COLORADO SUMMIT

DentaQuest®

Health First Colorado and CO CHP+ Dental Programs

Provider Updates

VOL 34 | October 2022

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FAQ

Q: How long does a provider have to submit an appeal if they do not agree with a denial?

A: 60 days from the date of the original determination.
This applies to both Medicaid and CHP+ plans.

Network Management Team update

The Network Management team would like to welcome two new team members: Davis Edge and Madison Lehman.

Davis Edge is the new Network Manager for the Central Metro Denver region.
Davis joined DentaQuest in August and brings with him a background of billing, compliance, credentialing, and coding having worked in Oral Surgery, Cardiology, and Gastroenterology offices. His favorite activities include traveling to new places, sport climbing, motorcycle riding, disc gold and occasionally jumping out of planes. Davis is looking forward to sharing his knowledge with our network providers.

Madison Lehman is the new Network Manager for the Southeastern Colorado region. Madison also joined the DentaQuest team in August and has two years prior experience in credentialing for a DSO. She attended Ohio

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University where she studied Health Services Administration. Madison is looking forward to working with and helping the providers in her region.

Natalie Archuleta who was previously managing the Central Metro Denver territory has now moved into the Northeastern Colorado region.

Please refer to the updated provider map for Network Manager contact information for your office.

Provider Portal Requests

DentaQuest has identified a trend in incorrect provider submissions through the provider portal. The Reconsideration/Appeal option in the DentaQuest provider portal is used for clinical denials of a PAR or claim. All other requests such as PAR extensions, releases and corrected claims must be submitted via the pathway below. When requests are routed incorrectly, the request is closed in error and outreach to the provider is made by the provider's Network Manager. This creates delays in turn around and can cause provider frustration as oftentimes, the requests are time sensitive.

Please follow the pathway below to ensure your request is being routed appropriately.

1. Requesting Extension or Release of PAR:

> Click on the HELP icon located in the upper left of the welcome page
> Select Send Us a Help Request
> Create Help request > Request Help With > **Other**
>
> Provide additional request details > Please extend PAR# *or* Please release PAR #
>
> What would you like to happen as a result of your request?
>   PAR#... is extended *or* PAR #... is released
> Click Submit

PAR extensions must be requested prior to the expiration date as outlined in the CO Medicaid and CHP+ Office Reference Manuals. PAR releases may also be requested through Customer Service by calling 855.225.173.

2. Submitting a Corrected Claim:

> Click on Claims
> Claim Entry > Verify Member Eligibility
> Enter Claim Detail
>   o   Notes (Box 35 of ADA claim form)
>   CORRECTED claim #... (claim number of the claim you are correcting) along with clear instructions of what is being corrected.
> Submit Claim

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Billing Medicaid Members

Participating Providers agree to accept the HCPF payment as payment in full for benefit services. Colorado law prohibits Providers from billing Health First Colorado members or the estates of deceased members for benefit services.

Participating providers may bill a member for non-covered services. A non-covered service is:

- Any procedure code that is not listed as a covered benefit listed in the ORM

- Any procedure code listed as a covered benefit in the ORM that has been denied by DentaQuest through a prior authorization request (PAR) or a claim.

- Services rendered beyond the frequency limits listed in the ORM

- Services rendered beyond an adult members $1500 annual maximum (at the contracted Medicaid fee)
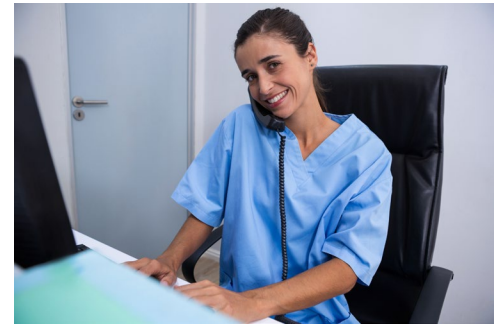
To bill a Medicaid member for a non-covered service, the provider must first obtain written acknowledgement prior to rendering services. A *Health First Colorado Dental Non-Covered Services Disclosure Form* template is in Appendix A of the Office Reference Manual.

More information can be found in section 4.10 Payment for Non-Covered Services of the Health First Office Reference Manual.

Update Your Address - Campaign

Spread the word: ask members to update their contact info

Please help us spread the word to Health First Colorado (Colorado's Medicaid program) and Child Health Plan *Plus* (CHP+) members to update their contact information. During the public health emergency, members stay enrolled in health coverage even if they have household or income changes. At the end of the PHE, many Health First Colorado and CHP+ members will receive a packet to renew their coverage. **Members who fail to fill out the necessary information may lose their benefits.**

Every year, Health First Colorado and Child Health Plan *Plus* members may receive a packet to renew their coverage, so it is crucial to have the correct addresses and contact information for all members.

We collaborated with community partners to create an *Update Your Address* campaign for members.

Please use the following resources to spread the word.

Update Your Address outreach materials in Microsoft Word format (English and Spanish)

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Member Spotlight – Tina's Story

Health First Colorado has been with Tina's family from the beginning, helping this single mom afford health care for her two adopted children. Children who are adopted from foster care may qualify for Health First Colorado. Learn more about getting covered at HealthFirstColorado.com.

Watch Tina's story on YouTube: Tina's Story

Training Sessions

Did you know DentaQuest holds monthly training sessions covering current events and common questions? Join our next session by following the below instructions! Follow the link for details on all our upcoming training sessions.

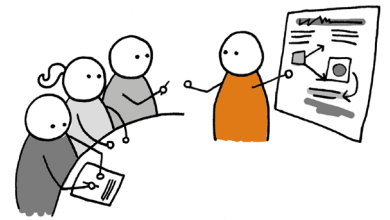For complete training details Click Here.

Date: Wednesday November 9th
Time: 1:00 PM MST (1 hour)
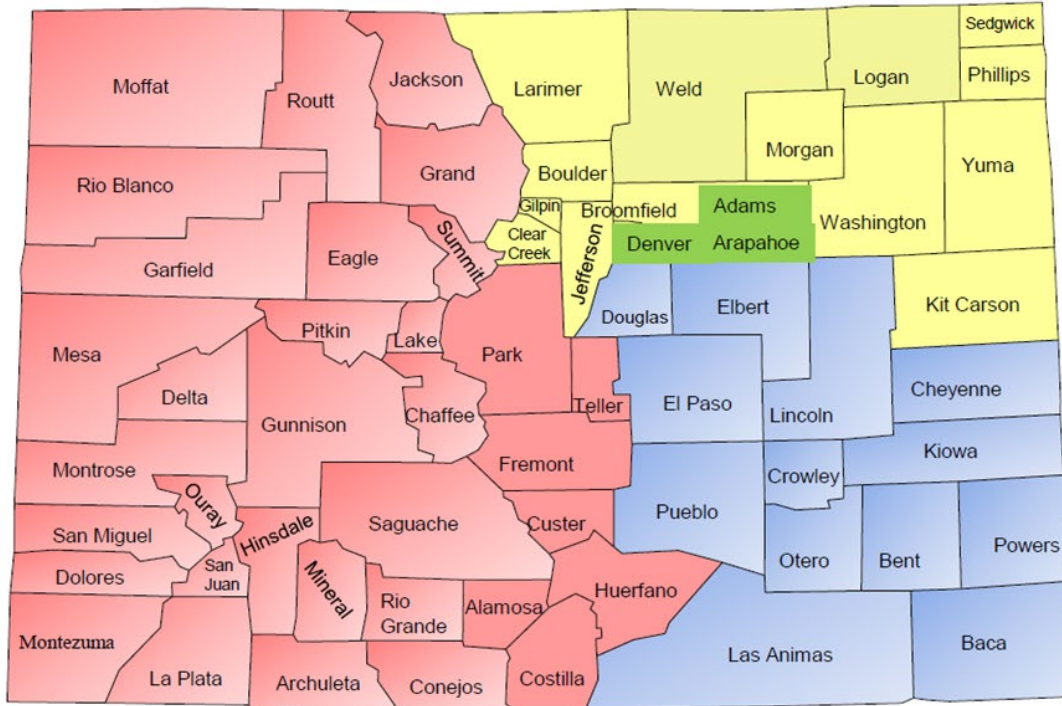**Host:** Jennifer Labishak

Call in: 1-339-666-3919
Meeting Number (access code): 991 227 78#
Meeting Link: https://bit.ly/3Hti6DC

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Provider Contact Information

Health First Colorado and CHP+
Provider Services
855-225-1731

Health First Colorado
Member Services
855-225-1729

CHP+
Member services
888-307-6561

DentaQuest Web Portal Log-in
provideraccess.dentaquest.com

Health First Colorado and CHP+
Authorization & Claim Requests
Fax: 262-834-3589

Mailing Address:
DentaQuest - CO
PO Box 2906
Milwaukee, WI 53201-2906

Health First Colorado
Credentialing (DXC)
844-235-2387

CHP+ Credentialing
800-233-1468

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