

Provider Portal Guide

Denver Health Medical Plan Provider Portal

The Denver Health Medical Plan Provider Portal is a resource to provide quick and convenient access to:

- Member eligibility
- Claim Information
- Authorization statuses
- And more!

[VISIT OUR COVID-19 INFORMATION CENTER](#)[VIEW RESOURCES](#)

WELCOME TO YOUR PROVIDER PORTAL

QUICK LINKS

- [UM PRIOR AUTHORIZATION REQUEST FORM](#)
- [BENEFITS AND ELIGIBILITY](#)
- [PROVIDER FORMS AND MATERIALS](#)
- [CLAIMS](#)
- [SECURE MESSAGES](#)

1

Search for members to verify their eligibility.

2

View the Referral Dashboard to check the Status of prior authorization requests.

3

Search the status of claims submitted to the health plan.

4

This link will take providers to the Prior Authorization Form on DHMP website.

5

This link will take providers to other forms and materials on DHMP website.

1

ELIGIBILITY

Search by

Last name

Gender:

-Select-

DOB:

[SEARCH](#)[Advanced Search](#)

2

AUTHORIZATIONS

[VISIT THE AUTHORIZATIONS DASHBOARD](#)[Advanced Search](#)

3

CLAIMS

Search by







Last name [SEARCH](#)

AUTHORIZATIONS

SEARCH

[Advanced Search](#)

Current Requests

Approved	In Progress	Cancelled Duplicate	Withdrawn by Provider	Cancelled Created in Error	Denied
0	0	0	0	0	0
7 Days 	7 Days 	7 Days 	7 Days 	7 Days 	7 Days 

Saved Searches

1

1

The Authorizations dashboard will show the number of Approved, Pending and Denied requests from the selected time frame.

This page can also be found under **Office Management** and then **Authorizations**.

More detailed information can be viewed in the **Advanced Search**.

Authorizations

SEARCH REQUESTS

1

Patients

Requesting Provider

Servicing Provider

Select a patient

Request Number

Requested Service

 Outpatient Admission

Date Range

09/05/2021



10/05/2021



Status

 Approved Denied In Progress Withdrawn by
Provider Cancelled Created in
Error Cancelled Eligibility
Issue Cancelled Duplicate

5

SEARCH REQUESTS

LOAD

SAVE

To search for a specific request:

1

Enter the Patient Name, Requesting Provider or Servicing Provider

2

Enter the authorization (or request) number if known.

3

Select the Date Range for the date of service (?)

4

Select the service type and status.

5

Click Search Requests

ELIGIBILITY SEARCH

CONDUCT ELIGIBILITY SEARCH

1

 Last Name Member ID Medicare ID

PATIENT

(Last Name Example - Smith, John)

SEARCH FILTERS

2

AS OF

10/5/2021



BIRTH DATE

(MM/DD/YYYY)

3

GENDER

-Select-



SEARCH

CLEAR

To verify member eligibility:

This page can also be found under **Office Management** and then **Eligibility**.

1

Select the patient identifier: Last name, Member ID or Medicare ID.

2

Select the date you want to verify eligibility from, the member's date of birth, and gender

3

Once this has been complete click Search.

The Remittance Advice tab is currently under construction. Only RA's up to 3/14/24 will be available in this tab. RA's post 3/14/24 will be available as a EOP under the Claim Status section (View EOP).

CLAIM STATUS SEARCH CRITERIA

DATE OF SERVICE 1 Feb 2024 To 1 May 2024

STATUS Paid & Pended & Denied

CLAIM STATUS SEARCH RESULTS

VIEW EOP	CLAIM NUMBER	STATUS	PATIENT	PATIENT ACCOUNT NO.	DOS	PROVIDER	BILLED	PAID/CAP. VALUE.	PAYMENT DATE
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[Redacted]

[Redacted]

[Redacted]

[Redacted]

12 Apr 2024

[Redacted]

[Redacted]

[Redacted]

CLAIM STATUS SEARCH

1

CLAIM NUMBER



2

DATE OF SERVICE

7/5/2021



To

10/5/2021



3

 Last Name Member ID Patient Account Number Medicare ID

(Patient List)



PATIENT

(Last Name Example - Smith, John)
(ID Example - HP555555,HP4444444)
(SSN Example - 555-55-5555, 444-44-444)
(Medicaid ID Example - AA55555,AA444444)
(Medicare ID Example - 5555555,4444444)

4

PROVIDER

 Last Name Provider Tax ID Provider NPI

(Last Name Example - Smith, John)

5

STATUS



Paid




Pended



Denied

SEARCH

CLEAR

 Indicates non-standard HIPAA data element

To check a claim's status:

This page can also be found under **Office Management** and then **Claims**.

1

Enter the claim number, if known.

2

Enter the Date of Service

3

Select the patient identifier: Last name or Member ID

4

Select the provider identifier: Last name, Provider Tax ID or NPI.

5

Once this has been complete click Search.

Remittance Advice

1

By Provider

Select Provider

2

By Tax ID

3

By Practice

Select Practice

By Patient

4

[Select Patient](#)

By Remittance Advice

Check Number

5

By Date

Check Date

From:

To:

6

SEARCH

CLEAR

7

Search for a Remittance Advice (RA) by clicking on the Remittance Advice tab. RA's can be filtered by:

1

Provider

2

Tax ID

3

Practice

4

Patient

5

Check Number

6

Or Date

7

Click on Search

MESSAGE CENTER

2

ADD MAILBOX

Active Mailboxes (1)

1

Mailbox Name	Total Messages	Unread Messages	Relationship	
Jones Jack (104521292)	0	0	Access	

1 - 1 of 1  

1 - 1 of 1  

Messages from Denver Health Medical Center can be viewed in the Message Center.

1

Active mailboxes will be displayed. Clicking on the link will allow the user to view the contents.

2

Additional mailboxes can be created by clicking on Add Mailbox.

INBOX MESSAGES FOR JACK JONES

+ NEW MESSAGE

SETTINGS

Inbox

Sent

Archived

Search by keyword

SEARCH

CLEAR RESULTS



From

Subject

Received

There are no messages to view at this time.

[Return to All Mailboxes](#)

The Inbox will display messages the user has received. By clicking the other tabs, Sent and Archived messages can be viewed.

ADD MAILBOX

1

Mailbox Details

Mailbox Name

Date Created

04/21/2021

Mailbox Visible To

 Provider Employer Member Payor Broker

Include in Message Center Count

 Yes No

Additional Mailbox Users

[Add Additional Users](#)

When adding a mailbox:

1

Enter the name of the mailbox.

2

Select who the Mailbox is visible to.

3

Select if the Mailbox should be included in the Message Center Count.

4

Add users that will have access to the newly created mailbox.

USER MAINTENANCE

USER NAME	OFFICE SECURITY	COMPANY NAME	COMPANY ID NUMBER	USER ID	LAST LOGIN	VALIDATED THROUGH	USER STATUS	USER INDEX
Provider04, Test	Main Office Contact	CENTURA HEALTH PENROSE ST FRANCIS HEALTH	204970	DHMPTestProvider04	10/05/2021	03/03/2022	Confirmed	257095

ADD USER

2

From the **Administration** header, offices can add users to their portal by clicking on **System Admin**. The office user with the Local Administrator roll, will be able to add other members of the office to the portal.

1

Clicking on Administration, then **System Admin** will display, and show users from the provider's office.

2

Additional users can be added by clicking Add User.

ADD USER

* FIRST NAME

Test

MIDDLE INITIAL

* LAST NAME

Provider

* E-MAIL ADDRESS

marques.haley@dhha.org

* CONFIRM E-MAIL ADDRESS

marques.haley@dhha.org

TITLE

e.g., Office Manager

* OFFICE PHONE

303-602-7682

PHONE EXT

OFFICE FAX

* USERNAME

dhmpTestProviderTraining

* PASSWORD

* CONFIRM PASSWORD

*****|

LOCAL ADMINISTRATOR:

After clicking Add User, you will be asked to complete the form to the right.

Required fields are marked with a red asterisk.

USER ROLE MAINTENANCE

There are currently no User Roles defined for this user.

ADD

1

Below the **Add User** form, you will be asked to **Add a Role** for the new user.

1

Clicking on Add will take you to the **User Role Selection** screen.

2

Most users in a provider office should have the role **Provider - Office Manager – Claims**. However, backup local administrator roles can be selected here as well.



Contact Support

Messages

Welcome Test

PATIENT MANAGEMENT

OFFICE MANAGEMENT

ADMINISTRATION

USER ROLE SELECTION

2

ROLES

Provider - Office Manager - C... ↕

ENTITY LISTS

CENTURA HEALTH PENROSE ... ↕

SELECT ROLE

CANCEL

* CONFIRM PASSWORD

LOCAL ADMINISTRATOR:

2

* Indicates required field

USER ROLE MAINTENANCE

DENVER HEALTH MEDICAL PLAN

DENVER HEALTH MEDICAL PLAN - PROVIDER PORTAL

ROLE	ENTITY LIST NAME	REGISTRATION STATUS
<input type="checkbox"/> Office Manager - Claims	CENTURA HEALTH PENROSE ST FRANCIS HEALTH 1	Pending

3

Once the form has been completed and the role selected, new items will appear.

1

The Registration Status will show as pending after the role has been added.

2

Clicking the Submit button will send the user info to DHMP to complete the registration process.

3

The option to remove a role will also be available at this point.



PATIENT SEARCH

CONDUCT PATIENT SEARCH

1

PATIENT

 Last Name Member ID Medicare ID

(Last Name Example - Smith, John)

SEARCH FILTERS

2

AS OF

10/5/2021

 BIRTH DATE

(MM/DD/YYYY)

3

 GENDER

SEARCH

CLEAR

Under **Patient Management** you can search for an individual patient.

1

Select the patient identifier: Last name, Member ID or Medicare ID.

2

Select the date you want to verify eligibility from, the member's date of birth, and gender

3

Once this has been complete click Search



[Return to Previous Page](#)

Pages: (1)

Results: 1

PATIENT SEARCH RESULTS

1	NAME	SEX	BIRTH DATE	ADDRESS	ID	SPONSOR
<input type="button" value="SELECT"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DHMP

Pages: (1)

Results: 1

[Return to Previous Page](#)

The search results will show the patient's identifying information.

1

Clicking **Select** will put the member in patient management. Allowing the user to view claims, authorization and other information directly related to the member under **Patient Management**.

2

CURRENT PATIENT

2

Search Patients

Patient Information

Claims

Permissions

Document Manager

Referrals/Authorizations