



March 21, 2018

The Resumption of the 1.4% Rate Increase Re-processing/ Fee Schedule Confirmation

Confirmation of fee schedule

- The rate increase was approved in late October, 2017 by Health First Colorado and DentaQuest was given the go ahead to reprocess provider claims from 7.1.17 through October 31, 2017.
- In December 2017, after the first 6 weeks of claims were reprocessed, the project was suspended by HCPF while they confirmed the accuracy of the fee schedule. The fees were confirmed as accurate last week.

Change in re-processing method

- When Health First Colorado asked DentaQuest to reprocess claims and add the new increase, it was known that some claims would deny due to the application of frequency limitations at the time of re-adjudication.
- To decrease the number of these denials, a better method has been put in place to reduce the number of inaccurate denials and recoupments.
- This system will reduce, but not eliminate, some of these denials.

Health First Colorado is aware some denials during the reprocessing are unavoidable. Unfortunately, if a claim denies because of the reprocessing, it is not appealable therefore, is not eligible for reconsideration.

- The 6 weeks of claims that were processed will be re-processed automatically with this new method. This reprocessing will be automatic. No action is needed on your part.
- This will result in long EOBs with additional adjustments.
- After the previously reprocessed claims are re-adjudicated, the reprocessing will resume for rest of this project.

If you have questions, please contact the DentaQuest Customer Service at 855.225.1731 or your Provider Relations Representative.