COLORADO SUMMIT
Program Updates for Providers in the Health First Colorado Dental Program
VOL 22 | October 2019

IN THIS ISSUE
- CHP+ Credentialing Extended until 11/30/2019
- CHP+ Prenatal Benefit
- DQ Code Review for D9410 and D3910
- Health First Colorado and CHP+ Provider Revalidation
- Colorado NPI Law Requirements
- Opioid Training
- DentaQuest Provider Representative Information

FAQ
Q: Who do I call to get a status update on my CHP+ credentialing application?
A: Please call DentaQuest Credentialing at 1.800.233.1468 for a status on your CHP+ credentialing application.

CHP+ Credentialing Extended until 11/30/2019
DentaQuest will continue to process CHP+ claims under Continuity of Care through November 30, 2019!

Continuity of Care allows a provider, whose CHP+ credentialing has not been completed, to continue to treat CHP+ members while the DentaQuest credentialing department reviews and finalizes the CHP+ credentialing application. Please contact your DentaQuest Provider Relations Representative with any questions about Continuity of Care claims payments.

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

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

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

Western Slope
Myrna Fletchall
970-210-6395
myrna.fletchall@dentaquest.com

If you do need to contract as a CHP+ provider with DentaQuest, complete our online credentialing application at www.dentaquest.com/provider-enrollment.
CHP+ Prenatal

On October 1, 2019, dental services will be available for CHP+ prenatal women. They will benefit from the same services provided for current CHP+ children except for orthodontics (braces). These benefits include:

- Diagnostic services (exams and x-rays)
- Preventive (fluoride, sealants and cleanings)
- Basic restorative services (fillings)
- Endodontics (root canals)
- Emergency dental services

The annual maximum allowable benefit is $1,000 per calendar year (January 1st – December 31st) while the member is eligible and enrolled. As with all CHP+ benefits, families with a higher income may be required to pay a small fee (co-pay) when they receive services. Please contact your Provider Representative with any general questions or any questions regarding prenatal members.

DQ Code Review Section of the Colorado Summit Newsletter

This edition of the Colorado Summit Newsletter will explain two ADA Dental Codes in detail, the D9410 House/Extended Care Facility Code and the D3910 (Endodontic Procedure) Surgical Procedure for Isolation of Tooth with Rubber Dam. Please email any CDT code reviews you would like to see in future Colorado Summit Newsletters to your Provider Relations Representative.

D9410 House/Extended Care Facility Call

CDT Code D9410 states, “House/Extended Care Facility, 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.”

The ORM allows one of D9410 per day per patient, no PAR is required. If the submitted code for service(s) is denied due to frequency limitations, member maximum has been met, or other denial reasons, then D9410 will also deny. Any claim that has D9410 submitted as a stand-alone code will deny.

Service is not allowed/reimbursed when billed in conjunction with denture preparatory services, denture impressions, denture adjustments, denture cleanings, or any other denture or partial denture related service that fall under CDT codes D5000-D5999 as these are considered inclusive to the cost of the denture or partial denture service.

D3910 (Endodontic Procedure) Surgical Procedure for Isolation of Tooth with Rubber Dam

CDT code D3910 states, “Surgical procedure for isolation of tooth with rubber dam.” As described by the American Dental Association, “There are some root canal treatment where extraordinary measures have to be taken to fit a dental dam over a tooth. In these cases, dam placement is documented using CDT code D3910.” This code is not to be used for routine placement of a rubber dam with any of the endodontic codes when a
rubber dam is placed as Standard of Care as described by the American Academy of Endodontics, “Endodontic procedures must never be performed without the rubber dam.”

When a rubber dam is used for any non-endodontic procedure other than the D3000 codes, such as restorations (D2000), sealants, any D1000 codes, D3910 is not to be included on the claim. The intent of D3910 is for “extraordinary” surgical procedure to place the rubber dam on a tooth, not a routine placement which would be the usual situation. If it is necessary to use D3910, then a careful evaluation of total tooth and root destruction needs to be determined to ensure a successful restorative treatment with a favorable prognosis. It is also recommended to keep comprehensive records with inclusive documentation when using D3910 with endodontic codes.

Health First Colorado and CHP+ Provider Revalidation

All providers must revalidate at least every five (5) years to continue their participation in Health First Colorado and CHP+. This is a federal requirement under the Affordable Care Act (42 CFR §455.414). Revalidation involves reconfirming some of the provider’s enrollment information so the Department of Health Care Policy & Financing (the Department) has accurate data and can properly screen the providers to ensure they are eligible to provide services to members.

Information about the upcoming revalidation cycle will be published several months before revalidation starts via Provider Bulletins, emails, etc. It is crucial that providers update all email addresses in their enrollment profiles before they revalidate so they receive these notices. The Department will also be doing outreach through provider associations, advocate groups, and other stakeholders.

Providers will be given at least a six (6) month notice via email in advance of their enrollment deadline. Additional email notices will be sent every month that the provider has not begun a revalidation application.

The first group of providers must complete revalidation in October 2020 and will receive email notices starting April 2020. Each enrollment (individual or service location) must be revalidated separately using a link in the Provider Web Portal. This link will become available six (6) months before the provider’s revalidation deadline.

For more information click the following link: https://www.colorado.gov/hcpf/our-providers

Scroll to the bottom of the page where it says, “I Want To…” and click on “Learn about the Colorado NPI Law.

Click on “Colorado NPI Fact Sheet” and “Roadshow Presentation”

Implementation of New Colorado NPI Law Requirements

HB 18-1282 requires newly enrolling and currently enrolled Organization Health Care Providers (not individuals) to obtain and use a unique National Provider Identifier (NPI) for each service location and provider type enrolled in the Colorado interChange.

Starting 2020, the Department will require providers to submit a claim with a unique NPI so that the Department, members, and policymakers have more transparency to where services are being provided.

For more information about the upcoming NPI changes follow This direct link to the Health First Colorado Provider Resources page.
To view additional information about the Revalidation/NPI Law click Here.

Opioid Training
This Link will take you to a Presentation titled: The Opioid & Drug Crisis/Colorado & the US.

It covers topics such as Facts/Statistics, Guidelines from the CDC, DORA, PDMP with resources, references and links to more complete discussion and information. This presentation provides an overview for providers to gain facts and use as a tutorial for further study and research.

DentaQuest Provider Representative Information

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

Health First Colorado and CHP+
Provider Services
1-855-225-1731

Health First Colorado
Member Services
1-855-225-1720

CHP+ Member Services
1-888-397-6561

DentaQuest Web Portal Login
www.providersaccess.dentaquest.com

Health First Colorado and CHP+
Authorization and Claim Requests
Fax: 1-262-834-3580

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

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

CHP+ Credentialing (DentaQuest)
1-800-233-1488

Supervisor, Provider Relations
Lisa Larkin-Allen
303-358-8760
Lisa.Larkin-Allen@dentaquest.com

Welcome to Preventistry®