



# COLORADO SUMMIT



## Health First Colorado and CO CHP+ Dental Programs

### Provider Updates

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#### FQHC Dedicated Network Manager and Territory Re-Alignment

We have exciting news to share! Effective July 1st, 2024, Cristal Chavez will be the Federally Qualified Health Center (FQHC) designated Network Manager! Her eight years of background experience with Federally Qualified Health Centers (FQHC) and deep understanding of the intricate FQHC rating, update, and payment process make Cristal the perfect candidate for this new role. As part of the transition, DentaQuest underwent a territory realignment for Cristal to be the designated FQHC Network Manager Statewide. Please review the new CO Network Management Territory Map.

Meet the team... Again!

#### Cristal O Chavez, Southwestern Colorado and FQHC

For the past two years, Cristal, as DentaQuest's Provider Relations Representative for the Western Slope, has managed relationships with providers in over 33 counties. She has established and maintained relationships with assigned healthcare providers through office visits, telephone calls, prompt resolution of issues, and

#### FAQ

**Q:** Where do I go to check my revalidation/re-credentialing due dates?

**A:** Medicaid- HCPF revalidation page. [HCPF revalidation page](https://hcpf.colorado.gov). [\[hcpf.colorado.gov\]](https://hcpf.colorado.gov) or contact Gainwell 1-844-235-2387.

CHP+ - DentaQuest Credentialing Dept: 1-800-233-1468



excellent customer service. The eight years of background experience with Federally Qualified Health Centers (FQHC) has provided Cristal a deep understanding of the intricate FQHC rating, update, and payment process. Her insight in the FQHC payment process and extensive knowledge of Excel has been of great help during the encounter rate update process and the ability to help FQHC's understand EOBs containing these payments. Cristal actively recruits providers to enhance and maintain the Health First Colorado (CO Medicaid) and Child Health Plan Plus (CHP+) as a vital piece to providing access to care for members in the western slope.

### **Madison Lehman, Southeastern Colorado**

Madison Lehman joined DentaQuest in 2022 as the Provider Relations Representative for Southeastern Colorado. In her role, Madison recruits non-participating providers to grow the network and expand access to care in her territory, conducts virtual trainings and office visits with offices including Federally Qualified Health Centers and Dental Support Organizations to provide education and assistance on billing policies and procedures based on the Colorado Medicaid and Child Health Plan Plus Office Reference Manuals. Madison successfully manages relationships with over 300 Colorado dental offices and performs network validation outreach to ensure accurate information through office visits, phone calls, provider events and prompt resolution of issues. Prior to this, Madison earned a Bachelor of Science in Health Services Administration at Ohio University and has a background in dental credentialing. In May 2024, she married her best friend in her hometown of Ohio! Congratulations Maddie!

### **Davis Edge, Northeastern Colorado and Denver Metro**

As DentaQuest's Provider Relations Representative for Central Metro Denver and Northeastern Colorado, Davis Edge manages relationships with nearly 500 Colorado dental offices. Davis Lives and works in the Central Metro Denver area and has been with DentaQuest since 2022, educating and assisting dental providers with utilization management programs, policies and procedures involved in state benefit plans, and usage of DentaQuest technologies. Davis and his team conduct monthly online Microsoft Teams trainings covering different aspects of the benefit programs. Davis researches and resolves complex claim issues, tracking benefit changes. On his own time Davis enjoys camping, hiking, the occasional skydive and spending time with his nine-year-old grandson.

### **Natalie Archuleta, Northwestern Colorado**

Natalie has been with DentaQuest as a Provider Relations Representative since 2021 and currently manages Northeastern Colorado encompassing 14 counties. Natalie provides 1:1 focused training and education to providers regarding Health First Colorado's Medicaid dental benefits and the CHP+ dental program along with policies and procedures involved in state benefit plans. Natalie is extremely knowledgeable in bookkeeping and addressing practice remittance and payments found through the provider portal. Natalie strives to ensure offices are well equipped with the knowledge and problem-solving skills needed to ensure optimal results in billing and receiving payment, two crucial parts to enhancing and maintaining the provider network.

### **SFY 24/25 Health First Colorado Dental Rate Increase**

We are excited to announce new rate increases beginning July 1, 2024! The Colorado General Assembly has approved the Department of Health Care Policy and Financing's targeted dental rate increases in the 2024 budget legislation. The targeted dental rate increase will take effect on July 1, 2024. Specifically, 15 preventive, endodontic and periodontic dental codes will be increased to 100% of 2020 ADA Survey of Fees benchmark, while rates of diagnostic and crown dental codes will be increased to 70% of the benchmark.



All dental codes that did not receive the targeted rate increase will be eligible for a 2% rate increase beginning July 1, 2024. However, dental codes subject to the targeted rate increases referenced below will not receive the 2% increase. This 2% across-the-board rate increase will be applied across all fee-for-service Medicaid provider types starting July 1, 2024, excluding rates for rural health clinics, rates and Federally Qualified Health Centers

**IMPORTANT NOTICE:** DentaQuest and HCPF are working together to finalize the fee schedules and update DentaQuest system in a timely manner. Unfortunately, we do not have all the information at this time which means that claims submitted with a date of service of 7/1/2024 or later will require reprocessing. To ensure your claims will be appropriately reprocessed, continue submitting them using your UCR.

## Dental Advisory Committee (DAC)

Did you know that DentaQuest has a Dental Advisory Committee (DAC)?

DAC is a volunteer committee that meets to discuss policy overall. Feedback from this committee is then provided to HCPF. This forum is not meant to discuss individual claims questions as that should be done with your local Network Manager. The committee meets once every quarter on a Friday morning (Virtually), for 1.5 hours. Topics are requested prior to each meeting to be discussed at the meeting.



DentaQuest strives to ensure all specialties are represented, and effective July 1<sup>st</sup>, 2024 DAC members will have a 5 -year commitment (term limit) with the option to terminate early because well... life happens!

DentaQuest invites all provider specialties, however, the below specialties are needed.

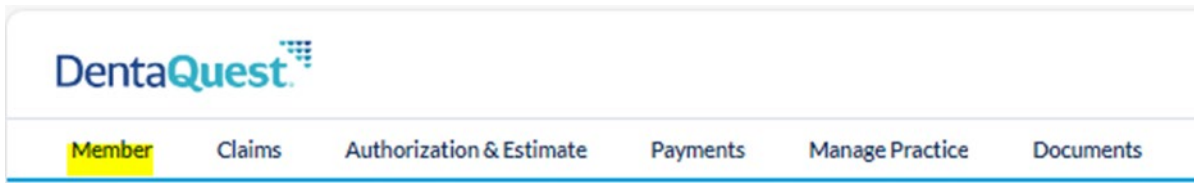
- Endodontist
- Oral Surgeons
- Dental Hygienist
- Periodontist
- Prosthodontist
- Dental Anesthesiologist

If this sounds like an opportunity you might be interested in, please outreach Jennifer Labishak, Sr. Manager Provider Partner with DentaQuest [Jennifer.labishak@dentaquest.com](mailto:Jennifer.labishak@dentaquest.com).

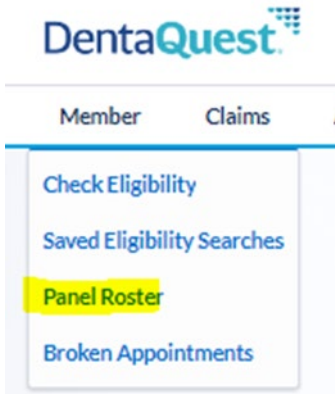
## Dental Home Panel Roster via Provider Portal

Health First Colorado (CO Medicaid) and CHP+ members are assigned a Dental Home to help members choose a provider and utilize dental benefits. Dental Home allows members to have a consistent place to receive care. Providers can utilize the DentaQuest provider portal to access their member Panel Roster by following the steps below. The Panel Roster will show all Health First Colorado/CHP+ members who are assigned to the office as their Dental Home.

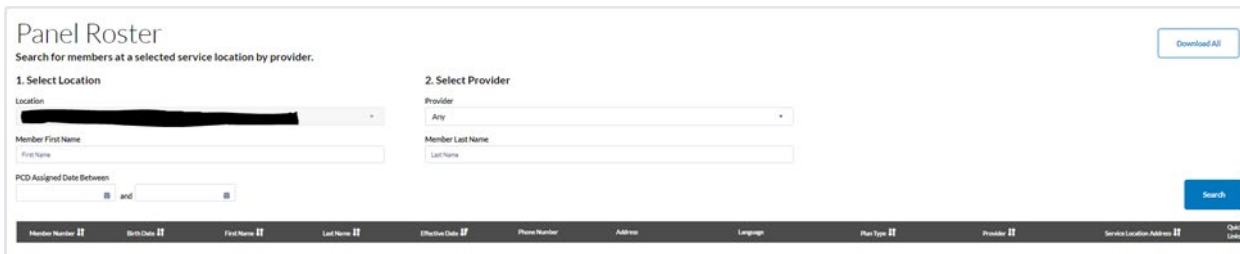
1. Click on the Member tab



2. Click on Panel Roster



3. Filter your search by selecting a location or provider. You can also leave the fields blank and click the Search button to find all assigned members.



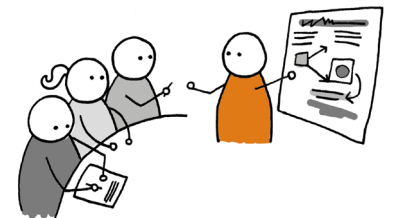
## Training Sessions

Did you know DentaQuest holds monthly training sessions covering current events and common questions? Join our next session by following the below instructions! Follow the link for details on all our upcoming training sessions.

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

**Date:** Wednesday July 17<sup>th</sup>  
**Time:** 12:00 PM MST (1 hour)  
**Host:** Davis Edge

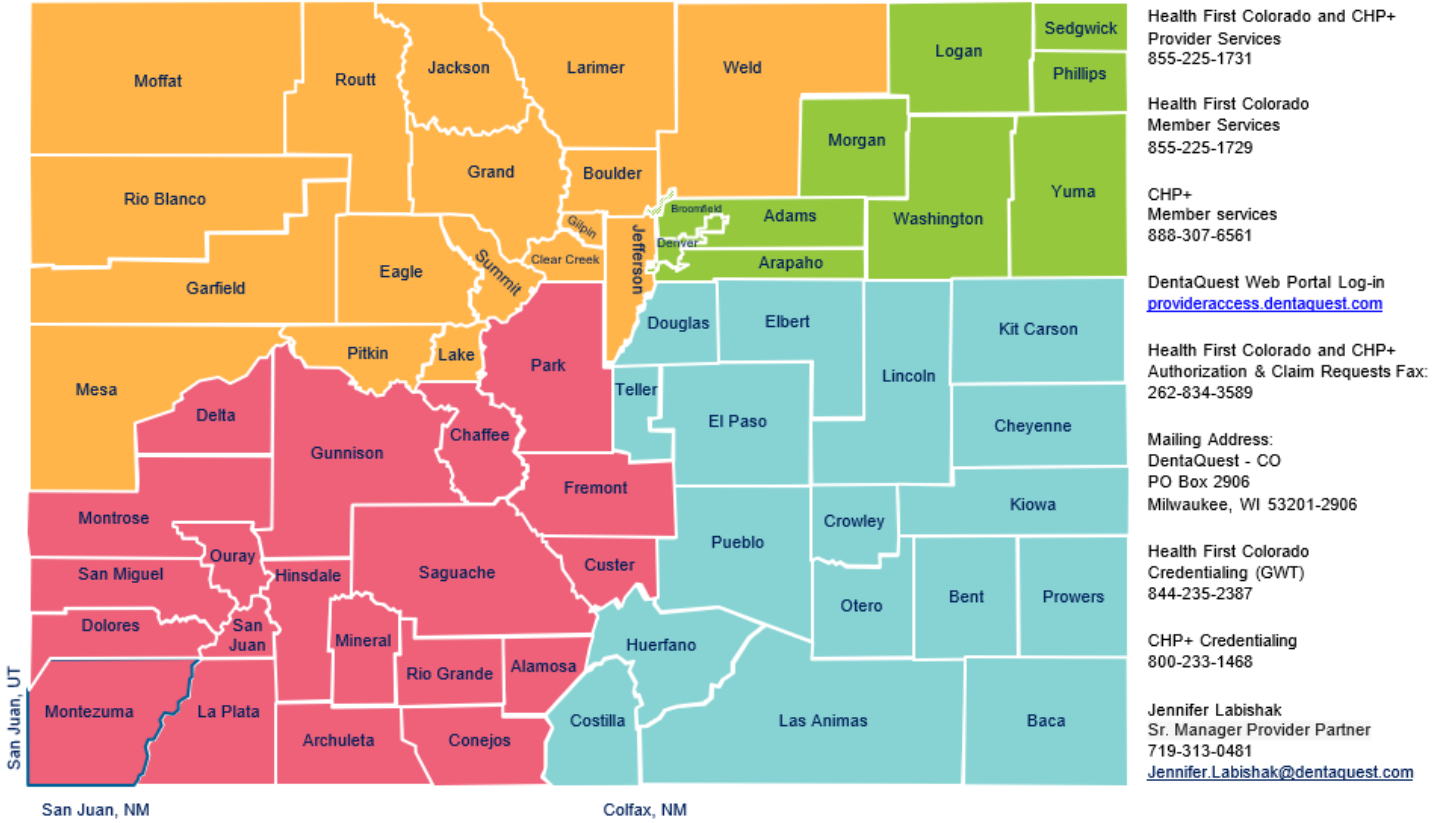
**Call in:** 1-339-666-3919  
**Meeting Number (access code):** 978 623 085#  
**Meeting Link:** [July 2024](#)





## 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](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)  
844-235-2387

CHP+ Credentialing  
800-233-1468

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