

What to DO if
you or someone
you care about
receives a denial for
behavioral health
care coverage...

Always Request:

- the reason for a denial AND
- the medical necessity criteria.

Obtain a description
of your benefits.

If you have
questions
about your
rights and
protections
under the
Parity Act...

Contact the Colorado Division
of Insurance or file a complaint
through their website at
insurance@dora.state.co.us

OR

Contact Behavioral Health
Ombudsman of Colorado:
ombuds@bhoco.org
or call 303-866-3083
website: www.bhoco.org.