



Intake, Referral and Provider Assistance

For access to care and any other member related services, please call BHI at the following telephone number for assistance:

Behavioral HealthCare, Inc. (720) 490-4400

Utilization Management Department: Emergency Services teams are available 24 hours a day 7 days a week for emergency evaluations and authorizations. Utilization managers are available Monday through Friday, 8:00 am – 5:00 pm, for:

- Preauthorization for all levels of care
- Utilization review
- Consultation
- Member referrals
- Concurrent reviews and continued authorizations

Providers may also consult with a utilization manager or a clinical care coordinator regarding a client's treatment needs related to:

- Medication management
- Psychological testing (prior authorization required)
- Aftercare (upon program/facility discharge) with an outpatient therapist or structured program.
- Referral to a different level of care, including discharge
- Community resource information

Client/Providers may also call Behavioral HealthCare, Inc. from 8:00 a.m. to 5:00 p.m., Monday through Friday for any of the following:

- Verification of Medicaid eligibility
- Written inquiries
- Benefit explanations
- Prevention, Education, and Outreach referral information
- Client referral

Provider Services staff are available from 8:00 a.m. to 5:00 p.m., Monday through Friday. The Provider Relations staff is available for:

- Credentialing and recredentialing
- Network monitoring

- Network management
- Application status
- Updating provider demographic data.
- Provider education

Claims Department: ((303) 368-8201) claims department personnel are available from 7:00 a.m. to 4:00 p.m., Monday through Friday. The staff is responsible for:

- Claim inquiries
- Explanation of Benefits
- Claims Appeal (Refer to Section VII)