



COLORADO SUMMIT

DentaQuest®

Health First Colorado and CO CHP+ Dental Programs

Provider Updates

VOL 26 | October 2020

IN THIS ISSUE

- Provider Representative (Network Manager) Update
- D0140 Limited Oral Evaluation
- D9410 House/Extended Care Facility Call
- Provider Portal Switch – Old Portal Discontinued
- Non-Emergent Medical Transportation (NEMT)
- Dental Visit Guide Handouts
- Upcoming Training Sessions

Provider Representative (Network Manager) Update

Jennifer Labishak will be taking some extended time off due to Maternity leave. She will be out October 1- December 25th and plans to return on December 28, 2020. During this time, she encourages offices to reach out to Customer Service for assistance. If Customer Service is unable to resolve your concerns, please see below for the appropriate Network Manager for your county.

We wish Jen and her family love, health, and happiness. Congratulations on the new baby!

Customer Service- 855-228-1731

Please see the following page for a key to the back up Network Manager for Jennifer's territory while she is away.

FAQ

Q: What is the difference between a corrected claim/authorization and an appeal?

A: If your claim denies and needs or can be submitted with additional information or correction, file a new claim with "Corrected Claim" in the notes or simply resubmit your authorization with **ALL** of the necessary information for review. If you have submitted all necessary and relevant information and disagree with the result, please file an appeal.



Provider Representative (Network Manager) Update (Con't)

Donna Phelps

Phone: 303-386-6752

Email:

donna.phelps@dentaquest.com

Counties:

El Paso
Lincoln
Cheyenne
Crowley
Kiowa
Otero

Desiree Fragoso

Phone: 720-614-2859

Email:

desiree.fragoso@dentaquest.com

Counties:

Douglas
Elbert
Bent
Prowers
Las Animas

Myrna Fletchall

Phone: 970-210-6395

Email:

myrna.fletchall@dentaquest.com

Counties:

Pueblo County
Baca

D0140 Limited Oral Evaluation

D0140 is defined in the CDT as “An evaluation limited to a specific oral health problem or complaint. This may require interpretation of information acquired through additional diagnostic procedures. Report additional diagnostic procedures separately. Definitive procedures maybe required on the same date as the evaluation. Typically, patients receiving this type of evaluation present with a specific problem and/or dental emergencies, trauma, acute infections, etc.”

Key phrases in the CDT definition and how they impact benefits:

“Limited to a specific oral health problem or complaint” - This does not include previously diagnosed restorations, services considered to be routine, or other problems.

“May require additional diagnostic procedures.” Implies a new oral problem not previously diagnosed.

“Typically, patients present with a specific problem and or dental emergencies, trauma, acute infections.” Implies a patient with an unexpected or new dental problem requiring additional diagnostic reviews and immediate treatment or referral. Limited to the specific problem only. Treatment of any non-related issue, such as routine restorations/sealants, will cause code D0140 to deny on the claim. In general, sedative fillings, endodontic treatment, X-rays and emergency treatment specific and limited only to the chief complaint is applicable to D0140 and any other service will cause D0140 to deny.

D9410 House/Extended Care Facility Call

D9410 is defined in the CDT as “Includes visits to nursing homes, long-term care facilities, hospice sites, institutions, etc. Report in addition to reporting appropriate code numbers for actual services performed.”

Key phrase in the CDT definition and how it impacts benefits:

“Includes visits...report actual services performed,” This code is not billable without covered dental services being performed during the visit. D9410 will deny when billed alone or without a covered dental service. In addition, D9410 includes the patient contact and discovery of any problem; therefore, D0140 is not a billable code at the time service of D9410. As D0140 is not a covered service in conjunction with a D9410 other covered dental services will need to be performed for D9410 to be payable.



Provider Portal Switch – Old Portal Switch Complete

DentaQuest has completed the sunsetting of the Aldera or “old” portal. Information on the Aldera portal is now considered to be out of date and user accounts are being removed. If you have not already done so, please discontinue use of this portal immediately. The “new” portal is up to date and has been running for several years. The new portal will be the only provider portal moving forward. All functionality that was available on the old portal remains available on the new portal.

Please use the link below to register for a user account if you do not already have one. You will need your business key to complete registration. If you do not know your business key, you can obtain it by either contacting customer service or your Network Manager, as indicated below. For a full portal tutorial, please join our monthly webinars. Details and links to monthly webinars can be found in the Training Sessions section of this newsletter.

New Portal Registration: [CLICK HERE!](#)

Customer service can be reached at 855.225.1731

Please see the final page for a listing Network Managers and their respective territories.

Non-Emergent Medical Transportation (NEMT)

Non-Emergent Medical Transportation (NEMT) is a Health First Colorado benefit for members who don't have transportation to medical and dental appointments. NEMT is provided for all Health Colorado members across the state through one transportation broker, [IntelliRide](#). You can learn more on [IntelliRide's website](#).

- [NEMT Member Brochure](#)
- [NEMT Mileage Reimbursement Handout](#)

Dental Visit Guides

DentaQuest created two new documents for Health Colorado and CHP+ members on what children can expect when they go to the dentist during COVID-19. The [Kids' Guide to the Dentist](#) and The [Kids' Guide to the Dentist with Tips for Grown Ups](#) are designed to help kids better understand some of the changes they'll encounter at the dentist office and to provide helpful information for adults on how they can advocate for their children before, during and after the appointment. Please see the following page for samples of these documents.

For access to additional educational materials you can print or distribute electronically to patients, check out the [Resources for Community Partners](#) and [Important Materials for Health First Colorado Members](#).



A KIDS' GUIDE TO THE DENTIST

What is different during COVID-19?



Before your appointment

- Tell a grown up if you are feeling sick.
- Wash your hands with soap and water. Rub your soapy hands together long enough to sing the "Happy Birthday" song in your head twice.
- You might have to wait in the car with a grown up until your appointment.
- There may not be toys or books in the waiting room. Bring a favorite toy to enjoy while you wait.
- Everyone must wear a mask when you go into the office.

During the appointment

- The dentist and staff will be wearing masks and other special clothing. It's like their own superhero costume to fight off germs!
- A staff person may take your temperature before you see the dentist.
- The dentist will tell you when it's okay to take off your mask and share your smile.
- Your grown up may not be able to sit with you during treatment. An adult can ask your dentist how it works in their office, so you know before you go.

After the appointment

- Don't forget to wear your mask when leaving the dental office.
- Tell a grown up if you are feeling sick after your appointment.
- Choose healthy snacks instead of sweets or sticky foods.
- Drink lots of water.
- Eat fruits and vegetables.
- Brush your teeth morning and night for at least two minutes.
- Floss your teeth every day.

Health Colorado (Medicaid) Member Services: 1-855-225-1729, TTY 711
Colorado Child Health Plan Plus Member Services: 1-888-307-6561, TTY 711
DentaQuest.com/Colorado

DentaQuest®

A KIDS' GUIDE TO THE DENTIST [^]

What is different during COVID-19?

With tips for grown ups!



Before your appointment

- Tell a grown up if you are feeling sick.
**Helpful Tip – If your child is sick, cancel their appointment and reschedule.*
- Wash your hands with soap and water. Rub your soapy hands together long enough to sing the "Happy Birthday" song in your head twice.
- You might have to wait in the car with a grown up until your appointment.
- Everyone must wear a mask when you go into the office.
- There may not be toys or books in the waiting room. Bring a favorite toy to enjoy while you wait.
**Helpful Tip – Call ahead to see if your child can bring a favorite toy or book to their appointment to enjoy while they wait.*

During the appointment

- The dentist and staff will be wearing masks and other special clothing. It's like their own superhero costume to fight off germs!
- The dentist will tell you when it's okay to take off your mask and share your smile.
- Your grown up may not be able to sit with you during treatment.
**Helpful Tip – So your child knows what to expect, call ahead to ask if you can sit with them during treatment.*

Kids resources on health & safety

<https://growingreaders.uniteforliteracy.com/healthy-familiescovid-19>

<https://youtu.be/sNinywG7BtY>

After the appointment

- Don't forget to wear your mask when leaving the dental office.
- Tell a grown up if you are feeling sick after your appointment.
**Helpful Tip – If your child had to get numb (anesthetic) be sure that they don't bite their cheeks, lips or tongue following the appointment!*
- Choose healthy snacks instead of sweets or sticky foods.
- Drink lots of water.
- Eat fruits and vegetables.
- Brush your teeth morning and night for at least two minutes.
- Floss your teeth every day.
**Helpful Tip – Your child will need help brushing and flossing their teeth until they are 7 or 8 years old.*

Health Colorado (Medicaid) Member Services: 1-855-225-1729, TTY 711
Colorado Child Health Plan Plus Member Services: 1-888-307-6561, TTY 711
DentaQuest.com/Colorado

DentaQuest®

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 of our upcoming training sessions.

For complete training details (including September and October meeting details) [Click Here](#).



Date: Tuesday, October 13, 2020

Time: 2:00 PM MST (1 hour)

Host: Myrna Fletchall

Call in: 1-408-792-6300

Meeting Number (access code): 790 490 061

Meeting Link: [Click Here](#)

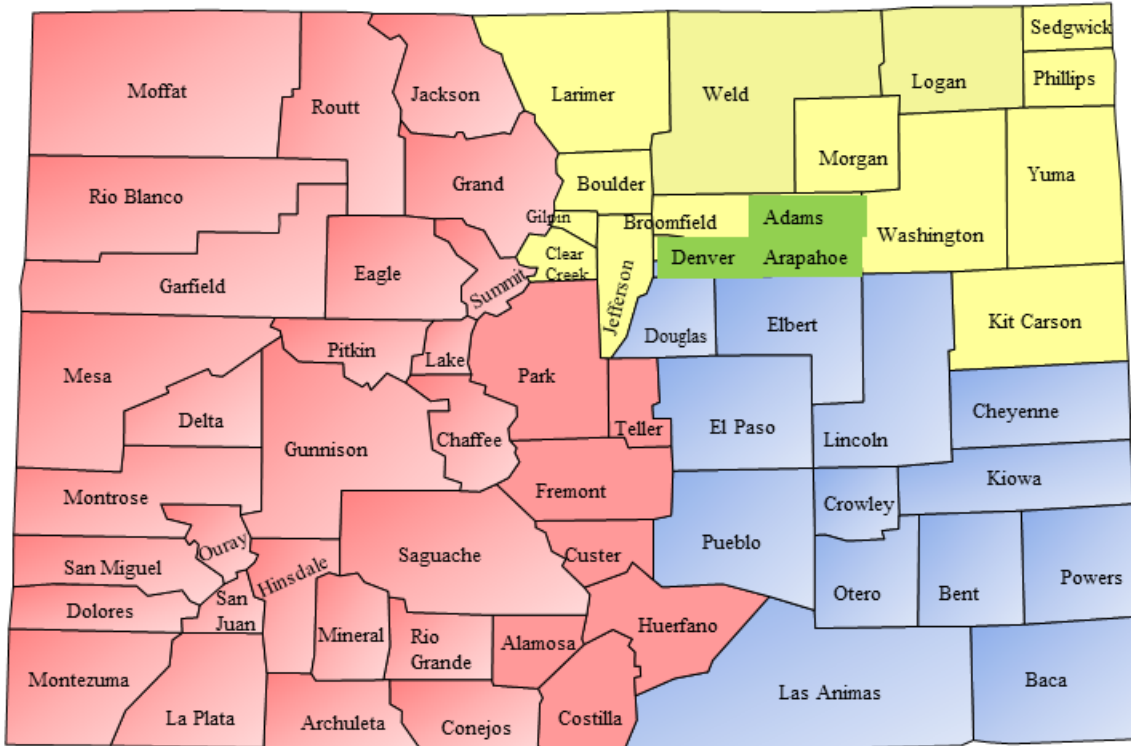
Password: Dentaquest1

If requested, please enter your name and email address

Then Click: "Join"

Even more, including **FREE CEUs**, at [DentaQuestPartnership.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

Mailing address:
DentaQuest - CO
PO Box 2906
Milwaukee, WI 53201-2906

Health First Colorado
Credentialing (DXC)
1-844-235-2387

CHP+ Credentialing (DentaQuest)
1-800-233-1468

Supervisor, Provider Relations
Noah Lehman
414-531-4551
Noah.Lehman@dentaquest.com

Western Colorado
Myrna Fletchall
970-210-6395
Myrna.Fletchall@dentaquest.com

Southeastern Colorado
Jennifer Labishak
719-313-0481
Jennifer.Labishak@dentaquest.com

Central Metro Denver
Desiree Fragoso
720-614-2859
Desiree.Fragoso@dentaquest.com

Northeastern Colorado
Donna Phelps
303-386-6752
Donna.Phelps@dentaquest.com