



COLORADO SUMMIT



Health First Colorado and CO CHP+ Dental Programs

Provider Updates

VOL 30 | October 2021

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Provider Representative (Network Manager) Update

We are happy to announce a new Western Slope Network Manager has been hired. Her anticipated start date is October 11th. She comes to DentaQuest with a wealth of experience on the Health First Colorado programs. Please be on the lookout for her announcement and contact information.

In the meantime, we ask that you continue to use the online tools available via the Provider Portal and Office reference manual to answer your questions. If you are not able to find the answer, reach out to customer service via “Live Chat” on the Provider portal or by phone 855-225-1731. If you still need assistance, please reach out to Jennifer Labishak or Natalie Archuleta. Please see the last page for contact info.

FAQ

Q: Where can I find more information on administering the COVID 19 vaccine in my office?

A: Health First Colorado recently approved certain vaccine codes as payable to Dental Providers. Follow the below steps to stay informed:

1. Visit the ORM to review benefits.
2. Visit the ADA website on vaccines. [HERE](#)
3. Talk with your medication supplier for product availability and storage requirements.

Periodontal Services

Criteria for Periodontal Treatment From the American Academy of Periodontology (AAP) Policy on Scaling and Root Planing: "Periodontal scaling is a treatment procedure involving instrumentation of the crown and root surfaces of the teeth to remove plaque, calculus, and stains from these surfaces. It is performed on patients with periodontal disease and is therapeutic, not prophylactic, in nature. Periodontal scaling may precede root planing, which is the definitive, meticulous treatment procedure to remove cementum and/or dentin that is rough and may be permeated by calculus or contaminated with toxins or microorganisms. Periodontal scaling and root planing are arduous and time consuming. They may need to be repeated and may require local anesthetic." It is anticipated that this procedure would be requested in cases of severe periodontal conditions (i.e. late Type II, III, IV periodontitis) where definitive comprehensive root planing requiring local/regional block anesthesia and several appointments would be indicated.

- Periodontal scaling and root planing (D4341 and/or D4342) is allowed once per quadrant every three (3) years (children and adults).
- Maximum of two (2) quadrants per date of service is allowed except in a hospital/ASC setting.
- Not allowed if there is a history of gingivectomy (D4211 and/or D4212) provided in the past 12 months in the same quadrant.
- Prophylaxis (D1110 and/or D1120) is not paid on the same day as periodontal scaling and root planing (D4341 and/or D4342).

Criteria

- 1) Complete periodontal charting indicating abnormal pocket depths in multiple sites, PSR is not acceptable.
- 2) AAP Case Type should be included in the charting.
- 3) Radiographs – Periapical or Bitewings preferred.
- 4) Additionally, at least one of the following must be present:
 - a. Radiographic evidence of root surface calculus.
 - b. Radiographic evidence of noticeable loss of bone support (2.5 mm or greater from the CEJ)

Documentation needed for prior authorization (PAR) of periodontal procedure(s):

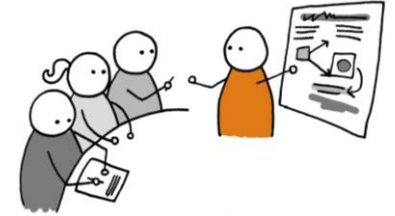
- ❖ Radiographs – periapical or bitewings preferred.
- ❖ Complete periodontal charting with AAP Case Type.
- ❖ Treatment plan

For complete and up to date details on Periodontal Treatment and the High-Risk program, please refer to sections 8.07 & 15.09 of the ORM posted to the Provider Web Portal.



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: Friday, October 29, 2021

Call in: 1-339-666-3919

Time: 11:00 AM MST (1 hour)

Meeting Number (access code): 489 275 530

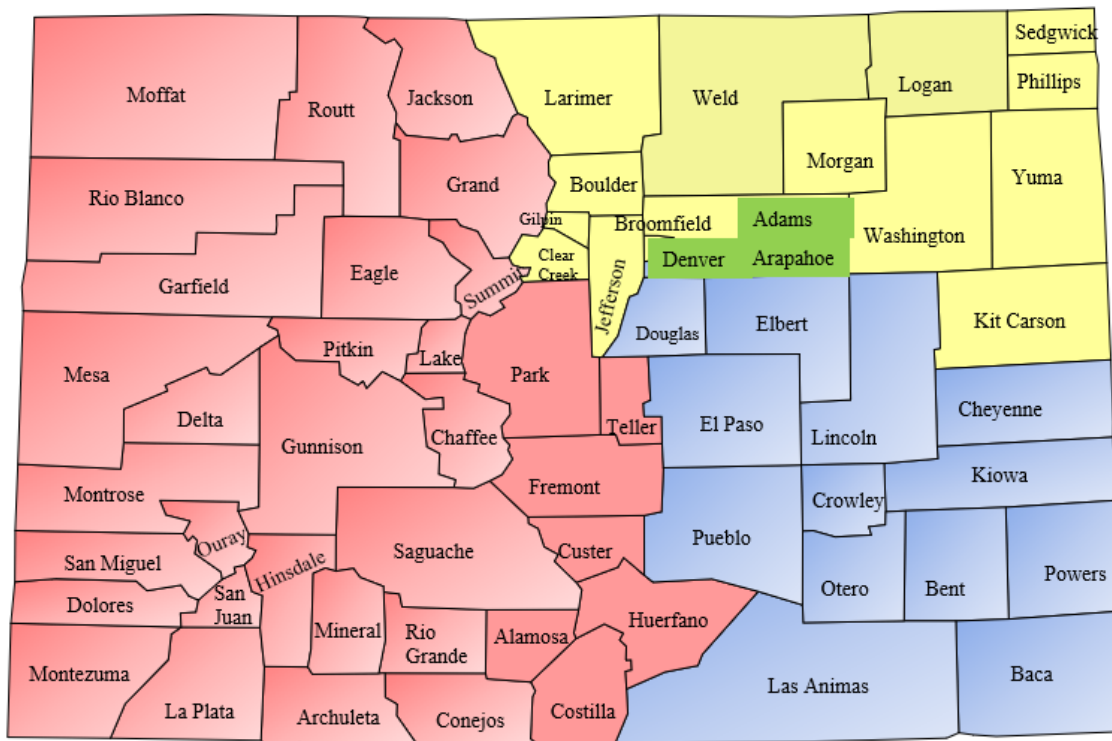
Host: Natalie Archuleta

Meeting Link: [Click Here](#)

Even more, including **FREE CEUs**, at <https://www.carequest.org/> - Stay up to date by registering [HERE](#)

DentaQuest Network Manager Information

DentaQuest Provider Representative 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
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Western Colorado Open Position
Please Contact Jennifer Labishak or Natalie Archuleta

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