

PRIOR AUTHORIZATION

FOR FACILITY-BASED BEHAVIORAL HEALTH CARE

Access Behavioral Care, CHP+ offered by Colorado Access, and CHP+ State Managed Care

EVALUATE

member for
medical necessity

Level of care does not
need to be determined
before initial contact

CALL

800-511-5010 option 2, option 1, option 5
Monday through Friday 8:00 a.m.- 5:00 p.m.
After-hours option 2, option 1, option 7

FAX

720-744-5130 Monday through Friday
8:00 a.m.- 5:00 p.m.
After-hours fax: 303-361-8258

Please include the following: Colorado Access Triage/Recommendations, Clinical Assessment (Mental Status, 27-65, Emergency Commitments, if applicable), Drugs of Abuse Screen and Blood Alcohol Level.

The Utilization Review team will respond within 60 minutes with an answer.

If the authorization request is **approved**, then an authorization will indicate a specific level of care, length of time (number of days), and authorization number.

If the authorization request is **denied**, a peer to peer review may be requested through the utilization reviewer. Any additional information supporting the request should be included.

Questions? Contact us any time
at 800-511-5010, option 2, then
option 1, then option 5 or at
utilization.management@coaccess.com



For information regarding clinical appeals, please call 844-683-1072 or fax 844-683-1071