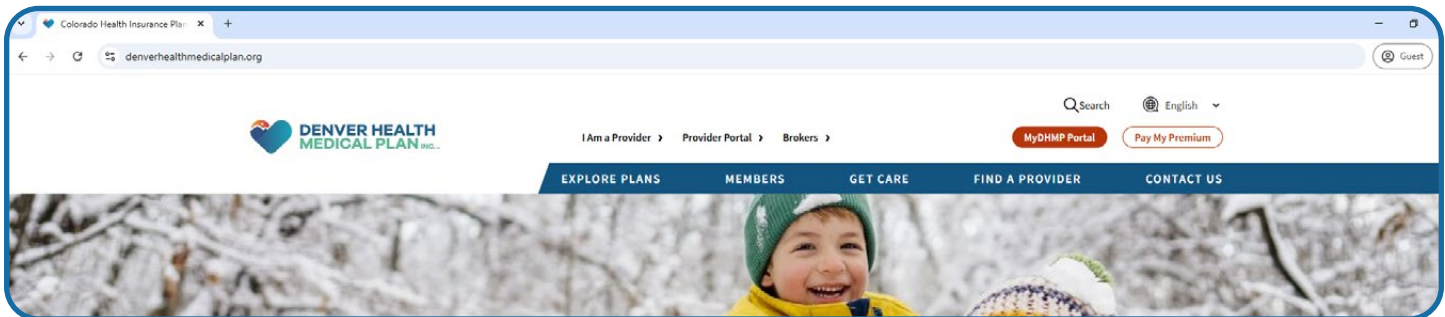


With DHMP's Member Portal and Mobile App, you can view plan data, claims, your member ID Card, and more!

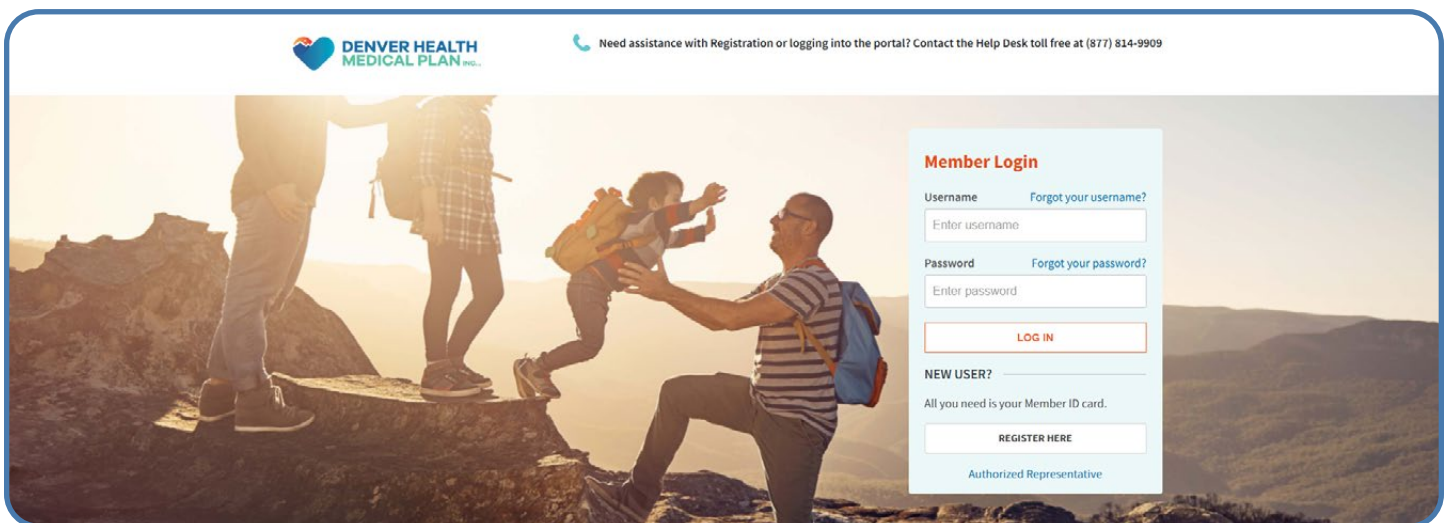
STEP 1:

Visit our website at **DenverHealthMedicalPlan.org** and click the **"MyDHMP Portal"** button.



STEP 2:

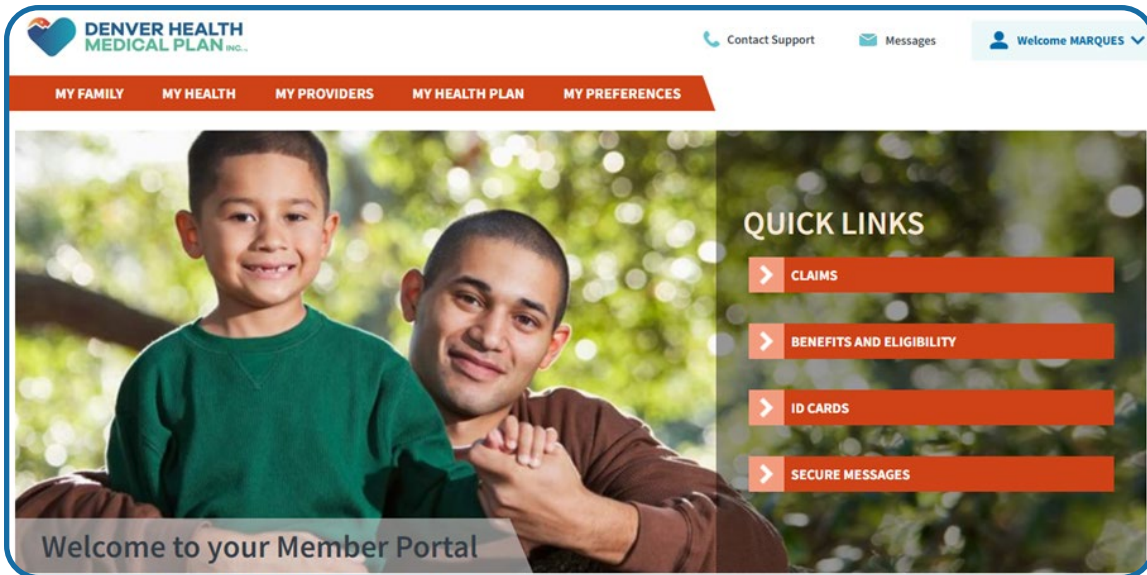
- » Enter your **username** and **password** to log in; or
- » Click **"Register Here"** if you are new to the portal and want to create an account.



STEP 3:

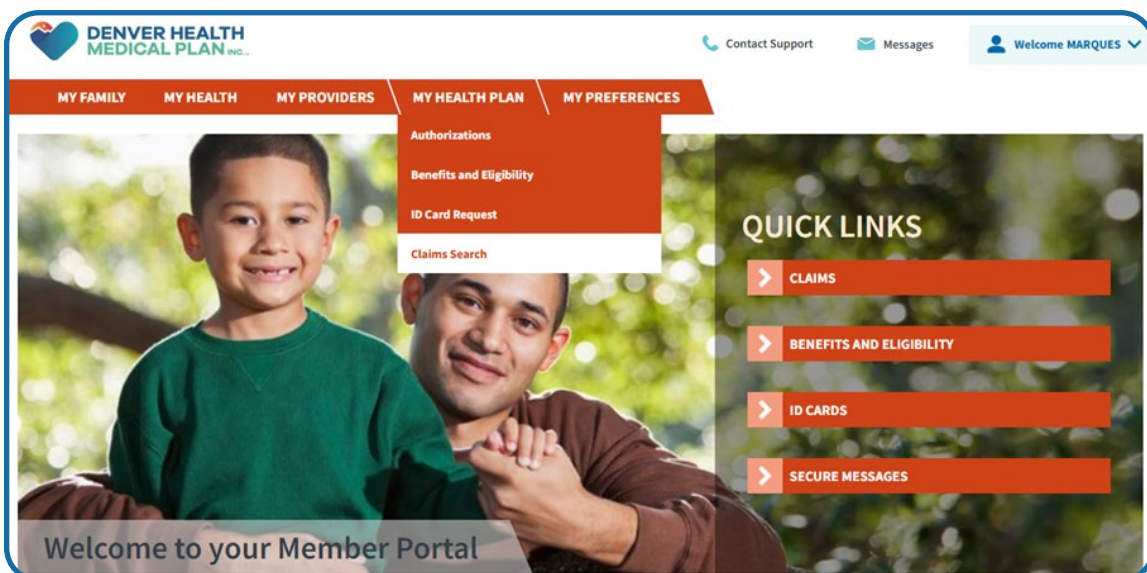
Under “**Quick Links**”, you can choose from the following options:

- » Claims
- » Benefits and Eligibility
- » ID Cards
- » Secure Messages



STEP 4:

Hover over “**My Health Plan**” for dropdown options.



STEP 5:

Under the “**Claims**” section, you can do the following:

- » Search for a specific Claim
- » Download or print your Explanation of Benefits (EOB)
- » View the Claim Number
- » View the Date of Service (DOS)
- » View the Provider
- » View the Total Patient Responsibility (amount member owes)
- » View the Status of the claim

Note: Click on the Claim Number to view claim details.

CLAIM STATUS SEARCH

PATIENT
MARQUE'S HALEY (25845216501)

CLAIM TYPE: Any

CLAIM NUMBER:

DATE OF SERVICE: Select Coverage Period -OR- 01/01/2024 To

STATUS: SEARCH CLEAR

CLAIM STATUS SEARCH CRITERIA

PATIENT
MARQUE'S HALEY (25845216501)

DATE OF SERVICE: 1 Jan 2024 To 9 Jan 2025

STATUS: Paid & Denied & Pending

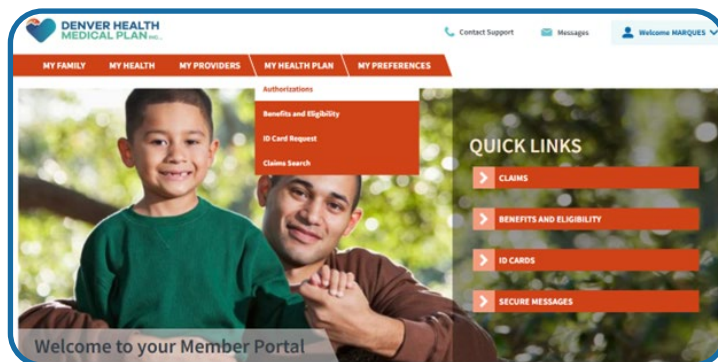
CLAIM STATUS SEARCH RESULTS FOR **FOR 01/01/2024 TO CURRENT**

| VIEW EOB | CLAIM NUMBER | DATE OF SERVICE | PROVIDER | TOTAL BILLED | TOTAL PATIENT RESPONSIBILITY | TOTAL PAID | STATUS | PAYMENT DATE |
|----------|----------------------|-----------------|------------------------------|--------------|------------------------------|------------|--------|--------------|
| | 2532 | 10/24 | DENVER HEALTH MEDICAL CENTER | \$156.92 | \$0.00 | \$0.00 | Paid | 27 Nov 2024 |
| | 2430 | 10/24 | DWYER, MACKENZIE L | \$192.66 | \$0.00 | \$0.00 | Paid | 13 Nov 2024 |
| | 2420 | 10/24 | DENVER HEALTH | \$485.88 | \$0.00 | \$0.00 | Paid | 6 Nov 2024 |

STEP 6:

Under the “**Authorizations**” section, you can do the following:

- » Filter by Requesting Provider or Servicing Provider
- » Filter by Request Number
- » Filter by Date Range
- » Filter by Requested Service
- » Filter by Status
- » Search for all Authorizations



Welcome to your Member Portal

SEARCH REQUESTS

Requesting Provider:

Request Number:

Requested Service:

Date Range: 01/15/2022 To 01/15/2025

Status:

☒ Outpatient ☒ Admission ☒ Approved ☒ Denied ☒ In Progress ☒ Dismissed

SEARCH REQUESTS

No records available.

STEP 7:

To use the the Member Portal on your smartphone or tablet, search for “**MyDHMP**” in the Apple or Android App Store and download the app. Next, open the app and log in with your username and password (or create an account if you haven’t already).

You can then choose from the following options:

- » **My Health Plan**, where you can:
 - Select **Benefits and Eligibility**
 - Select **Authorizations**
 - Select **Claims**
 - View **ID Card**
- » **My ID Card** (to view your health plan member ID Card)
- » **My Claims** (search and view your claims)
- » **Messages** (see your inbox and send messages to the health plan)

Note: Click on “More” in the lower right navigation bar for additional options, including “My Settings”, “My Plan”, “Find a Doctor” and more.

