



Utilization Management: How providers can obtain UM criteria

Denver Health Medical Plan, Inc. (DHMP) reviews all requests for care by utilizing evidence-based clinical criteria and takes individual circumstances of the member into account when determining the medical appropriateness of health care services. Requests that do not meet the criteria are reviewed by Board Certified Physicians. The Physician Reviewer consults with other appropriate specialists if needed.

The criteria used to make a decision are available, upon request, at no cost to the member, practitioner or provider. To get a copy of specific criteria, call DHMP Health Plan Services at [303-602-2100](tel:303-602-2100). Please provide the authorization number, when available, to expedite the criteria request. Criteria are considered proprietary information and are copyright protected.