

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](mailto:insurance@dora.state.co.us)

OR

Contact Ombudsman for  
Behavioral Health Care Access at:  
[CDHS\\_Ombudsman\\_BH@state.co.us](mailto:CDHS_Ombudsman_BH@state.co.us)  
or call 303.866.2789.