



COLORADO SUMMIT



Health First Colorado and CO CHP+ Dental Programs

Provider Updates

VOL 36 | April 2023

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Public Health Emergency (PHE) Unwind

The Public Health Emergency that was put into place by the federal government during the COVID-19 pandemic is ending May 11, 2023. During the PHE, Health First Colorado, and CHP+ members were on auto-renewal. Now that the PHE is set to end, members will revert to the normal eligibility renewal process beginning with renewals due in May and notices being sent out in March. The renewal process will take 12 months to complete (through April 2024) as not all members will be processed at the same time. The renewal month will synchronize with the members previously established annual renewal month. Over the course of the next 12 months, the Department estimates approximately 20% of these members will be unrolled from their current plan due to no longer meeting the qualifications. Children enrolled in the Health First Colorado Medicaid plan who no longer meet qualifications, may still be eligible for the Colorado CHP+ plan.

FAQ

Q: How can a CHP+ provider check the status of their credentialing/re-credentialing application with DentaQuest?

A: Call the DentaQuest Credentialing hotline at 1-800-233-1468

Please note: CHP+ providers are required to re-credential every 3 years.



Providers are encouraged to help join the effort to Keep Coloradans Covered by communicating with your patients to:

1. Update their mailing address, email and phone number and sign up for electronic notices through PEAK by going to CO.gov/PEAK or calling PEAK Help Desk at 800-250-774. [Update Your Address](#)
2. Look for, complete, and sign their Medicaid and CHP+ renewal packets.
 - a. Packets must be returned by the deadline listed.
3. Advise your patients to start researching other coverage options early if they think they may not qualify during the redetermination process.

For additional information and resources, please visit <https://hcpf.colorado.gov/covid-19-phe-planning> [hcpf.colorado.gov]

Orthodontic Continuation of Care

Health First Colorado Child Medicaid plan offers a continuation of care benefit for Orthodontic services. Orthodontic benefits are covered for members with severe handicapping malocclusion and HCPF estimates treatment to take 24 months to complete due to its complexity. Members have a right to provider of choice and for various reasons, they may need to switch Orthodontic providers during their 24-month treatment. When this happens:

1. The current orthodontic provider (Provider A) should maintain the orthodontic member as a patient of record until DentaQuest confirms in writing that PAR (preauthorization) approval has been received for continuation of care from the new orthodontic provider. This provider is then required to submit a Termination of Care (TOC) form (page 101).
 - ❖ Transfer of a Health First Colorado orthodontic case to any orthodontist who is not a Health First Colorado provider is considered by Health First Colorado to be termination of care and an Orthodontic Termination of Care (TOC) Submission Form (page 101) is required.
2. The new orthodontic provider (Provider B) must submit a request for prior authorization (PAR) using code D8999 for the remaining orthodontic services to be rendered and include the Continuation of Care Submission Form (page 100). Please reference the Continuation of Care Submission Form for a list of required supporting documentation. The new orthodontist must receive notification from DentaQuest of orthodontic PAR approval before accepting responsibility for care. DentaQuest will determine and pay the accepting orthodontic provider the appropriate balance remaining up to the amount of the current case rate.

More information to include the Comprehensive Ortho TOC and COC calculation table can be found in section 15.14 Criteria for Orthodontics (Child Members age 20 and younger).



DEA National RX Take Back Day

DEA is providing the opportunity for patients to dispose of their unused/unwanted medications safely. This effort is in line with their allegiance to making communities safer and healthier. By removing unneeded medications from our patients' homes, it serves as a starting point to prevent opioid addiction. Please share this information with your patients as you are conversing with them at their appointments or on the phone.

When: April 22, 2023 from 10:00am- 2:00pm

Where: Patients can use the locator link below to find a collection site near them.

<https://www.dea.gov/takebackday#collection-locator> [lnks.gd]

Reconciling EOB recoupments

Tips:

- Each claim is its own transaction defined by the claim number.
 - Pay attention to claim numbers on an EOB.
- An EOB is a statement of positive and negative transactions.

Claim Detail: These are members on current cycle who need to be posted at face value. The recoupment amounts do not apply to these patients (on current EOB)

Claim Adjustment Detail: This is your notification of a claim adjustment (positive or negative). If negative, the recoupment will may be applied to a *future* EOB.

a. Example below: Net difference of claim adjustment detail shows **(\$670.49)**

Item	Submitted Code	Paid Code	Tooth	Description	Date of Service	Submitted Amount	Approved Amount	Allowed Amount	Other Insurance	Copay	Plan %	Deductible	Patient Pay	Writeoff	Plan Pay	Processing Policies
1	D2392	D2392	3 OL	resin-based composite - two surfaces, posterior	07/05/22	\$268.00	\$214.40	\$214.40	\$0.00	\$0.00	100%	\$0.00	\$0.00	\$53.60	\$214.40	
2	D7140	D7140	A	extraction, erupted tooth or exposed root (elevation and/or forceps removal)	07/05/22	\$189.00	\$189.00	\$189.00	\$0.00	\$0.00	100%	\$0.00	\$0.00	\$0.00	\$189.00	
3	D2930	D2930	B	prefabricated stainless steel crown - primary tooth	07/05/22	\$305.00	\$244.80	\$244.80	\$0.00	\$0.00	100%	\$0.00	\$0.00	\$60.20	\$244.80	
4	D9230	D9230		inhalation of nitrous oxide/analgesia, anxiolysis	07/05/22	\$83.00	\$22.29	\$22.29	\$0.00	\$0.00	100%	\$0.00	\$0.00	\$60.71	\$22.29	
Total:						\$845.00	\$670.49	\$670.49	\$0.00	\$0.00		\$0.00	\$0.00	\$174.51	\$670.49	
														Original Payment Amount:		\$670.49
														Adjusted Payment Amount:		\$0.00
														Net Difference:		(\$670.49)

Misc. Adjustments and Overpayment Adjustments: Waiting vs. Recovery

- a. **Waiting** means recoupment will happen on future EOB
- b. **Recovery** means recoupment was applied toward the current EOB



Overpayment Detail

Transaction Type
OverPayment Autodeduct Recovery (V)
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OverPayment Autodeduct Recovery (V)

Misc. Adjustments

Transaction Type
Overpayment Autodeduct Waiting (A)
Overpayment Autodeduct Waiting (A)
Overpayment Autodeduct Waiting (A)
Overpayment Autodeduct Waiting (A)
Overpayment Autodeduct Waiting (A)
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Overpayment Autodeduct Waiting (A)

Member Spotlight- Hania’s Story

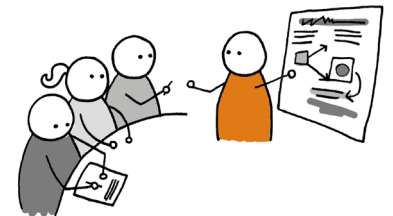
Hania grew up during the war in Beirut, Lebanon. She spent a lot of time thinking about the past and realized that she needed help. As a Health First Colorado member, Hania can go to counseling once a week. “It has made all the difference,” she said. Other Health First Colorado members want Coloradans to know that they may qualify for quality health care coverage

Watch Hania’s story on You Tube: [Hania's story on YouTube](#)

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 April 19th

Time: 12:00 PM MST (1 hour)

Host: Natalie Archuleta

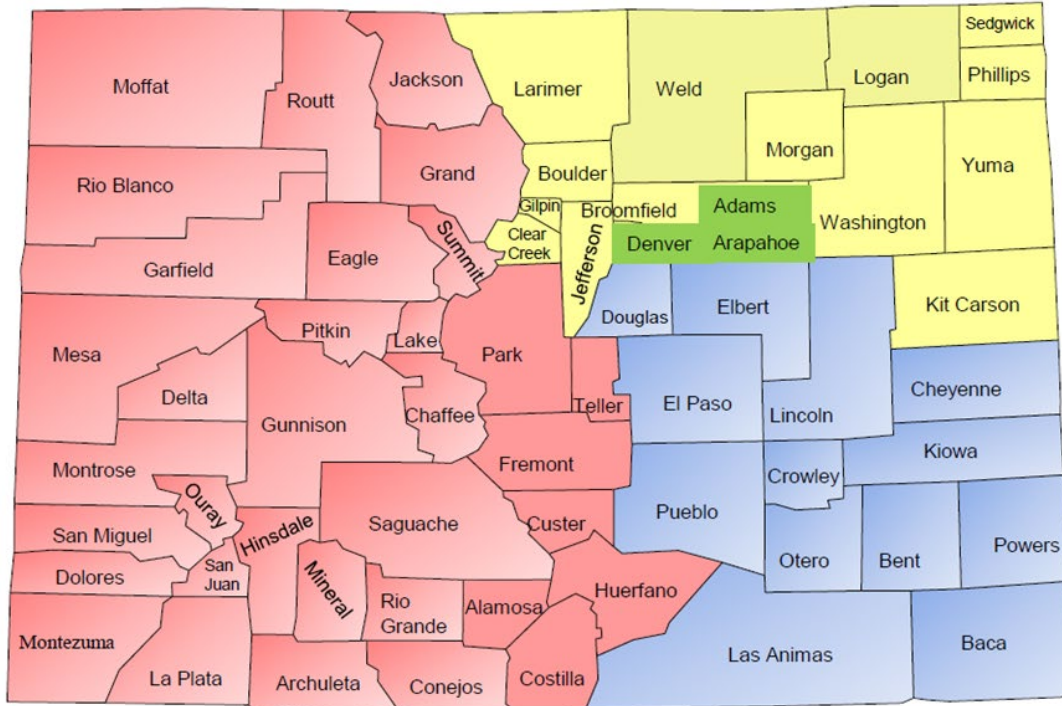
Call in: 1-339-666-3919

Meeting Number (access code): 526 252 639#

Meeting Link: <https://bit.ly/3Bueq4b>



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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