

The Delta Dental of Colorado

UPDATE

Quarterly newsletter for providers

SPRING 2017

CHP+ REVALIDATION: FINAL NOTICE

Claims Will No Longer Be Processed for Providers Who Have Not Started Revalidation

As previously mentioned, the Colorado Department of Health Care Policy & Financing's (HCPF) Health First Colorado (Colorado's Medicaid program) and Child Health Plan Plus (CHP+) revalidation went live on March 1, 2017. **If you have not revalidated with HCPF by now, Delta Dental of Colorado will no longer be able to process and pay claims submitted for children in the CHP+ program.**

If you want to continue to see CHP+ patients, you need to revalidate with the state immediately. The federal government requires all providers who treat CHP+ children be actively enrolled with the state in order to receive payment. Please keep in mind this does not mandate you to participate with Medicaid, and your agreement with DDCO is still the governing contract that manages your claims and payments for services.

The enrollment process requires complete information to be submitted in the online tool and takes approximately four to six weeks to complete. Once you have begun the enrollment process, contact us so we can keep you on a provisional list of providers until you have been officially approved. The state's online provider enrollment tool can be accessed at <https://www.colorado.gov/hcpf/provider-enrollment>. For more information about the process itself, you can go to the provider resource page at <https://www.colorado.gov/hcpf/provider-resources>.

If you have any questions about revalidation or enrollment, contact the state's help desk at COProviderEnrollment@HPE.com.



IN THIS ISSUE

- 2 | Brighter Schedule
- 2 | Dentalytics
- 3 | Gift to Community Colleges
- 3 | New to the Network
- 4 | 2017 Classes & Seminars
- 4 | National EFT Reminder
- 4 | Facebook Live
- 5 | InnoDDS Labs
- 5 | Taking Blood Pressure
- 6 | Kids Making Healthy Choices

deltadentalco.com



NEW SCHEDULING TOOL FOR DENTISTS

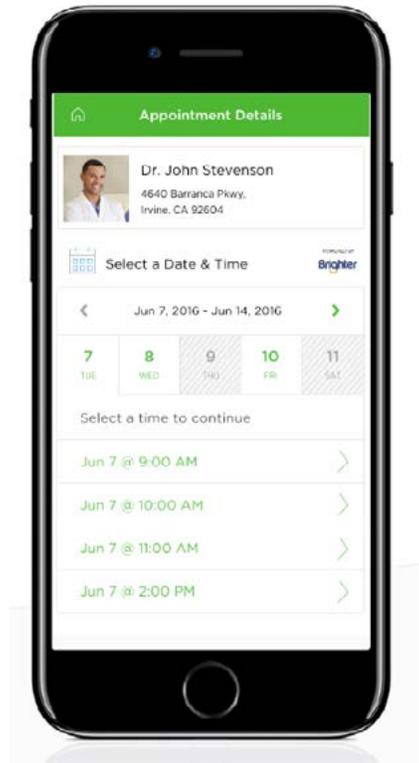
Brighter Brings Delta Dental Patients an Easier Way to Make Appointments

Delta Dental and Brighter are working together to connect patients and participating providers through the Delta Dental online directory. According to a recent Accenture study, **two out of three patients plan to schedule their appointments online**. Activate Brighter Schedule today **for free** and grow your practice!

An online scheduling tool like Brighter can:

- Increase the likelihood of being selected by new patients.
- Decrease no-shows and last-minute cancellations.
- Give patients the ability to request appointments 24/7.
- Reduce marketing and administrative costs.

It takes less than five minutes to activate Brighter Schedule. This tool is already available to our patients on our mobile app, and it will be available on our website this summer. Simply visit brighter.com/deltadental or call 1-888-300-4742 and we'll get you up and running!



DENTALYTICS REMINDER

Don't Miss Your Chance to Use this Free Tool to Elevate Your Practice

WhiteCloud™ Dentytics™, our Delta Dental proprietary Web-based tool that can help you track the preventive care of your patients (based on the Dental Quality Alliance of the American Dental Association), is available to you at no cost.

Dentytics may assist in increasing visits to your practice and improve the oral health of your patients. This tool can enhance how you track the preventive care of your patients, so you can get them into your office for necessary ADA-recommended care. The video to the left has more information about how Dentytics can work for you and your practice.



If you have any questions, contact your **network management representative**. You can also call us at 303-889-8677 or email us at profservices677@ddpco.com.

Once you're ready to start using Dentytics, just contact network management to register.

\$1.5-MILLION GIFT TO CCCS DENTAL HYGIENE PROGRAMS

Investment Helping to Develop Future Public Health Leaders

Through the company's community benefit program, Delta Dental of Colorado made a \$1.5-million gift to support the dental hygiene programs offered by the Colorado Community College System. Delta Dental of Colorado CEO Helen Drexler made the announcement as the keynote speaker at the Phi Theta Kappa luncheon to honor the highest-achieving students at CCCS colleges.

The gift will provide student scholarships, faculty support, and funding for state-of-the-art equipment acquisition. The gift aims to advance the field of dental hygiene in Colorado by:

- Attracting and retaining top faculty to work in high-quality educational facilities and programs;
- Ensuring programs have current equipment, technology and supplies to foster a learning environment centered on evidence-based dental care; and
- Providing scholarships for dental hygiene students, prioritizing students who are committed to career paths in public health or community clinics, education, and/or rural communities.

"We are proud to invest in these dental hygiene programs that play such a key role in developing future public health leaders," said Drexler. "Working with CCCS, we feel we can make a tremendous impact preparing students for careers in dental hygiene, especially in rural and underserved communities."

CCCS is the state's largest system of higher education, serving more than 138,000 students annually. They do this at 13 colleges in 39 locations across Colorado. Dental hygiene programs are offered at Colorado Northwestern Community College in Rangely, the Community College of Denver, and Pueblo Community College. All three colleges offer associate of applied science degree programs in dental hygiene, and CCD and PCC also offer bachelor of applied science degree programs in dental hygiene.

Left to right: Adam Cermak, Executive Director of the Foundation for Colorado Community Colleges; Kathryn Albright, Vice Chair of the Foundation for Colorado Community Colleges; Helen Drexler, President & CEO of Delta Dental of Colorado; Dr. Nancy McCallin, President of the Colorado Community College System; Allison Cusick, Executive Director of the Delta Dental of Colorado Foundation; Dr. Russell Meyer, Chair of the State Board for Community Colleges and Occupational Education; and, Presley Askew, SBCCOE Liaison to the Foundation for Colorado Community Colleges.



WHO'S NEW TO THE NETWORK?

Our Provider Networks Keep Growing

Take a look to see the new providers in your area who have joined the Delta Dental of Colorado network recently. There is a [list of new providers](#) on our website on the Providers page under Resources. If you have any patients who are looking for a specialist (or a general dentist in another city), please refer them to a PPO provider to keep their out-of-pocket costs as low as possible and help them get the most out of their annual maximum.

2017 CLASSES & SEMINARS

Check the New Schedule & Sign Up Today

Delta Dental of Colorado offers free educational seminars and CPR classes to participating dentists and their office staff. Space is limited and registration is required. RSVP for classes and seminars at least ten days prior by calling 303-889-8677 or by completing the new [Educational Seminar and CPR Class Registration form](#).

- Dental office staff seminars provide timely and relevant information on what's new at Delta Dental of Colorado. All informational seminars take place on Fridays from 9 a.m. to noon.
- Orthodontic seminars provide relevant, ortho-focused information from Delta Dental of Colorado. These seminars take place from 9 a.m. to noon.
- Delta Dental of Colorado also offers free CPR courses. These classes are held on Fridays from 1 to 4 p.m.

Check out the class schedule online at deltadentalco.com/events.aspx. New classes are always being added. If you have any questions, please call 303-889-8677 or email profservices677@ddpco.com.

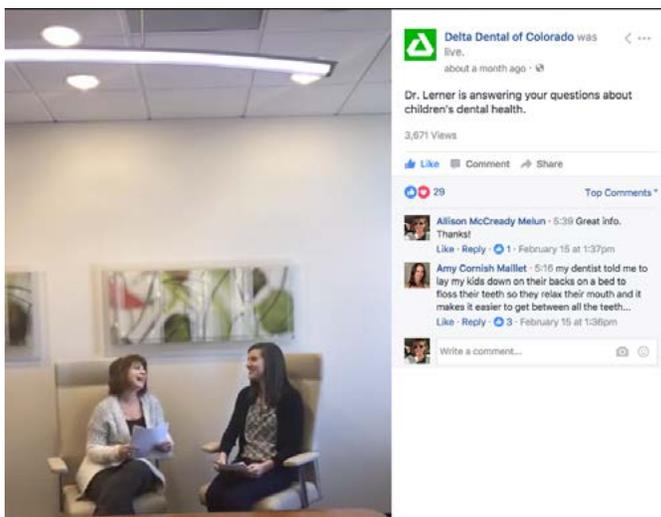
REMINDER: ELECTRONIC FUNDS TRANSFER

National EFT Now Available

Delta Dental is continually looking for opportunities to enhance and support our network providers participation with us. Please don't forget we have local and national EFT available so you can receive your payments quickly, safely, and securely! Please visit our [provider page at delatadentalco.com](#) or contact your network management specialist for additional information or questions.

NOW PLAYING ON FACEBOOK LIVE

DDCO's Dr. Lerner Answers Questions on Children's Oral Health



On February 15, Dr. Cheryl Lerner, vice president of network and clinical management, answered questions about children's oral health on Facebook Live. To view the full video, go to [our Facebook page](#). Watch for more Facebook Live chats coming soon.

Have you checked out [our Facebook page](#) lately? We've got educational infographics, informative blog posts, and event photos from around town. Feel free to link to any of our posts from your own Facebook page.

INNO|DDS LABS

A New Option with Competitive Costs & Experienced Technicians

InnoDDS is a full-service lab and milling center based in the United States. The decades of experience of the former private-practice lab technicians on staff means that you can count on them for the highest-quality products. They integrate technology with custom hand-crafted lab work for a full array of prostheses and services including state-of-the-art materials for cast partials, fixed restorations, and complete line of dentures. The shipping costs are minimal, the turnaround time is reasonable and reliable, the quality is top notch, and the care and attention to dentists is unmatched in the industry. The competitive pricing is scaled according to volume that a practice sends—you don't need to send cases overseas to get this pricing anymore!

InnoDDS does work with many Delta Dental providers across the country, and they also offer continuing education courses. Delta Dental of Colorado is currently exploring bringing some of those CE courses to our Denver, Colorado, offices, so watch the *Update* newsletter for more information in the coming months.

For more information, contact InnoDDS at 1-845-838-9100 or www.innodds.com.



THE IMPORTANCE OF BLOOD PRESSURE READINGS

Making Sure Dental Visits Focus on Whole Health

High blood pressure (hypertension) is one of the most prevalent—but frequently undiagnosed—conditions in the United States today. High blood pressure can put individuals at higher risk for heart attack, stroke, heart failure, and other serious health issues. Because high blood pressure is largely symptom-less, many people may not even be aware that they have it.



As a dental provider, when you take blood pressure readings during patient appointments, you're helping to make more people aware of a potentially dangerous condition. In addition, you'll have baseline readings recorded in patients' charts. If a patient's future reading is different, you'll be better able to determine if a visit to the physician should be recommended. Blood pressure readings taken in the dental setting are really part of a comprehensive and caring examination. Dental office visits for routine and restorative care generally happen more frequently than visits to the medical office. Patients can learn about their blood pressure levels and what they mean when they visit the dentist regularly. Hypertension can be a silent killer if the patient is unaware of their situation, but as a trusted dental care provider, you can give them the information they may need to take action.

COLORADO KIDS LEADING THE WAY WITH HEALTHY CHOICES

Students in the Westwood Neighborhood Advocate for "School Wellness"

Seventeen thousand people live within the 1.5 square-mile Westwood neighborhood in Denver. Compared to Denver overall, Westwood residents earn just over half the median household income. Almost half the residents lack a high school degree, and they have larger and more crowded households. Eighty-one percent of Westwood residents are Hispanic, and many are Spanish-only speakers.

In Westwood, there are a high percentage of families with children living below the poverty level. In 2010, 26% of Colorado children aged 1-14 years whose household income was at or below 250% of the federal poverty level had teeth in fair or poor condition. Westwood is home to 6,500 children, 39% of its residents. That's more than the 21% in Denver overall.

Asaph Quintana is one of these kids (**pictured in the video below**). He attends Mathematics & Science Leadership Academy (MSLA). His teacher, Ammon Lucero, partnered with Westwood Unidos on a "Passion Area." Their work inspired two student groups to advocate for school wellness at MSLA.

Students taste-tested fruit infused water. They wrote letters to the cafeteria staff asking them to serve water at meals. Student-approved salads were also added to the menu.

Fifth graders gained wellness leadership and advocacy training through the Photo Voice project. They identified healthy and unhealthy choices and environments in their every day spaces. Disposable cameras captured their findings.

Healthy changes in the school came from staff collaboration, as well as parent and student involvement. This method can be used anywhere to educate policymakers, lawmakers, and congress on issues and priorities.

Small policy choices like this create ripples that lead to healthier neighborhoods. The Delta Dental of Colorado Foundation approach goes well beyond behavior change and health literacy. It also focuses on systems and policy change. The activities in Westwood exemplify oral health public will building at its best. Let us know how we can help support your efforts to promote healthy environments by **contacting us**.



HOW ARE WE DOING?

The *Delta Dental Update* is designed to provide useful information for providers and staff. We would love to hear your ideas, suggestions, and comments. Simply email us at communications@ddpco.com.