Dental Benefits Update

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Daniel Plain
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• Established in 2005, *Smiles For Children (SFC)* is the Virginia dental program 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 best 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 in Medicaid and Medicaid SCHIP. Limited dental benefits are provided for Medicaid members age 21.

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

**Member Utilization**

<table>
<thead>
<tr>
<th>Member Utilization</th>
<th>Percent Medicaid &amp; CHIP Enrollees Ages 2-21 Who Received a Dental Visit in 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children Ages 5-10 utilizing SFV benefits</td>
<td>Children Ages 5-10 utilizing SFV benefits</td>
</tr>
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</table>

**SFY 2019 vs. SFY 2018:**

- **SFY 2019:** 13,800+ more children, ages 0-20, received dental care
- **SFY 2018:** 70%

**Children (ages 6-11) utilizing SFV benefits**

- **39%**

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

- **85%**

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

- **85%**

**Provider Satisfaction**

- Providers continued to rate the Smiles For Children program highly. Satisfaction was high with 86% of providers satisfied.
- 97% of providers plan to continue participating in the Smiles For Children program next year.
- Dental program was as good or better than competitor dental insurance carriers.

**Member Satisfaction**

- Satisfaction continued to be very high with the dentist, dental care received, and the Smiles For Children program.
- 91% felt the dentist and staff did everything they could to make them feel comfortable.

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

The survey results were overwhelmingly positive:

- 81.6% Smiles For Children
- 85.2% Private practices

There were some areas, e.g. Southside Virginia where there are fewer dental providers, and of those few who participate in the Smiles For Children program.
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.1
- Patients with gum disease are less likely to keep their blood pressure under control with medication than are those with good oral health.2

**Diabetes**
- Untreated gum disease makes it harder for people with diabetes to manage their blood glucose levels.3
- Diabetes raises the risk of developing gum disease by 90%.4

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

**Dementia**
- Having 10 years of chronic gum disease (periodontitis) was associated with a higher risk of developing Alzheimer’s disease.7
- Researchers report that uncontrolled periodontal disease could trigger or exacerbate the neuroinflammatory phenomenon seen in Alzheimer’s disease.8

**Respiratory Health**
- Research shows that improving oral hygiene among medically fragile seniors can reduce the death rate from aspiration pneumonia.9
- Patients with ventilator-associated pneumonia (VAP) who engaged in regular toothbrushing spent significantly less time on mechanical ventilation than other VAP patients.10
- Improving veterans’ oral hygiene reduced the incidence of hospital-acquired pneumonia (HAP) by 92%, preventing about 156 HAP cases and saving 21 lives.11

**Adverse Birth Outcomes**
- Gum disease among pregnant women is associated with preterm births, low birthweight babies and pre eclampsia, a pregnancy complication that can cause organ damage and can be fatal.12

**SOURCES**

**SUGGESTED CITATION:**

**DentaQuest Partnership for Oral Health Advancement**

955 Hammond Drive, Suite 500, Atlanta, GA 30339

www.dentaquest.com/oralhealthadvancement

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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
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
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
<table>
<thead>
<tr>
<th>Specialty Area</th>
<th>Description</th>
<th>Services Covered</th>
<th>Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnostic and Preventive Care</td>
<td>Services that are used to detect and recognize caries and periodontal disease. Up to three routine cleanings may be permissible</td>
<td>Exams, Routine Cleanings, X-rays</td>
<td>• Non routine X-rays such as imaging and cone beam technology would require prior authorization</td>
</tr>
<tr>
<td>Restorative Care</td>
<td>Specialty allows dentists to restore teeth to proper function</td>
<td>Fillings and Crowns</td>
<td>• Crowns are covered when a root canal is done while member is under the adult dental program</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Bridges</td>
</tr>
<tr>
<td>Endodontics</td>
<td>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)</td>
<td>Root Canals Pulpal Debridement</td>
<td>• Endodontic retreatment and surgical procedures that have a questionable success rate</td>
</tr>
<tr>
<td>Periodontics</td>
<td>Specialty focuses on keeping gums and the bone below the gums healthy.</td>
<td>Scaling and Root Planing</td>
<td>• Periodontal flap procedures, crown lengthening procedures, bone replacement grafts</td>
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<tr>
<td></td>
<td></td>
<td>Gingivectomies</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Periodontal Maintenance Procedures</td>
<td></td>
</tr>
<tr>
<td>Dentures and Partials</td>
<td>Specialty focuses on replacing teeth with removal appliances</td>
<td>Dentures, Partials, and Repair procedures</td>
<td>• Partials are covered as a part of a definitive treatment plan</td>
</tr>
<tr>
<td>Oral Surgery</td>
<td>Specialty routinely extracts teeth and performs extractions requiring surgical methods such as removing bone.</td>
<td>Extractions Alveoplasty</td>
<td>• Non-tooth extraction procedures</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Surgery necessitated by trauma</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Implants</td>
</tr>
<tr>
<td>Adjunctive General Services</td>
<td>• This area while not a specialty is important in that it allows coding for anesthesia services and many other dental procedures not listed elsewhere.</td>
<td>Anesthesia Services</td>
<td>• Non anesthesia services may require prior authorization</td>
</tr>
<tr>
<td></td>
<td>• Behavior Management</td>
<td></td>
<td>• Up to 5 times per member/per year/per location. Narrative indicating specific measures/staffing required. Prepayment review.</td>
</tr>
</tbody>
</table>
Daniel Plain
Division Director, Health Care Services
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
Preparig For An Appointment

- Contact 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
Questions?