



2018-19 CHP+ Program

We've been covering
Colorado smiles for
60 years!



Today's Discussion

Importance of
Dental Insurance

Delta Dental of
Colorado Role

FY 2018-19
Plan Designs

Online Tools

Customer Service



Importance of Dental Insurance

Dental Insurance is Important

Making dental care a priority can help you live a healthier life

- Your oral health is connected to your overall health. Researchers have uncovered links between gum disease and systemic health, including associations with heart disease and strokes.
- People with dental insurance are more likely to visit the dentist regularly.
- Patients receiving regular preventive care have better oral health.
- Dental insurance often covers 100% of preventive care.

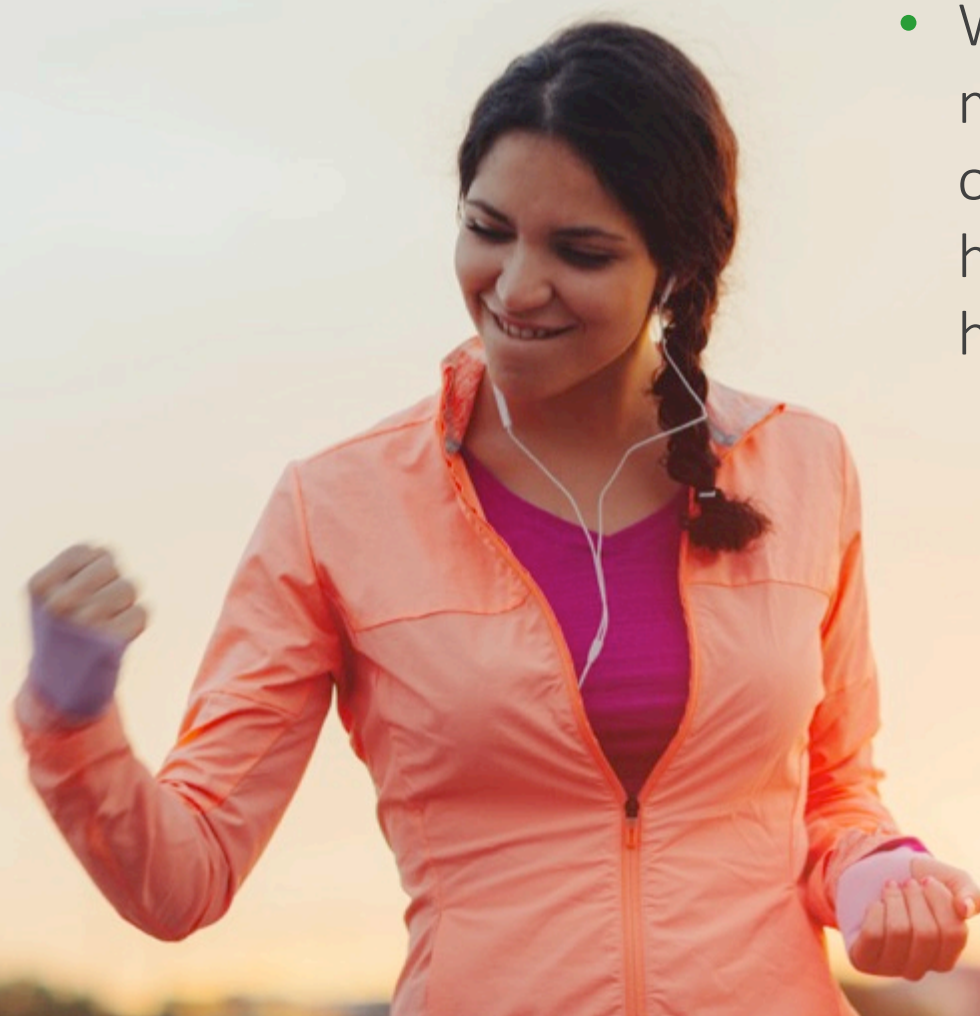
Oral Health Facts

Prevention keeps your smile bright and your body healthy

- Tooth decay is the **single most common** chronic childhood disease.
- More than **half of U.S. children** ages 5 to 9 have at least one cavity or filling.
- **23%** of adults have untreated tooth decay.
- **One out of every two** American adults age 30 or older has periodontal disease.
- More than **120 diseases** can cause specific signs and symptoms in and around the mouth and jaw. A dentist doing regular check-ups can help spot these potential problems.
- Dental disease causes employed adults to lose more than **164 million** hours of work a year.
- In Colorado, dental disease costs taxpayers an estimated **\$1-billion annually**.

Healthy Living

Healthy habits lead to healthy smiles



- What does “healthy living” really mean? Diet, exercise, and plenty of rest are major components of a healthy lifestyle, but other health habits include:
 - Regular dentist visits
 - Brushing and flossing at least twice a day
 - Making nutritious food choices
 - Sharing your medical conditions with your dentist



Delta Dental of Colorado Role

What Does DDCO do for the CHP+ Program?

Plan Administration

- Claims Processing
- Eligibility maintenance based on information from HCPF+
- Risk contract

Provider Support

- Network Management Reps and support staff assist providers across the state with billing and claims questions.
- Support to providers for HCPF's Provider Validation requirements.

Member Support

- Customer Service staff trained in assisting members with questions.
- Text message campaign to members reminding them of available benefits and resources.

3

2018-19 CHP+ Benefits

FY 2018-19 CHP+ Benefits

Services	\$0 Copay Plan	\$5 Copay Plan	\$10 Copay Plan
Diagnostic & Preventive (i.e. exams, x-rays, cleanings, fluoride, sealants, and space maintainers)	\$0	\$0	\$0
Basic (i.e. fillings, oral surgery, and endodontics)	\$0	\$5	\$10
Major (i.e. periodontics and removal prosthodontics)	\$0	\$5	\$10
<u>Deductible:</u>	None		
<u>Maximum Benefit:</u>			
Annual	\$1,000 – per person, per plan year		
Lifetime Orthodontics	\$1,000 – medically necessary only		

Diagnostic and Preventive Procedures

Code Procedure

D0120 Periodic oral evaluation
D0140 Limited oral evaluation — problem focused
D0145 Oral evaluation for a patient under 3 years of age and counseling
D0150 Comprehensive oral evaluation
D0160 Detailed and extensive oral evaluation — problem focused
D0210 Full mouth X-rays complete series — including bitewings (1 in 60 months)
D0220 Intraoral periapical X-ray 1st film
D0230 Intraoral periapical X-ray each additional film
D0270 Bitewing X-ray — Single film
D0272 Bitewings — Two films
D0273 Bitewings — Three films
D0274 Bitewings — Four films
D0277 Vertical bitewings — 7 to 8 films
D0330 Panoramic film (1–5 years)
D1110 Adult prophylaxis (age 14 and above)
D1120 Child prophylaxis (through age 13)
D1206 Fluoride varnish treatment
D1208 Topical application of fluoride
D1351 Sealants
D1354 Interim caries arresting medicament application – per tooth
D1516 Space maintainer — fixed — bilateral, maxillary
D1517 Space maintainer — fixed — bilateral, mandibular
D1526 Space maintainer — removable — bilateral, maxillary
D1527 Space maintainer — removable — bilateral, mandibular
D1550 Recementation of space maintainer
D9110 Palliative treatment (for pain relief)
D9440 Office visit after regularly scheduled hours

Basic Procedures

Code Procedure

- D2140 Amalgam – 1 surface primary or permanent
- D2150 Amalgam – 2 surface primary or permanent
- D2160 Amalgam – 3 surface primary or permanent
- D2161 Amalgam – 4 or more surfaces primary or permanent
- D2330 Resin – 1 surface anterior
- D2331 Resin – 2 surface anterior
- D2332 Resin – 3 surface anterior
- D2335 Resin – 4 or more surfaces anterior or involving the incisal angle
- D2391 Resin based composite – 1 surface permanent posterior (up the cost of an amalgam)
- D2392 Resin based composite – 2 surface permanent posterior (up the cost of an amalgam)
- D2393 Resin based composite – 3 surface permanent posterior (up the cost of an amalgam)
- D2394 Resin based composite – 4 or more surfaces permanent posterior (up the cost of an amalgam)
- D2920 Recement crown
- D2930 Prefabricated stainless steel crown (primary tooth)
- D2931 Prefabricated stainless steel crown (permanent tooth)
- D2932 Prefabricated resin crown (anterior tooth only)
- D2933 Prefabricated stainless steel crown with resin window (anterior tooth only)
- D2940 Sedative filling
- D2941 Interim therapeutic restoration – primary dentition
- D2951 Pin retention — per tooth — in addition to restoration
- D7111 Coronal remnants — deciduous tooth
- D7140 Extraction erupted tooth or exposed root (elevation and/or forceps removal)
- D7210 Surgical removal of erupted tooth requiring elevation of mucoperiosteal flap and removal of bone and/or section of tooth
- D7220 Removal of impacted tooth — soft tissue
- D7230 Removal of impacted tooth — partially bony
- D7240 Removal of impacted tooth — completely bony
- D7241 Removal of impacted tooth — completely bony, with unusual surgical complications
- D3220 Therapeutic pulpotomy (primary tooth) excluding final restoration
- D3310 Root canal therapy — anterior (excluding final restoration, permanent teeth only)
- D3320 Root canal therapy — bicuspid (excluding final restoration, permanent teeth only)
- D3330 Root canal therapy — molar (excluding final restoration, permanent teeth only)

Major and Orthodontic Procedures

Code Procedure

D4210 Gingivectomy or gingivoplasty — 4 or more contiguous Teeth or tooth bounded spaces per quadrant

D4211 Gingivectomy or gingivoplasty — 3 or more contiguous teeth or tooth bounded spaces per quadrant

D4277 Free soft tissue grafts — first tooth

D4278 Free soft tissue grafts — each additional contiguous tooth

D4910 Periodontal maintenance

D5211 Maxillary partial denture — resin base

D5212 Mandibular partial denture — resin base

D5820 Interim partial denture (maxillary)

D5821 Interim partial denture (mandibular)

D5932 Obturator prosthesis, definitive

D8070 Comprehensive orthodontic treatment of the transitional dentition (medically necessary only)

D8080 Comprehensive orthodontic treatment of the adolescent dentition (medically necessary only)

D8090 Comprehensive orthodontic treatment of the adult dentition (medically necessary only)

4

Online Tools

All the Information You Need


Online tools are available 24/7 at www.deltadentalco.com

- CHP+ Provider Directory
- CHP+ Plan Booklets
- [Oral health and wellness information](#)
- [MyDentalScore - Oral Health Risk Assessment](#)
- Benefits and Claims Updates




Why Create a Subscriber Account?

Know what your benefits are to use them wisely.

 Check your benefits 24 hours a day, seven days a week

 Print your member ID cards

 Check status of a claim

 View your plan details and print a full benefit report

 Cost estimator



DELTA DENTAL

Access Your Benefits Anytime: Create a Subscriber Account

When you log in to deltadentalco.com, it's easy to check your Delta Dental of Colorado benefits. 24 hours a day, seven days a week, you can go online to print member ID cards, find a provider, check the status of a claim, view your benefits, and more. Registration is simple — just follow the instructions below.

NEW USER

1. Go to deltadentalco.com and click **New Users Register Here** on the **Member/Provider Login** on the green header bar.
2. You can also click the gray **New Users Register** button under **Member/Provider Sign In**.
3. Select **I am a subscriber and have coverage with Delta Dental** and click **Proceed to Step 2**.
4. Enter the required information in the fields provided and click **Register User**.
5. Complete the required fields.
6. Select a security question and provide the answer, then click **Register User**.

FORGOT USERNAME OR PASSWORD?

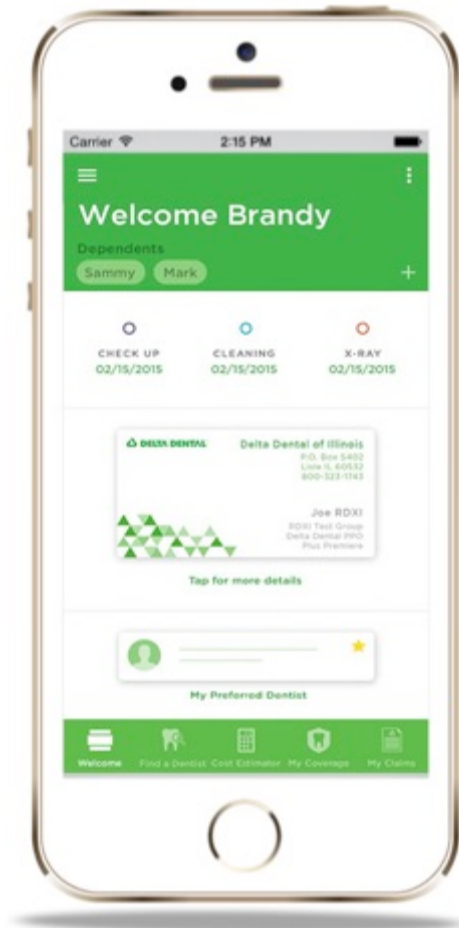
1. Go to deltadentalco.com and click the **Members & Providers** tab in the **Sign In** box.
2. Select **username** or **password** depending on which one you've forgotten.
3. Select **I am a subscriber and have coverage with Delta Dental** and click **Proceed to Step 2**.
4. Enter the required information in the fields provided and click **Proceed to Step 3**.
5. Answer the security question that was created when you registered.
6. You will receive an email containing your username/password information.

deltadentalco.com

Mobile App

Benefits on the go, access anywhere, anytime.



- 1 View benefits and claims
- 2 Mobile ID card – email to provider
- 3 Toothbrush timer
- 4 Dental Care Cost estimator



Customer Service

Local Service

Service you need when you need it...because we live where you live

Phone:

1-800-610-0201

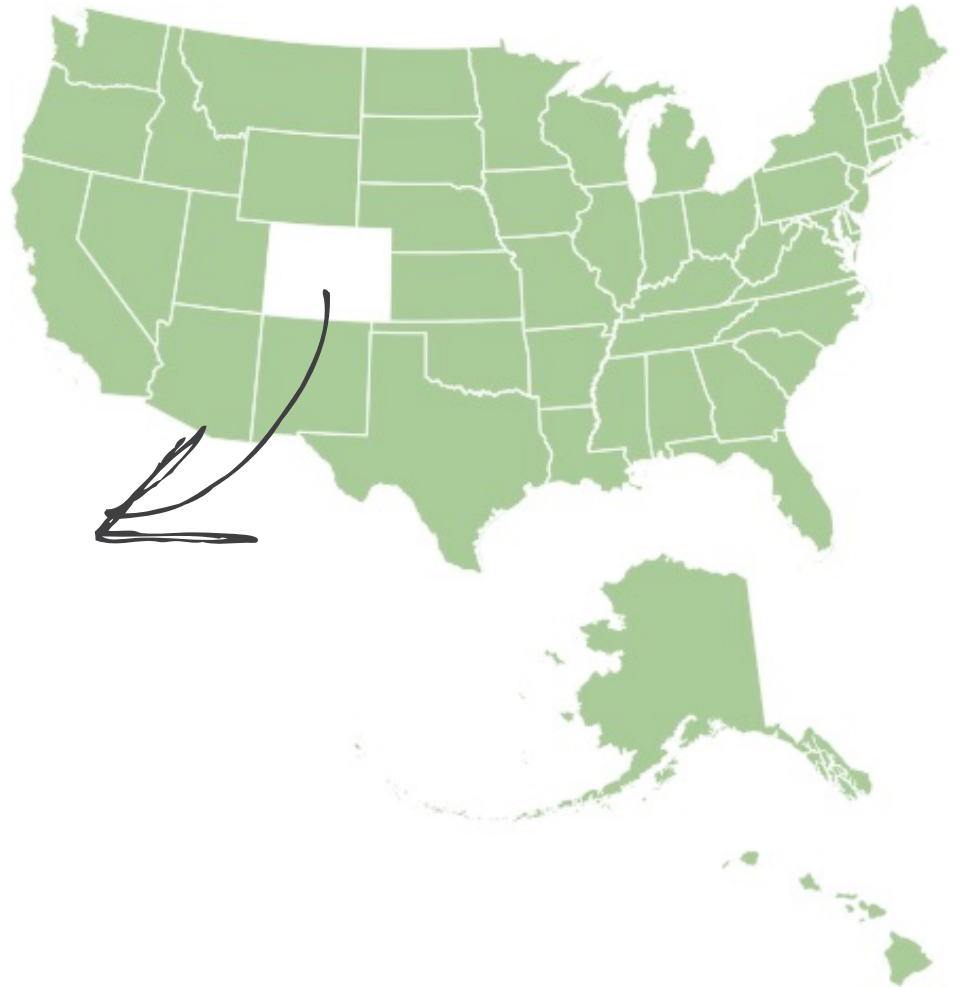
Email:

customer_service@ddpco.com

Hours:

Monday – Friday
8 a.m. – 6 p.m. MT

24/7 Automated Call Center



We are the champion of your smile.



Experience you can count on.



DentaQuest & the Health First Colorado Dental Benefit

Nancy Greene, Outreach and Education Coordinator



DentaQuest's Role

Health First
Colorado Dental
Benefits 101

Member Tools &
Supports



**Our Role: Administrator of
the dental benefits for Health
First Colorado**

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

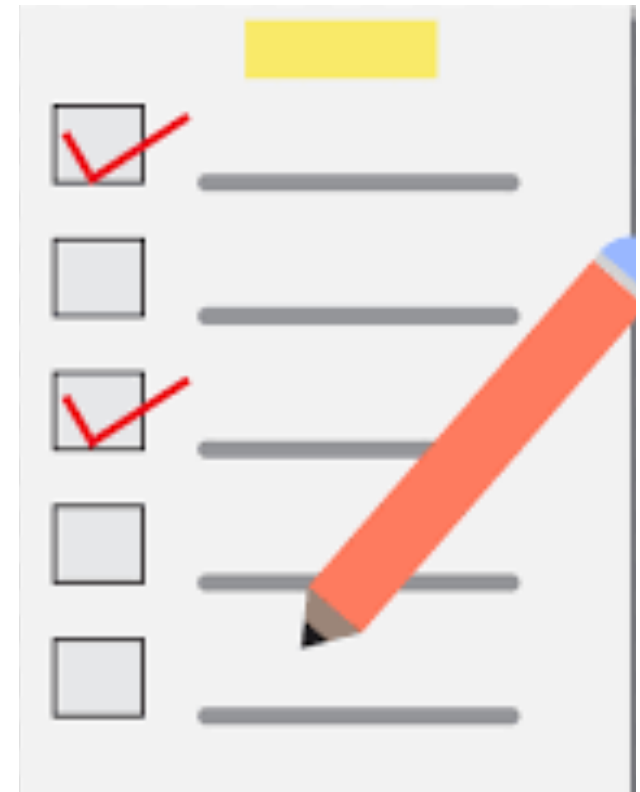
- Team of Outreach and Education Reps provide support for members and agencies serving the Health First Colorado enrollees
 - **Building plan awareness**
 - Member awareness and agency awareness of benefits
 - **Building awareness of importance of oral health in overall health**
 - Members need to buy into the importance of oral health

Questions?



“Benefits 101”

- **Quick look at the benefits**
 - Children’s benefit
 - Adult Benefit
 - DIDD benefit



Kids

Child members 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

Adult members have a \$1,000 per state fiscal year benefit. Benefit covers a variety of preventive and restorative care.

Dentures and Emergency care are covered outside of the \$1,000 annual benefit & don't count against that benefit.

Some services do require prior authorization.

DIDD Waiver

Waiver participants have the \$1,000 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.

- **Transportation Support**



- **Translation Support**



Questions?



Member Support/Online Tools:

• Member website:

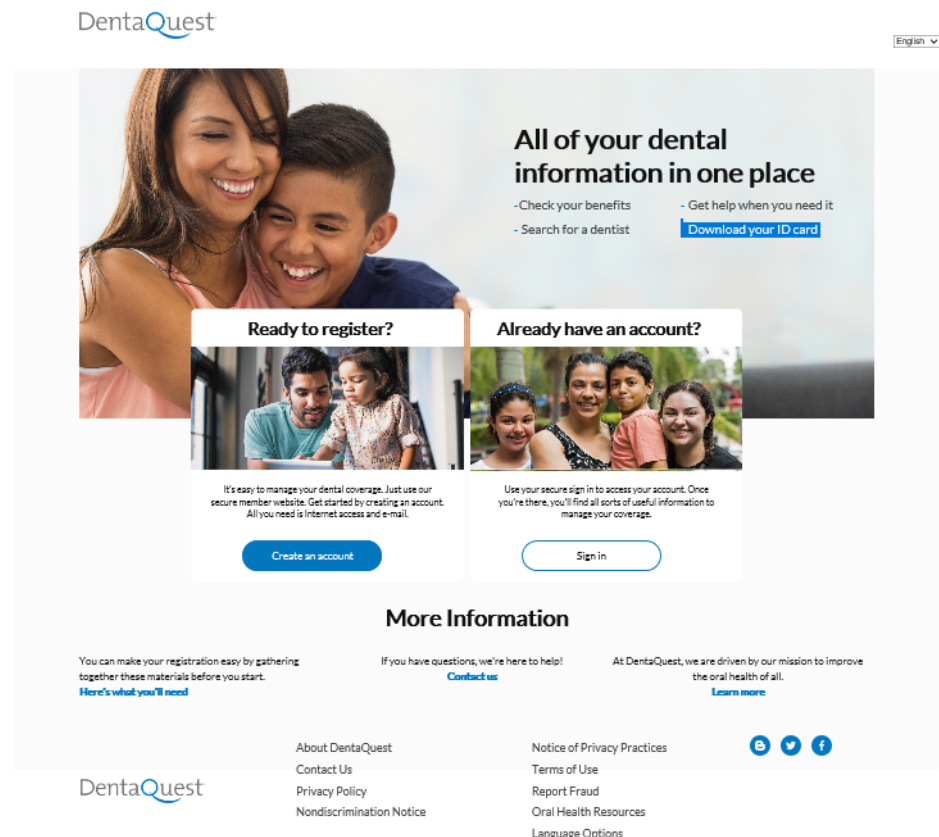
<http://dentaquest.com/state-plans/regions/colorado/memberpage/>

The screenshot shows the 'Health First Colorado Member Page' on the DentaQuest website. The page has a green header with navigation tabs: 'Anthem Member Page', 'Anthem Provider Page', 'Health First Colorado Member Page' (selected), and 'Health First Colorado Provider Page'. Below the header, the page title is 'Health First Colorado Member Page'. A left sidebar contains links: 'Find A Dentist', 'Member Login', 'Oral Health Matters', 'Outreach and Education Events', 'Member E-mail Form', and 'Helpful Links'. The main content area is titled 'Improving Oral Health' and includes a paragraph about oral health goals, a list of services (People you can talk to, Information on how to take good care of your teeth and gums, An easy to use search tool to find a dentist), and a 'Member Login' button. Below this is a section '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 provides the 'Health First Colorado Member Services' phone number (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, Sitemap) and copyright information (© 2018 DentaQuest). The DentaQuest logo and address (465 Medford Street, Boston, Massachusetts 02129-1454) are also present, along with social media icons for Facebook, Twitter, and YouTube.

Experience you can count on.

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

24/7 account access



- **Member Services Support Center:
1-800-225-1729**

Hours:

Mon-Fri

7:00 am – 5:00 pm



Questions?

