



COLORADO SUMMIT



Health First Colorado and CO CHP+ Dental Programs

Provider Updates

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Dental Home for Health First CO (Medicaid)

Dental Home creates a consistent place for members to receive comprehensive and individualized oral health care. A large percentage of Medicaid members are not utilizing their dental benefits. One reason identified is that they do not know where to go. DentaQuest successfully implemented Dental Home for CHP+ members July 01, 2021.

DentaQuest has since moved forward with the Dental Home program for Health First CO (Medicaid) members which launched on March 21, 2022. All Health First CO members (Child, Adult, IDD) will be assigned to a dental home. Providers who are designated as a dental home include: General Dentists, Pediatric Dentists and Independent RDHs. There are several factors taken into consideration when assigning members:

- Member has a history at an identified dental home
- Member has a sibling currently assigned to a dental home
- Distance from the member's home to the dental home

FAQ

Q: Is the Provider Portal compatible with any browser?

A: Google Chrome is *most* compatible. Microsoft Edge is also compatible. Internet Explorer is not supported and WILL cause issues.



- Member's age in relation to the ages the dental office treats
- Available capacity of the dental home location

Members are assigned to a location, not a specific provider. Offices can access their panel roster in the DentaQuest provider portal to use like a typical recall roster. Provider offices are encouraged to develop a process to reach out to newly assigned members and initiate scheduling. Members will also receive communication in the mail that outlines which office is designated as their dental home. The Dental Home program is very fluid, a member can be treated even if they do not reflect on the panel roster, submission of a claim will reassign the member. A member can also call Customer Service to request a change in their dental home proactively.



Broken Appointment tracking is back!

Based on provider feedback, DentaQuest is pleased to inform providers of the reimplementation of Broken Appointment tracking.

To submit a broken appointment:

1. Check member eligibility in your DentaQuest portal
2. Click on the Quick Links tab
3. Click on Start Broken Appointment- complete the information requested and submit.

When a broken appointment has been submitted, the following Monday DentaQuest Member Services completes live calls to the members who have a broken appointment logged. During these calls the representative helps the member reschedule their appointment, identifies barriers in why the appointment was missed and educates the member on the importance of keeping their scheduled appointment and the impact on a provider when an appointment is missed.

Two identified common factors that lead to CO Medicaid members missing appointments are:

- Being unsure of payment and/or not having the financial resources for the appointment.
- Not having dependable transportation.

What can a provider do to help alleviate these issues?

Communication is key for successful appointments. In addition to a standard confirmation call, a courtesy call 5 business days prior to scheduled appointment gives ample opportunity to overcome these potential obstacles.

Members who do have an out-of-pocket cost must be educated on their portion prior to treatment and have a non-covered service form completed and signed with a payment arrangement in place. This form can be found in the CO Medicaid Office Reference Manual on page 85 and page 65 of the Child Health Plan Plus (CHP+)



Office Reference Manual. Reiterate the member's co-pay amount and review the financial arrangement that has been agreed to. If there are any barriers preventing payment, reschedule treatment.

CO Medicaid also offers Non-Emergent Medical Transportation to its members. Members may not be aware of this program benefit. Most service providers require the ride to be scheduled 3 business days prior to the appointment. The link below is a directory for each County's ride assistance. Dental providers may extend this information to the members who have obstacles with reliable transportation. The NEMT benefit is only for CO Medicaid members and is not a CHP+ benefit.

CO Medicaid Ride Assistance:

[NEMT Service Areas | Colorado Department of Health Care Policy & Financing](#)

Early Dental Intervention for Medicaid – Enrolled Children

Children who begin their routine dental exams at an early age will have better oral health outcomes long term.

According to an article collectively written and published in *JDR Clinical & Translational Research*, a study was completed to assess the correlation between the age and type of provider with dental treatment. Researchers used information from the IBM MarketScan database - 2.4 million children enrolled in Medicaid younger than 6yrs old in 13 states. It was found that children whose first oral health exam was at 4yrs old is more than 5 times more likely to have dental caries than children who were examined before the age of one. The adapted ratio of dental caries for children who were seen by Pediatric dentists was 1% higher than that of children seen by General dentists.

It is important for young children to establish a dental relationship as early as one year old. Doing this, will not only help eliminate future dental anxiety, but it will also circumvent the need for dental treatment due to early childhood caries.

[CLICK HERE](#) to explore the paper. Please note, full article is behind a pay wall and subscription will be necessary.



Member Spotlight – Jessica’s Story



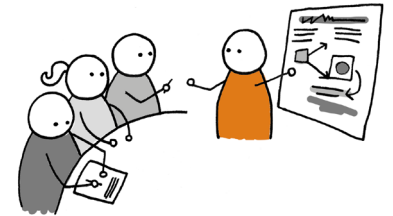
1 in 4 Coloradans are covered by Health First Colorado (Colorado’s Medicaid program). Coloradans from across the state and all walks of life get their health care from Health First Colorado, including people who never thought they’d need public health insurance. Jessica and her children have an awesome future ahead of them with health coverage from Health First Colorado. Jessica wants people in the Deaf community to know they can feel confident with coverage from Health First Colorado. Other Health First Colorado members want Coloradans to know that they may qualify for quality

health care coverage. Learn more at HealthFirstColorado.com.

Watch Jessica’s story on YouTube: [Jessica’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: Thursday May 12th

Time: 2:00 PM MST (1 hour)

Host: Jennifer Labishak

Call in: 1-339-666-3919

Meeting Number (access code): 374 724 026

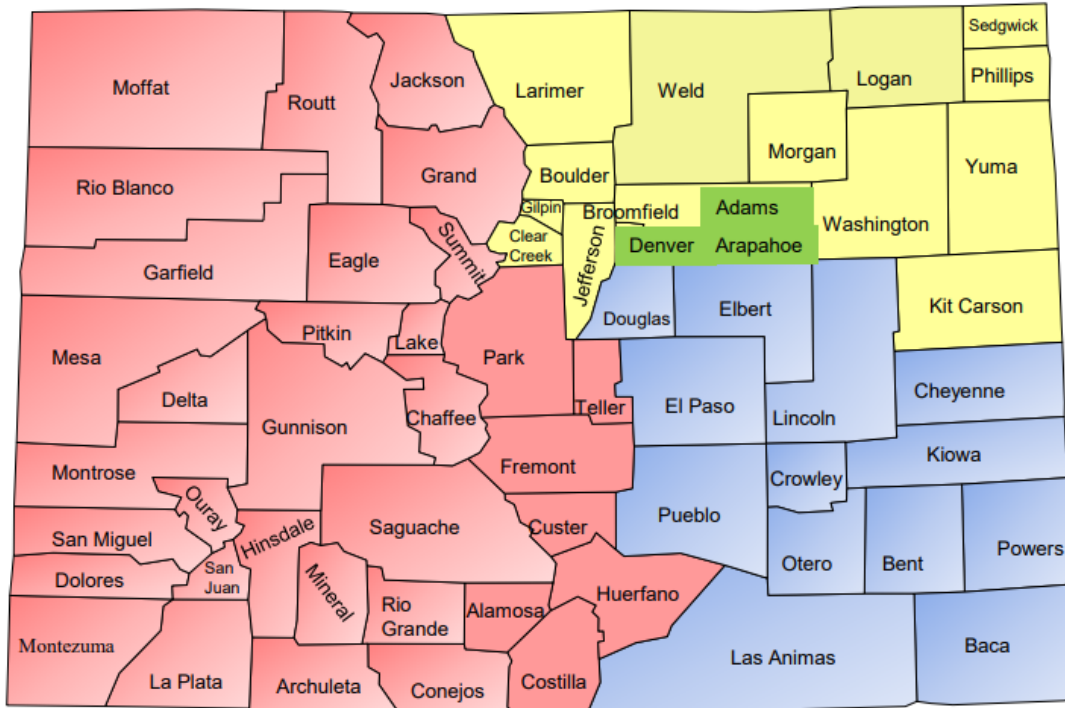
Meeting Link: <https://bit.ly/3zqF2TE>

Even more, **including FREE CEUs**, at <https://www.carequest.org/> - Stay up to date by registering [HERE](#)



DentaQuest Network Manager Information

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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