



COLORADO SUMMIT

DentaQuest®

Health First Colorado and CO CHP+ Dental Programs

Provider Updates

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FAQ

Q: Why did DentaQuest update their EOB & Recoupment policy to reflect a 60-day grace period?

A: To ensure adequate time to appeal or send the appropriate refund check before automatically being recouped on a future EOB.

Provider Representative (Network Manager) Announcement

We are excited to introduce Natalie Archuleta as the NEW Network Manager for the Central Metro Denver.

A Colorado native, Natalie was born and raised in Grand Junction and began her dental career after moving to San Diego in 2004. She returned to Colorado in 2008 making Denver her home. A Communications Major, she comes to DentaQuest with 12 years of private practice management and a passion for quality care. In her spare time, she enjoys traveling, learning about culture and interacting with all walks of life.

You may reach Natalie at natalie.archuleta@dentaquest.com or by phone 303-241-5183



Health First Colorado Member Spotlight



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. Health First Colorado provides Mary the peace of mind to live independently and do what she wants, knowing her health care is covered. [Watch Mary's story](#) and listen to Health First Colorado members tell in their own words how Health First Colorado was there to help. Other Health First Colorado members want Coloradans to know that they may qualify for quality health care coverage. Learn more at HealthFirstColorado.com

New Denture Replacement Form

New requirement when submitting for the “Once in a lifetime” benefit for replacing a denture or partial.

Starting April 19, 2021, a new guideline is required if you are requesting the “Once in a Lifetime” replacement of a lost, stolen or broken denture due to a circumstance beyond the member's control. You will find in Appendix A in the (Office Reference Manual) the new Denture Request Form. This form must be filled out in full, contain a detailed and descriptive narrative and be signed by both the dentist and the member to be considered. A prior authorization must be submitted and once denied, send this form with your appeal.

Requests submitted without this form will be denied and all submissions will be retained for audit purposes. Reach out to your Network Manager with further questions.



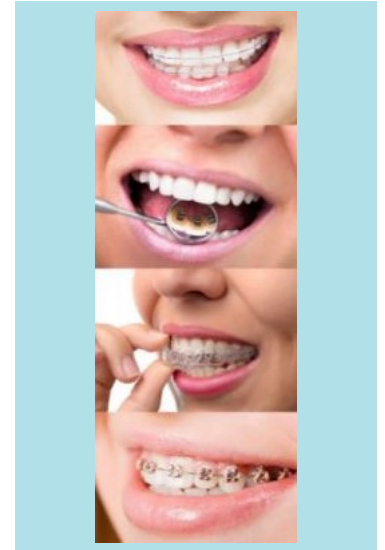
Orthodontic Update on Cosmetic Materials

D8070, D8080 and D8090 are Comprehensive orthodontic procedure codes covered by Health First Colorado.

Health First Colorado fees are considered payment in full and providers may not balance bill members for additional services or supplies that are not medically necessary.

Orthodontists may use a wide range of services in the diagnosis, evaluation and treatment of orthodontic cases including cosmetic service, supply, or material upgrades. However, this is at the providers discretion and is **inclusive to payment in full**.

Please see the updated language in Section 15.14 of the new Office Reference Manual.



Adult Annual Maximum and Copay Reminder

The impending changes to the Health First Colorado Program regarding Copays and the Adult Dental Benefit Maximum Reduction **will not be going into effect at this time**.

The Department of Health Care Policy and Financing informed DentaQuest that the federal Public Health Emergency (PHE) continues to be extended. As the PHE extends past the proposed date of implementation, the implementation is delayed. **We will send notice when we know for sure the date these changes will take effect.**

For additional information visit the States PHE planning website: <https://www.colorado.gov/hcpf/phe-planning>

Please tune in to our next scheduled training where we will be covering this topic.



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: Thursday, April 22, 2021

Time: 12:00 PM MST (1 hour)

Host: Myrna Fletchall

Call in: 1-408-792-6300

Meeting Number (access code): 132 082 9551

Meeting Link: [Click Here](#)

Password:

Smiles1

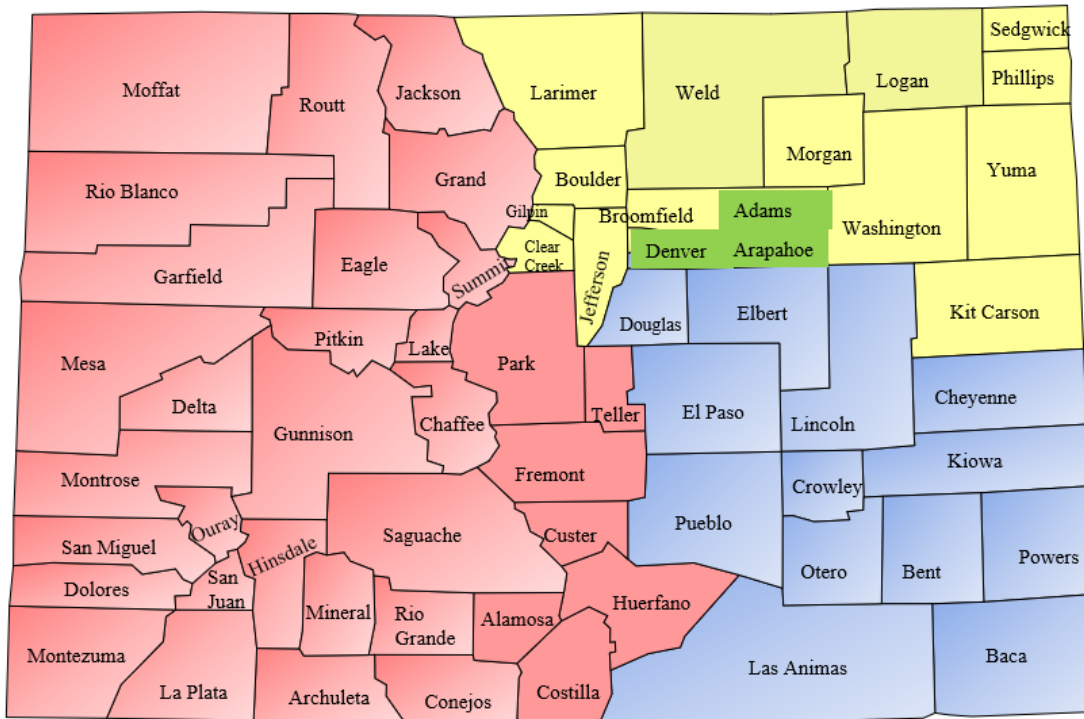
If requested, please enter your name and email address
Then Click: "Join"



Even more, including **FREE CEUs**, at DentaQuestPartnership.org - Stay up to date by registering [HERE](#)

DentaQuest Network Manager Information

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

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Milwaukee, WI 53201-2906

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

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

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