Virginia’s Smiles For Children 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.

**Member Utilization**

<table>
<thead>
<tr>
<th>Year</th>
<th>Children Ages 0-20</th>
<th>Children Ages 3-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>54%</td>
<td>60%</td>
</tr>
<tr>
<td>2016</td>
<td>55%</td>
<td>62%</td>
</tr>
<tr>
<td>2017</td>
<td>57%</td>
<td>64%</td>
</tr>
<tr>
<td>2018</td>
<td>57%</td>
<td>64%</td>
</tr>
<tr>
<td>2019</td>
<td>56%</td>
<td>62%</td>
</tr>
</tbody>
</table>

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

- 90th Percentile: 69.29%
- Virginia Average: 65.41%
- National Average: 55.79%

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

**SFY 2019 vs. SFY 2018:**

- **13,800+** more children, ages 0-20, received dental care
- **70%** 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, and **28,400** visited the dentist after one call.

This resulted in a **45%** success rate.

Children (ages 6-9) utilized services at the highest rate of all age groupings in SFY 2019.
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

- 81.6% of Smiles For Children
- 85.2% of Private coverage

The Virginia mystery shopper results are consistent with other high performing Medicaid states like Connecticut. There is still room for improvement.

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

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

- ↑85% 2016 to 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.