



# COLORADO SUMMIT



## Health First Colorado and CO CHP+ Dental Programs

### Provider Updates

VOL 47 | July 2026

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#### Welcome to Our New Colorado Team Members

We are excited to welcome Casandra Perez as the senior manager, Jessica Jensen, RDH, as the new network manager for southeastern Colorado, and Cecilia Otero Chavez as the new network manager for northwestern Colorado.

Cassandra Perez serves as the senior manager for the Colorado team, bringing more than 15 years of experience in the dental industry. Her professional background includes extensive experience in both dental office operations and the insurance sector, providing her with a well-rounded perspective on provider and patient needs. Cassandra is excited to work alongside the team and is dedicated to building strong, collaborative relationships with provider offices to support shared success and exceptional service.

Jessica Jensen, RDH, is a Colorado native and dental professional based in Colorado Springs with experience in public health, dental service organizations (DSOs), and Medicaid populations. She has held leadership roles within the Colorado Dental Hygienists' Association and is

#### FAQ

**Q:** How do I know what services are covered for members?

**A:** Covered services are listed in the Office Reference Manuals (ORM) Exhibit Tables.

The CO CHP+ ORM includes Exhibit A: Benefits for the CO Child Health Plan Plus.

The CO Health First CO (CO Medicaid) ORM includes three exhibits.

- Exhibit A: Benefits for members age 20 and under
- Exhibit B: Benefits for members age 21+
- Exhibit C: Benefits for IDD Members ages 21+



passionate about fostering strong, collaborative relationships with providers. In her role at DentaQuest, Jessica will focus on supporting dental practices, strengthening provider partnerships, and enhancing communication throughout Colorado.

Cecilia Otero Chavez joins DentaQuest as the network manager for northwestern Colorado, bringing valuable industry experience and regional expertise to the position. Having spent most of her life on Colorado's western slope, Cecilia has a deep understanding of the communities she serves. Her six years of billing experience have equipped her with strong attention to detail and a commitment to ensuring efficient, accurate processes that support both providers and members.

DentaQuest is also in the final stages of selecting a candidate for the northeastern Colorado network manager position. In the interim, Cristal Chavez will serve as the region's interim network manager. Please join us in welcoming Cassandra, Jessica, and Cecilia to their new roles and thanking Cristal for her continued support during this transition.

## Upcoming Health First Colorado Dental Rate Changes

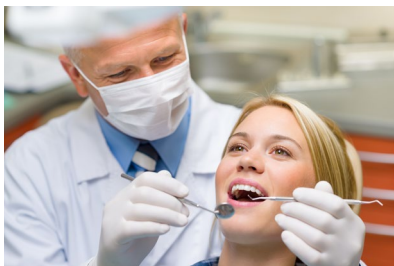
Effective July 1, 2026, the Colorado Department of Health Care Policy & Financing (HCPF) implemented a 2% across-the-board reduction to Health First Colorado (Colorado's Medicaid program) dental fee-for-service reimbursement rates as part of the FY 2026–27 state budget.

### What Providers Need to Know

- An updated Health First Colorado Office Reference Manual (ORM) and fee schedule are now available on the DentaQuest provider portal and [CO DentaQuest website](#).
- Providers should continue with billing their usual and customary charges.
- Offices that bill the contracted rate should update their systems to reflect the new reimbursement rates.
- Claims with dates of service on or after July 1, 2026, will be processed using the updated fee schedule.

Additional information, including [FAQs and fact sheets](#), is available on HCPF's [website](#).

### Health First Colorado Adult Dental Benefit Maximum



A \$3,000 annual benefit maximum (July 1–June 30) has been applied for Health First Colorado adult members effective July 1, 2026, excluding emergency services and dentures, with benefits resetting each state fiscal year. Covered services, clinical criteria, and frequency limitations remain unchanged. Prior authorizations will continue to be reviewed for medical necessity; however, approval does not guarantee payment. Providers are encouraged to verify remaining benefit amounts, plan treatment accordingly, and follow established ORM guidelines. Claims systems have been updated to enforce the new limit effective July 1, 2026, with no immediate action required from providers.



## CHP+ Dental Benefit Changes

As of July 1, 2026, Child Health Plan *Plus* (CHP+) members have expanded access to dental care with the removal of existing dental and orthodontic annual and lifetime dollar maximums.

### Key Changes

- Removal of the \$1,000 dental benefit maximum
- Removal of the \$1,500 orthodontic benefit maximum
  - Orthodontic reimbursement will be updated to more closely align with the Medicaid reimbursement structure
- Providers must accept reimbursement as payment in full for covered CHP+ services, except for applicable member co-pays

The removal of dollar maximums *does not change* covered services, eligibility requirements, or frequency limitations. Prior authorization processes will remain unchanged and will continue to be reviewed for medical necessity and member eligibility.

The new CO CHP+ ORM and fee schedule is now available on the DentaQuest provider portal and the [CO DentaQuest website](#).

## Cover All Coloradans (CAC) Benefit Updates

Pursuant to the enactment of Colorado bill HB26-1411, HCPF has implemented a \$1,100 annual dental benefit maximum applicable to Cover All Coloradans (CAC) child members. The annual maximum resets each benefit year, which runs from July 1 through June 30. Pregnant and postpartum members are exempt from this limit.

Certain services, including orthodontic, EPSDT, and high-risk services, are not covered under the CAC program. Additional guidance regarding members currently receiving orthodontic treatment will be provided soon. All other covered services and frequency limitations remain unchanged.



Providers can identify CAC members using eligibility indicators and must submit claims to Medicaid or CHP+ based on the applicable eligibility codes. Claims for eligible child members will continue to be paid until the annual maximum benefit is reached; any additional services exceeding the limit will be denied.

DentaQuest encourages providers to verify members' remaining benefits, incorporate benefit limits into treatment planning, and comply with updated billing requirements. Claims processing systems will automatically enforce the new annual maximums beginning July 1, 2026, and no immediate action is required from providers.



## Sedation Coding Revisions

Due to state budget constraints, the Department will implement a limited number of dental code updates to the Health First Colorado adult and child benefit plans for 2026. Following a review of all proposed CDT codes and their projected utilization across Medicaid populations, the Department approved select changes that balance fiscal responsibility with continued access to dental services.

Currently, the only approved updates involve revisions to existing sedation coding. As part of these changes, CDT code D9248 (Non-intravenous conscious sedation) will be retired and replaced with the following codes to better reflect current sedation services:

- D9244 – In-office administration of minimal sedation, single-drug enteral
- D9245 – Administration of moderate sedation, enteral
- D9246 – Administration of moderate sedation, non-intravenous parenteral, first 15 minutes
- D9247 – Administration of moderate sedation, non-intravenous parenteral, each subsequent 15 minutes

## Member Spotlight – Judy’s Story



We are excited to share our newest Health First Colorado [Member Spotlight Video featuring Judy \[youtube.com\]](#), a Health First Colorado member living with dementia.

Judy’s story is a powerful reminder of the difference community-based services can make. Thanks to the support she receives through Happy Living Adult Daycare and Health First Colorado, Colorado’s Medicaid program, Judy continues to experience connection, joy, enrichment, and a strong sense of community. Her story highlights how these services help Coloradans remain engaged and supported.

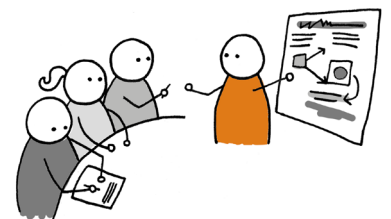
## Training Sessions

Did you know DentaQuest holds monthly training sessions covering current events and common questions? Join our next session by following the instructions below!

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

**Date:** Wednesday, July 17<sup>th</sup>, 2026

**Time:** 1:00 PM MST (1 hour)





**Host:** Cristal Chavez  
**Call in:** 1-339-666-3919

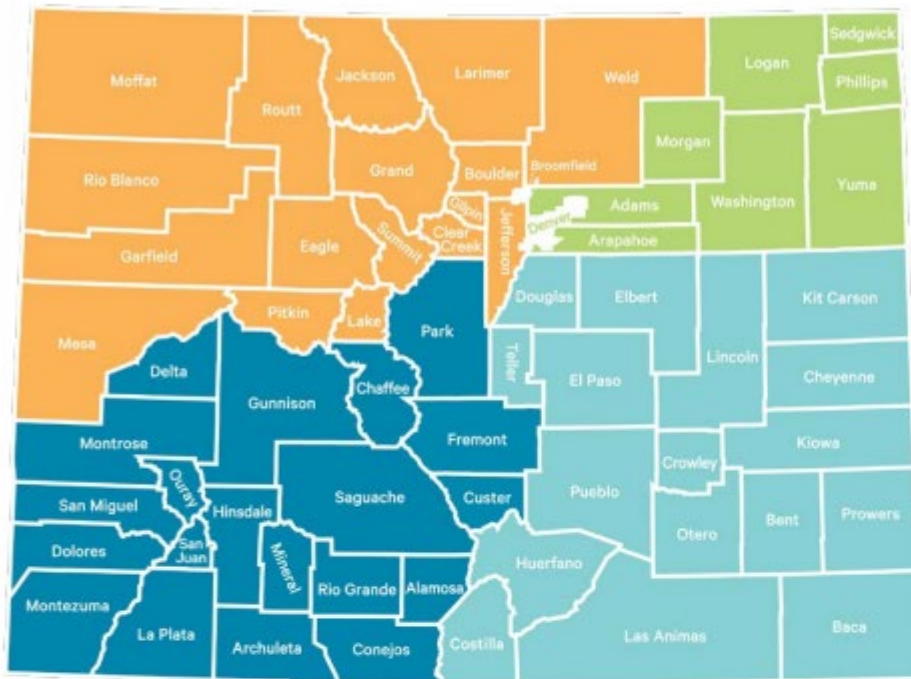
**Meeting Number (access code):** 686 009 320#  
**Meeting Link:** [July 2027](#)

## DentaQuest is Here to Help

Take advantage of special discounts we negotiated just for you. At DentaQuest, we greatly appreciate the positive impact our providers have on our members' oral health. To help you acquire the supplies you need for your practice, we have reached agreements with product vendors to offer special pricing to networked providers. It's just one more way you can count on us to deliver customized support.

<https://www.dentaquest.com/heretohelp>

## 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](http://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 (GWT)**  
[Provider Contacts |  
Department of Health Care  
Policy and Financing](#)

**CHP+ Credentialing**  
800-233-1468

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**Network Managers can be reached Monday-Friday, 8:00am-5pm MST**

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