

  
**DENTAQUEST DENTAL ADVISORY COMMITTEE**  
Friday, October 17<sup>th</sup>, 2025  
Microsoft Teams Meeting

## DAC Minutes

9:30 a.m. - Initiate DAC meeting - Introductions.

9:33 a.m. - Governor's Polis Executive Order

- DentaQuest provided a recap on the State of CO retraction of the 1.6% increase for all Medicaid Network fees that went into effect on July 1<sup>st</sup>, 2025. Per the Governor's executive order, August 2025, the HCPF department reviewed and determined which additional adjustments needed to be made to ensure the Governor's issued Executive Order was met. The updated CO Medicaid Fee Schedule that went into effect 10.01.25 is available within the DQ Provider Portal, as well as the DQ CO State Portal.

9:35 a.m. - Once-In-A-Lifetime Replacement Process

- DentaQuest announced a significant change in the process for denture replacements; communication was sent statewide. DentaQuest just provided a recap of this change that went into effect on October 1st, 2025. Providers will no longer need to submit appeals, additional claims, or denture replacement forms to overturn determinations. Instead, HCPF has approved a new streamlined process for prior authorizations. Providers should now include the key phrase "Denture Replacement" in Box 35 of the ADA claim form when submitting prior authorizations for approvals. For those using the DQ Provider Portal, this information should be entered into the "notes" section, which corresponds to Box 35 on the electronically generated ADA form. This is equivalent to the "remarks" section in Box 35 on a paper ADA claim form. This new procedure aims to simplify the process and improve efficiency for both providers and patients.

9:40 a.m. - DentaQuest Dental Home

- DentaQuest provided an overview of the dental home program and how members are assigned. DentaQuest has informed providers about their Dental Home assignment process, which takes into account factors such as previous visits, siblings, and various provider types, including RDHs, general dentists, and pedodontists, when assigning members. To effectively manage their patient bases, providers are encouraged to utilize their panel rosters. It's important to note that members who haven't received recent care may be reassigned if they are not seen by their allocated Dental Home provider. While there are currently no incentives in place, DentaQuest is actively exploring options with HCPF for potential future improvements.

9:45 a.m. - High Risk Criteria

- **Provider summarized statements:** Provider inquired about updates for High-Risk Criteria within the CO Medicaid ORM per previous DAC meeting discussion. As high-risk patients can have additional factors like rampant decay with no previous dental visits, but they don't qualify due to the complete criteria requirements. Current criteria require meeting all



conditions ("and"), rather than some ("or"), and providers are advising changing from "and" to "or" for more accurate risk assessment. This change could better identify high-risk patients, especially those without treatment history, and modifications could improve preventive and value-based care implementation.

- HCPF provided an update and information on the process for verbiage to be potentially amended within section 8.07 High Risk Criteria within the Health First CO ORM. HCPF met with its compliance team in September of this year to discuss the rule-making process for changing risk terminology. HCPF Dental Program has preparatory work to do, in which they will assess the entire rule, not just high-risk terminology, looking at the dental services and child services sections. The next steps in place are that HCPF will present its findings to stakeholders for feedback. After stakeholder engagement, they'll finalize documents and have their legal team review proposed changes. Then, HCPF will need to submit to the Medical Services Board for a rule reading, coordinating with their submission deadlines. HCPF informed providers that this required process could take up to a year, but it has been initiated internally.

#### 9:55 a.m. - DQ Denial Verbiage provided to Members on Claims/Prior Auths

- DentaQuest inquired about examples never received with specific verbiage that the providers feel can create doubt with providers' expertise. Per HCPF, the providers were informed to send any examples of these determinations to DQ leadership, and specific verbiage that they feel can create doubt with providers' expertise, to be reviewed on July 17<sup>th</sup>, 2025.
- **Provider summarized statements:** Provider was given the floor to share examples of denial verbiage they feel can cause the member to question the provider's treatment recommendations. Examples of verbiage provided: "The x-rays your dentist sent do not show this. The service is not medically necessary", "The crown is not medically necessary", "Our Dentist looked at the information sent by your dentist. Your tooth must have noticeable bone loss or show on an X-ray that there is a hard substance built up on the root of the tooth. Your X-rays do not show that you have these issues. We have also told your dentist. Please talk to your dentist".
  - DentaQuest appreciated the information shared; however, the examples provided were redacted, and the verbiage provided was not specific verbiage within a DentaQuest prior authorization or claim determination letter. Providers were informed that the examples need to be presented in their original, unaltered form to ensure that the correct language is being examined. Some providers have expressed concern that this notification approach may undermine their professional expertise in the eyes of their patients. It's important to note that DentaQuest fully recognizes and values the providers' expertise, as well as their commitment and the services they offer to members. However, it's crucial to understand that certain processes are in place as safeguards against potential fraud and abuse. These processes necessitate that specific criteria be met per rules and regulations set forth for the CO Medicaid Network, which is why the examples must remain intact for review.
  - DentaQuest requested the provider send over the original examples for further review/investigation of the language.

#### 10:00 a.m. - Rocky Mountain Dental Convention

- DentaQuest has extended an invitation to providers and staff to visit Booth 308 for interactions during the event. RMDC will take place from January 22 to January 24,



2026, for those attending who are interested in connecting with DentaQuest representatives in person and are planning for the upcoming RMDC.

10:03 a.m. – Future DAC Meetings

- The DAC Meeting invites for the following year will be sent out via the Teams application. The Quarterly DAC Meetings will continue to occur on the third Friday of the month.

10:05 a.m. – DAC Meeting Adjourned