



## *Utilization Management: Access to Staff*

Health Plan Services is available at least eight hours a day during normal business hours for inbound collect or toll-free calls regarding Utilization Management (UM) issues. They can also receive inbound communication regarding UM issues after normal business hours via telephone/fax. Communications received after normal business hours are returned on the next business day, and communications received after midnight on Monday-Friday are responded to on the same business day. Health Plan Services can be identified by name, title and organization name when initiating or returning calls regarding UM issues.

### **TDD/TTY SERVICES FOR MEMBERS WHO NEED THEM:**

TDD (telecommunications device for the deaf) or TTY (telephone typewriter or teletypewriter) are electronic devices for text communication via a telephone line, used when one or more parties have hearing or speech difficulties. The organization provides a separate phone number for receiving TDD/TTY messages or uses the State/711 Relay Services.

### **LANGUAGE ASSISTANCE FOR MEMBERS TO DISCUSS UM ISSUES:**

For all members who request language services, DHMP provides services, free of charge, in the requested language through bilingual staff or an interpreter.

### **PRIOR AUTHORIZATION REQUESTS (PARs):**

DHMP has posted a PAR List on its website at [denverhealthmedicalplan.org/prior-authorization-list](https://denverhealthmedicalplan.org/prior-authorization-list). Providers may contact UM by fax to send authorization requests and clinical information. The UM Department can receive faxes seven days a week, including holidays. Please use the DHMP Prior Authorization Forms available on our website at [denverhealthmedicalplan.org/um-prior-authorization-request-form](https://denverhealthmedicalplan.org/um-prior-authorization-request-form). Look for the form titled 'UM Prior Authorization Request Form'. Fill out the form completely in order to expedite the process. Submit any documentation needed to support medical necessity for the requested service. A portal for email submission is available at [denverhealthmedicalplan.org/sites/default/providers/PAR.html](https://denverhealthmedicalplan.org/sites/default/providers/PAR.html). Clinicals must be uploaded just as for PAR forms.

PARs should be faxed to the following numbers: Inpatient Admissions: 303-602-2127; Outpatient Services and Elective Admissions: 303-602-2128; Urgent/Expedited Services: 303-602-2160

When submitting a PAR, please remember that there are specific rules to determine if a request is urgent. The Colorado Department of Regulatory Agencies defines an urgent request as:

A request for a health care service or course of treatment with respect to which the time periods for making a non-urgent care request determination:

- a. Could seriously jeopardize the life or health of the covered person or the ability of the covered person to regain maximum function; or for persons with a physical or mental disability, create an imminent and substantial limitation on their existing ability to live independently;
- b. In the opinion of a physician with knowledge of the covered person's medical condition, would subject the covered person to severe pain that cannot be adequately managed without the health care service or treatment that is the subject of the request; or
- c. Could seriously jeopardize the enrollee's ability to attain, maintain or regain maximum function.

If you submit an urgent request, please provide supporting documentation to show why the request meets the above definition of urgent. Urgent requests that do not meet the above definition will be downgraded to routine requests, and will be completed within the timeframes for making non-urgent (standard) requests.

### **Timeframes to Make Determination on PARs:**

To view details regarding turnaround times decisions based on authorizations priorities and extensions see table available on the website at [denverhealthmedicalplan.org/utilization-management-um](https://denverhealthmedicalplan.org/utilization-management-um). Do not submit duplicate requests, as this will delay processing. If you have a question about a request, or have submitted a request and have not received a response within the timeframes, please call Health Plan Services at 303-602-2100.