



COLORADO SUMMIT



Health First Colorado and CO CHP+ Dental Programs

Provider Updates

VOL 35 | January 2023

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Health First Colorado Orthodontic Update

Health Care Policy and Financing (HCPF) has made the decision to add additional orthodontic codes; D8010- Fee \$2692.42 and D8020-Fee \$3553.01, to the Health First Child benefit effective November 23, 2022. These codes replace the previously deleted interceptive codes D8050 and D8060 made by the ADA/CDT. Health First Orthodontic providers received provider communication notifying them of this update via email and fax on November 22, 2022. A participating provider is required to submit a pre-authorization (PAR) using the appropriate approved codes D8010/D8020 for patients who meet the criteria for severe handicapping malocclusion. Refer to *Section 15.14 Criteria for Orthodontics (Child Members age 20 and younger)* of the Health First Colorado ORM for additional details, which will be updated and available in January. Please remember, accepting Health First Colorado payment for orthodontia is considered payment in full and the member cannot be balance billed for additional services, supplies, or materials.

FAQ

Q: How does my office complete the Re-validation process for **CO Medicaid**

A: Providers who receive a notice from HCPF to re-validate for the CO Medicaid plan, can complete this via the HCPF portal.

<https://colorado-hcp-portal.xco.dcs-usps.com/hcp/provider/Home/tabid/135/Default.aspx>

****Please note: CHP+ re-credentialing is completed directly through DQ****



Appointment and Availability Standards

Friendly reminder that participating Health First Colorado and Child Health Plan Plus/DentaQuest providers are expected to meet minimum standards (below) with regards to appointment availability.

- Urgent care must be available within 48 hours
- Emergency care must be available within 24 hours
- Follow-up appointments must be scheduled within 30 days of the present treatment date, as appropriate

This information can also be found under the **Patient Recall System Requirements** sections in each Office Reference Manual.

Providers may be surveyed by a third-party vendor on behalf of DentaQuest and are required to participate.

Coordination of Benefit Claim Submissions

Health First Colorado is always the payer of last resort. When members have other insurance, any other carrier is considered Primary. Primary Explanation of Benefits (EOB) **must be submitted with the claim**. The primary carrier's EOB must include:

- name of the primary insurance carrier
- member's information
- submitted codes
- denial reason, if applicable.

DentaQuest accepts attachments and documents from the following vendors:

National Electronic Attachment (NEA)
CHC Program
Mobius
Dental Exchange (DXC)
Tesia
Direct through the Provider Web Portal

To submit an attachment or document through one of the approved third-party vendors, notate the vendor and reference number in box 35 or the comments section of the claim.

To bill claims on the DentaQuest provider portal with primary EOBs follow the steps below:

- Click on claims
- Click on claim Entry
- Complete the eligibility template
 - Verify DOS as the date will always default to the current date
 - Member information can be verified with Member ID and DOB or Member ID and Member First Name, Last Name.
- Click Check Eligibility



Claim Entry

Step 1 of 2

Disclaimer

If the information is not correct, please contact your DentaQuest provider representative to update any information prior to submitting the claim.

Check Eligibility

Provider Information

Service Location: [Redacted] Provider: [Redacted]

Display Terminated Providers only

Member Information

Service Date: 12/22/2022 Birthdate: [Redacted] Member Number: [Redacted] First Name: [Redacted] Last Name: [Redacted]

[Check Eligibility](#)

After verifying member eligibility and selecting POS on the claim entry screen you will want to select “yes” when asked: Does this member have other coverage (coordination of benefits)? Complete the coordination of benefits template with the primary insurance and primary subscriber information.

Does this member have other coverage (coordination of benefits)?

Yes No

Payer Name* Group Number* Policy Number* Member First Name* Member Last Name* D.O.B.* [Add another COB](#)

Add ICD Diagnosis Codes?

Each individual service code will also need its own coordination of benefits completed by clicking on the drop-down arrow on the far right, then click on “add COB.”

Services

Procedure Code*	Service Date*	Tooth	Quad	Arch	Surface	Quantity*	Billed Amount*	Delete
1	12/22/2022				Select	1		<input checked="" type="checkbox"/>

Complete the template with the primary insurance payment per code.

Services

Procedure Code*	Service Date*	Tooth	Quad	Arch	Surface	Quantity*	Billed Amount*	Delete
1	12/22/2022				Select	1		<input type="checkbox"/>
COB Payer*		Payment Date*		Paid Amount*				
None								

Once all service codes have been submitted with the respective COB information, a copy of the primary EOB will need to be attached by using the upload files function at the bottom of the claim entry screen.

Supporting Documentation

Each attachment must be less than 4.25MB and one of our accepted file types. You can add up to 10 attachments. Important: Attachment(s) file name should not contain any special characters such as quotation(s) or space(s).

[Upload Files](#) Or drop files

Click on the acknowledgement of accuracy

* By submitting this claim, I acknowledge that I have reviewed all information contained herein that I am submitting and hereby attest that it is accurate and complete.

[Save Draft](#) [Submit Claim](#)

Click submit



Member Spotlight- Graciela's Story



Health First Colorado allows Graciela to find health care for herself and take her daughters to their appointments without the fear of expensive bills. She feels good about her health and protected by the program. Other Health First Colorado members want Coloradans to know that they may qualify for quality health care coverage. Learn more at [HealthFirstColorado.com](https://www.healthfirstcolorado.com).

Watch Graciela's story on You Tube: [Graciela'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: Thursday, January 26, 2023

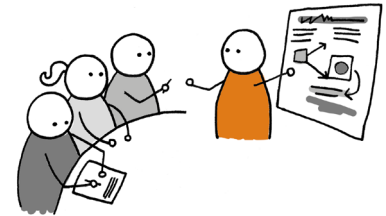
Time: 1:00 PM MST (1 hour)

Host: Jennifer Labishak

Call in: 1-339-666-3919

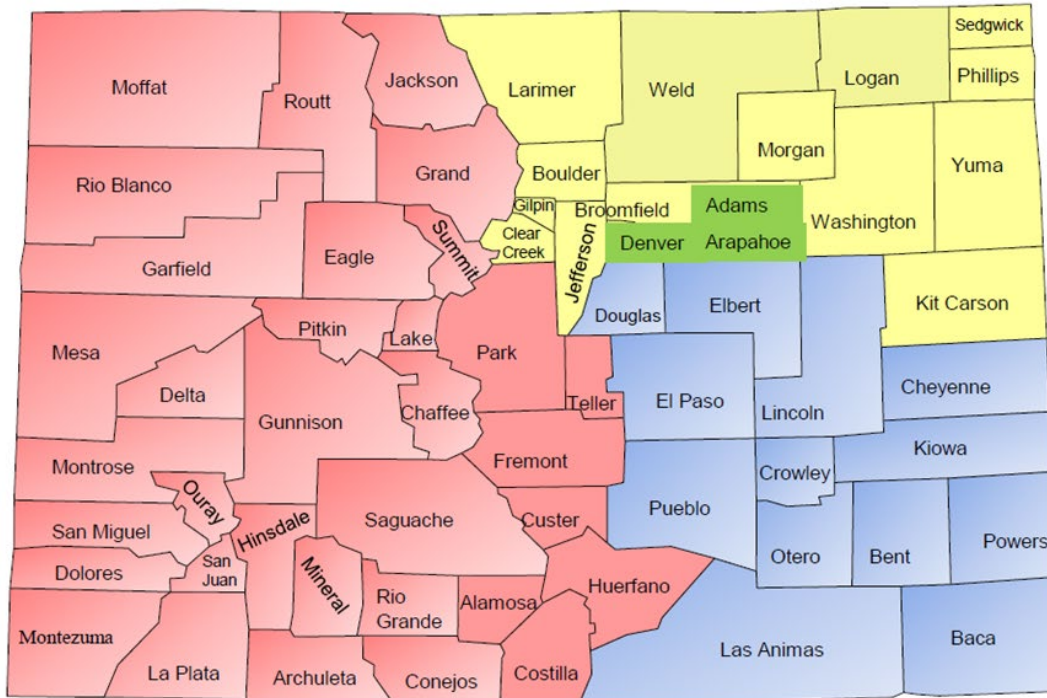
Meeting Number (access code): 418 090 438#

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





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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