## Dental Health Care Program for Low-Income Seniors

**Awarded Grantees FY2024-25** 

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#### Senior Dental Program

- Important Dates
- Eligibility
- Medicare Savings Programs
- Billing
- Annual Report
- Audits
- Colorado Indigent Care Program (CICP) and Hospital Discounted Care

#### Important Dates - Grant Year

- Fiscal Year (FY) 2024-25 grant start date is July 1, 2024
- No procedures for FY2024-25 should be completed prior to July 1<sup>st</sup>
  - If this does occur, the grantee will not receive payment for those procedures.

## Important Dates Reminder Medicare

- No procedures from FY 2023-24 may be billed past the June 2024 invoice with one exception
  - If a Client's procedure was billed to Medicare and the Grantee did not receive the statement back in time for the June invoice to bill the remaining amount to HCPF
  - If this should happen, the DOS should be used on the FY 2024-25 invoices and all paperwork should be uploaded into SharePoint with the invoice. This includes the paperwork showing when Medicare was billed and what Medicare paid

#### Important Dates - Invoices

#### Invoices

- are due by the 15<sup>th</sup> of the following month, unless the 15<sup>th</sup> falls on a weekend or if HCPF is closed, and it is then due the first prior workday
- The actual due dates for each month is listed in your contract for your convenience

# Important Dates - Annual Report

#### Grantee's Annual Report

 FY 2023-24 annual report is due to HCPF BY September 1, 2024

 HCPF's annual report is due to the General Assembly by November 1, 2024

### Eligibility - Age

- Must be 60 years of age or over
  - Must have a picture ID in the Client's file showing proof of their age
  - Please use the name and date of birth listed on the picture ID on your invoices as this will be checked when the file is audited

#### Eligibility - Medicaid

- A client can't be on or qualify for any Medicaid program that has dental benefits
- If the Client is 60 through 64, and they fall within the 138% FPG, they must have a denial letter from Health First Colorado showing they don't qualify.
  - >The following reasons cannot be used for the denial:
    - Did not apply for medical assistance;
    - Does not want medical assistance any longer; or
    - Did not submit requested documents

#### Eligibility - Income

- Income must be at or below 250% of the current FPG
- Client must not qualify or currently have Health First Colorado or Old Age Pension Medical
  - >The web portal MUST be checked on all Clients
  - >There must be a print screen of what the web portal shows in the Client's file
  - >It is suggested that the web portal is checked for each visit

#### CICP or HDC Cards

- If a Client has an UNEXPIRED Colorado Indigent Care Program (CICP) and/or Hospital Discounted care card, the Client automatically qualifies for the Senior Dental Program as long as they are 60 or over
- Ensure a copy of the unexpired CICP card is in the Client's file for auditing purposes.
  - Note: the CICP will be sunset effective June 30, 2025, and will no longer be available to use for eligibility purposes after this date

#### **CICP/HDC Cards**

Colorado Indigent Care Program (NOT Insurance)  Name: Rate: 0 Copay Cap: \$0  County Code: SSN: Begin Date: End Date:  Technician's Signature Phone	The following household members are covered under the FPL on the front of this card. (Those eligible for Health First CO are not listed) Name: SSN:
CICP Copays Due  Ambulatory Surgery Inpatient Hospital Physician Emergency Room Emergency Transportation Outpatient Hospital Specialty Outpatient Hospital	CICP Copays Due  Prescriptions Laboratory  Basic Radiology & Imaging  High-Level Radiology & Imaging
Hospital Discounted Care/CICP (NOT Insurance)  Name: Rate: 0 CICP Copay Cap: N/A HDC Facility: N/A HDC Phys.: N/A County Code: Begin Date: End Date:  Technician's Signature Phone	Name: Show this card any time you visit a hospital
CICP Copays Due  Ambulatory Surgery  Inpatient  Hospital Physician  Emergency Room	CICP Copays Due  Prescriptions Laboratory Basic Radiology & Imaging High-Level Radiology & Imaging



# Federally Qualified Health Center (FQHC) Cards

- FQHCs screen patients that are at or below 200% FPG
- These patients would also qualify for the SDP as long as they have an ID showing they are 60 or over

#### Lawful Presence

- Senate Bill (SB) 21-199 removed the requirement for individuals to prove lawful presence in the US to be eligible for state programs effective July 1, 2022.
  - Do NOT collect any information for purpose of lawful presence
- Seniors must still be a resident of Colorado to be eligible for the Senior Dental Program

# Other Health Programs That Qualify for the SDP

Medicare Savings Programs (MSP)	Description of Programs	FPG	Eligible for the SDP
Specified Low Income Medicare Beneficiary Program (SLMB)	State pays percentage of premium of Part B.	120%	Yes
Qualified Individual Program (QI1)	Does not qualify for any Medicaid program: state pays Part B premium.	120%-135%	Yes
Qualified Medicare Beneficiary Program (QMB)	State pays for Part A and B premiums and Medicare deductibles, coinsurance, and copays	100%	Yes
Qualified Disabled and Working Individual (QDWI)	State pays for Medicare Part A premium.	\$2,450 Individual income & \$3,306 Married	No
*Medicare/Medicaid QMB (Dual Eligible)	65 years or older, or disabled, status under Social Security or Railroad Retirement assistance with Medicare premiums and out of pocket Medicaid expenses.	100%	No

## Medicare Advantage Plans Programs (MAPs)

- If the Client has a MAP, a copy of their MAP card should be put into the Client's file.
- If the dental insurance is through the Client's MAP they still qualify for the SDP.
- If the Client has *extra* dental insurance purchased through a supplemental, they do not qualify for the SDP.

#### Billing and MAPs

- If the Grantee can bill the current MAP insurance, they must do so
  - >The insurance company must be billed prior to billing the SDP
  - ➤The grantee should wait until notified by insurance company what has been paid prior to billing the SDP

### Billing and MAPs

• If the Grantee does not have a current contract with that specific insurance company, they do not have to bill the insurance and can bill the SDP.

### Billing MAPs Continued

- If the Grantee "farms" out the dental work and the Qualified Provider can bill the current MAP insurance company, they must do so before the SDP is billed
- If the Qualified Provider is not able to bill the current MAP insurance company, they do not need to bill and can bill the SDP.

## Reasonable Screening for Income

- The Client's income must be at or below 250% of the most current FPG
- Grantees can use their current income screening forms
- Ensure copies of the documents you use for proof of income are in the Client's file for auditing purposes

### Self Declaring Income

- Clients may self-declare their income
  - CAUTION some Clients use this to get on the program when they don't qualify
    - ➤ Have the Client sign a statement indicating what they make and are aware that any false information is considered fraud and is subject to full repayment of services if found they don't qualify for the program





### Billing

- Invoices are due by the 15<sup>th</sup> of the following month, unless it falls on a weekend or holiday and it is then due the previous workday
- The SDP will pay no more than Max Program Payment listed on the fee schedule

 It is up to the Grantee if a co-payment will be charged, but can't be more than what is listed on the fee schedule

### Billing

 Covered procedures must be completed before billing the SDP

It is up to the Grantee if they will bill the 7% administrative fee

#### **Billing Continued**

- All Grantees must bill the insurance of the MAP if they can do so PRIOR to billing the SDP
  - Payment must be received by the grantee before billing the SDP so there is not overbilling
- If the Grantee sends the Clients to other providers, and those providers can bill the insurance of the MAP, they must do so PRIOR to the Grantee billing the SDP

#### Billing Across Fiscal Years

 If you forgot to put a procedure on a June invoice and realize it in the next fiscal year, you CANNOT bill for that procedure unless it is part of a MAP

## MAP Billing Crossing Fiscal Years

- If a Grantee bills an insurance in FY 2023-24 and finds out in FY 2024-25 that it didn't pay the full procedure amount, the Grantee may bill the SDP
  - >When the procedure is billed on the invoice for a previous FY procedure, the Grantee must also upload into SharePoint the billing to the insurance showing when it was billed and showing the response from the insurance company before payment will be made

#### Monthly Invoices

- If the monthly invoices are not fully filled out, they will be rejected, and you will be asked to fill in the missing information and resubmit
- If there is incorrect information or duplicate information on procedures entered, the procedures will be removed from the invoice and the Grantee will be notified and the new invoice amount will be given

#### Monthly Invoices - Names

- The grantee should obtain the client's name from their ID used for proof of age
- If a client's name does not match what has been previously submitted by the grantee, all procedures will be removed from the invoice
  - If the name we have in the system is incorrect, send an email with the correct name and our records will be corrected and you may then rebill on the next month's invoice

## Monthly Invoices - Date of Birth

- The grantee should obtain the client's DOB from their ID used for proof of age
- If a client's DOB does not match what has been previously submitted by the grantee, all procedures will be removed from the invoice
  - If the DOB we have in the system is incorrect, send an email with the correct DOB and our records will be corrected and you may then rebill on the next month's invoice

#### **Excel Workbook**

- The SDP will only accept the billing on the Excel worksheet, and it must be uploaded through SharePoint
- If a new employee starts the Grantee must contact Alondra at <u>Alondra.YanezSanchez@state.co.us</u> to obtain access
- If there is an employee that has left, the Grantee can also let Alondra know of the access that needs to be removed





### SDP Annual Report

- An SDP Annual Report must be submitted every fiscal year by September 1st
- The report must be in the format specified by HCPF and will include information for the July 1st through June 30th grant period

### SDP Annual Report

- A large amount of information needed for the report will be retrieved from the monthly invoices submitted by the Grantees
- The Department will contact Grantees to let them know what other information will be required for the annual report





#### **Audits**

- Audits and spot-audits will be performed at random times throughout the year, HCPF will randomly select Client files for each Grantee
- All files selected will be reviewed to ensure they were not part of Health First Colorado during the time of service

#### **Audits - Immediate Dentures**

- Clients that receive immediate dentures are automatically added to the audit list
- All Clients that receive immediate dentures must be given the Informed Consent for Immediate Denture Form
  - It must be signed by both the Client and the dentist and be kept in the Client's file

#### **Audit Elements**

Items HCPF looks for include, but are not limited to:

- Billing ledger matches the invoice submitted
- Proof of age
- Submitting invoices prior to the procedures being completed
- Client Co-payments
- Accurate Client information (DOB/middle initials)
- Signed Immediate Dentures form, if applicable

#### **Corrective Action Plans**

Grantees with findings will be issued a Corrective Action Plan (CAP) and required to submit the following:

 Signed CAP form addressing the findings, how the internal controls will be changed to avoid these errors, and the date of implementation of the new internal controls

# Required Repayments to HCPF

Grantees will be required to submit repayment to HCPF for the following audit findings:

- Double billed procedures
- Procedures billed on invoice but not showing on patient's internal ledger
- No proof of age or not 60 or above
- No proof of income or above the 250% FPG

# Required Repayments to Clients

Grantees will be required to submit repayment to clients for the following audit findings:

- Client was charged a co-payment that was over the max copayment amount
  - Proof of this repayment will need to be submitted to HCPF

#### Client Documents Review

- Unexpired CICP/HDC card
- Proof of age (ID, Passport, SNAP card, etc.)
- HCPF web portal verification document
- MAP cards
- Proof of Income
- Grantee ledger with billed procedures

#### Web Portal

 The Department web portal verification form. All other web portal eligibility forms will not be accepted for FY 23-24.

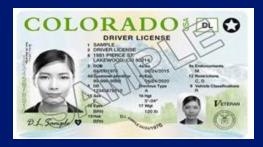
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#### HDC/CICP Cards and IDs

- *Unexpired* CICP or HCD (Hospital Discounted Care) card. The Client automatically qualifies for the Senior Dental Program if they are 60 and over.
- Photo ID to verify age

Hospital Discounted Care/CICP  Name: (NOT Insurance)  Rate: 0 CICP Copay Cap: N/A HDC Fadity: N/A HDC Phys.: N/A Begin Date: End Date:  Technician's Signature Phone	Name: Show this card any time you visit a hospital
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Technician's Signature Phone	Show this card any time you visit a CICP Provider
CECP Copays Due  Ambulatory Surgery  Separate  Hospital System  Hospital System  Emergency Room  Emergency Room  Outpresent Hospital	CICP Copays Due Prescriptions Basic Radiology & Dreging High-Level Radiology & Imaging
Specialty Outpatient Hospital	



#### Insurance Cards

- Medicare Card (if applicable)
- Medical Advantage Plan (MAP) cards
- MAP Fee schedule (if available)



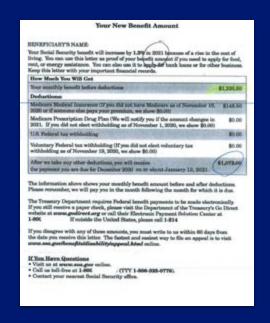






#### Income Documentation

- Social Security award letter or Bank Statement
- Signed Client self-declared income form

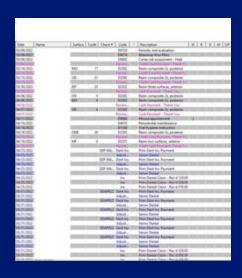


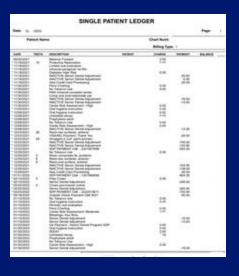




### Ledgers

- Procedure ledger (must include service date, procedure codes, tooth #'s, surfaces, quadrants, amounts and co-payments)
- Records should match what has been billed to HCPF



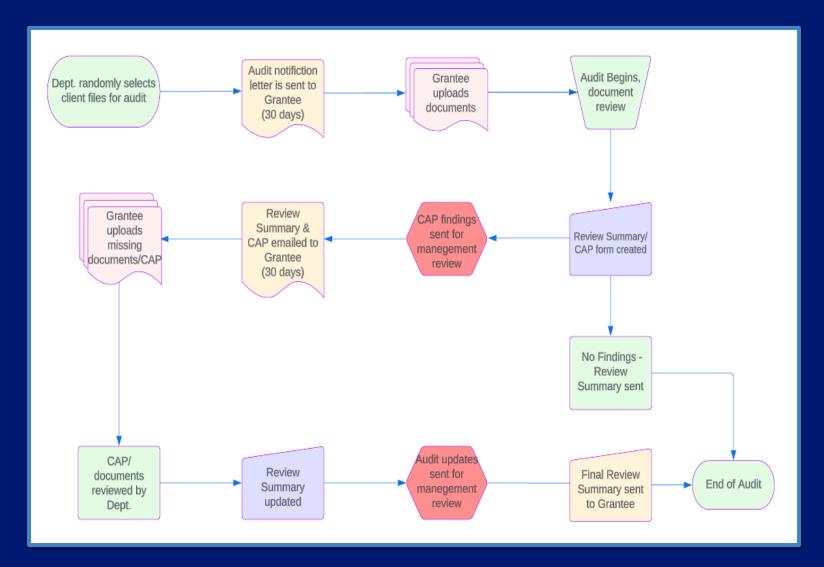




#### **Undocumented Clients**

- Only qualify for Emergency Medicaid no denial letter is needed. Please note reason why they won't qualify on file.
- If a Client is not on CICP/HDC and cannot provide proof of age due to their documentation having been confiscated, approval by HCPF is needed. This is done on a case-by-case basis.
- Send an email to Alondra with Client details for approval.

#### **Audits Process Flowchart**







### Colorado Indigent Care Program (CICP) and Hospital Discount Care (HDC)

- CICP is a discount program, not insurance
  - https://hcpf.colorado.gov/colorado-indigentcare-program
- HDC is a new law that started in September 2022 that provides protections for lowincome individuals related to how much they can be charged for hospital services
  - https://hcpf.colorado.gov/colorado-hospitaldiscounted-care

#### **Contact Information**

Alondra Yanez Sanchez Senior Dental Program Assistant

<u>Alondra.yanezsanchez@state.co.us</u>

Taryn Graf

State Programs Work Lead

Taryn.graf@state.co.us

Chandra Vital

State Programs Unit Manager

Chandra.vital@state.co.us

#### Website Links

Grantee Website that contains all forms, application, rules, etc.

https://hcpf.colorado.gov/colorado-dental-health-care-program-low-income-seniors-0

Client website that contains services, fee schedule, etc.

https://hcpf.colorado.gov/colorado-dental-health-care-program-low-income-seniors

## Thank you!