



# COLORADO SUMMIT

DentaQuest®

## Health First Colorado and CO CHP+ Dental Programs

### Provider Updates

VOL 45 | October 2025

#### IN THIS ISSUE

- Health First Colorado Rate Adjustment
- DentaQuest Network Managers
- Member Outreach
- Denture process update- Once in a Lifetime Replacement
- Member Spotlight

#### Health First Colorado (Colorado's Medicaid program) Rate adjustment

On August 28, 2025, pursuant to Article IV, Section 2 of the Colorado Constitution, and C.R.S. § 24-75- 201.5, Governor Polis issued Executive Order D 2025 014 declaring insufficient revenues available for expenditures and ordering the suspension, in whole or in part, of certain State programs or services in order to meet a revenue shortfall for Fiscal Year 2025-26 and balance the state budget.

Targeted rate adjustments for Dental rates effective for dates of service beginning October 1, 2025, can be found in the table below. The Department calculated that a 15.5% reduction to the July 2024 rate for each of these codes would meet the required savings target. The Department believes that applying the reduction preserves the intent of the General Assembly to the greatest extent possible by ensuring that the codes which had the most significant disparities do not receive a disproportionate reduction. In almost all cases, rates remain higher than they would if the increase to each

#### 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.*



code was reduced by 43.6%. A 1.6% reduction to all other codes will apply based on the Executive Order to roll back rate increases that were implemented on July 1, 2025.

| Procedure Code | Code Description   | Rate Effective 10/01/2025 |
|----------------|--|---------------------------|
| D0120          | Periodic oral evaluation                                   | \$32.41                   |
| D0140          | Limited Oral Evaluation Problem Focused                    | \$44.90                   |
| D0150          | Comprehensive Oral Evaluation                              | \$51.57                   |
| D1110          | Prophylaxis Adult  | \$82.39                   |
| D1120          | Prophylaxis Child  | \$61.72                   |
| D1206          | Topical fluoride varnish                                   | \$35.46                   |
| D1351          | Sealant Per Tooth  | \$48.25                   |
| D1352          | Prev resin rest, perm tooth                                | \$83.93                   |
| D1354          | Interim Caries Arresting Medicament Application, Per Tooth | \$46.08                   |
| D2740          | Crown, Porcelain/Ceramic substrate                         | \$717.54                  |
| D2750          | Crown Porcelain High Noble Metal                           | \$710.70                  |
| D2751          | Crown Porcelain Base Metal                                 | \$648.14                  |
| D2752          | Crown Porcelain Noble Metal                                | \$674.56                  |
| D2790          | Crown Full Cast High Noble Metal                           | \$733.98                  |
| D2794          | Crown Titanium   | \$707.16                  |
| D2930          | Prefab Stainless Steel Crown Primary                       | \$167.72                  |
| D3310          | End Therapy, anterior tooth                                | \$675.80                  |
| D3320          | End Therapy, bicuspid tooth                                | \$775.46                  |
| D3330          | End Therapy, molar   | \$937.37                  |
| D3346          | Retreatment Root Canal Anterior                            | \$770.31                  |
| D3347          | Retreatment Root Canal Bicuspid                            | \$882.28                  |
| D3348          | Retreatment Root Canal Molar                               | \$1,052.92                |
| D4341          | Periodontal Scaling & Root Planing                         | \$225.20                  |
| D4342          | Periodontal Scaling 1 to 3 Teeth                           | \$160.28                  |
| D4910          | Periodontal Maintenance                                    | \$125.91                  |

**Stay Informed:** To ensure you receive the latest information on key topics, we strongly encourage you to sign up for Department communications. <https://hcpf.colorado.gov/provider-news> [hcpf.colorado.gov]

## DentaQuest Network Managers

DentaQuest has four dedicated Network Managers who live and work throughout the state of Colorado. These provider-facing professionals are your key point of contact for education, training, and support, helping dental offices successfully self-serve and navigate DentaQuest systems.

### Our Network Managers support providers by:

- Conducting **virtual and in-office trainings** on tools and processes, including Online Resource Management (ORM) and portal navigation.
- Promoting **technology adoption** to streamline operations and minimize errors.



- **Recruiting and maintaining** a provider network tailored to Colorado's diverse demographic needs, with a strong focus on improving access to care for members.
- Representing DentaQuest at **local events** and community engagements to build relationships and support our presence across the state.

When challenges arise that cannot be resolved through standard reference points, Network Managers serve as a direct resource for providers, offering guidance, educational support, and escalation pathways to help address and resolve issues effectively.

They also offer **credentialing support**, helping providers understand the processes and requirements for successful credentialing within the networks DentaQuest administers in Colorado

If your office has not yet completed ORM and portal training, or if you'd benefit from a refresher, please reach out to your assigned Network Manager to schedule a **virtual or in-person training session**.

Understanding and navigating the Colorado Medicaid and CHP+ dental programs requires attention to detail and a solid knowledge base. DentaQuest is committed to supporting providers through a variety of helpful resources and tools.

## Key Resources for Providers

### **Office Reference Manual (ORM):**

The Colorado Medicaid and CHP+ ORMs are essential resources for provider education and guidance. Updated quarterly, these manuals outline:

- Program benefits
- Clinical criteria
- Claims coding and billing criteria
- Administrative processes

### **Where to find the ORM:**

- **DentaQuest Provider Portal** (under "Documents")  
[Provider Portal Login](#)  
→ After logging in, select **Documents** from the top menu.
- **DentaQuest National Website:** [Colorado Dental Providers | DentaQuest](#)  
Oral Health Care & Dental Insurance | DentaQuest  
→ Go to **Providers > Colorado > Important Documents and Links**

### **DentaQuest Provider Portal** [Access the Provider Portal](#)

The DentaQuest Provider Portal is a powerful self-service tool that allows providers to:

- View and manage **provider, location, and network details**
- Access **member service history**




- Submit and track **claims and prior authorizations**
- Review **payment status and remittance**
- Retrieve **key documents and updates**

This intuitive portal is designed to increase provider efficiency and minimize the need for phone-based support.

### **Provider Services** – Quick Help When You Need It

DentaQuest Provider Services is your first line of support for real-time, person-to-person assistance with quick or common issues like:

- Eligibility questions
- Claims status
- Basic billing inquiries
- General program questions

 **Call: 855-225-1731**

 **7:30-5pm MST, Mon-Fri**

*For complex concerns, please contact your Network Manager.*

### **Member Outreach**

As the dental benefits administrator for the Health First Colorado benefit and the owner of the CHP+ network in Colorado, DentaQuest believes deeply in our mission to improve the oral health of all. Part of that mission is upheld in the work our Network Managers do with our provider partners and staff; chances are if you're reading this article, this is the side of DentaQuest with which you are most familiar.

Another part of that mission is upheld by our Member Outreach and Engagement team, a team you may not know as well. We wanted to take a moment to highlight their efforts and share how their work intersects with yours every day.

The DentaQuest Member Outreach and Engagement team works not only with members, but with community partners across the state. Responsibilities include sharing information about oral health and hygiene, the oral systemic connection, and dental benefit coverage under both Health First Colorado and CHP+. This education is done through a variety of presentations and trainings to schools and preschools, parent groups, community agency staff, health coalitions and more. They also attend a variety of community events such as health fairs or festivals, speaking to members one on one about their oral health and the coverage under the dental plans. And while not their primary function, they also support members when they need help accessing care or solving problems with their dental benefit.





DentaQuest Member Outreach and Network Management teams often work together to assist members in finding a dental office that suits their individual needs as well as address any concerns that arise between the office and the member.

This support and education lead to an increase in oral health IQ, better dental hygiene practices and better buy-in for regular preventive care. This team is working hard to drive members into the dental practice, motivated to care for their teeth!

### **Denture process update- Once in a Lifetime Replacement**

We are pleased to announce streamlined updates to the once-in-a-lifetime denture replacement process. The following changes will take effect on October 1, 2025:

#### **New Process**

1. Submit a prior authorization for replacement (use original code previously used) denture/partial
  - Include the key words "denture replacement" in box #35
  - The prior authorization will be directed to a dedicated review queue

#### **Key Changes**

- Prior Authorization will no longer automatically deny, requiring appeal
- The Denture form is no longer required to be completed and attached

*Please review additional partial denture code updates in the ORM*

**This update aims to reduce administrative burden, and reduce treatment wait times for members. If you have any questions about these changes, please contact your Network Manager.**

### **Member Spotlight – Tom’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. When Tom was diagnosed with ALS, a disease that slowly weakens muscles, he felt alone and unsure of what came next. But through a partnership with Colorado Community Health Alliance, Health First Colorado connected Tom to caregivers.



“You’re not alone in the journey,” his care coordinator told Tom.

Now, Tom can live with joy and purpose. He uses his programming skills to help others living with ALS.

“There are so many others out there that are not getting the benefits that I’m getting,” said Tom. “I want to do everything I can to help them.”



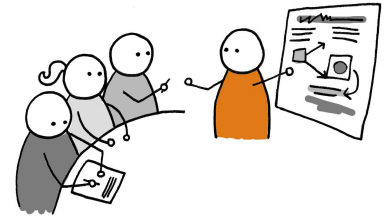
Health First Colorado members like Tom want Coloradans to know that they may qualify for quality health care coverage.

[Watch Tom's story](#) and learn how [Health First Colorado](#), Colorado's Medicaid program, supports its members.

### 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 October 15<sup>th</sup>

**Time:** 12:00 PM MST (1 hour)

**Host:** Davis Edge

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

**Meeting Number (access code):** 946 398 842#

**Meeting Link:** [October 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

