



COLORADO SUMMIT

DentaQuest®

Health First Colorado and CO CHP+ Dental Programs

Provider Updates

VOL 24 | April 2020 | COVID (Coronavirus) Edition

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FAQ

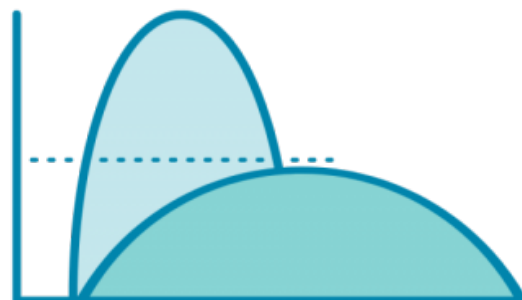
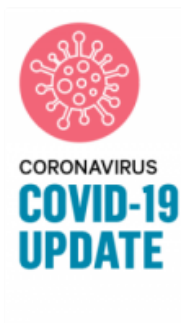
Q: How can I inform DentaQuest of practice changes due to COVID-19?

A: Please complete our survey: [COVID-19 EMERGENCY SERVICES SURVEY](#).

COVID-19 - We're prepared.

DentaQuest is closely monitoring – and working hard to prevent – the spread of COVID-19, also known as coronavirus. The health and safety of our employees, partners, patients and communities is a top priority, and we want to ensure everyone has access to the right resources in this challenging time.

We're meeting daily to monitor news about the global coronavirus spread and discuss how to best protect the safety of our employees and patients while also ensuring the successful operations of our business. We will continue to share information about our preparedness and any potential changes on this site. While information on coronavirus and its spread will continue to change, we're confident in our ability to continue delivering on our mission to improve the oral health of all.



WELCOME TO PREVENTISTRY®



Good oral health is important to all of us, and your health is our number one priority. We understand the power of prevention. Together, we can take extra precautions to keep people safe and healthy.

As we navigate this difficult time, know that we are here for you. DentaQuest has robust work from home protocols that have been strengthened and reinforced during this time. Our customer service remains available during normal business hours. While our Provider Relations Representatives have discontinued in person visits, they remain available to assist your office by phone and through our WebEx presentation and screensharing software.

Colorado Dental Association Guidance: <https://cdaonline.org/covid19/>

DentaQuest Updates: <https://whatsnew.dentaquest.com/updates-on-covid-19-coronavirus/>

Teledentistry

While we all work to provide needed services during the COVID-19 pandemic, the Department of Health Care Policy and Financing will be temporarily adding coverage for teledentistry via interactive audiovisual connection under code D9995. Consultation is for emergency conditions and is used to determine if the member requires an emergency in-person visit or other urgent recommendation that may be delivered via teledentistry.

Coverage for teledentistry must meet American Dental Association (ADA) definitions for Urgent and Emergent needs as related to office closures for COVID-19. D9995 will be reimbursed at \$16.45 up to twice per month and a maximum of 6 times per year, per patient. A narrative of medical necessity meeting ADA guidelines on the Emergent or Urgent need must accompany the claim for payment.

ADA Guidance on Emergent and Urgent Dental Scenarios: [Announcement](#) and [Guidance](#)

ADA Guidance on Coding and Documenting Teledentistry: [HERE](#)

We Need Your Help!

COVID-19 is a serious public health issue that's changing the way we all do business. We understand the particular struggles you're facing, and we're preemptively working to minimize any business impact as best we can. We need your help to stay on track!

Provider Survey

On Friday, March 13, 2020, the Trump Administration declared a national emergency due to COVID-19. In accordance with ADA guidance, we want to ensure that you remain open for emergency care. Please confirm by responding to this short survey so that our members may utilize your emergency services in the coming weeks. Please complete the survey once for each location.

<https://www.surveymonkey.com/r/COVID-19EMERGENCYSERVICES>





Electronic Resources – Direct Deposit (EFT) and eClaims

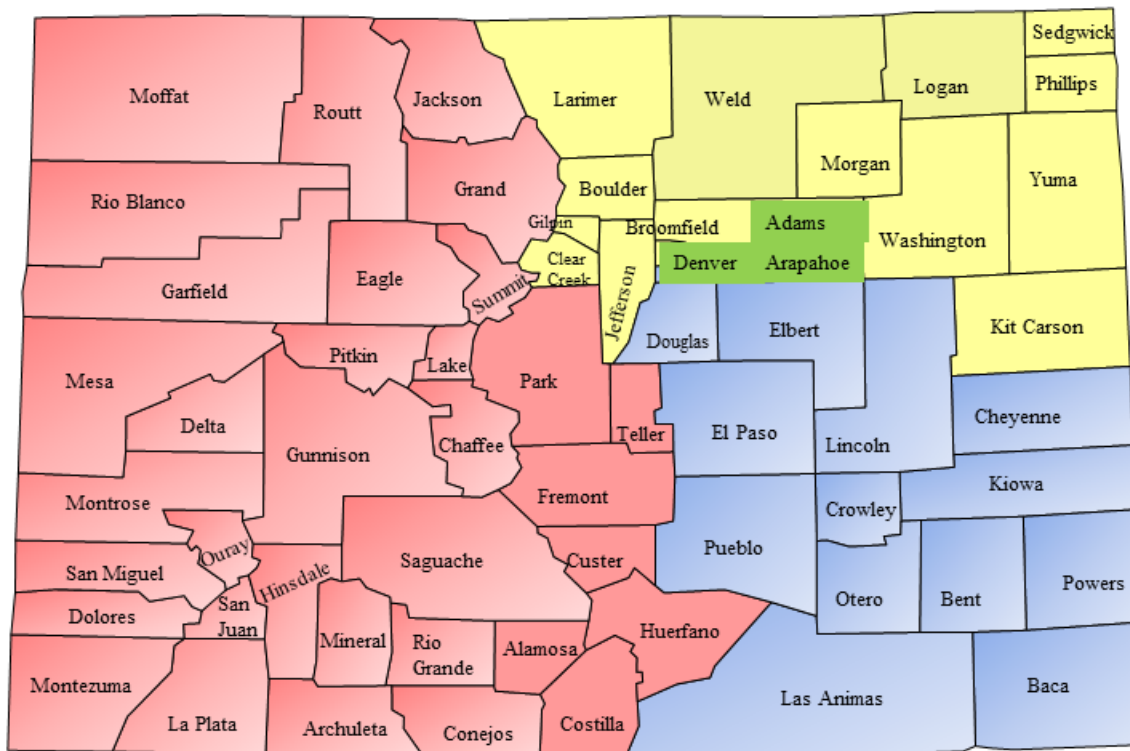
In order to serve you efficiently we are requesting that all providers work with us to move to electronic claim submissions, EOBs and EFT immediately. This will ensure we can continue to process, post and pay everything in a timely manner for you. We do anticipate potential delays for paper claims, EOB mailings and paper checks as the response to the COVID-19 develops and changes.

It is easy to transition you to electronic claims, EOBs and EFT.

1. Electronic claims – you can send your claims using the information below and can also enter claims on the DentaQuest provider portal at no charge.
 - a. Portal - <https://govservices.dentaquest.com/>
 - b. Electronic via Clearinghouse (Payor ID CX014)
2. Electronic EOBs and EFT – complete the [Standard Update form](#) and email to standardupdates@dentaquest.com and we can make an update to your profile so you receive everything electronically. The main areas to be paperless for full efficiency to complete on the form and send back are:
 - a. [Section 1](#) – complete entire section and use date of submission as change effective date (required)
 - b. [Section 2](#) – check the EFT/Payment box and the Location Add/Term/Update box
 - c. [Section 6](#) – check the update box and include your current Fax # (check the PHI compliant box); and ensure we have a valid office email that someone checks regularly
 - d. [Section 8](#) – Complete all lines in section 8 and check the add EFT box
 - e. [Section 10](#) – in the notes only make sure you include the following note so updates can complete your request:
 - i. [Notes](#) – Standard updates please transition my office to electronic claim submissions, electronic EOB, PHI compliant fax and EFT direct deposits. Also update my office email as indicated in section 6.
 - f. [Complete the EFT page](#) and include a canceled check or letter from your bank



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

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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