



# COLORADO SUMMIT

DentaQuest®

## Health First Colorado and CO CHP+ Dental Programs

### Provider Updates

VOL 27 | January 2021

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#### Provider Representative (Network Manager) Update

Please join us in welcoming back Jennifer Labishak! Providers in Jennifer's territory can begin working directly with Jennifer beginning on December 28<sup>th</sup>. Much gratitude goes to Donna Phelps and Myrna Fletchall for their efforts in assisting providers in Jennifer's territory while she was out of the office.

Desiree Fragoso has left DentaQuest to pursue other opportunities. We wish her the best of luck! While we search for a new superstar to manage Desiree's territory, please contact Myrna Fletchall, Donna Phelps, or Jennifer Labishak for assistance.

Finally, please join me in congratulating Donna Phelps as the lead Network Manager for the Colorado territory!

#### FAQ

Q: Why is D0350 denying?

A: If your claim containing a D0350 denies, it is most likely because a tooth number was not submitted for this code. It is required that when billing D0350, you must include a tooth number. For Orthodontic offices you may choose any one tooth number from any one of your sets of photos to submit. A denied D0350 can be resubmitted on a new claim form with a tooth number.



## 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. Emery's parents were used to the challenges of farm life, but taking care of their daughter was a new challenge. [Watch Emery'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](https://HealthFirstColorado.com).

## COVID-19 Antigen to Antibody to Immunity – Dr James Grant

Please take a moment to review this 20 minute presentation from our very own Dr James Grant. This presentation covers a general review of the COVID 19 pandemic and is intended for informational purposes only. Dr Grant covers the various types of testing; including antigen and antibody testing, PCR and serology testing. He further discusses viral shedding, RO, herd immunity, vaccines, natural infection, and social distancing. Finally covering the 3 types of isolation, quarantine, and viral, host, and environmental factors.

View the presentation: [HERE](#)



### 2021 Medicaid ADA CDT Update

The below CDT procedure code updates are being made to Health First Colorado (Colorado's Medicaid Program) effective January 1, 2021. Complete detail on benefits and coverage will be available in the office reference manual on or before January 1, 2021.

Code	Description	Child Benefit	Adult Benefit	Fee
D7961	buccal / labial frenectomy (frenulectomy)	Yes	No	\$194.02
D7962	lingual frenectomy (frenulectomy)	Yes	No	\$194.02
D2928	prefabricated porcelain/ceramic crown – permanent tooth	Yes	Yes	\$141.56
Code	Description			Fee
D7960	frenulectomy			Deleted

### Adult Annual Maximum and Copay Update

The Department will be implementing \$4 copays for qualifying members and the Adult Dental Benefit will decrease from \$1,500 to \$1,000. A specific timeline for these changes has not been established and will depend on obtaining federal approval as well as the expiration of the higher federal match afforded through the federal "Families First Coronavirus Response Act." At this time, it is expected that the earliest these updates will be made is July 1, 2021. The intention is to process the implementation on a go forward basis. There should not be an effect on claims for dates of service prior to the implementation date. Please continue to check the provider portal for further updates and specific details regarding the implementation.



## 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, January 21, 2021

**Time:** 11:00 AM MST (1 hour)

**Host:** Myrna Fletchall

**Call in:** 1-408-792-6300

**Meeting Number (access code):** 132 082 9551

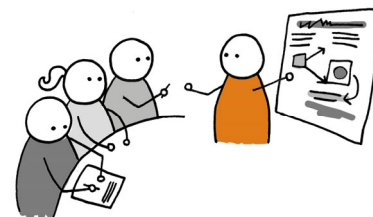
**Meeting Link:** [Click Here](#)

**Password:**

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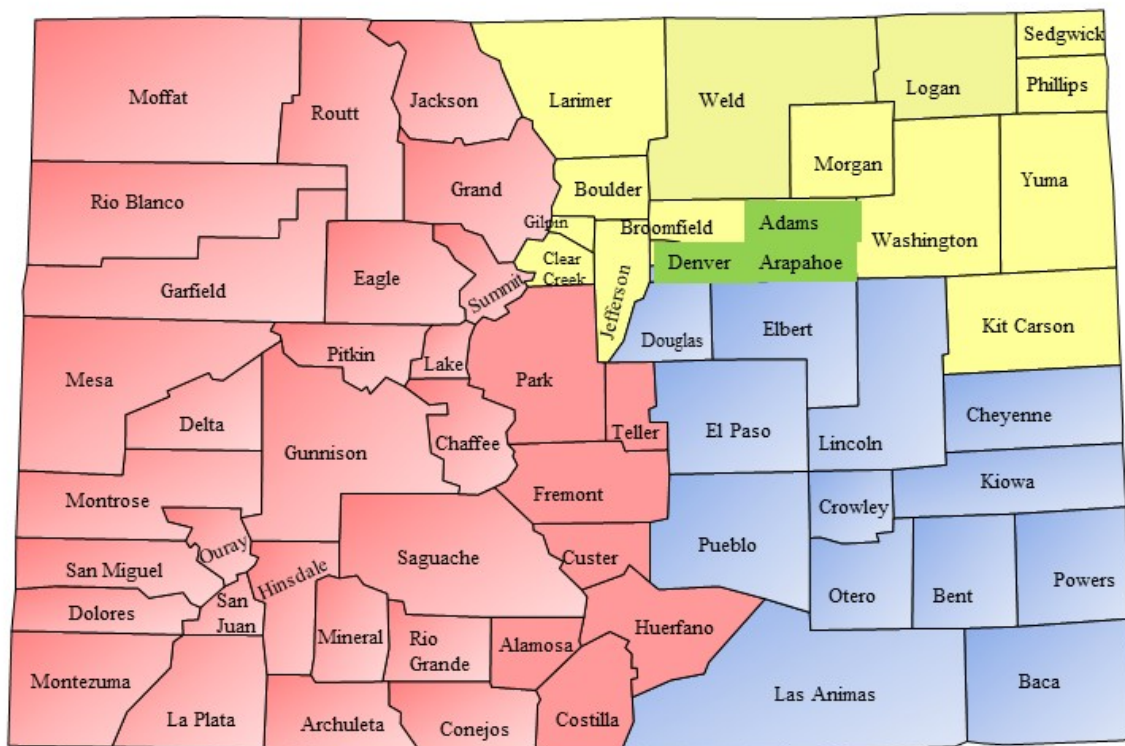
If requested, please enter your name and email address

Then Click: "Join"



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

## DentaQuest Network Manager 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](http://www.provideraccess.dentaquest.com)

Health First Colorado and CHP+  
Authorization and Claim Requests  
Fax: 1-262-834-3589

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

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

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

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