THE ORAL HEALTH & MENTAL HEALTH CONNECTION
Today’s discussion:

- DentaQuest’s role in Colorado
- The importance of oral health
- Health First Colorado & CHP+ dental benefits
- The physical, behavioral and oral health connection
- Member education, tools and supports
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
Provider Support

- Central point of contact for oral health providers and staff
- Billing and claims processing questions
- Recruit providers to enhance the Colorado network
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
Significant barriers to oral health care are common in the United States

93% of individuals living in poverty have unmet dental needs compared to 58% in high-income families.

Only 28% of individuals living in poverty utilized dental services compared to 55% of high-income families.

Those in poverty spend ten times more as a proportion of their annual family income on dental services compared to high income families.

https://dentaquest.com/oral-health-resources/current-research-and-initiatives/
Good Oral Health = Whole Body Health
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Average Savings:
$2,840 Per Patient Per Year

Average Savings:
$1,090 Per Patient Per Year

Average Savings:
$2,433 Per Patient Per Year
Oral Health & Behavioral Health are Connected
EATING DISORDERS & ORAL HEALTH
COGNITIVE ISSUES & ORAL HEALTH
DEPRESSION & ORAL HEALTH
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*
The Health First Colorado adult dental benefit is $1,500 per fiscal year.

Benefit covers a variety of preventive and restorative services.

Dentures and Emergency care are covered outside of the annual benefit & don’t count against that benefit.
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)
MEMBER SUPPORT
Member Portal:
- Print ID cards
- Get benefit summary and history
- Find providers
- Access benefit handbook

24/7 account access

memberaccess.dentaquest.com
Member Services Support Center

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

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

Hours: 8:00 am-5:00 pm MST
Locating a Provider and Making an Appointment

• Members can locate a dental provider by calling DentaQuest member services or on the Find a Dentist tool at www.DentaQuest.com/Colorado

• Dental office should check for eligibility when the member calls to schedule an appointment. Members may be charged for services if they are not eligible.

• For Non-Emergent Medical Transportation (NEMT) contact IntelliRide (855) 489-4999/TDD state relay: 711 or hcpf.colorado.gov/nemtlist
HOW CAN I PROMOTE GOOD ORAL HEALTH?

✓ Schedule a staff training with DentaQuest

✓ Post oral health and benefit information provided by DentaQuest on social media and in newsletters

✓ Share oral health educational materials with members

✓ Include oral health questions on intake forms and refer clients to oral health providers
Questions?

Sarony Young
720-295-8130
sarony.young@dentaquest.com

Jessica Jensen, RDH
719-318-4051
jessica.jensen@dentaquest.com