Frequently Asked Questions for Contracted Independent Dental Hygienists

• **What is an Independent Dental Hygienist (IDH)?** A licensed hygienist in the state of Colorado who is not working under the employment of a dentist. He or she is practicing under their own TIN.

• **Why did Delta Dental of Colorado (DDCO) make this change?** DDCO supports the Colorado Dental Practice Act, which recognizes independent dental hygienists as eligible providers of dental services within the scope of their licensure.

• **Will this replace my current CHP+ Agreement?** Yes, once we receive the new signed agreement.

• **How do I participate in the DDCO network?**
  - Complete the PPO™ plus Premier Independent Dental Hygienist agreement
  - Submit required credentialing documents if you are a new provider to DDCO
  - Submit claims electronically
  - Receive payment via direct deposit

• **How do I use the DDCO Web-based tools?** If you need training on using any/all of our electronic tools, your provider relations representative can facilitate training over the phone or in person. Call 303-889-8677 or visit profservices677@ddpco.com to find out who your representative is.

• **How do I submit electronic claims?** You may use the DDCO website, a clearing house or a practice management system. There is no charge to submit claims through the Delta Dental of Colorado website (deltadentalco.com).

• **How do I see patient benefits and eligibility?** You can use the deltadentalco.com website or the automated fax-back service. If you need assistance or training on the website, please contact provider relations at 303-889-8677 or email profservices677@ddpco.com.

• **How do I know which codes I can bill?** Delta Dental of Colorado has provided a list of accepted codes on the IDH fee schedule. This can be found under the documents tab on our secure website.

• **How will I know if my patient is a Delta Dental of Colorado member?**
  Prior to seeing a new patient, please use the website to determine eligibility as well as if the patient is a Delta Dental of Colorado member. Follow the steps below to ensure success:
  1) Go to deltadentalco.com and log in to your secure portal
2) Enter subscriber ID, patient first name, and patient date of birth (DOB)
   a. If nothing appears, go to step 3
   b. If benefit information appears, this is a DDCO member
3) Go to the national website deltadental.com. This site asks for more
   information about the subscriber/patient but does not require specific spelling
   of name. It also verifies against other information on file.
   a. Enter same user name and password on the home page
   b. Click on Check Patient Benefits and Eligibility
   c. Enter all asterisked fields
   d. If patient is not subscriber, hit dependent button and enter first name
      and DOB
   e. Click Retrieve
   f. Scroll to the bottom of the report and you will see “Local Delta Dental
      Services for…(it will list the state)”
4) This will define the state the patient is covered under
5) As previously stated, the new contract only ensures participation and
   payments for members who have Delta Dental of Colorado

- **Will I be reimbursed by Delta Dental or will my patient still receive payment?** As a
  participating provider, reimbursement will be sent to you when you see a member
  enrolled in a Delta Dental of Colorado plan. Should you see a person who is enrolled in
  a Delta Dental plan from a member company outside of Colorado, you may or may not
  receive payment as a participating provider. Our provider relations team can facilitate
  training on best practices prior to delivering services.

- **Will I be recognized by out of state Delta Dentals as PPO/Premier provider with
  PPO reimbursement?** This is driven by the contract the member participates under.
  Previous contracts had stated that services must be rendered by a dentist. DDCO has
  amended our member contracts to support services provided by all licensed dental
  providers. Some member companies and/or states do not recognize independent dental
  hygienists as eligible dental service providers.

- **Can I remain as a non-participating provider with a signed CHP+ agreement?** Yes,
  but you may only treat CHP+ members.

- **I work as an independent hygienist at my own practice, and I also work at a dental
  office as an employee. Does this affect my status with DDCO as an independent
  hygienist?** No. When you work at a dental office as an employee, the treating dentist is
  listed on the claim as the treating provider, not the hygienist, and the claim is billed
  under that dentist.