



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.

Username

Password

Remember Me

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).

Find A Patient
All fields required.

Subscriber ID or SSN

Patient First Name

Patient Date of Birth

[Clear](#) [Search](#)

Patient Appointments

Appointments on

[Go](#)

No Patients Found





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:
 - 1=A, 2=B, 3=C, and so forth. You can use the following chart to determine the appropriate number:

A	01	H	08	O	15	V	22
B	02	I	09	P	16	W	23
C	03	J	10	Q	17	X	24
D	04	K	11	R	18	Y	25
E	05	L	12	S	19	Z	26
F	06	M	13	T	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 7th 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.



Frequencies and Limits

Procedure	Frequency	Age Limit	Next Available
Oral Evaluations	Allowed 2 in 12 Months	None	03/19/2017
Limited Oral Evaluation (problem focused)	Benefit for D0140 included in frequency limit noted above for Oral Evaluations	None	Refer to Oral Evaluations
Full Mouth or Panoramic X-Rays	Allowed 1 in 60 Months	None	08/30/2021
Bitewing X-Rays	Allowed 1 in 12 Months	None	03/19/2017
Cleanings	Allowed 2 in 12 Months	None	03/19/2017
Fluoride Treatments	Allowed 2 in 12 Months	None	03/19/2017
Space Maintainer	Allowed 1 per Lifetime	0-13	T#/Quad Specific
Sealants	Allowed 1 in 36 Months	None	Tooth Specific



