



ENCOURAGING ORAL HEALTH CARE FOR OVERALL HEALTH

Presented by Betsy Holman, MPH
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OUR ROLE:

Administrator of the dental benefits for Health First Colorado and CHP+ enrollees.



Claims Processing, etc.

Provider Support

- Team of Provider Relations Reps provide “boots on the ground” support for billing and claims processing questions for providers, allowing them to do their clinical work with minimal disruption

Member Support

Team of Outreach and Education Reps provide support for members and agencies serving the Health First Colorado enrollees

Building plan awareness

Member awareness and agency awareness of benefits

Building awareness of importance of oral health in overall health

Members need to buy into the importance of oral health

Oral Systemic Connection

- **Studies show more than 90 percent of all systemic diseases have oral manifestations.**
- **Children who have poor oral health often miss more school and receive lower grades than children who don't.**
- **Poor oral health is linked to serious medical conditions such as heart disease, stroke, and diabetes.**
- **Each year more than \$6 billion is lost in productivity due to people missing work for dental issues.**

Health First Colorado Benefits



Kids

Child members (20 and under) have no out of pocket cost 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



Adults

- The Health First Colorado adult dental benefit is increased from \$1,000 to \$1,500 per fiscal year effective July 1, 2019.
- Benefit covers a variety of preventive and restorative services.

Dentures and Emergency care are covered outside of the \$1,500 annual benefit & don't count against that benefit.

How much care can the \$1,500 benefit provide?

- **Preventive Services: Exams, X-Rays, Cleanings**
- **Examples of higher cost procedures: Root Canals, Surgeries, Crowns, Anesthesia**
- **Fee Schedule Available at**
- **<http://www.dentaquest.com/state-plans/regions/colorado/health-first-colorado/provider-page/>**



DIDD Waiver

Division of Intellectual/Developmental Disabilities

Waiver participants have the \$1,500 adult benefit.

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

They may also receive up to \$10,000 in major dental benefits over the 5-year span of the waivers.

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

Some services require Prior Authorization.

CHP+ dental Benefits



CHP+ Coverage

Child members are 0-18 years

Coverage for Pregnant women begins Oct. 2019.

(Coverage will end 60 days after the last day of the month when the pregnancy ended.)

\$1,000 in covered services each calendar year

(Jan. 1-Dec. 31st)



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.
- Limited orthodontic benefit for children.

How Medical Practices can Support Patient Access and Utilization

- Screen for recent dental visit during annual wellness check-ups
- Create own list of 10 General and 10 Pediatric Dental offices closest to the practice and build relationships with those offices
- -"Find a Dentist" feature online
- Suggest members create a login to access their benefit information and to access live chat feature:
memberaccess.dentaquest.com

How Medical Providers can Support Patient Access and Utilization

- Health First Colorado only:
 - Share with members that if they are eligible for Non-Emergent Medical Transportation that includes dental visits
 - PCP Integration Pads (Exam rooms, lobby, front desk check-out/check-in)
 - Hang Benefit Posters in Lobby and/or in Exam rooms

Member Support/Online Tools:

- Member website:

<http://dentaquest.com/state-plans/regions/colorado/memberpage/>

The screenshot shows the Health First Colorado Member Page. At the top, there are navigation tabs: Anthem Member Page, Anthem Provider Page, Health First Colorado Member Page (selected), and Health First Colorado Provider Page. Below the tabs is a breadcrumb trail: Colorado > Health First Colorado Member Page. The main content area features a sidebar on the left with links: Find A Dentist, Member Login, Oral Health Matters, Outreach and Education Events, Member E-mail Form, and Helpful Links. The main content area has a heading "Improving Oral Health" and a paragraph: "Everyone deserves a bright oral health future and we'll help you reach this goal. We make it easy for you to find a dentist close to your home. We will give you the help you need to maintain good oral health by offering:". Below this are three bullet points: "People you can talk to if you have any questions about your dental plan", "Information on how to take good care of your teeth and gums", and "An easy to use search tool to find a dentist". A "Member Login" button is visible. Below the main content is a section titled "Important Materials for Health First Colorado Members" with links to "Health First Colorado (Colorado's Medicaid Program) Member Handbook", "Dental Program Rights and Responsibilities", "Dental Program Non-Emergent Medical Transportation", "Non-Discrimination Policy", and "Preventive Dental Care for Your Child's Health and Well-Being". A "Contact Us" section follows, with the text "Health First Colorado Member Services: 855-225-1729" and a "Member E-Mail Form" link. The footer contains a list of links: About Us, Contact Us, Careers, DentaQuest Foundation, DentaQuest Institute, EyeQuest, Privacy Policy, Nondiscrimination Notice, Language Assistance, Report Fraud, Terms of Use, Notice of Privacy Practices, and Sitemap. It also includes the DentaQuest logo, address (465 Medford Street, Boston, Massachusetts 02129-1454), and social media icons for Facebook, Twitter, and LinkedIn.

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

24/7 account access

All of your dental information in one place

- Check your benefits
- Get help when you need it
- Search for a dentist
- [Download your ID card](#)

Ready to register?

It's easy to manage your dental coverage. Just use our secure member website. Get started by creating an account. All you need is Internet access and e-mail.

[Create an account](#)

Already have an account?

Use your secure sign in to access your account. Once you're there, you'll find all sorts of useful information to manage your coverage.

[Sign in](#)

More Information

You can make your registration easy by gathering together these materials before you start. [Here's what you'll need](#)

If you have questions, we're here to help! [Contact us](#)

At DentaQuest, we are driven by our mission to improve the oral health of all. [Learn more](#)

- Member Services Support Center

Health First Colorado:
1-855-225-1729

- CHP+: 1-888-307-6561

- Hours: 7:30am-5:00pm MST



Member Services Support Center

- [Dental Provider Suggestions](#)
- [Dental Emergency Appointment Assistance](#)
- [After Hours Assistance](#)
- [Request an appeal](#)
- [File a Complaint](#)

What questions do you have?



For additional questions or to request materials, contact Betsy Holman at 303-349-5084 or email betsy.holman@dentaquest.com