



COLORADO SUMMIT



Health First Colorado and CO CHP+ Dental Programs

Provider Updates

VOL 33 | August 2022

IN THIS ISSUE

- Orthodontic Fee Alignment
- Cultural Competency Program
- DentaQuest Claims – Keywords
- Provider Benefits
- Hypermobility Spectrum Disorder/Ehlers Danlos Syndrome
- Member Spotlight

Orthodontic Fee Alignment- Effective July 1st, 2022

By popular demand, HCPF has aligned the reimbursement rate for the Comprehensive Orthodontic codes (D8070, D8080, D8090) for Health First Colorado members. Merging these fees will allow for a smoother submission process as well as ease of administration following the deletion of Interceptivo Ortho codes (D8050/D8060). A letter was sent out via email/fax blast to all Health First Colorado Orthodontic providers with this information. Beginning July 01, 2022, the combined fee for Comprehensive Orthodontic codes (D8070, D8080, D8090) with the 2% increase is \$2585.47.

Cultural Competency Program

DentaQuest is committed to ensuring that its staff and participating providers, as well as its policies and infrastructure meet the diverse needs of all members and follows National Standards on Culturally and Linguistically Appropriate Services (CLAS).

FAQ

Q: How can a Provider release a pre-authorization in the provider portal?

A: Provider Portal:

*Click *Help*

*Click *Create a Help Request*.

*Choose **Other** in the drop-down menu

*Complete the template in detail with your request.



DentaQuest requires its providers to adopt all fifteen National Standards on Culturally and Linguistically Appropriate Services (“CLAS Standards”) in health care to promote equity through clear plans and strategies, eliminate health disparities, and improve the quality of services and primary care outcomes for members.

The cornerstone of the Cultural Competency Program is the commitment to establishing clinical, network, and operational policies to support ongoing assessment and improvement of health equity. DentaQuest believes that recruiting a workforce and provider network that reflect the communities in which it operates ensures that members feel welcome and that their values are respected.

Providers are surveyed quarterly to determine their cultural capabilities and sensitivity to cultural awareness such as whether they can speak languages other than English, treat special needs enrollees, and accommodate handicapped enrollees. In developing the surveys, DentaQuest considers the cultural, ethnic, racial, and linguistic needs of the members and the providers that serve our members. This in-depth analysis allows DentaQuest to review and update service programs, processes, and resources to address the health care needs of members. In accordance with the federal law, protected health information is kept safe for our members, and we inform our members of what we do to keep it safe in writing or on the computer.

More information about the Cultural Competency Program can be found in the Office Reference Manual.

DentaQuest Claims - Keywords

DentaQuest’s computer claim system processes millions of claims a day. This system sorts claims and pre-authorizations (PARs) into queues for review. It utilizes an optical scanner to look for “keywords” in Box 35 (narrative section) of the ADA claim form or provider portal.

Health First Colorado uses several keywords; EPSDT, High Risk, Emergency, and Corrected, to name a few. These keywords send the PAR or claim to the correct queue for review.

DentaQuest claims system will not recognize any keyword unless the word is listed first in box #35 and the word(s) are spelled correctly and written with no added words or characters. For example, high risk cannot be submitted as one word “highrisk” or with a hyphen “high-risk.” Corrected claims will deny if the word *corrected* is not the first word; writing, “This claim needs to be corrected” will result in the claim not being routed correctly and no review will take place.

Hypermobility Spectrum Disorder/Ehlers Danlos Syndrome

There is limited information surrounding Dental patients who suffer from Ehlers-Danlos Syndromes (EDS) and Hypermobility Spectrum Disorders (HSD) as the condition often goes undiagnosed. According to the article by John E. Mitakides, *The effect of Ehlers-Danlos syndromes on TMJ function and craniofacial pain*, Ehlers-Danlos Syndromes (EDS) and the subtype Hypermobility Spectrum Disorders (HSD) are a group of hereditary disorders that affect the connective tissues and are collectively described by joint hypermobility, skin hyperextensibility and tissue fragility. Oromandibular manifestations have been discovered in patients who suffer from EDS/HSD. Research shows patients with EDS





encounter challenges in oral and mandibular disorders, which includes temporomandibular disorder (TMD) and craniofacial pain.

Dental patients with EDS/HSD have exceptionally flexible joints, loose fragile skin as well as other membranes.

Affected areas to be aware of when treating these patients are:

- Neck and Jaw
- TMJ Syndrome
- Specialized care
- Resistance to Local Anesthesia

Patients who suffer from Ehlers-Danlos Syndromes are usually afraid to continue with their dental treatment for fear of being set back with physical therapy. These patients will most likely choose to skip their routine dental visits and only seek care as a last resort.

Offices can make simple accommodations to ensure these patients have a good experience

- Be very gentle with jaw or head movement
- Offer a pillow or advise the member to bring their own in for comfort
- Check in with the patient more during the visit
- Allow the patient to open his/her mouth just enough
- Placing a dental block in the mouth, to allow the patient to relax their jaw during routine or dental treatment

To read more about Ehlers-Danlos Syndromes (EDS) and Hyper mobility Spectrum Disorders (HSD), click on the links below.

[Full article: The effect of Ehlers-Danlos syndromes on TMJ function and craniofacial pain \(tandfonline.com\)](https://tandfonline.com)

[Resistance to local anesthesia in people with the Ehlers-Danlos Syndromes presenting for dental surgery - PMC \(nih.gov\)](https://pubmed.ncbi.nlm.nih.gov/)

Member Spotlight – Alison’s Story

Alison caught a virus and never got better. Because of the support she receives from Health First Colorado, she doesn’t have to worry about the expensive medical bills or decide whether she has to skip going to the doctor this time. Alison is able to use the precious energy she has to support others, which has given her life new meaning. Other Health First Colorado members want Coloradans to know that they may qualify for quality health care coverage. Learn more at HealthFirstColorado.com.



Watch Alison’s story on YouTube: [Alison's Story](#)



Provider Benefits

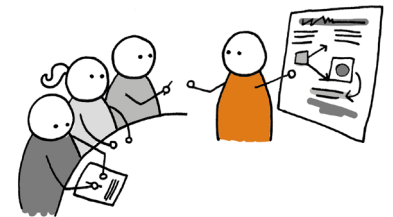
At DentaQuest, we greatly appreciate the positive impact our providers have on our members' oral health. To help you acquire needed supplies for your practice, we have reached agreements with product vendors to provide special pricing to our network providers. It's just one more way you can count on us to deliver customized support. Use the link below to access these discounts

<https://dentaquest.com/dentists/dentaquest-is-here-to-help/>

DentaQuest has also partnered with NDX labs to provide EDU opportunities. [Click here](#) for the link to register for the upcoming webinars hosted by NDX Labs.

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.

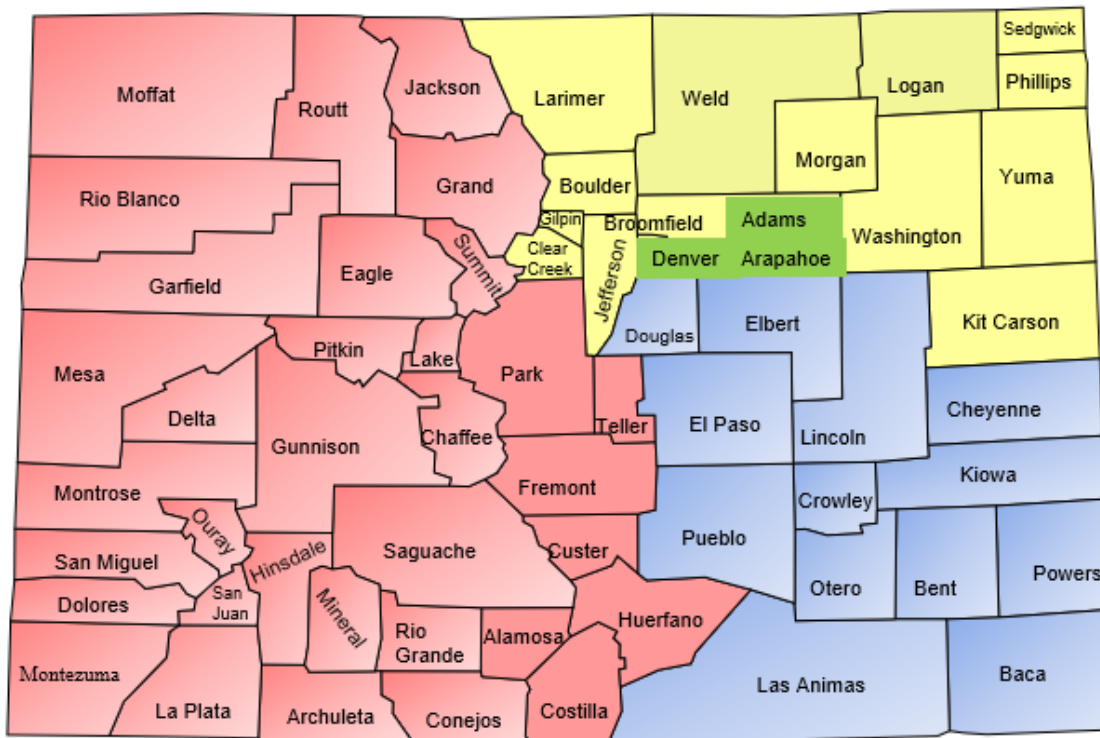


For complete training details [Click Here](#).

Date: Thursday August 18th
Time: 12:00 PM MST (1 hour)
Host: Natalie Archuleta

Call in: 1-339-666-3919
Meeting Number (access code): 843 618 083
Meeting Link: <https://bit.ly/3sUAFxb>

DentaQuest Network Manager 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

Western Colorado Cristal Chavez 970.210.6250 Cristal.Chavez@dentaquest.com	Southeastern Colorado Jennifer Labishak 719.313.0481 Jennifer.Labishak@dentaquest.com	Central Metro Denver Natalie Archuleta 303.241.5183 Natalie.Archuleta@dentaquest.com	Northeastern Colorado Open Position Contact: Jennifer, Natalie or Cristal for assistance
---	---	--	---