



COLORADO SUMMIT



Health First Colorado and CO CHP+ Dental Programs

Provider Updates

VOL 41 | October 2024

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Vacant Territory – Southeastern Colorado

DentaQuest currently has an open Network Manager position for the Southeastern Colorado region. For offices located in this region, please outreach the covering Network Manager for your county using the below for information. We understand you may experience longer than normal response times and want to thank you for your patience. The Network Management team is working hard to assist offices with their questions/concerns in a timely manner.

- **Natalie Archuleta** | Counties: El Paso, Crowley, Kiowa, Otero, Bent, Prowers
 - P: 303.241.5183 | E: Natalie.Archuleta@dentaquest.com
- **Davis Edge** | Counties: Douglas, Elbert, Lincoln, Kit Carson, Cheyenne, Teller
 - P: 720-985-1167 | E: Davis.Edge@DentaQuest.com
- **Cristal Chavez** | Counties: Pueblo, Huerfano, Costilla, Los Animas, Baca
 - P: 719-313-0481 | E: Cristal.Chavez@dentaquest.com

FAQ

Q: When can I start treating CHP+ members once I submit my credentialing application to DentaQuest?

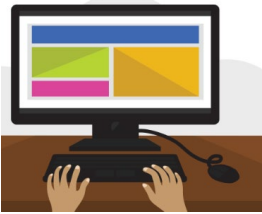
A: As soon as the provider's application is **complete**. The office will receive a welcome letter with an effective date.

Please note: DentaQuest can take approx. 60 days to complete the credentialing process. DentaQuest does not backdate the effective date.



Portal Upgrade-Paperless Provider Determination Letters (PDL)

Coming Soon! Real-time decision documents



Soon your dental practice will receive decision documents within hours, not days, because DentaQuest is updating its notification process.

Effective October 1st, your office won't have to wait for Predetermination Letters to come in the mail.

Instead, you will view decision documents on demand in the provider portal. You will receive a daily email notification whenever there are new decision documents to view.

More details can be found on the DentaQuest website: [Colorado Dental Providers | DentaQuest](#) under Portal Resources.

- How to access decision documents click [HERE](#)
- Accessing decision documents FAQs [HERE](#)

Submitting *Help?* requests via the provider portal

Submitting a help? request is a tool providers can utilize for many purposes.

- **Report a Technical Issue with this Website**
- **Request to Add Other Insurance Information for a Member**
- **Submit a Complaint/Grievance**
- **Request a Peer-to-Peer Dental Consultation**
- **Ask about a Member Eligibility Issue**
- **Member Dismissal**
- **Authorization Extension/Releases Request**
- **Other**

It is important to select the correct option as your request is routed to the appropriate department to be completed.

- For example, Complaints and grievances are for appeal submissions but should not be used when making a change to the claim in question as it does not replace the submission of a corrected claim.
- Please refer to section 4.12 of the Office reference manual for submission of a corrected claim.

Please use **Other** for unlisted requests such as the void of a claim for incidentally misbilled services, etc.

To submit a *Help?* request:

- Select Help? In the top right corner of the portal.



- Select Create Help Request.
 - Click the dropdown menu under: Request help with and choose appropriate option
 - Click the dropdown menu under: Network/Plan and choose the appropriate option
 - Complete the remainder of the form with as much detail for the request to be properly reviewed.



- Include Member information, claim number(s) and all details of the request.

To check the status of your help requests:

- Select Help? In the top right corner of the portal.
- Select View Past Requests.
- Recent case numbers will populate, or you can search for the request(s) as follows:
 - Case number
 - Claim/Auth number
 - Member ID
 - Submitted date ranges

If utilizing these help requests does not result in reconciliation of claim, please reach out to your Network Manager for additional assistance.

Cultural Competency Program

DentaQuest is committed to ensuring that its staff and participating providers, as well as its policies and infrastructure meet the diverse needs of all members and follows National Standards on Culturally and Linguistically Appropriate Services (CLAS).

DentaQuest requires its providers to adopt all fifteen National Standards on Culturally and Linguistically Appropriate Services (“CLAS Standards”) in health care to promote equity through clear plans and strategies, eliminate health disparities, and improve the quality of services and primary care outcomes for members.

The cornerstone of the Cultural Competency Program is the commitment to establishing clinical, network, and operational policies to support ongoing assessment and improvement of health equity. DentaQuest believes that recruiting a workforce and provider network that reflect the communities in which it operates ensures that members feel welcome and that their values are respected.

Providers are surveyed quarterly to determine their cultural capabilities and sensitivity to cultural awareness such as whether they can speak languages other than English, treat special needs enrollees, and accommodate enrollees with disabilities. In developing the surveys, DentaQuest considers the cultural, ethnic, racial, and linguistic needs of the members and the providers that serve our members. This in-depth analysis allows DentaQuest to review and update service programs, processes, and resources to address the health care needs of members. In accordance with the federal law, protected health information is kept safe for our members, and we inform our members of what we do to keep it safe in writing or on the computer.

More information about the Cultural Competency Program can be found in the Office Reference Manual.

Please use the below link to complete the training on the DentaQuest website under Trainings and Education. **Please note: There is no place to attest that your office completed the training. It is assumed that all offices have completed the required training annually.**

[Colorado Dental Providers | DentaQuest](#)



Sealants Save Smiles

Did you know approximately 40% of 10-year-olds with Health First Colorado dental coverage are eligible for sealants on a permanent first molar but have not received them?

Health First Colorado encourages dental providers to examine their current practice patterns to identify opportunities for increased prevention using sealant placement.

Consider the following tips:

- Utilize quarterly DentaQuest dental home reports to identify members who may be eligible for preventive services including sealants.
- Develop a sealant protocol for your office that includes:
 - Regular education that promotes patient/family buy-in
 - Identification of workflow efficiencies to enable same day placement of sealants
 - A system for checking sealant integrity and repair if necessary
 - Review of clinical guidelines based on the American Academy of Pediatric Dentistry [Evidence-based Clinical Practice Guideline for the Use of Pit-and-Fissure Sealants](#).

Health First Colorado covers sealant placement (D1351) and sealant repair (D1353) for children.

- The fee for D1351 is \$57.10
- The fee for D1353 is \$37.01

Please see the [ORM](#) for benefit and frequency limitations.

Member Spotlight – Emily’s Story

Emily calls the first 27 years of her life “a battle.” She spent years watching her life from the outside and feeling as if she didn’t have a soul. Eventually, Emily realized that she was transgender. She started hormone therapy while she was working overseas. When she returned to Colorado, Emily applied and qualified for Health First Colorado, Colorado’s Medicaid program. With Health First Colorado’s support, Emily accessed gender-affirming care and met with providers who had experience working with transwomen. “Having Health First Colorado is life changing,” says Emily. Health First Colorado members like Emily want Coloradans to know that they may qualify for quality health care coverage.



Learn more at HealthFirstColorado.com.

Watch Emily’s story on YouTube: [Emily's Story](#)



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 October 16th

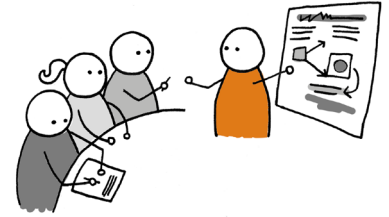
Time: 1:00 PM MST (1 hour)

Host: Cristal Chavez

Call in: 1-339-666-3919

Meeting Number (access code): 777 580 132#

Meeting Link: [October 2024](#)



DentaQuest is Here to Help

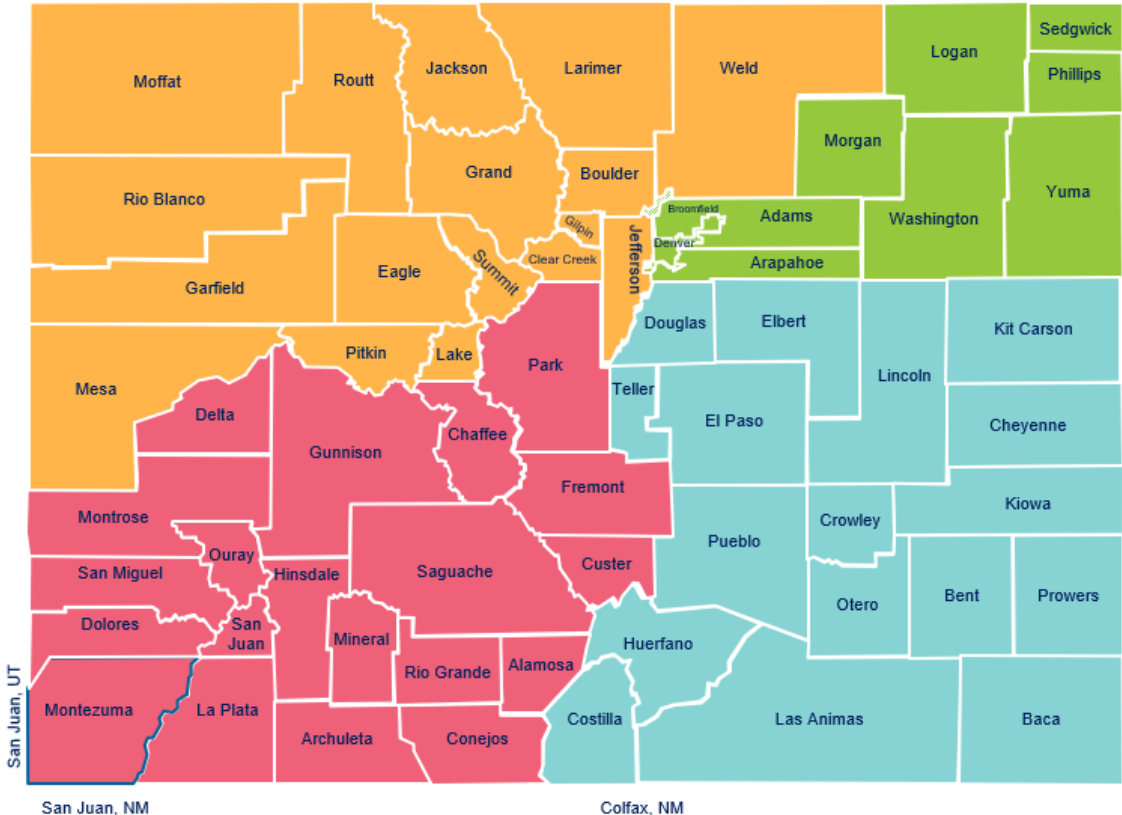
Take advantage of special discounts we negotiated just for you. At DentaQuest, we greatly appreciate the positive impact our providers have on our members' oral health. To help you acquire needed supplies for your practice, we have reached agreements with product vendors to provide special pricing to our network providers. It's just one more way you can count on us to deliver customized support.

<https://www.dentaquest.com/heretohelp>



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

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

Jennifer Labishak
Sr. Manager Provider Partner
719-313-0481
Jennifer.Labishak@dentaquest.com

**Southwestern
Colorado and FQHC**
Cristal Chavez
970.210.6250
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**Southeastern
Colorado**
Open Position

**Northeastern Colorado
and Denver Metro**
Davis Edge
720.985.1167
Davis.Edge@dentaquest.com

**Northwestern
Colorado**
Natalie Archuleta
303.241.5183
Natalie.Archuleta@dentaquest.com

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