

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 PPOSM 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.