

Thank you

Thank you for joining us, we will get started in just a few minutes to allow others to call in.

We will get started at 11:03 am

To receive the slides shared today please email
COProviderRelations@Carelon.com

the slides and recording will also be posted to the RAE 2 and RAE 4 websites in the next week

[NHP](#)

[HCI](#)

Before we get started...

Please type your name and organization in the chat
so we know who you are.

If you have questions at any time during the webinar,
we ask that you type them in the Q&A within the chat

Everyone's line is muted during the webinar.

Thank you

February Provider Support Call

Monthly Provider Roundtable

February 14, 2025

What is the RAE?

The RAEs are responsible for the health and cost outcomes for members in their region, as well as:

- Developing a network of Primary Care Medical Providers (PCMPs) to serve as medical home providers for their members,
- Developing a contracted statewide network of behavioral health providers,
- Administering the Department's capitated behavioral health benefit,
- Onboarding and activating members,
- Promoting the enrolled population's health and functioning, and
- Coordinating care across disparate providers, social, educational, justice, and other community agencies to address complex member needs that span multiple agencies and jurisdictions.

NORTHEAST HEALTH PARTNERS, LLC

FQHCs:



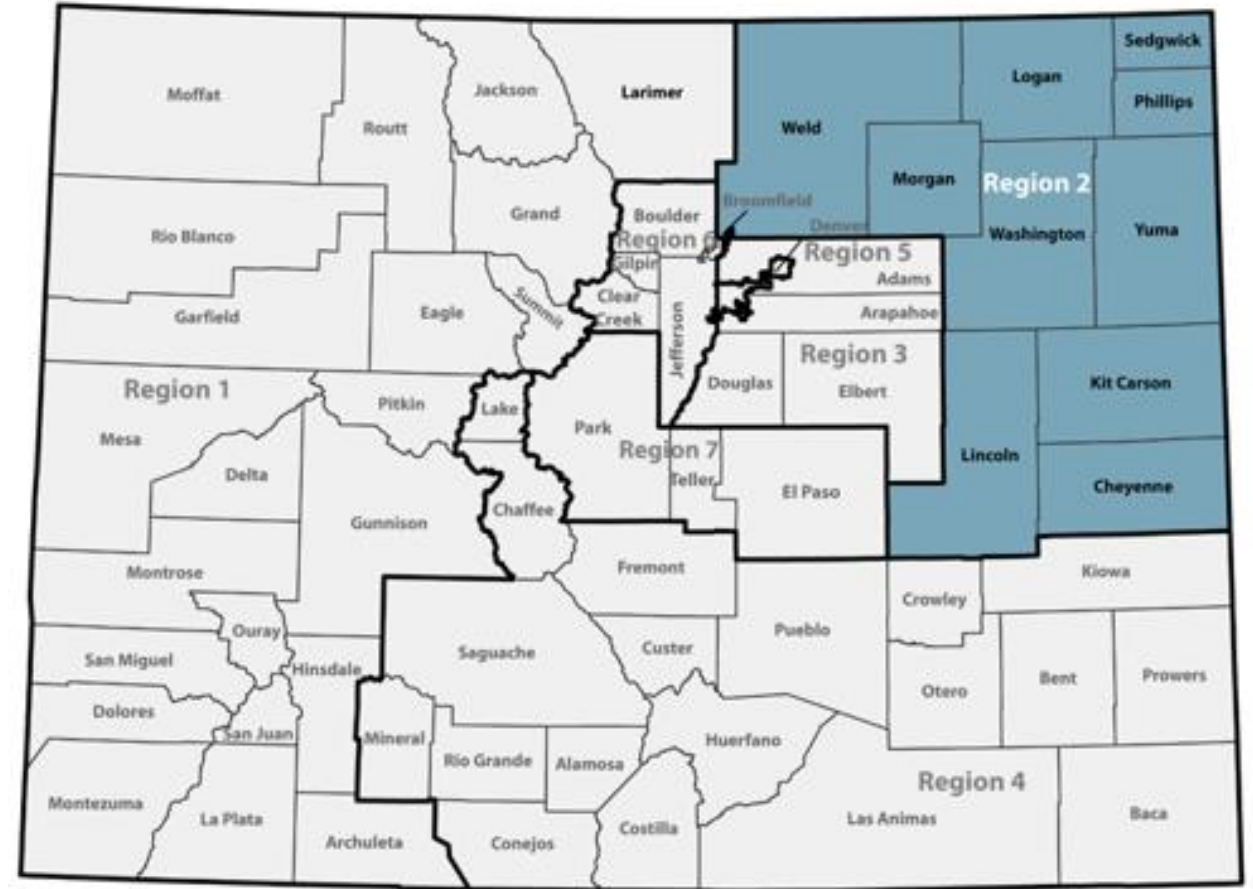
CMHCs:

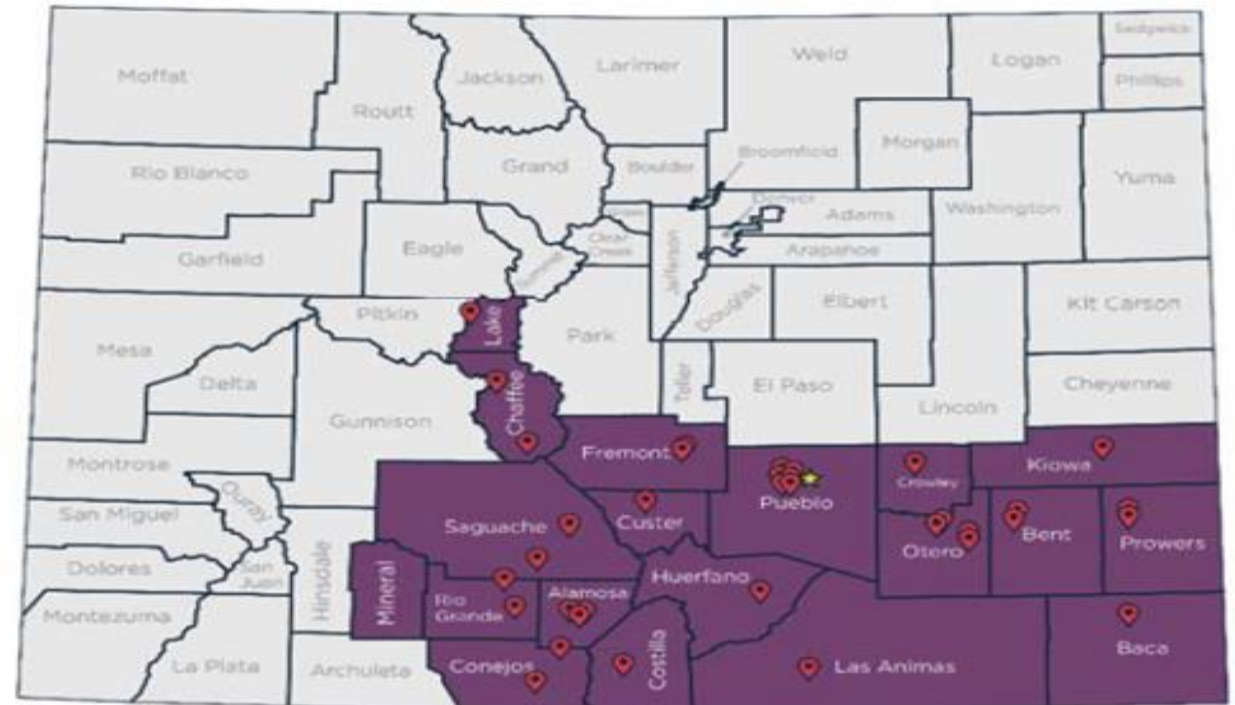


Administrative Service Organization:



Northeast Health Partners





What is a RAE Roundtable?

This is a monthly meeting where we share updates, provide information, training, and welcome your questions, feedback, and discussion.

Feel free to share this invitation with colleagues who also have an interest in attending.

Agenda

1. Welcome and Introductions
2. DentaQuest Presentation-Dental Benefits, Access To Care, and The Oral Systemic Connection
3. Updates
4. Reminders, Questions, and Discussion



Chapter 01

Welcome and Introductions

Thank you for joining the Provider Support Call/Roundtable

HEALTH FIRST COLORADO AND CHP+ ADULT AND CHILD DENTAL BENEFIT



DentaQuest[®]
a Sun Life company

DentaQuest is the administering service organization for Health First Colorado (Colorado's Medicaid program). Our goals are to form lasting connections between members and dental health providers, and to build healthy communities across the state.

DentaQuest owns and administers the CHP+ dental network in Colorado.

We serve more than 1 million Health First Colorado Members and over 80,000 CHP+ members.

Currently there are over 2,100 dental providers serving our Health First Colorado members and over 1,600 dental providers service our CHP+ members.

We have four DentaQuest Provider Relations Reps and three Member Outreach Reps that live and work in Colorado!

Colorado Team



Network Managers (Provider Engagement)

Work with Dental Providers and their Staff

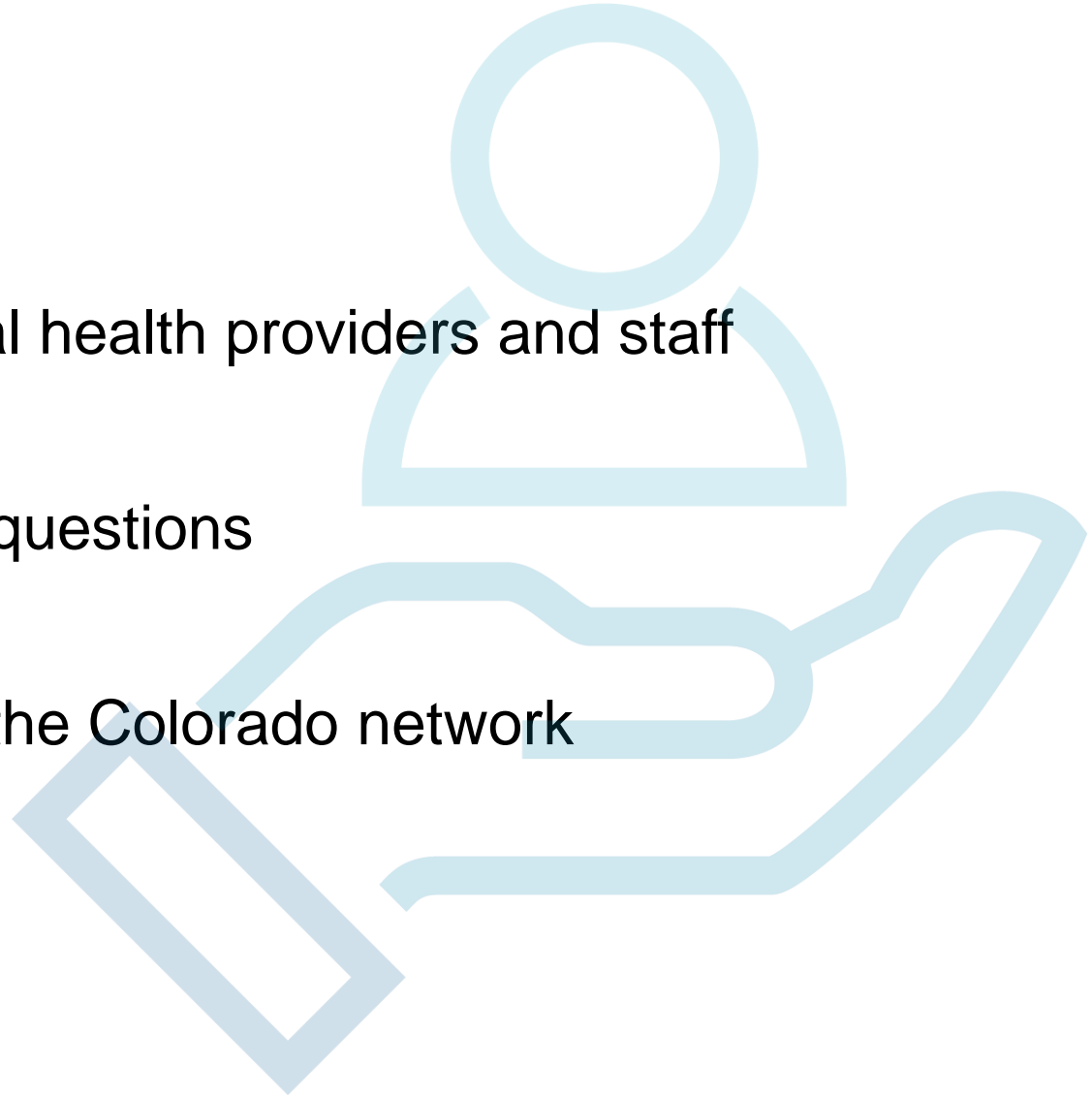


Outreach Team (Clinical Quality Improvement)

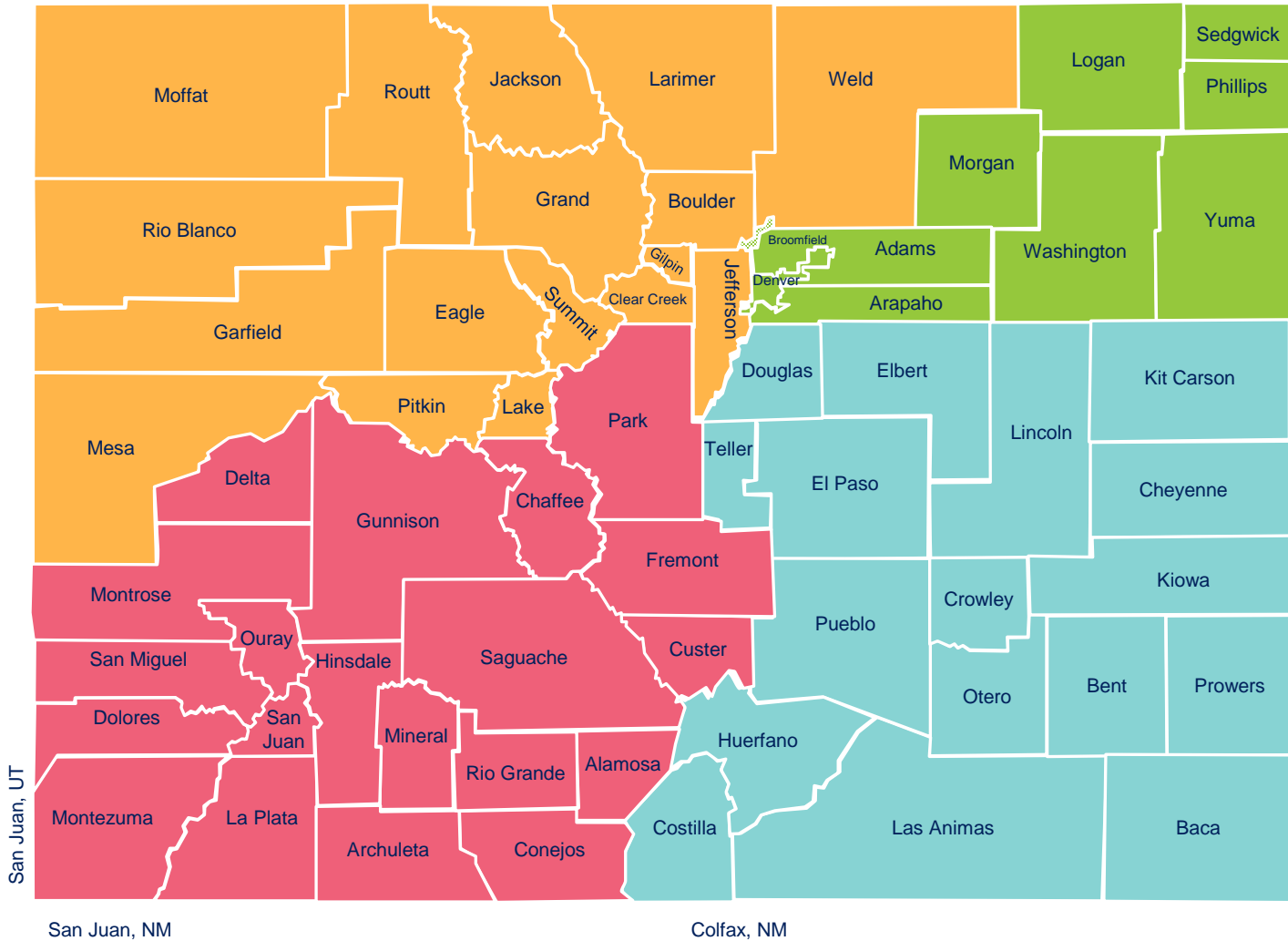
Work with Members
Work with Community Partners

Network Management

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



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 (DXC) 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
Cristal.Chavez@dentaquest.com

**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**

DentaQuest
a Sun Life company

Outreach and Education



**Member
Focused
Outreach and
Education**

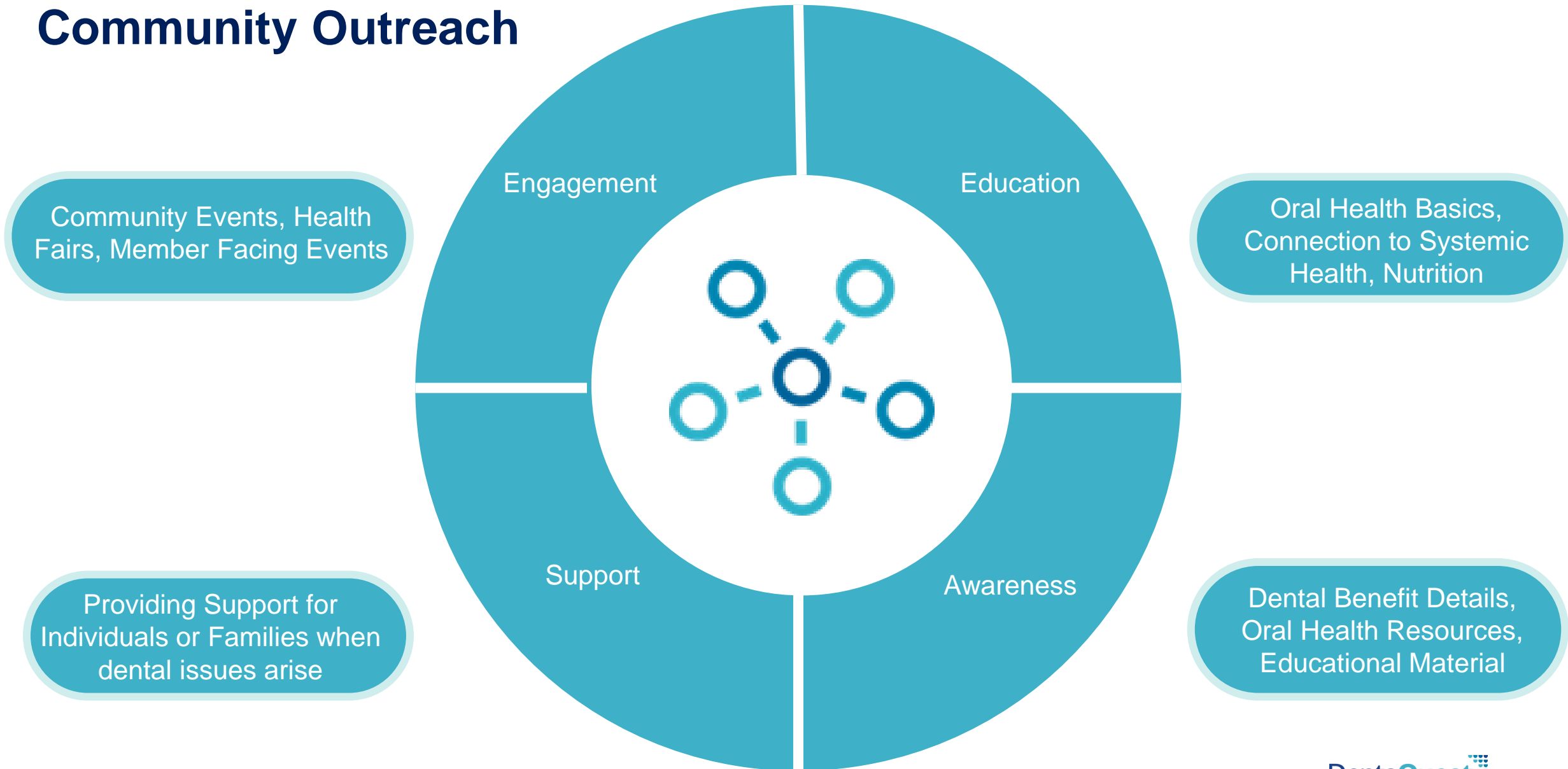


**Community
Partner
Focused
Outreach and
Education**

Member Outreach



Community Outreach



Let's Partner!



Staff Trainings



Joint Educational
Materials



Presentations to
Member Groups



Shared Messaging



Event Partnership



Issue Resolution

Meet the DentaQuest Team

Heather Schenkel, BS, RDH

Clinical Quality Improvement Specialist –
Member Outreach

Heather.Schenkel@greatdentalplans.com

303-824-9325

Nancy Greene

Clinical Quality Improvement Specialist –
Member Outreach

Nancy.Greene@greatdentalplans.com

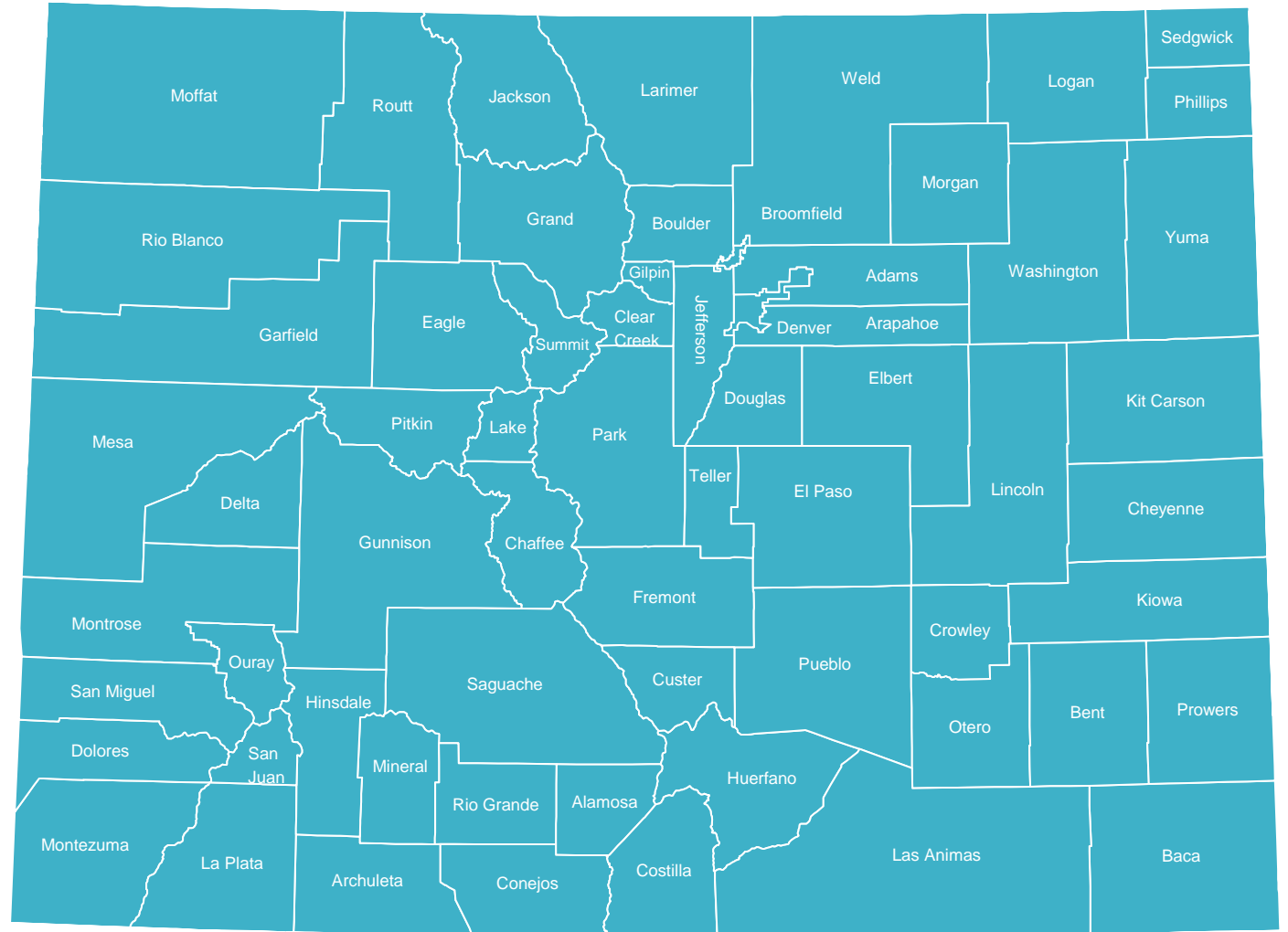
720-591-1889

Adriana Minshew

Clinical Quality Improvement Specialist –
Member Outreach

Adriana.Minshew@dentaquest.com

512-231-4132

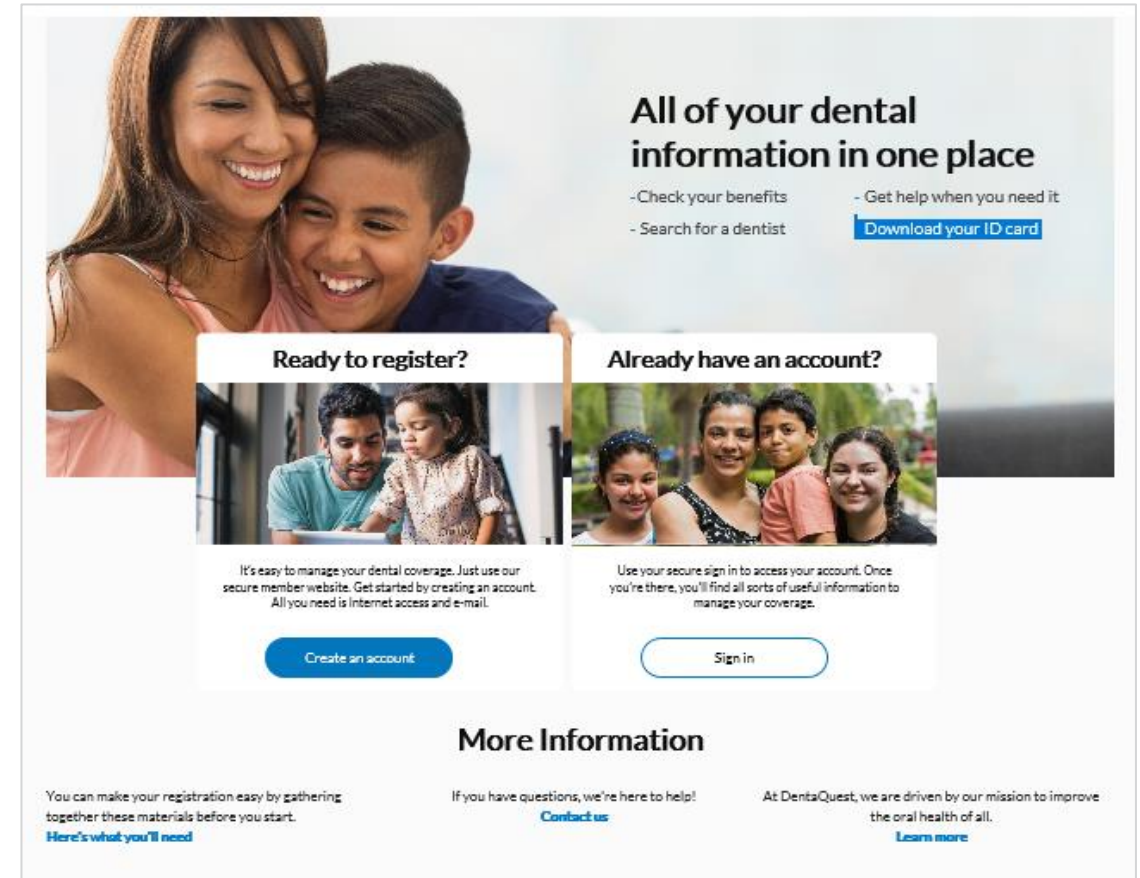


ADDITIONAL MEMBER SUPPORTS

Member Portal

- Print ID cards
- Get Benefit Summary & History
- Find Providers
- Access Member Handbook
- File Complaint

**24/7 account
access**

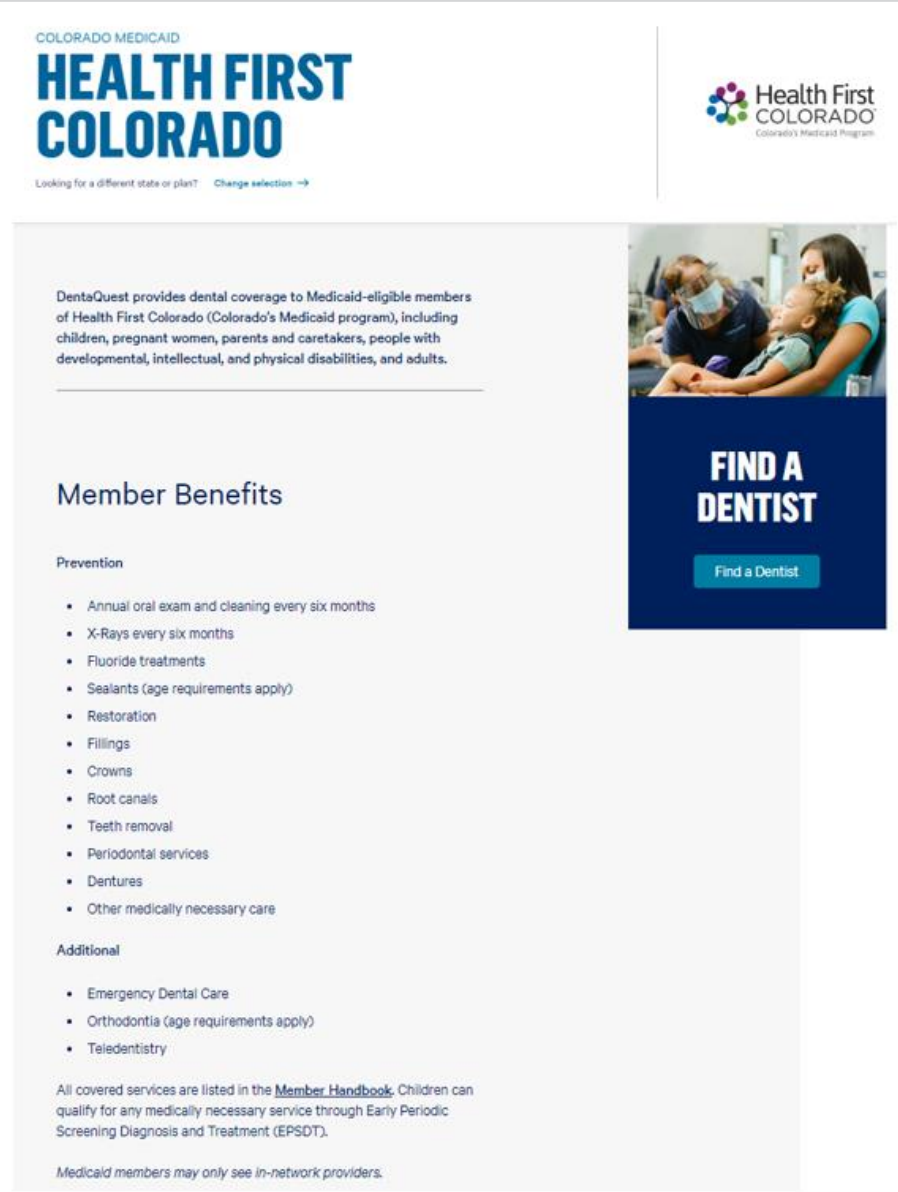


memberaccess.dentaquest.com

DentaQuest Website

- Plan information
- Access resources
- Find providers
- Access Benefit Handbook
- Access Secure Member Portal
- Educational Information

<https://www.dentaquest.com/en/members/colorado-medicaid-chip-dental-coverage>



COLORADO MEDICAID
HEALTH FIRST COLORADO

Looking for a different state or plan? [Change selection →](#)

Health First COLORADO
Colorado's Medicaid Program

DentaQuest provides dental coverage to Medicaid-eligible members of Health First Colorado (Colorado's Medicaid program), including children, pregnant women, parents and caretakers, people with developmental, intellectual, and physical disabilities, and adults.

Member Benefits

Prevention

- Annual oral exam and cleaning every six months
- X-Rays every six months
- Fluoride treatments
- Sealants (age requirements apply)
- Restoration
- Fillings
- Crowns
- Root canals
- Teeth removal
- Periodontal services
- Dentures
- Other medically necessary care

Additional

- Emergency Dental Care
- Orthodontia (age requirements apply)
- Teledentistry

All covered services are listed in the [Member Handbook](#). Children can qualify for any medically necessary service through Early Periodic Screening Diagnosis and Treatment (EPSDT).

Medicaid members may only see in-network providers.

FIND A DENTIST

[Find a Dentist](#)

Health First Colorado Dental Benefit Member Handbook

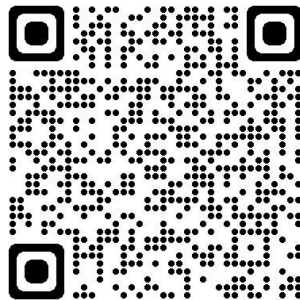


<https://hcpf.colorado.gov/sites/hcpf/files/Health-First-Colorado-Member-Handbook.pdf>

Find a Dentist Tool

- If you don't already have a dentist, use our Find a Dentist tool at: [DentaQuest.com/Colorado](https://www.dentaquest.com/Colorado)
- Search by entering Colorado, Medicaid, and then choose the Health First Colorado program you are enrolled in.
- You can search for a provider close to you by entering an address, city or zip code.
- Results can be narrowed down by a provider's specialty, if the office is accepting new patients, provider gender, languages spoken in office and those who offer weekend/evening hours.

Scan the QR code to begin your search.



<https://www.dentaquest.com/en/find-a-dentist>

Transportation Services

- If you don't have a way to get to and from your dentist, you may be able to get a free ride. This program is called Non-Emergent Medical transportation (NEMT).
- This program is not for emergency appointments and needs to be scheduled at least 2 days in advance by the member.
Visit hcpf.Colorado.gov/nemtlist
- NEMT also covers personal vehicle mileage reimbursement.
Call IntelliRide toll free at 855-489-4999 (TTD 711) or go to transdevhealthsolutions.com/colorado/



To learn more about NEMT, and how to get a ride, use your smartphone camera to scan this code. Hover over the code then tap your screen. Or go to bit.ly/co-nemt



Interpreter Services

- The Americans with Disabilities Act (ADA) requires that healthcare providers arrange for qualified interpreters to patients who request them for medical appointments. Healthcare providers cannot charge patients or their companions for interpreting services or pass on fees to them.
- If you need help arranging language support, please reach out to your dental provider.



HEALTH FIRST COLORADO DENTAL BENEFITS

Health First Colorado Adult and Child Dental Benefits

Services	Health First Colorado Will Pay
Diagnostic* (x-rays and exams)	100% of covered services
Preventive* (cleanings)	100% of covered services
Restorative* (fillings)	100% of covered services
Periodontics* (deep cleanings)	100% of covered services
Removable prosthetics* (dentures)	100% of covered services
Oral and maxillofacial surgery* (tooth extraction)	100% of covered services



No out-of-pocket cost,
co-pays or annual maximum
for any covered service

*Some procedures require prior authorization and have limited frequencies.



SPECIAL NOTES ABOUT CHILDREN

Child benefit covers members ages 0-20

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

Children covered by Health First Colorado can get special care to stay healthy as they grow. Extra services may be covered if needed, and your family won't have to pay anything for it.



ADULT INTELLECTUAL AND DEVELOPMENTAL DISABILITIES WAIVER

Waiver participants have the standard adult benefit with no annual maximum.

In addition, adult waiver participants may receive up to \$2,000 in basic/preventative benefits per year to use on services and have access to additional services through the waiver. Based on start date of waiver.

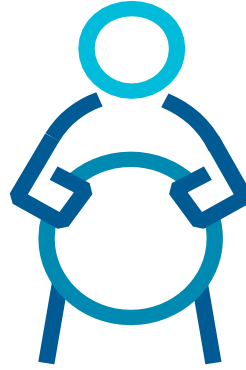
They may also receive up to \$10,000 in additional major service benefits across all services, over the 5-year span of the waivers.

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

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

+ \$1,000 for any medically
necessary covered procedures

(Jan. 1–Dec. 31)

Children's Health Plan PLUS (CHP+)

Services	Children's Health Plan+ pays
Diagnostic* (x-rays and exams)	100% of covered services
Preventive* (cleanings)	100% of covered services
Restorative* (fillings)	May have co-pay of \$0, \$5 or \$10
Periodontics* (deep cleanings)	May have co-pay of \$0, \$5 or \$10
Removable prosthetics* (dentures)	May have co-pay of \$0, \$5 or \$10
Oral and maxillofacial surgery* (tooth extraction)	May have co-pay of \$0, \$5 or \$10



*Some procedures require prior authorization and have limited frequencies.

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

ADDITIONAL SERVICE AVAILABLE TO CHP+ MEMBERS

INTRODUCING



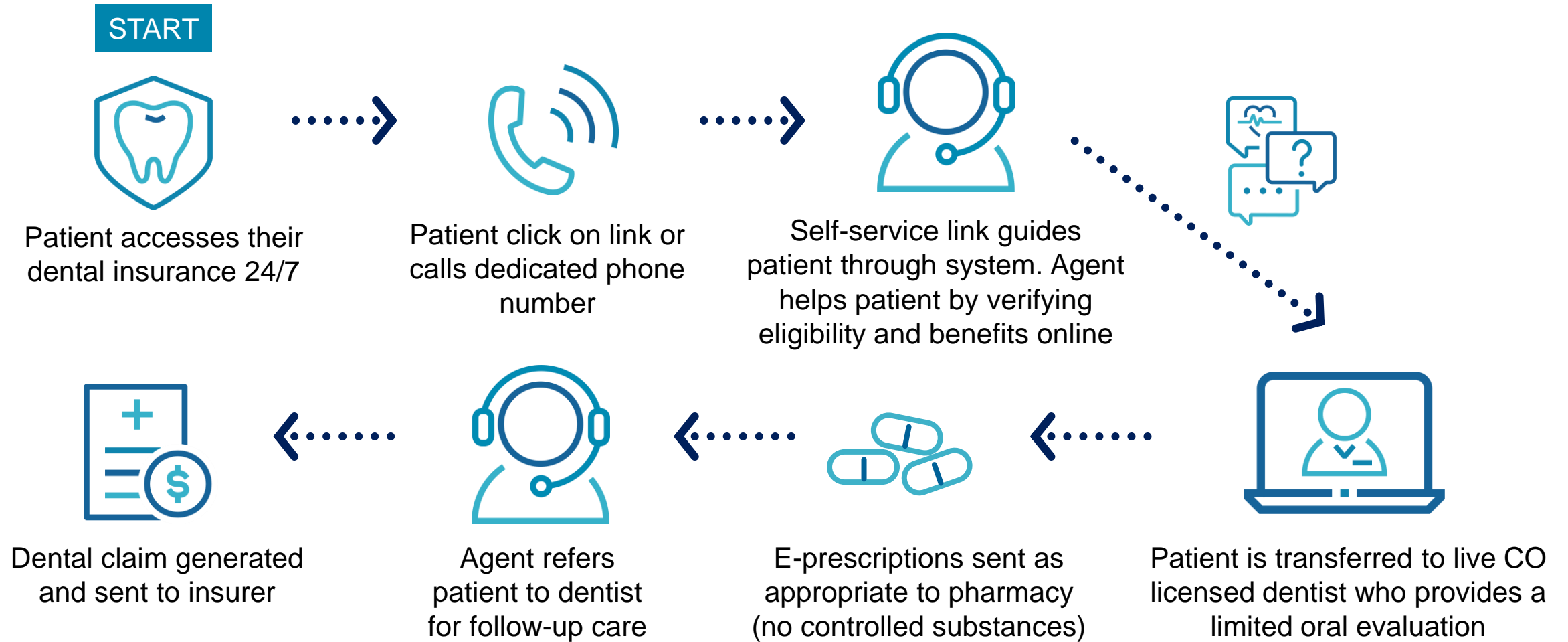
TELEDENTISTRY
Your Dentist, Anytime Anywhere®



An additional way to support CHP+ members

DentaQuest
a Sun Life company

How 24/7 **Emergency** Teledentistry Service Works for Members



*Prescriptions are an out-of-pocket expense or **may be** covered by the member's medical insurance



Talk to a Dentist

anytime, anywhere you
happen to be



Receive Quality Care

via phone or video conference



Prompt Treatment



A Network of Dentists

for you and your family



Local Providers

Teledentistry.com can direct
you to a local plan provider for
further care



24/7 Access

Teledentistry.com gives you
24/7 access to state
licensed dentists

DOWNLOAD

the Teledentistry.com app



CALL OR VISIT

<https://bit.ly/COCHP-teledentistry>
or call 1-866-302-0905.

QUESTIONS?

Email Teledentistry.com at
support@Teledentistry.com

WELLNESS PROGRAMS FOR HEALTH FIRST COLORADO AND CHP+ MEMBERS

Smiling Stork

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 demographics. 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

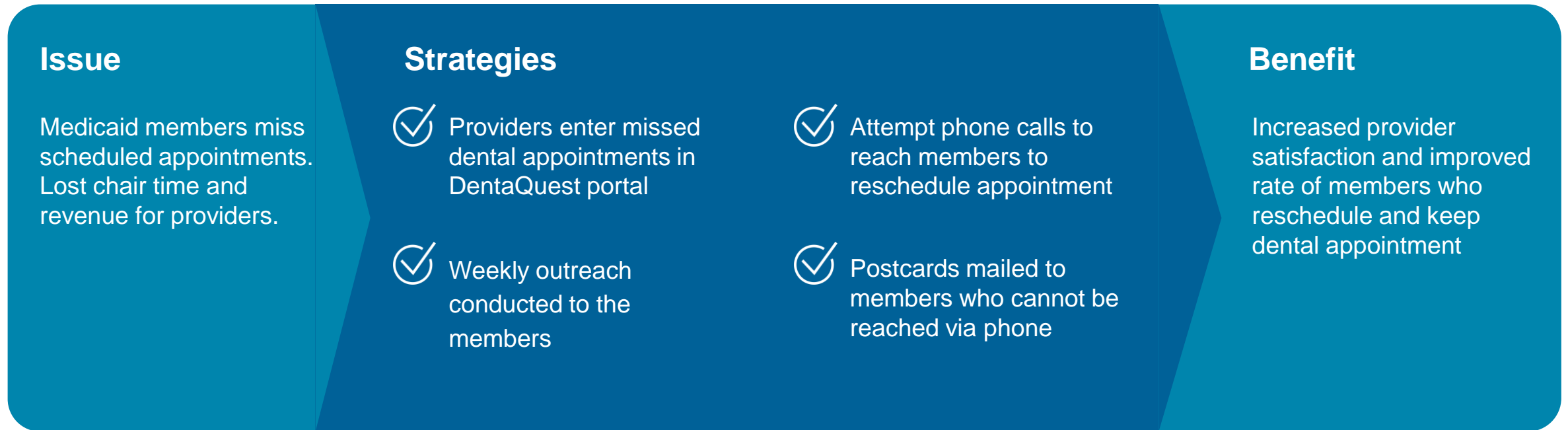
Benefit

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



HEALTHY BEGINNINGS

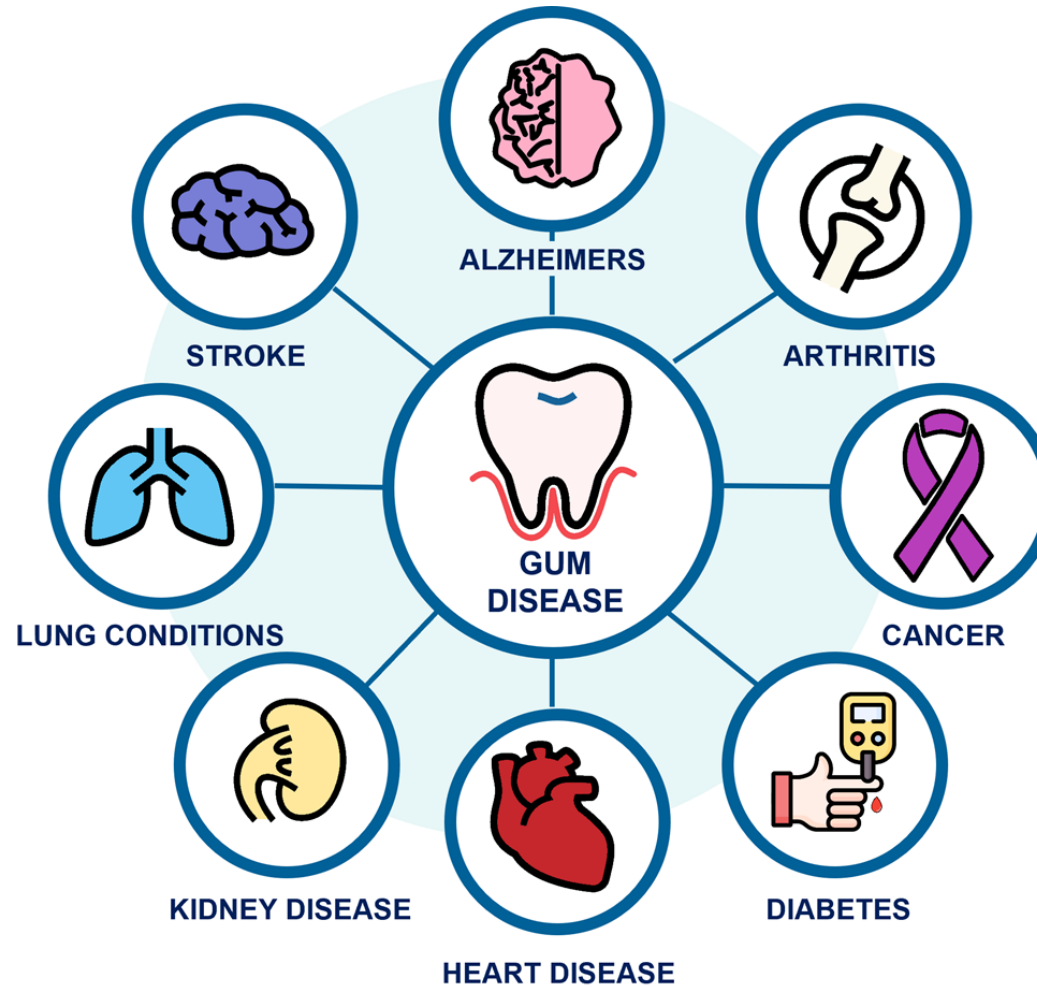
Broken Appointments



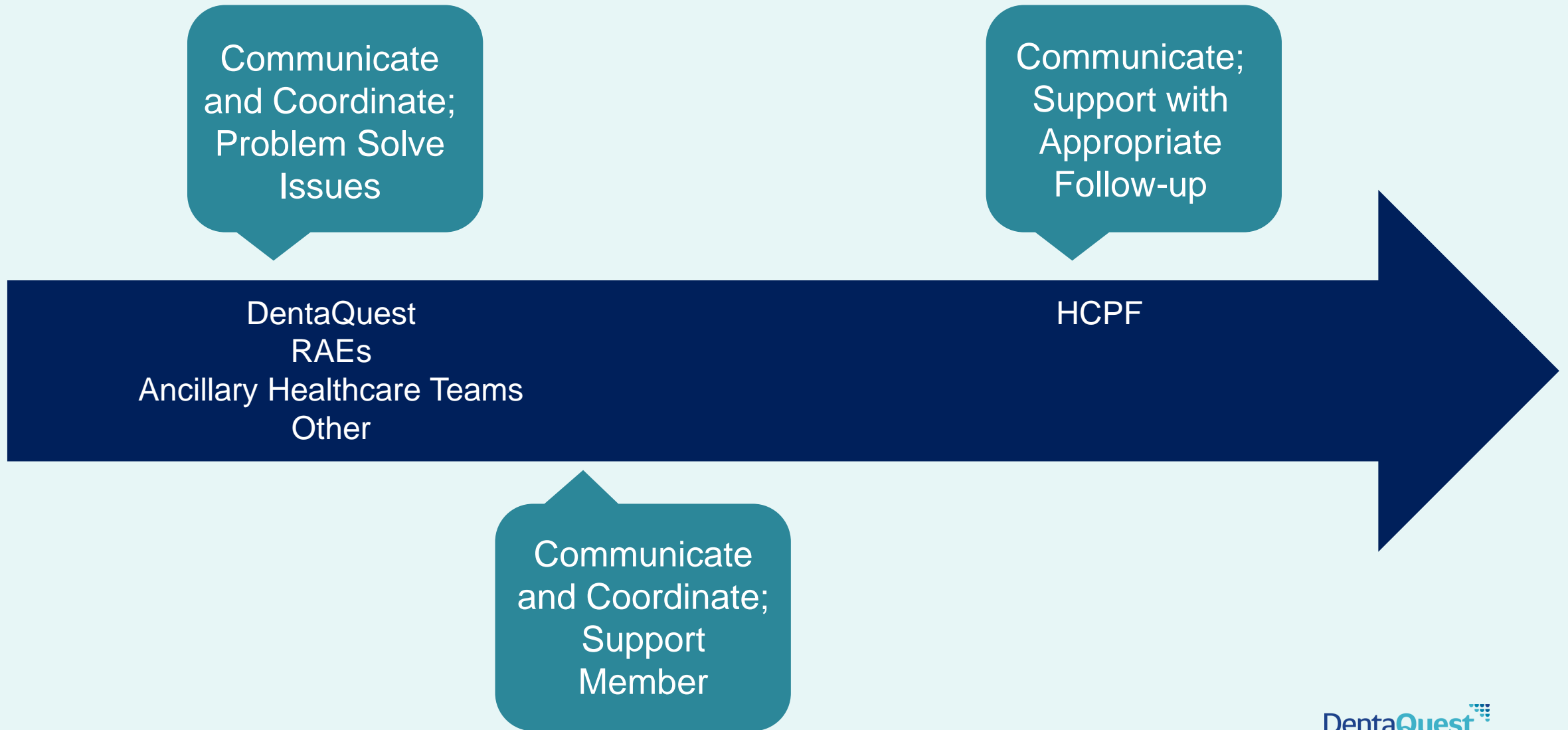
**BROKEN
APPOINTMENT**

ORAL HEALTH EDUCATION AND OTHER RESOURCES

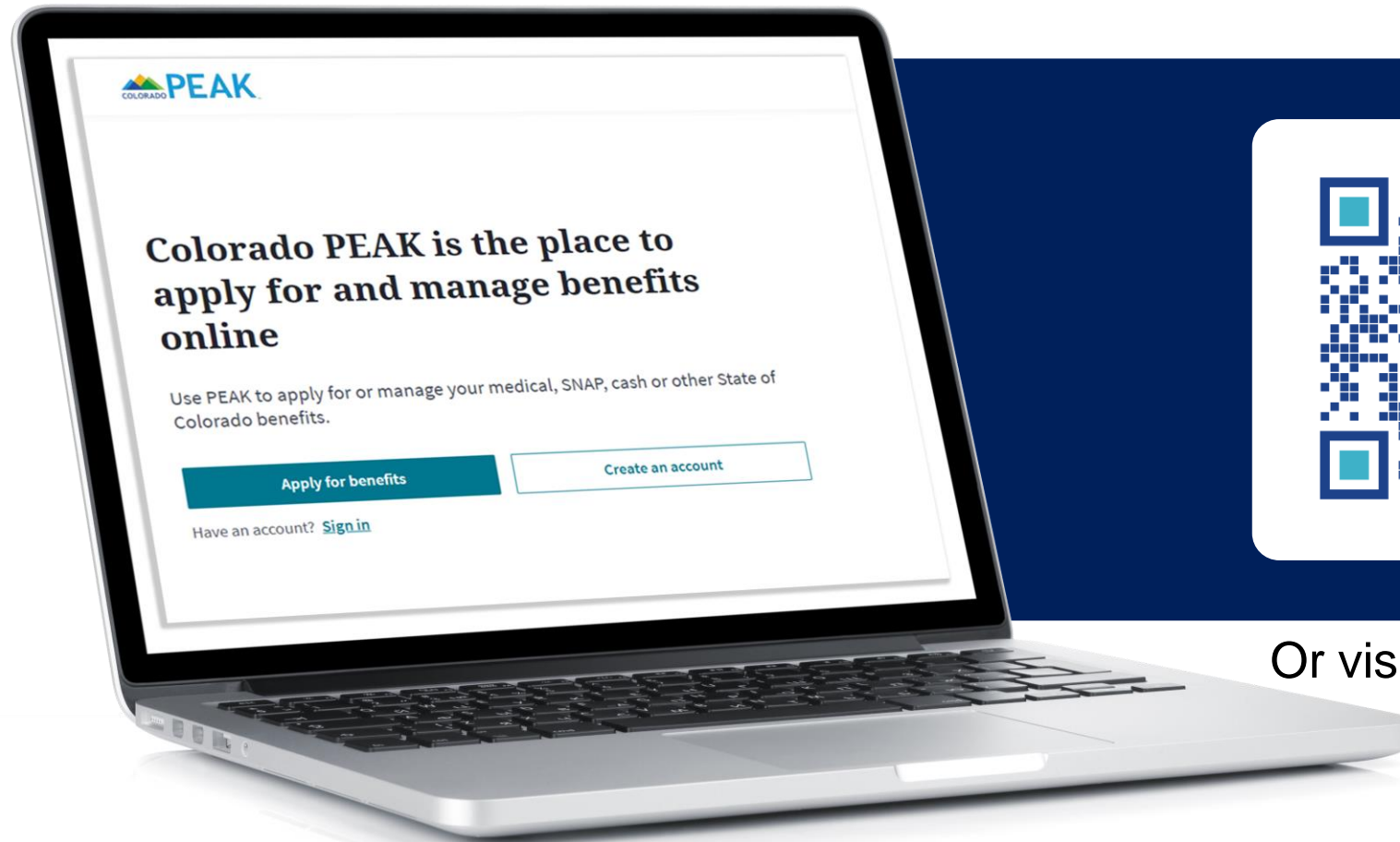
Oral Health Systemic Connection



Coordination of Care



Colorado PEAK Benefits Portal



Or visit CO.gov/PEAK

CHP+ Member Services
1-888-307-6561, TTY 711

Health First Colorado
1-800-221-3943, TTY 711

Contact Information

Heather Schenkel, BS, RDH, OMT

303-824-9325

heather.schenkel@greatdentalplans.com

Nancy Greene

720-591-1889

Nancy.greene@greatdentalplans.com

Adriana Minshew

512-231-4132

Adriana.Minshew@dentaquest.com

For support with member issues: COMemberOutreach@greatdentalplans.com



Chapter 03

Updates

Carelon Training Webinars - Monthly

Carelon offers monthly training webinars for providers. Here are examples of webinars scheduled for this month.

You can register for any of these trainings by going to:

<https://www.carelonbehavioralhealth.com/providers/resources/trainings>

Carelon Provider Orientation

Tuesday, February 11th at 12pm EST

eServices Overview

Wednesday, February 12th at 12pm EST

ProviderConnect Overview

Wednesday, February 19th at 12pm EST

Claims Submission Guidance

Wednesday, February 26th at 12pm EST

Carelon Training Webinars - Quarterly

Carelon also offers quarterly training webinars for providers. Here are examples of these webinars scheduled for this month.

You can register for any of these trainings by going to:

<https://www.carelonbehavioralhealth.com/providers/resources/trainings>

Overdose Prevention in Opioid Use Disorders
Wednesday, February 5th at 3pm EST

Cultural Competency in Behavioral Healthcare
Wednesday, February 26th at 3pm EST

February Department of Health Care Policy and Financing (HCPF) Trainings Examples

Intermediate Billing Training- Tuesday, Feb 11, 2025 1-2:30 p.m.

Beginner Billing Training: Professional Claims (CMS 1500) 2/26/25- Wednesday, Feb 26, 2025 9-11:30 a.m.

For a full list of trainings, resources, and calendars of trainings please visit the HCPF website:
<https://hcpf.colorado.gov/provider-training>

Chapter 04

Reminders, Questions & Open Discussion

Carelon Resources – How to connect...

Email Colorado Provider Relations at:
CoProviderRelations@carelon.com

Call the National Provider Service Line (NPSL) at:
[800-397-1630](tel:800-397-1630)

Carelon Resources – Forms and Guides

<https://www.carelonbehavioralhealth.com/providers/forms-and-guides>

Billing and claims

- Tip Sheets for how to complete billing forms

Change Request Forms

- Change of Address Forms, Facility Location Service Forms (LSF)

Clinical Forms


Stay Up To Date

Every month we provide a Newsletter that has information for providers- including upcoming webinars, events, updates, and resources.

Be sure to check out the Inspire Wellness newsletter!

To sign up please email:
CoProviderRelations@carelon.com

February 2025



Provider Newsletter
INSPIRE WELLNESS

In this issue:

- Department of Health Care Policy and Financing (HCPF)
 - HCPF Provider Bulletin Index
 - Provider Trainings
- Provider Resources and Information
 - Provider Portal Enhancements to Availity Essentials
 - 1st Position Modifier Policy Transmittal
 - New Resource: Communications Toolkit
 - Updated SUD Standard Authorization Form
 - Provider Bulletin Update
 - Stay up to date with Council for Affordable Quality Healthcare, Inc. (CAQH)
 - Northeast Health Partners Website
- Upcoming Events and Webinars
 - Monthly RAE Provider Roundtable Webinar for February 2025
 - NHP's focus for February-Dental Benefits
 - Cover All Coloradans
 - RAE Roundtable Resources

DEPARTMENT OF HEALTH CARE POLICY AND FINANCING (HCPF)

HCPF Provider Bulletin Index


The Provider Bulletin is published monthly and posted to this web page. The bulletin covers topics of interest to providers and billing professionals. For access to the Provider Bulletin Index, please visit the [HCPF website](#).

Provider Trainings

Did you know the Department of Health Care Policy and Financing (HCPF) hosts trainings on the following topics?

- Billing Training

February 2025



HCI Provider Newsletter
A monthly collection of must-know information and resources

In this issue:

Provider Resources and Information

- Provider Portal Enhancements to Availity Essentials
- 1st Position Modifier Policy Transmittal
- NEMT Fraud And How To Report It
- Did You Know? Carelon Behavioral Health Provider Toolkit is Available
- Reminder: Stay Up to Date with CAQH
- Updated SUD Standard Authorization Form

Health Colorado Member Resources

- Member Engagement Opportunities
- Wellness and Prevention
- 988 Mental Health Crisis Support Information

Public Health Information

- Provider Trainings

Upcoming events

- Monthly RAE Provider Roundtable Webinar for February 2025
- Wellness and Prevention focus for February -Dental Benefits
- Upcoming Webinars and Archives


PROVIDER RESOURCES AND INFORMATION


PROVIDER PORTAL ENHANCEMENTS TO AVAILITY ESSENTIALS

[Availity Essentials](#) is a one-stop portal for all of your claims needs. They recently rolled out some exciting new features including several new dashboards (claims, new authorizations, and organization administration), as well as a single sign-on to existing provider portals.

The new features will allow you to:

- Submit new authorization information





Your Connection to Complete Health Care

2/14/2025

57

Upcoming Training

The Next RAE Roundtable

The 2nd Friday of the month


March 14, 2025


11am

Thank you

Contact Us



 888-502-4189

 888-502-4185

 www.northeasthealthpartners.org

 www.healthcoloradora.com

 northeasthealthpartners@carelon.com

 healthcolorado@carelon.com

 <https://www.facebook.com/northeasthealthpartners.org/>

 <https://www.facebook.com/healthcoloradora/>