



# Smiles For Children<sup>SM</sup>

*Improving Dental Care for Children and Adults*

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# Dental Benefits Update

- Established in 2005, *Smiles For Children (SFC)* is the Virginia dental program was designed to improve access to high quality dental services for children, enrolled in Medicaid and FAMIS
- Pediatric dental package is comprehensive and includes preventive, restorative and orthodontia services
- Dental services are not in MCOs but administered by **DentaQuest**
- DentaQuest provides member services, provider networks, claims payments, outreach and education
- Our pediatric program is named in the top 10 in country
- We added pregnant women services on March 1 2015 and also received acclaim

# Smiles For Children Data

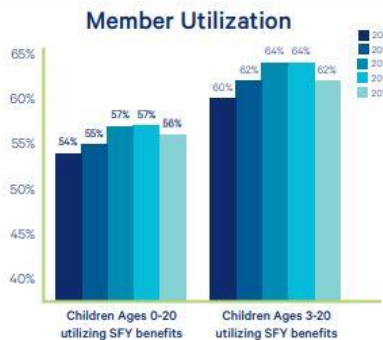
## VIRGINIA'S MEDICAID SMILES FOR CHILDREN PROGRAM



Virginia's **Smiles For Children** (SFC) Medicaid dental program is recognized as one of the top oral health programs in the country. Children, 20 years of age and younger, enrolled in SFC receive comprehensive dental benefits. Expanded dental benefits are also provided to adult pregnant women enrolled in Medicaid and FAMIS MOMS. Limited dental benefits are provided for Medicaid members over age 21.

DentaQuest serves as the Dental Benefits Administrator for the **Smiles For Children** program.

Virginia's **Smiles For Children** program provides benefits for over **1 MILLION** Virginians



### Percent Medicaid & CHIP Enrollees Ages 2-21 Who Received a Dental Visit in 2016



Data is in accordance with HEDIS technical specifications. HEDIS® is a registered trademark of NCDIA.

SFY 2019 vs. SFY 2018: **13,800+** more children, ages 0-20, received dental care

**70%** Children (ages 6-9) UTILIZED SERVICES AT THE HIGHEST RATE of all age groupings in SFY 2019

In an effort to reach children who had not had a dental visit in the past year, DentaQuest initiated a Calling Campaign to **Smiles For Children** members.



In November 2018, the robocall campaign reached out to over **100,000** members with no dental visit the previous year.

Over **61,000** members were reached by this campaign **28,400** visited the dentist after one call

This resulted in a **45%** SUCCESS RATE



In SFY 2019, DMAS worked closely with the American Dental Association's Health Policy Institute (HPI) in conducting a mystery shopper initiative to ascertain wait times for **Smiles For Children** members in making an appointment with a dental provider.

The survey results were overwhelmingly positive



The Virginia mystery shopper results are consistent with other high performing Medicaid states like Connecticut. There is still room for improvement. There are some areas, e.g. Southside Virginia, where there are fewer dental providers, and of those, few who participate in the **Smiles For Children** program.



Children under age 3 receiving fluoride varnish by non-dental providers

**↑39%**  
2016 to 2019

(Source: GA Report 2019)

Number of non-dental providers submitting claims for fluoride varnish application

**↑85%**  
2016 to 2019

(Source: GA Report 2019)

### PROVIDER SATISFACTION



Providers continued to rate the **Smiles For Children** program highly. Satisfaction was high with 88% of providers satisfied.

**97%** of providers plan to continue participating in the **Smiles For Children** program network next year.

**96%** believed DentaQuest was as good as or better than competitor dental insurance carriers.

**34%** of the state's practicing dentists participate in the **Smiles For Children** network.

### MEMBER SATISFACTION



Satisfaction continued to be very high with the dentist, dental care received, and the **Smiles For Children** program.

**86%** had a dentist they went to for check-ups, cleanings or tooth pain.

**71%** believed their/their child's oral health was very good or good.

**91%** felt the dentist/staff did everything they could to make them feel comfortable.



# A Healthy Body Starts With A Healthy Mouth

## IMPACTS BEYOND THE MOUTH

Growing evidence connects a healthy mouth with a healthy body. Here are some examples showing why oral health is about much more than a smile:

### High Blood Pressure

- Putting off dental care during early adulthood is linked to an increased risk of having high blood pressure.<sup>1</sup>
- Patients with gum disease are less likely to keep their blood pressure under control with medication than are those with good oral health.<sup>2</sup>

### Diabetes

- Untreated gum disease makes it harder for people with diabetes to manage their blood glucose levels.<sup>3</sup>
- Diabetes raises the risk of developing gum disease by 86%.<sup>4</sup>

### Obesity

- Brushing teeth no more than once per day was linked with the development of obesity.<sup>5</sup>
- Frequent consumption of sugar-sweetened drinks raises the risk of both obesity<sup>6</sup> and tooth decay among children<sup>7</sup> and adults.<sup>8</sup>



### Dementia

- Having 10 years of chronic gum disease (periodontitis) was associated with a higher risk of developing Alzheimer's disease.<sup>9</sup>
- Researchers report that uncontrolled periodontal disease "could trigger or exacerbate" the neuroinflammatory phenomenon seen in Alzheimer's disease.<sup>10</sup>

### Respiratory Health

- Research shows that improving oral hygiene among medically fragile seniors can reduce the death rate from aspiration pneumonia.<sup>11</sup>
- Patients with ventilator-associated pneumonia (VAP) who engaged in regular toothbrushing spent significantly less time on mechanical ventilation than other VAP patients.<sup>12</sup>
- Improving veterans' oral hygiene reduced the incidence of hospital-acquired pneumonia (HAP) by 92%, preventing about 136 HAP cases and saving 24 lives.<sup>13</sup>

### Adverse Birth Outcomes

- Gum disease among pregnant women is associated with preterm births, low birthweight babies and preeclampsia, a pregnancy complication that can cause organ damage and can be fatal.<sup>14</sup>

**DentaQuest.**  
Partnership  
for Oral Health Advancement.

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# Dental Benefits Update

- As we expanded Medicaid, the #1 requested service was dental
- Governor Northam and General Assembly supported the request

And

**On July 1 ,2021 we implemented Adult dental services for 750,000 Medicaid and FAMIS members**

# Adult Dental Benefits Update

Dr. Zachary Hairston, DDS  
DMAS Dental Consultant



## Prevention & Education

- Strong Periodontal goals
- Up to 3 cleanings / year / medical necessity



## Build around what is salvageable

- Restorations that support longevity
- Extractions / remove what works against long term success



## Periodontal Maintenance

- Gingival Health, Gingivectomy, Scaling/ Root Planing
- Dentures, Partials with time

# Mantra for Adult Dental



# Mantra for Adult Dental

- Prevention and Education
  - Strong Periodontal goals
  - Up to 3 cleanings / year / medical necessity
  
- Build around what is salvageable
  - Restorations that support longevity
  - Extractions / remove what works against long term success
  
- Periodontal Maintenance
  - Gingival Health, Gingivectomy, Scaling/ Root Planing
  - Prosthetics (Dentures, Partials with time)

# Three Cleanings / Year

- Important to reacquaint members to proper healthcare
- Refocus/recognize the very important role of Dental Hygienists
- Well spent money for exam / cleaning / so much discovery occurs
- As patients become more senior, basic and simple is requested more
- Regular cleanings can be interceptive for bigger problems
- 3 times is member friendly for hyper sensitive gingival tissue
- Frequency allows for increased OHI, education, monitoring and guidance
- The foundation of all other procedures dentists perform, restorations, dentures, partials will have greater function and outcome

# Adult Dental 2021- Highlights

- ❑ Comprehensive benefits began July 1, 2021
- ❑ Three (3) benefit coverage plans (SFC, PGW, Adult)
- ❑ All specialty procedures are represented except Orthodontics
- ❑ There is no annual maximum dollar amount per member
- ❑ Coverage continues year to year while member is enrolled in Medicaid
- ❑ Procedures started while covered under the SFC or Pregnant Women (PGW) program will transition to Adult Medicaid and offer seamless completion of services if Adult Medicaid eligibility is met

# Adult Dental 2021- Benefit Coverage Chart

Specialty Area	Description	Services Covered	Limitations
Diagnostic and Preventive Care	Services that are used to detect and recognize caries and periodontal disease. Up to three routine cleanings may be permissible	Exams, Routine Cleanings, X-rays	<ul style="list-style-type: none"> <li>Non routine X-rays such as imaging and cone beam technology would require prior authorization</li> </ul>
Restorative Care	Specialty allows dentists to restore teeth to proper function	Fillings and Crowns	<ul style="list-style-type: none"> <li>Crowns are covered when a root canal is done while member is under the adult dental program</li> <li>Bridges</li> </ul>
Endodontics	Specialty allows dentists to perform root canals on teeth that have sound below the gum structure (root) yet the above gum structure is compromised (decay or trauma)	Root Canals Pulpal Debridement	<ul style="list-style-type: none"> <li>Endodontic retreatment and surgical procedures that have a questionable success rate</li> </ul>
Periodontics	Specialty focuses on keeping gums and the bone below the gums healthy.	Scaling and Root Planing Gingivectomies Periodontal Maintenance Procedures	<ul style="list-style-type: none"> <li>Periodontal flap procedures, crown lengthening procedures, bone replacement grafts</li> </ul>
Dentures and Partials	Specialty focuses on replacing teeth with removal appliances	Dentures, Partials, and Repair procedures	<ul style="list-style-type: none"> <li>Partials are covered as a part of a definitive treatment plan</li> </ul>
Oral Surgery	Specialty routinely extracts teeth and performs extractions requiring surgical methods such as removing bone.	Extractions Alveoplasty	<ul style="list-style-type: none"> <li>Non-tooth extraction procedures</li> <li>Surgery necessitated by trauma</li> <li>Implants</li> </ul>
Adjunctive General Services	<ul style="list-style-type: none"> <li>This area while not a specialty is important in that it allows coding for anesthesia services and many other dental procedures not listed elsewhere.</li> <li>Behavior Management</li> </ul>	<p>Anesthesia Services</p> <p>Allow in instances where adult members present with handicapping conditions. Not to be used solely for the management of dental fear/anxiety</p>	<ul style="list-style-type: none"> <li>Non anesthesia services may require prior authorization</li> <li>Up to 5 times per member/per year/per location. Narrative indicating specific measures/staffing required. Prepayment review.</li> </ul>

# Adult Dental Benefit Update

Daniel Plain

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# Adult Dental Benefits Update

- Builds on Medicaid Expansion
- Good Oral Health = Good Overall Health and Well Being
- Collaboration with Many Groups
- Stakeholder, Provider and Member Engagement
- New Populations
- New Providers (Free Clinics, FQHCs)
- Implementation Overview

# Adult Dental Benefits Update: Implementation Jan-July

- Dedicated DMAS Implementation Team-Cross Agency Representation and Stakeholders
- External Collaboration
  - Virginia Health Catalyst
  - Virginia Dental Association
  - Hospital and Healthcare Association
  - Dental Advisory Committee (DAC)
  - DentaQuest
  - Hired External Consultant for Network Development
  - MCOs

# Adult Dental Benefit Update: Member Communications

- Direct Member Communications
- Enrollment Broker, Cover VA and DMAS Helpline Training
- Local DSS Training
- Social Media
- Press Release
- Virginia Health Catalyst
- Media Engagement
- Governor Northam Press Conference
- Engagement of Hospital Systems and Other Key Providers



# Adult Dental Benefit Update: Go Live July 1

- Adults Are Accessing Services
  - Routine and Preventive
  - Restorative
- Weekly Utilization is Increasing
- 75% of Participating Dentists Are Seeing Adults
- Provider Recruitment
  - 60 New Dentists Added Since July 1 in all Regions
  - 19 New Dentists Currently in Credentialing
  - FQHCs and Free Clinics Seeing Adults

# Adult Dental Benefit Update

- Preparing For An Appointment
  - Contact [www.DentaQuest.com](http://www.DentaQuest.com) 1-888-912-3456 for help finding a dentist
  - Make an appointment with the dentists you choose
  - Appointment availability for routine check ups for new patients may take 2-8 weeks

# How Members Can Find A Dentist, Ask Questions About The New Adult Dental Benefits, and Get Help

- [www.dentaquest.com](http://www.dentaquest.com)
  - Click Members: Virginia: Find A Dentist
  - Call 1-888-912-3456 for live assistance and/or help finding dentists who serve special needs members or if interpreter services are needed

YouTube Video in Development

**DentaQuest**<sup>®</sup>



# QUESTIONS

