**Provider Claim Reconsideration/Appeal Workaround for Eligible Members not showing Enrolled in DentaQuest**

DentaQuest receives eligibility information from Health First Colorado each business day. While Health First Colorado makes every effort to ensure the timely and accurate delivery of information, the DentaQuest Provider Portal may not show a member as eligible, even though they are eligible in the Health First Colorado Provider portal, the official system of record.

If a member’s enrollment is not sent to DentaQuest, the member will not show eligible in the DentaQuest provider portal. Claims for these members will deny and providers will not be able to submit PARs for treatment.

Health First Colorado has created a workaround for claims which are denied for eligible members. These claims require a reconsideration/appeal. Upon reconsideration/appeal, these claims will be reprocessed without denying for non-eligibility.

1. Go to the Health First Colorado provider portal
   

2. Take a screen shot showing an active eligibility span covering the date of service for the member.
   
   a. This screen shot may be taken before, on, or after the actual date of service. (Screen shots are in ORM section 1.04.)

3. Reconsideration/Appeal the denied claim with the screen shot through the DentaQuest portal. (The appeal process is detailed in ORM section 7.0.)

Original claims submitted with screen shots cannot be processed; appeals must be utilized for payment.

Please contact your DentaQuest Provider Relations Representative if you have any questions regarding this process:

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