



COLORADO SUMMIT

DentaQuest®

Health First Colorado and CO CHP+ Dental Programs

Provider Updates

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Provider Representative (Network Manager) Update

Donna Phelps left DentaQuest to pursue a new opportunity and we wish her the best! While we search for a new superstar to manage Donna's territory, we ask that you use the online tools available via the Provider Portal and Office reference manual to answer your questions. If you are not able to find the answer reach out to customer service via "Live Chat" on the Provider portal or by phone 855-225-1731. If you still need assistance please reach out to one of the other reps, Jennifer Labishak, Natalie Archuleta, or Myrna Fletchall for assistance. Please see the last page for contact info.

FAQ

Q: How do I extend a PAR that is about to expire or release a PAR?

A: You can extend or release a PAR via the Provider Portal by clicking on the Help? button in the right-hand corner of the Welcome page.

Under "Send Us a Help Request" click "Create Help Request". Select "Other" in the drop down and fill in all information.

Or you can "Open Live Chat" and give the information to the live chat rep or call customer service at 855-225-1731.



SB21-11 – Adult Dental Benefit

As you may have read in our June 8th letter, the adult dental benefit maximum reduction previously planned will not be going into effect, even after the public health emergency ends. Thankfully, the Colorado legislature took up the cause and found the funding to ensure no reductions were made to this essential and important benefit. Like most budget endeavors these days, it wasn't easy and it wasn't simple. [SB21-11](#) (summarized below), appropriates the funding to ensure that the adult dental benefit remains intact and fully funded.

Summary:

The bill requires the state treasurer to transfer money from the general fund to the unclaimed property trust fund to repay the unclaimed property trust fund for money transferred from it to the general fund in the 2020-21 fiscal year from savings from the reduction of the adult dental benefit in the medical assistance program

Updated Teledentistry Information

COVID-19 State of Emergency Changes to Telemedicine Services HCPF has temporarily approved using teledentistry (D9995) under very specific circumstances only. Dentist's may use D9995 (teledentistry – synchronous; real-time encounter) only in emergency situations. The narrative of medical necessity must demonstrate the visit is an emergency due to trauma, infection, or COVID-related. It may not be used for COVID screening questions. This code is allowed two times per month per patient up to 6 times and is subject to pre-payment review. Please reference the HCPF bulletin on teledentistry [here](#).

Guidelines for X-rays for Children and Adolescents

Below are various sources that cover and/or have published guidelines for providing x-rays to children and adolescents. While the sources may be different and the terms change slightly, the central principal remains the same: as best as possible, limit radiation exposure to only the lowest amount necessary for performing medically necessary treatment.

ALARA

This acronym stands for the universally accepted principle of limiting radiation: “**As Low As Reasonable Achievable**” to ensure the safe use of ionizing radiation in dental practice.

The **JADA American Dental Association October 2020** publication found that the use of rectangular collimators during imaging significantly reduced level of exposure to ionizing radiation in tissue models representing child and adult patients when compared with circular collimators.

Further, thyroid shielding on the child produced significant dose reductions with all modalities and rectangular collimation yielded a lower dose to child thyroid tissue than any other modality without thyroid shielding present. Thyroid hormones act throughout the body, influencing metabolism, growth and development, and body temperature. During infancy and childhood, adequate thyroid hormone is crucial for brain development.

Dose Matters: FDA Guidance on Children's X-rays.



In a new guidance FDA recommends that medical/dental X-ray's imaging exams be optimized to use the lowest radiation dose needed. These X-rays which include CBCT, CT (computed tomography), fluoroscopy, dental and conventional X-rays should be performed on children and younger patients only when the health care provider believes they are necessary to answer a clinical question or to guide treatment.

Health care professionals are responsible for ensuring there is justification for all X-ray imaging exams performed on pediatric patients. They should consider whether another type of imaging exam that does not expose the patient to ionizing radiation.

American Academy of Pediatric Dentistry

Prescribing Radiographs for Infants, Children, Adolescents and Special Health Care Needs

The American Academy of Pediatric Dentistry (**AAPD**) intends these recommendations to help practitioners make clinical decisions concerning appropriate selection of dental radiographs as part of an oral evaluation. The timing of the initial radiographic exam should not be based upon the patient's age, but upon each child's individual circumstances. Radiographic screening for the purpose of detecting disease before clinical examination should not be performed.

Radiographs should be taken only when there is an expectation that the diagnostic yield will affect patient care. Because the effects of radiation exposure accumulate over time, every effort must be made to minimize the patient's exposure. Intraoral imaging should be maintained as the standard diagnostic tool. The use of CBCT should be considered when conventional radiographs are inadequate to complete diagnosis and treatment planning and the potential benefits outweigh the risk of additional radiation dose.

Once a decision to obtain radiographs is made it is the dentist's responsibility to follow the "as low as reasonably achievable" (ALARA principle) to minimize the patient's exposure.

ADA

The **ADA** has joined with more than 80 other health care organizations to promote **Image Gently**, an initiative to "child size" radiographic examination of children in medicine and dentistry taking the Pledge.

Recognizing that every member of the healthcare team plays a vital role in caring for the patient and wants to provide the best care, I pledge:

- To make the image gently message a priority in staff communications this year
- To review the protocol recommendations and where necessary implement adjustments to our processes
- To respect and listen to suggestions from every member of the imaging team on ways to ensure changes are made
- To communicate openly with parents
- Select X-rays for individual needs, not as a routine
- Use the fastest image receptor available
- Collimate the beam to the area of interest, rectangular collimation
- Always use a thyroid collar/shield
- Child size the exposure time.



Five Things Dentists Can Do to Help LGBTQ+ People Feel Open to Care

Guest blog post by Dr. Alex Barrera

Dr. Alex Barrera practices general dentistry at Avenue 360 Health & Wellness in Houston, Texas. He currently serves as President of the [Houston Dental Equality Network](#) and is the chairman of the New Dentist Committee for the Hispanic Dental Association. Dr. Barrera is an advocate for LGBTQ+ health and uses his platform to educate dental professionals on how to better care for the LGBTQ+ population.

[Five Things Dentists Can Do to Help LGBTQ+ People Feel Open to Care \(dentaquest.com\)](#)



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: Friday, September 24, 2021

Time: 11:00 AM MST (1 hour)

Host: Natalie Archuleta

Call in: 1-408-792-6300

Meeting Number (access code): 132 636 4578

Meeting Link: [Click Here](#)

Password:

Training1

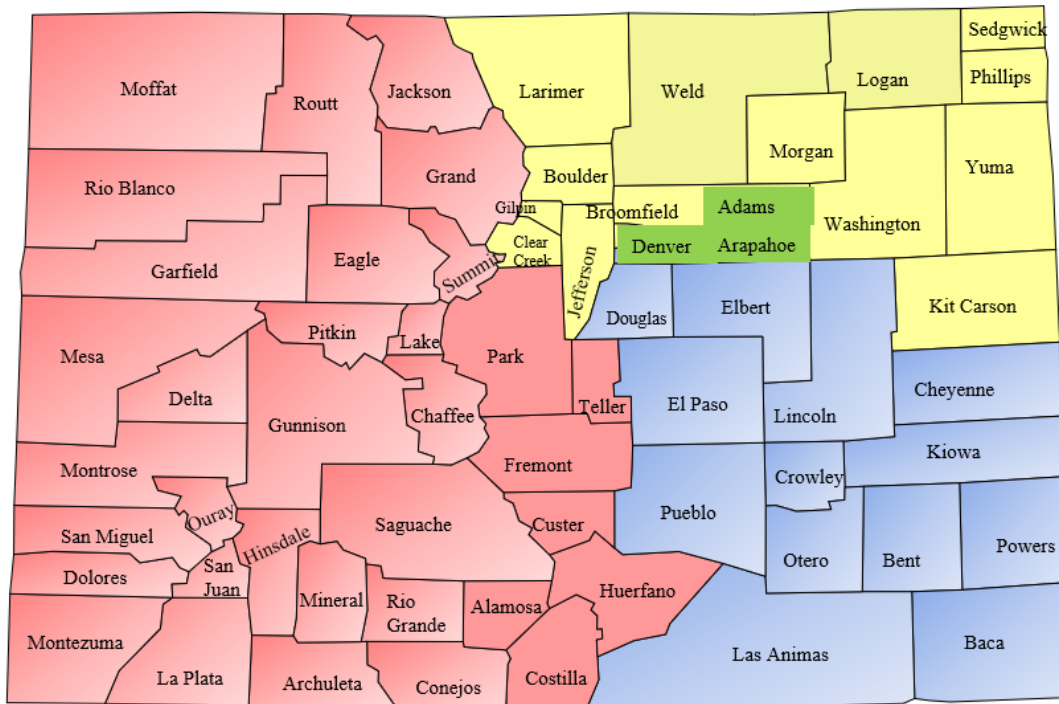
If requested, please enter your name and email address

Then Click: "Join"



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

DentaQuest Network Manager Information



Health First Colorado and CHP+
Provider Services
1-855-225-1731

Health First Colorado
Member Services
1-855-225-1729

CHP+ Member Services
1-888-307-6561

DentaQuest Web Portal Log-in
www.provideraccess.dentaquest.com

Health First Colorado and CHP+
Authorization and Claim Requests
Fax: 1-262-834-3589

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PO Box 2906
Milwaukee, WI 53201-2906

Health First Colorado
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1-844-235-2387

CHP+ Credentialing (DentaQuest)
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