



# COLORADO SUMMIT

DentaQuest<sup>®</sup>

## Health First Colorado and CO CHP+ Dental Programs

### Provider Updates

VOL 44 | July 2025

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#### Health First Colorado (Medicaid) Rate Increase

We are excited to announce that the Department will be implementing a new rate increase, beginning July 1, 2025! Outlined in the Long Bill, The Joint Budget Committee (JBC) included a 1.6% increase across all Medicaid rates, to include dental. This increase is effective July 01, 2025. DentaQuest system has been updated and there will be no need to reprocess any claims.

As a reminder, to ensure your claims will be processed with the appropriate increased amount, continue submitting them using your UCR.

Updated fee schedules are posted to the following areas for reference.

- Provider Portal
- Website



#### FAQ

**Q:** How do I submit a Broken Appointment to DentaQuest?

**A:** Submit a claim for broken appointments using one of the following codes:

- **D9986** Missed Appointment
- **D9987** Cancelled Appointment

*Use box 35 on claim form to identify a first, second or third+ broken Appointment.*



## How to update provider demographics

### Health First Colorado (Medicaid)

All updates to Health First Colorado (Colorado's Medicaid) plan must be done through the Gainwell/HCPF web site. Once the update is made through Gainwell, DentaQuest receives the information and applicable updates are also made.

- Log in to the [Provider Web Portal](#) and click **Provider Maintenance**.
- Step by Step instructions can be found at
  - [Provider Maintenance | Department of Health Care Policy and Financing](#)
- Gainwell Technologies manages the Health First Colorado site.
  - For additional assistance please contact Gainwell directly
  - [Provider Contacts | Department of Health Care Policy and Financing](#)

### Child Health Plan plus (CHP+)

All updates to Child Health Plus (CHP+) plan, can be submitted directly to DentaQuest by using a *Standard Updates* form.

- A copy of the Standard updates form, can be acquired at <https://www.dentaquest.com/en/providers/update-your-information>
  - A completed form along with any supporting documentation can be sent directly to [standardupdates@greatdentalplans.com](mailto:standardupdates@greatdentalplans.com).

## Submitting your Prior Authorization successfully

Prior Authorizations are important to ensuring members meet clinical criteria specific to the CDT codes that require them. Please reference Covered Services Benefit Tables, Appendix B, Exhibits A, B, and C for specifics by code. When the Provider is submitting a prior authorization, these requests should include:

- ❖ Radiographs
- ❖ Narrative specific to the member's case
- ❖ Additional documentation supporting medical necessity.

Please ensure that the radiographs are labeled correctly, and the ADA claim form has all the pertinent information as outlined within the Health First CO Office Reference Manual. Please note that the Dental consultants reviewing these prior authorizations are viewing a 2D perspective, and any additional information that assists with the member meeting clinical criteria should be submitted.



## Recent code updates PAR/PPR

Effective March 1, 2025, Prior Authorization (PAR) and Pre Payment-Review (PPR) requirements were removed from numerous codes within the CO Medicaid Child, Adult, and IDD subgroups.

This change included Endo codes:

D3310 ENDODONTIC THERAPY, ANTERIOR TOOTH (EXCLUDING FINAL RESTORATION)  
D3320 ENDODONTIC THERAPY, PREMOLAR TOOTH (EXCLUDING FINAL RESTORATION)  
D3330 MOLAR TOOTH (EXCLUDING FINAL RESTORATION)  
D3351 FIRST VISIT FOR NERVE CANAL TREATMENT  
D3353 LAST VISIT FOR NERVE CANAL TREATMENT

**Be sure to check the ORM to ensure you understand the requirements necessary for reimbursement.**

As a reminder the Colorado Medicaid Office Reference Manual (ORM) is updated quarterly. All changes to benefits are updated and posted in the ORM Change Log. To access, simply use Ctrl + F to populate quick search and enter *Change Log*.

## Member Spotlight – Mike's Story

1 in 4 Coloradans are covered by Health First Colorado (Colorado's Medicaid program). Coloradans from across the state and all walks of life get their health care from Health First Colorado, including people who never thought they'd need public health insurance. Following a traumatic brain injury, Mike received life-saving care at no cost thanks to Health First Colorado.

[Watch Mike's story](#) and listen to Health First Colorado members tell in their own words how Health First Colorado was there to help. Other Health First Colorado members want Coloradans to know that they may qualify for quality health care coverage.

Learn more at [HealthFirstColorado.com](https://HealthFirstColorado.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!

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

**Date:** Wednesday July 23<sup>rd</sup>

**Time:** 11:00 AM MST (1 hour)





**Host:** Natalie Archuleta

**Call in:** 1-339-666-3919

**Meeting Number (access code):** 413 946 050#

**Meeting Link:** [July 2025](#)

## 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 needed supplies for your practice, we have reached agreements with product vendors to provide special pricing to networked providers. It's just one more way you can count on us to deliver customized support.

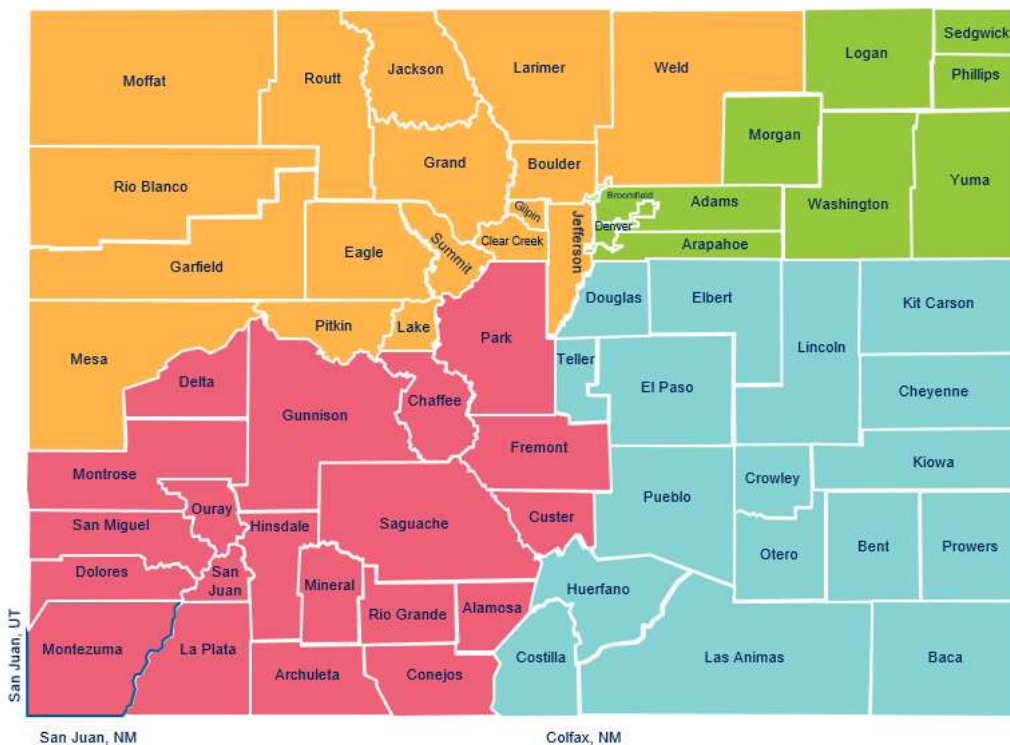
<https://www.dentaquest.com/heretohelp>

## DentaQuest Network Manager Information





## 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](https://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

Jennifer Labishak  
Sr. Manager Provider Partner  
719-313-0481  
[Jennifer.Labishak@dentaquest.com](mailto:Jennifer.Labishak@dentaquest.com)

### Southwestern Colorado and FQHC

Cristal Chavez  
970.210.6250  
[Cristal.Chavez@dentaquest.com](mailto:Cristal.Chavez@dentaquest.com)

### Southeastern Colorado

Abe Chavez  
719.828.8897  
[Abe.Chavez@dentaquest.com](mailto:Abe.Chavez@dentaquest.com)

### Northeastern Colorado and Denver Metro

Davis Edge  
720.985.1167  
[Davis.Edge@dentaquest.com](mailto:Davis.Edge@dentaquest.com)

### Northwestern Colorado

Natalie Archuleta  
303.241.5183  
[Natalie.Archuleta@dentaquest.com](mailto:Natalie.Archuleta@dentaquest.com)

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