



COLORADO SUMMIT

DentaQuest®

Health First Colorado and CO CHP+ Dental Programs

Provider Updates

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Provider Representative (Network Manager) Update

We are happy to announce a new Northeast Network Manager has been hired. Luc (pronounced Luke) Arnaud. He comes to DentaQuest with a wealth of experience in insurance coordination and care management. Please be on the lookout for his announcement and contact information.

In the meantime, we ask that you continue to use the online tools available via the Provider Portal and Office reference manual to answer your questions. If you are not able to find the answer, reach out to customer service via “Live Chat” on the Provider portal or by phone 855-225-1731. If you still need assistance, please reach out to Jennifer Labishak, Natalie Archuleta, or Cristal Chavez. Please see the last page for contact info.

FAQ

Q: If I have an approved authorization for a service that is no longer a valid code or covered service (such as D8050 or D8060), can I still bill for it?

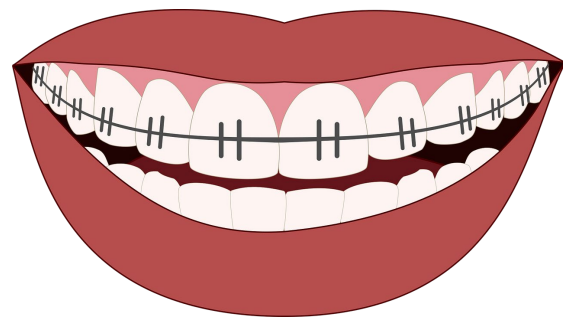
A: No. Services must be valid codes that are covered at the time they are completed.

For more information on the changes to the orthodontic coding, see our detailed article on page 2!

Orthodontic Changes in 2022

Coding Changes:

The CDT Code Maintenance Committee (CMC) was put in place to allow key stakeholders to play a functional part in CDT Code updates by way of analyzing and voting. The CMC meets annually in March where they go through each request and vote to approve, reject, or amend it. This meeting is a public forum where these requests can be discussed openly with the members of the committee. During the 2021 annual meeting, the CMC made numerous CDT code updates to take effect 01/01/2022. Among these updates were 16 additions, 13 revisions, 6 deletions and 10 editorials. Two of the six deletions include D8050- interceptive orthodontic treatment of the primary dentition and D8060- interceptive orthodontic treatment of the transitional dentition. These action requests were made by the American Association of Orthodontists (AAO).



The American Association of Orthodontists (AAO) submitted three action requests to the CMC which were all approved:

- Delete the Interceptive Orthodontic Treatment subcategory nomenclature, descriptor, and codes D8050 and D8060
- Revise the Limited Orthodontic Treatment descriptor
- Delete D8690 “orthodontic treatment (alternative billing to a contract fee)”

The AAO requested the code change to simplify coding decisions, make codes consistent, and have quicker turnaround times for claims processing.

Resulting Benefit Changes:

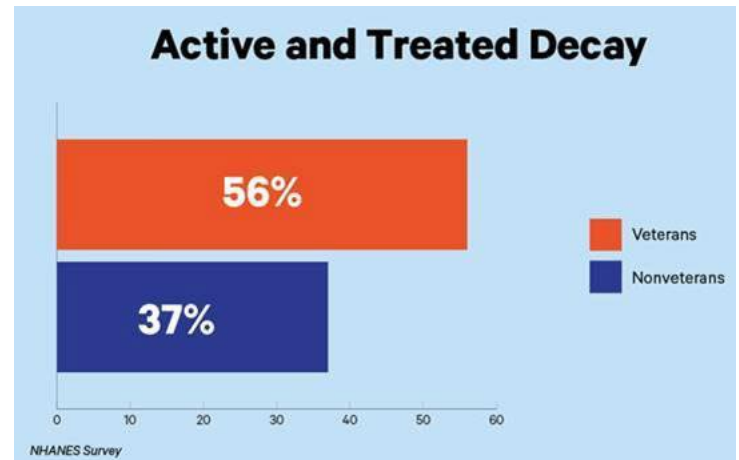
Moving into 2022, Interceptive Ortho codes will no longer be present in the CDT and therefore no longer covered. If the Phase 1 Ortho treatment being provided now falls under another code that is not a covered benefit of the members plan, please follow the non-covered services guidelines. Additionally, pre-authorizations that were approved previously for any codes that are being deleted will no longer be valid effective 01/01/2022.



Veteran Oral Health Care Gaps

Gaps in veteran oral health have been long overlooked. Now is the time for change.

A forward-thinking white paper from CareQuest Institute and the American Institute of Dental Public Health (AIDPH) — *Veteran Oral Health: Expanding Access and Equity* — focuses on the need to better understand the significant deficits surrounding veteran oral health. Contributors to the paper are seeking to catalyze oral health professionals and policymakers to advance health equity for veterans.



The social, structural, and individual drivers of disparate oral health outcomes experienced by veterans deserve more attention from the oral health community. The paper reveals the unacceptable struggles veterans face every day with oral health care.

[Click here](#) to explore the paper. Please share it widely as we work toward creating a more equitable oral health reality for veterans.

Member Spotlight – Maddie’s Story

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. When baby Maddie was diagnosed with Pitt-Hopkins syndrome, Health First Colorado was there to get her personalized care. Maddie recently graduated from kindergarten and Health First Colorado still covers her needs. Learn more about our coverage at HealthFirstColorado.com. Other Health First Colorado members want Coloradans to know that they may qualify for quality health care coverage. Learn more at HealthFirstColorado.com.

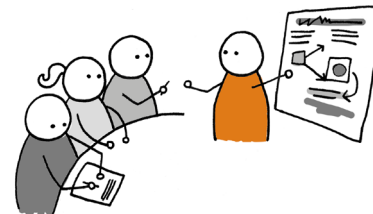


Watch Maddie’s story on YouTube: [Maddie’s story](#)



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: Tuesday February 22nd

Time: 1:00 PM MST (1 hour)

Host: Jennifer Labishak

Call in: 1-339-666-3919

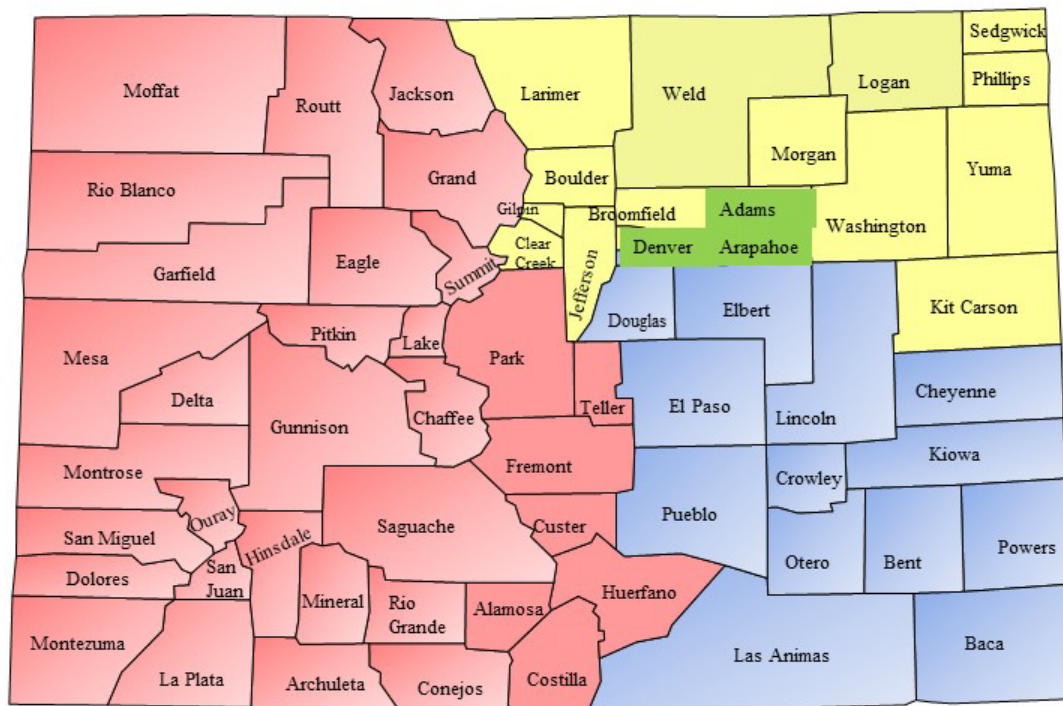
Meeting Number (access code): 342 166 55

Meeting Link: <https://bit.ly/3FPqG5W>

Even more, including **FREE CEUs**, at <https://www.carequest.org/> - Stay up to date by registering [HERE](#)

DentaQuest Network Manager Information

DentaQuest Provider Representative Information



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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

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