DHMP PROVIDER NEWSLETTER

DENVER HEALTH MEDICAL PLAN INC.™

September 30, 2026

Prior authorization changes for inpatient and SNF admissions take effect January 1, 2027

NEW PRIOR AUTHORIZATION REQUIREMENT: ACUTE INPATIENT ADMISSIONS

Effective January 1, 2027

Denver Health Medical Plan (DHMP) is providing an advance notice of an upcoming change to prior authorization requirements for acute inpatient (IP) admissions.

What Is Changing?

Effective January 1, 2027, prior authorization will be required for all acute inpatient admissions at non-Denver Health facilities. This change does not affect admissions to Denver Health and Hospital Authority (DHHA) facilities.

WHAT YOU NEED TO KNOW

» **Planned or elective admissions:** Submit the prior authorization request before the scheduled admission.

» **Urgent or emergent admissions:** Treatment provided in Emergency Room and Observation stays do not require prior authorization. If the member is admitted to an Acute Inpatient level, send DHMP a notice of admission within 48 hours of the admit order.

» Submit authorization requests and notices of admission through the provider portal or by fax using the current DHMP forms. Requests cannot be submitted by phone.

» Include relevant clinical information and supporting documentation with the request to facilitate an efficient **clinical review and timely determination**.

» Authorization reviews will consider the member's clinical circumstances and applicable evidence-based clinical criteria.

» Providers are encouraged to verify authorization requirements and member eligibility before providing services when appropriate.

» This change is intended to support timely care coordination, appropriate utilization, and collaboration between DHMP and our provider partners.

PREPARING FOR JANUARY 1, 2027

Please share this information with your Utilization Management, Authorization, Admissions, Clinical, and Administrative teams.

Additional information about required documentation and provider resources will be shared before the effective date.

Thank you for your continued partnership and commitment to ensuring safe, timely, and coordinated transitions of care for DHMP members. For questions, contact our provider relations contact center at 303-602-2003 or send a secure message through the provider portal: https://dhmpprovider.healthtrioconnect.com/.

NEW PRIOR AUTHORIZATION REQUIREMENT: SKILLED NURSING FACILITY ADMISSIONS

Effective January 1, 2027

Denver Health Medical Plan (DHMP) is providing hospital and Skilled Nursing Facility (SNF) partners with an advance notice of a change to prior authorization requirements for SNF admissions.

What Is Changing?

Effective January 1, 2027, prior authorization will be required for all Skilled Nursing Facility admissions, including members transitioning from an acute inpatient stay.

WHO SUBMITS THE REQUEST?

» **Hospital staff discharging members from an acute inpatient stay:** The hospital starts the SNF prior authorization request as soon as a SNF level of care is identified in the member's discharge plan.

» **Providers interested in facilitating all other SNF admissions:** The requesting provider submits the prior authorization request when the member needs SNF admission.

What Hospitals, Providers, and SNFs Need to Know

» Start the authorization process as early as possible to support timely discharge planning and continuity of care.

» Include relevant clinical information and supporting documentation with the request so it can be reviewed quickly.

» Submit authorization requests through the provider portal or by fax using the current DHMP forms. Requests cannot be submitted by phone.

» Reviews will consider the member's clinical needs, the appropriate level of care, and applicable evidence-based clinical criteria.

» Acute care facilities (Discharging) hospitals, providers, and receiving SNFs are encouraged to coordinate early to facilitate a smooth transition of care.

» DHMP will work with hospitals, providers, and SNF partners to support care coordination and avoid unnecessary delays in transitions of care.

PREPARING FOR JANUARY 1, 2027

Our goal is to strengthen care coordination, support appropriate transitions of care, and promote collaboration among DHMP, hospitals, and Skilled Nursing Facility partners.

Please share this update with discharge planners, case managers, social workers, and your Utilization Management, Authorization, Admissions, Clinical, and Administrative teams.

Additional information about submission processes, required documentation, review expectations, and provider resources will be shared before the effective date.

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