

## **Verifying Eligibility for CHP+ Dental Services**

 Note: If you need to verify over the phone, call: 1-800-233-0860 or (303) 741-9300. You will need your Business Tax ID Number, dental hygienist provider NPI Number, dental hygienist provider name, Patient's DOB, Insurance ID Number or SSN, and correct spelling of first name.

## **STEP 1** - Is the patient's CHP+ dental coverage active? Follow these steps:

- You will need patient's DOB, Subscriber ID Number/SSN, correct spelling of first name. (or if they recently switched from Medicaid to CHP+ and you don't have this information, but you do have their Medicaid number, you can convert it per instructions in the tip below.)
- Login to website : http://www.deltadentalco.com/default.aspx
- Click on PROVIDER Login.

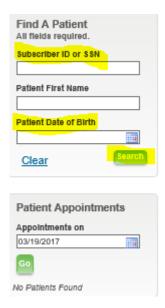


• Type in username and password then enter or click Sign In.





• Enter patient Subscriber ID or SSN and DOB, then click Search. You don't need to enter date on "Appointment on" this auto-populates with today's date (the day you are verifying eligibility).





TIP: If the patient does not have a Subscriber ID Number or SSN because they just recently switched from Medicaid to CHP+, but you have a Medicaid ID Number, you can convert it to a CHP+ Subscriber ID number. The CHP+ Subscriber ID is structured as follows:

- It always starts with the number 9.
- The Medicaid letter turns into a coordinating number:
  - o 1=A, 2=B, 3=C, and so forth. You can use the following chart to determine the appropriate number:

А	01	Н	08	0	15	V	22
В	02	T	09	Р	16	W	23
С	03	J	10	Q	17	Χ	24
D	04	K	11	R	18	Υ	25
E	05	L	12	S	19	Z	26
F	06	M	13	Т	20		
G	07	N	14	U	21		

- It is a 9 digit ID number in total.
- For example:
  - Medicaid ID number G123456 would be CHP+ Subscriber ID number 907123456; letter G is converted to a 7 because G is the 7<sup>th</sup> letter in the alphabet, and 0 is placed in front because one digit numbers have a 0 in front of them.
  - Medicaid ID number P123456 would be CHP+ Subscriber ID number 916123456;
     letter P is converted to 16 and since this is a two digit number, no 0 is needed.



- If the patient is found, then you know they are active and can move on to STEP 2.
- If the patient is not found,
  - Call the customer service number, 1-800-233-0860 or (303) 741-9300, and have them check. Sometimes the change of insurers is so recent that the website is wrong. Customer service will be able to give you accurate information. Then:
    - If customer service says the patient is active, then move forward to STEP 2.
    - If customer service says the patient is inactive, then STOP. They can't be seen today.

## STEP 2 - Check frequency eligibility/need: Can you see the patient yet? Does s/he need to be seen?

- Look at the patient's record as described in the screen below. Under "Next Available" you
  can see the date they are eligible for the associated procedure (so you don't have to figure
  out the date yourself).
- Look for next allowable cleaning.
  - If today is on or after the "Next Available" date for a cleaning, the patient can be seen for a cleaning today.
  - If today is before the available date, they cannot be seen for a cleaning/exam today, but you could schedule them for a future eligibility date.





Learn more at medicaldentalintegration.org