Getting to Know Your Health Plan
When you access care...

Always show your provider your DHMP ID Card

If your provider has questions, have them call us!
In-Network Providers

You have many options to see if your provider is in our network:

1. **Check DHMP provider directory**

2. **Check provider websites:**
   - Denver Health Medical Center
   - University of Colorado Health
     [https://www.uchealth.org/Pages/PNRS/ProvidersSearchResult.aspx](https://www.uchealth.org/Pages/PNRS/ProvidersSearchResult.aspx)
   - Children’s Hospital Colorado
     [http://www.childrenscolorado.org/about/find-a-doctor](http://www.childrenscolorado.org/about/find-a-doctor)
   - Cofinity Network [https://www.cofinity.net/Cofinity/Index.aspx](https://www.cofinity.net/Cofinity/Index.aspx) (under “Find a Provider” click the word “Cofinity”)

3. **Call provider directly and ask if they accept HighPoint and/or Cofinity.**
When a benefit applies to deductible & coinsurance, most providers will bill the member after the visit.

However, if your provider is asking for payment upfront, you have several options:

• Ask the provider to set up a payment plan,
• Make full payment upfront. DHMP will reimburse you for medically necessary, covered health care expenses after deductible & coinsurance are applied.
• Have the provider call us at 303-602-2100, perhaps we can help to work with the provider.
- Once DHMP receives a claim from your provider, you should receive an EOB within 30 days.
- Your cost sharing (deductible and out-of-pocket maximum) accumulators will appear on the last page of your EOB.

<table>
<thead>
<tr>
<th>Service Date</th>
<th>Type of Service</th>
<th>Amount Billed</th>
<th>Allowed</th>
<th>Amount Not Covered</th>
<th>Deductible</th>
<th>Copay/Coinsurance</th>
<th>What my DHMP plan paid</th>
<th>% Saved</th>
<th>What I owe</th>
<th>Exp C</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/2016-01/16</td>
<td>therapeutic prophylaxis</td>
<td>$39.02</td>
<td>$29.86</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$5.97</td>
<td>$23.89</td>
<td>23%</td>
<td>$5.97</td>
<td>DDL</td>
</tr>
</tbody>
</table>

**Explanation Description:**
$0.00 has been applied to the plan deductible. After deductible is met, standard coinsurance applies.

Reversed by Claim # is 123456789ABC098 THIS IS AN ADJUSTMENT TO A PREVIOUS CLAIM Adjustment Claim # is 123456789ABC99

For Grievance procedures please refer to your Member Handbook.

If you are covered by more than one health benefit plan, you should file all your claims with each plan.

After you have met your deductible, the cost covered expenses are shared by you and your health plan. The percentage of covered expenses you are called coinsurance.

**What I need to know for my next claim:**
- You’ve now paid a total of $832.73 toward your family Ded year.
- You’ve now paid a total of $2785.85 toward your family Max plan year.
Billing:

- Your provider **may** bill you right after your appointment to notify you that they have billed DHMP. This may be as early as 2 weeks after your visit.
- Most providers will wait to bill your portion until after receiving payment from DHMP. This could be 4-6 weeks after the appointment.
- You should not be required to make payment until your provider knows what your health plan will pay.
Hospitalizations

After a stay in the hospital, you will likely receive at least 2 bills:

**Hospital**
For services received from hospital such as lab, x-ray, room charge, etc.

**Ambulance**
If applicable, transfers from one facility to another will generate separate bills.

**Provider**
- Surgeon
- Anesthesiologist
- Other providers who see you as an inpatient

~These fees will be billed separately.

**Cannot pay your bill?**
- Most providers will set up a payment plan that meets your needs.
- Care Credit.
Homepage of the Member Portal:

Register for Portal
Account Access
Member Portal

**Set up Account**

**New Member Registration**

As an authorized member, you will be able to view:

- Benefit Information
- Claim History and Status
- Other Policy Information

Enter your information about the member and yourself in the form below and then click the **Register** button.

* Indicates required information

**Personal**

- First Name: 
- Middle Initial: 
- Last Name: 
- Date of Birth: (MM/DD/YYYY)
- SSN: 
- Healthplan ID: 
- Are you a subscriber? Yes ○ No ○

**Contact**

- Mailing Address: 
- City / State / ZIP: 
- Phone (Area Code & Number): 
- Email: 
- Confirmation Email: 

**User ID & Password**

- User ID: 
  - User ID may contain at least 1 and any of the following (space _ @ _ + / _ -) Example: John_Smith or J_smith@my-address.com
- Password: 
  - Please create a password with a minimum length of 8 characters and a combination of three of the following patterns:
    - Uppercase letters
    - Lowercase letters
    - Numbers
    - Special characters shown as follows: !@#$%^&*()_+-[]{}:;"'<>/?
- Confirm Password: 

**Password Recovery Security Questions**
Note: If you open a temporary ID card, the system will automatically order you a new ID Card.
Preventive Benefits

Generally, preventive services include:

- Age-appropriate adult preventive care screenings such as:
  - Cholesterol (lipid profile) screening.
  - Mammograms.
  - Screening colonoscopy
- Well-woman exams
- Prenatal visits
- Well-child care
- Routine immunizations
- All items listed on the US Preventive Services Task Force list that are labeled A & B (you can find this list on our website)

CONSUMER TIP:
When you visit your provider for an annual preventive exam, feel free to also talk to them about issues such as high blood pressure, diabetes, etc. DHMP will still pay 100% for that preventive visit as long as your provider includes the preventive code along with any other service codes.

www.DenverHealthMedicalPlan.org
After Hours Care Options

Options for when you are sick and need care today:

1. **Call NurseLine Advice**
   303-739-1211

2. **DispatchHealth will come to you.**
   DispatchHealth is our on-demand health care provider that can treat a range of injuries and illnesses in the comfort of your home. Download the free app or call 303-500-1518.

3. **Visit a Walgreens Healthcare Clinic or a King Soopers Little Clinic.**
   These clinics are a good option if you have a sore throat, sinus infection or the flu.

4. **Visit an Urgent Care center** that is convenient for you. You are covered anywhere in the U.S.

4. **Emergency Room.** If you need emergency care, go to the nearest hospital or call 9-1-1. You are covered at any Emergency Room for emergency care at any time.