

A photograph of a family of four lying on their stomachs on a green lawn. A woman with long dark hair is smiling, with a young girl with blonde hair resting her head on her shoulder. A young boy is laughing with his eyes closed, and a man is smiling while holding a soccer ball. The scene is bathed in warm, golden light, suggesting late afternoon or early morning.

# HEALTH FIRST COLORADO ORAL HEALTH AND DENTAL BENEFITS OVERVIEW

# WHO IS DENTAQUEST?

**Contracts with Health Care Policy and Financing  
to administer the Health First Colorado and  
CHP+ dental plans**

**Manages provider network across the state**

# Member Support

- ✓ **Build Health First Colorado and CHP+ plan awareness**
- ✓ **Help members find a dental provider**
- ✓ **Promote the importance of oral health and the oral systemic connection**
- ✓ **Engage in member and community partner education through health fairs, community events and presentations**
- ✓ **Assist individual members navigate the grievance & appeals process**



# Provider Support

- ✓ **Central point of contact for oral health providers and staff**
- ✓ **Billing and claims processing questions**
- ✓ **Recruit providers to enhance the Colorado network**

# HEALTH FIRST COLORADO BENEFITS

# **Health First Colorado coverage includes, but is not limited to:**

- **Exams**
- **X-rays**
- **Cleanings**
- **Fillings**
- **Crowns**
- **Root Canals**
- **Extractions**
- **Periodontal Cleanings  
(deep cleanings used  
to treat gum disease)**
- **Dentures/Partials**
- **Dental Emergencies**



# ALL MEMBERS

**Adults and children have no out-of-pocket costs for covered services, no annual maximum, no deductible or co-pays.**

**Plan covers a wide range of preventive and restorative care and emergency services.**

**Orthodontics are covered IF determined to be medically necessary for children only**



# **Adult Intellectual and Developmental Disabilities Waiver**

**Waiver participants have the same adult benefit.**

**In addition, adult waiver participants may have access to  
additional services through the waiver.**



# **CHILD HEALTH PLAN *PLUS* (CHP+) DENTAL BENEFITS**

# **CHP+ coverage includes, but is not limited to:**

- **Diagnostic Services**  
(annual exams and x-rays)
- **Preventative Services** (annual cleaning, fluoride and sealants)
- **Basic Restorative**
- **Oral Surgery Services**
- **Endodontic Services**
- **Periodontic Services**
- **Removable Prosthodontics**
- **Orthodontics** (covered only when medically necessary)



# CHP+ Coverage

**Child members are 0-18 years**

**Pregnant women**

**(Coverage ends 365 days after the last day of the month when the pregnancy ended)**

**\$1,000 in covered services each calendar year**

**(Jan. 1-Dec. 31)**



# **CHP+ Coverage**

**May have to pay an annual enrollment fee  
(\$0 for pregnant women)**

**No co-pays for covered diagnostic and preventive  
procedures**

**May have to pay small co-pays for other services.  
(\$0, \$5, \$10)**

**Limited orthodontic benefit for children**

# Smiling Stork



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## Issue

Evidence shows that oral healthcare during pregnancy is safe, recommended and can lead to improved oral hygiene and dietary habits for women and their families.

## Strategies

- ✓ Outreach to members who are pregnant
- ✓ Member education on importance of oral health during pregnancy and oral health for young children
- ✓ Dental provider education on Smiling Stork program

## Benefit

Reduce medical and dental costs associated with periodontal disease and improve patient experience/outcomes



# Healthy Beginnings



## Issue

Early childhood caries affects disadvantaged children more than other demographic populations. ECC is a preventable disease and very costly to treat.

## Strategies

- ✓ Outreach to parents/caregivers of members about preventive dental care to prevent early childhood caries
- ✓ Provide parents/caregivers educational tools to assist with dental care and locating a dentist

## Benefit

Reduce costs associated with ECC, establish preventive dental care during childhood and improve patient experience/outcomes

# Dental Home



## Issue

Fragmented care delivery which often results in poor coordination of care and possible patient safety concerns.

## Strategies

- ✓ All Health First Colorado and CHP+ assigned to a Dental Home
- ✓ Reduction of unnecessary or duplicative services
- ✓ Better health outcomes
- ✓ Positive patient interactions
- ✓ Reduced cost of care

## Benefit

Dental Home emphasizes overall wellness through improved oral health status, increased collaboration among providers and the promotion of health education.

# Broken Appointments



## Issue

Medicaid members miss scheduled appointments.  
Lost chair time and revenue for providers.

## Strategies

- ✓ Providers enter missed dental appointments in DentaQuest portal
- ✓ Weekly outreach conducted to the members.
- ✓ Attempt phone calls to reach members to reschedule appointment
- ✓ Postcards mailed to members who cannot be reached via phone

## Benefit

Increased provider satisfaction and improved rate of members who reschedule and keep dental appointment

# Oral Health Ambassador Program

Designed to help promote awareness of Health First Colorado (Colorado Medicaid) and CHP+ dental benefits and the importance of oral health

## Strategies

- ✓ Train community leaders, volunteers and oral health advocates as Oral Health Ambassadors
- ✓ Support Ambassadors with ongoing training and educational materials
- ✓ Ambassadors serve as trusted, culturally sensitive sources of information for hard-to-reach populations
- ✓ Provide dental education, promote the importance of early preventive care, and encourage knowledge and use of dental benefits
- ✓ Offer assistance and reduce barriers to care

## Benefits

Increase use of preventive service and oral health knowledge while reducing barriers to care for individuals across Colorado

# MEMBER SUPPORT



# **Member Services Support Center**

**Health First Colorado:  
1-855-225-1729/TTY: 711**

**CHP+: 1-888-307-6561/TTY:711**



# Contact The Support Center for help with:

Appointment  
Assistance  
Scheduling

Dental  
Provider  
Suggestions

Dental  
Emergency  
Appointment  
Assistance

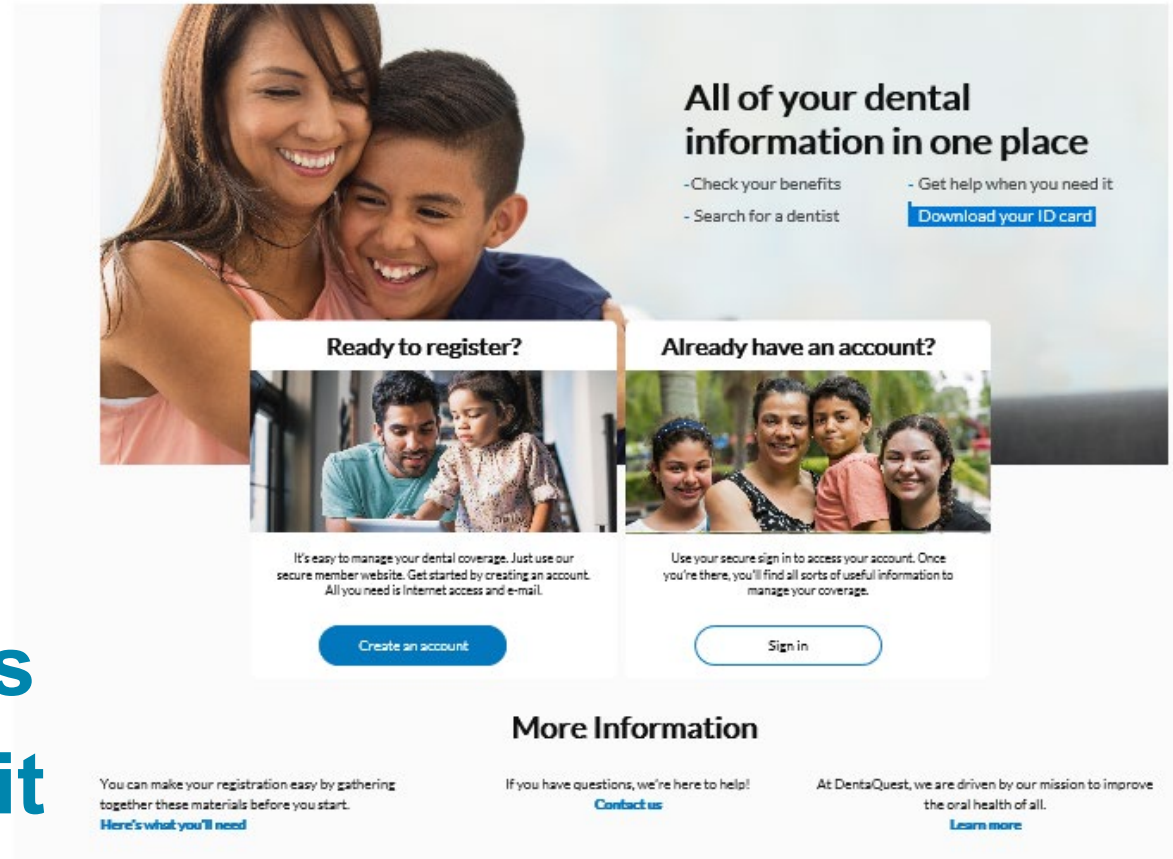
After-Hours  
Assistance

Requesting  
an appeal

Filing a  
complaint

# Member Portal:

- Print ID cards
- Get benefit summary and history
- Find providers
- Access benefit handbook



[memberaccess.dentaquest.com](https://memberaccess.dentaquest.com)

24/7 account  
access

# COMMUNITY PARTNER RESOURCES

# Dentaquest.com/Colorado

Colorado CHP+

Health First Colorado

Community Partners

Medicare

Oral Health Matters

## Welcome Colorado Members and Providers

DentaQuest is on a mission to improve the oral health of all. We are working with patients and providers across the state to make oral health care more affordable and easier to access with a focus on prevention. We call this all-in approach Preventistry®.

We invite you to explore our resources. Head to our member and provider sections to find helpful information.

[Updates on COVID-19 \(Coronavirus\) »](#)





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