refill service.
- There are other clinics and providers in and around the Denver Metro area that prescribe gender affirming hormone therapy (HRT). To get a list of these clinics and resources, please contact [lgbtadmin@dhha.org](mailto:lgbtadmin@dhha.org).

## **MyChart**

- **What is MyChart**
  - MyChart is a free online portal available to all patients treated at a Denver Health location and family or guardians who are granted access to their family members MyChart. Learn more about MyChart at [Frequently Asked Questions | Denver Health](#)
- **How do I get access to MyChart?**
  - Go to <https://mychart.denverhealth.org/MyChart/Authentication/Login> and sign up as a new user.
  - If you are having trouble getting access or logging in to MyChart, call the MyChart Support Line (303-602-4380) or email [mychart@dhha.org](mailto:mychart@dhha.org).

## **Sexual Health**

- **Where can I get HIV/STI testing and treatment if I do not have a primary care provider at Denver Health?**
  - If you've had a known exposure or are experiencing active symptoms, call the Public Health Institute at Denver Health's Sexual Health Clinic (303-602-3540) to schedule an appointment.
  - If you are looking for routine/regular testing before your primary care appointment, please call the Public Health Outreach team (720-415-7075) to learn about free testing throughout the city.
- **How do I get a PrEP prescription at Denver Health?** (PrEP is Pre-exposure Prophylaxis, a daily medication that can prevent someone from acquiring HIV)
  - If you have a Primary Care Provider at Denver Health, reach out to your provider via MyChart.
  - If you are not an established Denver Health patient and would like to get started on PrEP, call an LGBTQ+ Patient Advocate (303-602-5699) or call the Public Health Institute at Denver Health's Linkage to Care Team (303-602-3652) for more information and to get scheduled for a PrEP appointment.

- If you are already on PrEP and need a refill before your primary care appointment, the Public Health Institute at Denver Health’s Sexual Health Clinic (303-602-3540) may be able to provide a one-time courtesy visit and prescription refill for those with insurance.
- If you do not have insurance, the Linkage to Care Team (303-602-3652) can help you sign up for funding assistance to cover PrEP refills and visits.
- **How can I get PEP?** (PEP is Post Exposure Prophylaxis, a medication that can be taken after a possible HIV exposure to prevent acquiring HIV. PEP must be started within 72 hours after a possible HIV exposure).
  - Call the Public Health Institute at Denver Health’s Sexual Health Clinic (303-602-3540) to request testing and PEP.

## **LGBTQ+ Affirming Care at Denver Health**

- **What type of training do Denver Health providers get around Gender Affirming Care?**
  - LGBTQ+ Health Services’ Medical Director and Health Education Trainer work together to provide comprehensive training around language, gender affirming hormone therapy, PrEP, health disparities, gender affirming surgeries, prevention, and risk factors for LGBTQ+ communities.
  - LGBTQ+ Champion Providers meet every 3 months to discuss aspects of gender affirming care and stay up to date on best practices.
- **How do I get started on Gender Affirming Hormone Therapy (HRT)?**
  - Fill out the New Patient Form [new-patient-form.pdf \(denverhealth.org\)](#) and send it to the email address on the form. An LGBTQ+ Patient Advocate will help you get scheduled with an affirming provider at one of our Primary Care Clinics. LGBTQ+ Affirming Providers are trained in prescribing HRT.
  - Denver Health operates under an Informed Consent Model for HRT.
- **What is informed consent?**
  - “The informed consent model for gender-affirming treatment seeks to acknowledge and better support the patient’s right to, and capability for, personal autonomy in choosing care options without the required involvement of a mental health professional.” – American Medical Association
  - Informed consent removes the requirement to see a mental health provider before beginning gender affirming medical care, including gender affirming hormones (HRT).
- **How long will it take from my first appointment to my first does of gender affirming hormones (HRT)?**
  - For adults who have never been on gender affirming hormone therapy, most medical providers will require two visits before prescribing hormones.
    - At the first visit, providers will typically review your medical history, evaluate criteria for gender dysphoria (per WPATH guidelines and required by most insurances), order appropriate laboratory tests, and review the options for hormones with you. They will give you a copy of the Denver Health consent form to read over.

- At the second visit, your provider will perform an examination, review your lab tests with you, review and sign the consent, and prescribe hormone therapy. If you are going to use an injectable form of hormones you will receive teaching from a nurse on how to give injections to yourself.
  - For adults who are currently taking gender affirming hormone therapy and are switching their care to Denver Health, you should be able to get a refill of your medications at your first visit. Your provider may want you to do some laboratory testing depending on the last time you had this done.

## **Insurance**

- **Does Denver Health accept my insurance?**
  - Call your insurance and ask if Denver Health is in network. Your insurance might ask for a Tax ID number to verify. Denver Health's Tax ID is 841343242. Make sure to find out if the provider you are seeing is in network. You can also check the Denver Health website to see if your insurance is listed - <https://www.denverhealth.org/patients-visitors/billing-insurance>
- **Will my insurance cover gender affirming hormones (HRT) and other gender affirming services?**
  - You can find this information by calling your insurance and asking about your specific plan's coverages and exclusions.
  - Your insurance may ask for the specific Current Procedural Terminology (CPT) Codes to confirm whether they cover it. CPT Codes are fairly easy to find and can be found by doing an online search. If you are having trouble finding the CPT Code you need, you can call an LGBTQ+ Patient Advocate (303-602-5699)

## **Behavioral Health and Mental Health**

- **How do I get connected to a behavioral/mental health provider at Denver Health?**
  - If you are established with a Denver Health Primary Care Provider, they can put in a referral. You can reach your provider via MyChart.
  - If you are not a Denver Health patient, you can call Denver Health's Outpatient Behavioral Health Services (303-602-4851) and leave a message. The scheduling center will call you back when they have availability to schedule you.
  - Contact an LGBTQ+ Patient Advocate (303-602-5699 or [LGBTadmin@dhha.org](mailto:LGBTadmin@dhha.org)) for a list of outside affirming resources.

## **Gender Affirming Surgeries**

- **What Gender Affirming Surgeries are offered at Denver Health?**
  - Denver Health currently offers top surgery (chest reconstruction), hysterectomy, orchiectomy, full-depth vaginoplasty, minimal-depth vaginoplasty, breast augmentation,

and tracheal shaves. For an up-to-date list of surgeries and surgeons, you can refer to our website [LGBTQ+ Health Services | Denver Health](#)

- **How much do surgeries cost?**
  - For surgery cost estimates, you will need to contact your insurance or the Denver Health Billing Department (303-602-2200).
- **How do I get on the list for gender affirming surgeries?**
  - To start the gender affirming surgery process, please fill out and submit a surgical interest form to an LGBTQ+ Patient Advocate. The surgical interest form can be found at [LGBTQ+ Health Services | Denver Health](#)
  - Once an LGBTQ+ Patient Advocate receives your completed surgical interest form, they will contact you with information on next steps.
- **How long is the waitlist for gender affirming surgeries?**
  - Wait times for surgeries vary, please contact an LGBTQ+ Patient Advocate (303-602-5699) to learn more about a specific surgery's wait-time.
- **Where should I send my letters of support once I receive them?**
  - Letters of support are required for gender affirming surgeries. However, there is a specific time window to submit letters of support to insurance companies. It is important that you contact an LGBTQ+ Patient Advocate (303-602-5699) before you start the letter gathering process.
  - If you receive letters of support from providers outside of the Denver Health system, you can email or fax (303-602-3676) the letter(s) to an LGBTQ+ Patient Advocate
  - If you or your provider have questions about letters of support, please contact an LGBTQ+ Patient Advocate.
- **How can I transfer my medical records to Denver Health?**
  - To learn more about how to transfer your medical records to Denver Health, please visit [Medical Records | Denver Health](#)