THE ORAL HEALTH & MENTAL HEALTH CONNECTION DentaQuest

Today's discussion:

DentaQuest's role in Colorado

Health First Colorado & CHP+ dental benefits

The importance of oral health

The physical, behavioral and oral health connection

Member education, tools and supports



WHO IS DENTAQUESTP

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



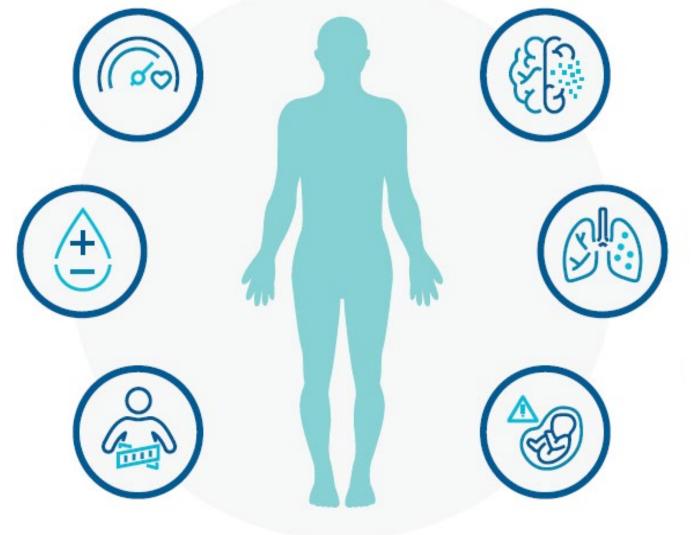
Only 28% of individuals living in poverty utilized dental services compared to 55% of high-income families.



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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Oral Health & Behavioral Health are Connected





EATING DISORDERS & ORAL HEALTH

Denta**Quest**.**

COGNITIVE ISSUES & 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

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.

memberaccess.dentaquest.com



All of your dental information in one place -Check your benefits Get help when you need it Download your ID card - Search for a dentist Ready to register? Already have an account? It's easy to manage your dental coverage. Just use our Use your secure sign in to access your account. Once secure member website. Get started by creating an account. you're there, you'll find all sorts of useful information to All you need is Internet access and e-mail. manage your coverage. Create an account Sign in More Information

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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 <u>www.DentaQuest.com/Colorado</u>
- 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?

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