

MINUTES

Dental Advisory Committee (DAC)
DMAS 11 PM – 1 PM
May 20, 2022

DAC Members Present	
Jonathan Wong, DMD	Sarah Bedard Holland
Terry Hake, DDS	Chuck Duvall
Girish Banaji DDS	Tegwyn Brickhouse, DDS
John Unkel, DDS	Barry Griffin, DDS
Roger Palmer, DDS	Carl Atkins, DDS
Ryan Dunn	Cynthia Southern, DDS
DAC Members Absent	
Adam Poole, DDS	David Hamer, DDS
Bhavvna Shroff, DDS	Lynn Browder, DDS
Randy Adams, DDS	Steve Ford
Susan Pharr	Michelle Taylor
Marge White	Doug Gray
Kris Walsh	Rick Shinn
DMAS Attendees	
Daniel Plain	Cheryl Roberts
Karla Callaham	Justin Gist
Lisa Bilik	Casey Terrell
Cartier Smith	Christina Nuckols
Scott Canady	Zachary Hairston, DDS
DentaQuest Attendees	
Kristen Gilliam	Cheryl Harris Sutton
Gina Springer	Bridget Hengle
Waradah Eargle	LaShaye Fluellyn
Altise Street	Katherine Mulligan
Other Attendees	
Ronnie Coleman	Michele Satterlund
Patrick Finnerty	Tracy Douglas-Wheeler
Brooke Crouch	Laura Givens
Guy Rohling	Heidi Dix
Michael Thomas	Michael Cook
Nia Harrison	

Welcome

Justin Gist called the meeting to order at 11:00am and welcomed DAC attendees. He stated that the approval of minutes from the November 2021 DAC would be omitted from the agenda as the minutes were approved at the February mini-DAC. He introduced his role as the Dental Program Manager and requested that all in person attendees go around and state their name and organization, and then requested all virtual attendees introduce themselves as well. After introductions were complete, Mr. Gist transitioned to Cheryl Roberts for DMAS updates.

DMAS Updates

Cheryl Roberts, Deputy of Programs and Operations, acknowledged that we have a new Governor's administration, which brings other changes. Ms. Roberts discussed Karen Kimsey's appointment ending last week and notified attendees that if they would like Ms. Kimsey's contact information to wish her well, that information can be provided. Ms. Roberts reported she will remain as deputy. Ms. Roberts also reported she will be nominating the dental program for the Governor's "Best in Class", and thanked all for their work to support dental.

Ms. Roberts reported there is not a budget at this time and discussed the Governor's request to have all employees return to the office. Ms. Roberts reported there will be a larger presence in the building after July 5th, and discussed plans to have more in-person events. Ms. Roberts also stated that dental procurement is in process but there is no final answer at this time.

Lastly, Ms. Roberts discussed the need for more dentists as there are over 150,000 individuals in adult dental at this time, as well as the need to increase children's numbers as those have decreased. Ms. Roberts thanked all for their efforts and emphasized the national impact of the dental program. Ms. Roberts then transitioned the meeting to Dr. Zachary Hairston, who welcomed new VCU Dean, Dr. Cooper, and introduced Dr. Teqwyn Brickhouse for a presentation on VCU School of Dentistry research updates.

VCU School of Dentistry Research Update

Dr. Brickhouse thanked Dr. Hairston for the introduction and proceeded to provide a presentation overview on Dental Public Health at Virginia Commonwealth University. Dr. Brickhouse discussed how VCU provides an intersection of dental public health, oral health policy, oral health equity, community based research, social determinants of health/health disparities, and community engagement. Dr. Brickhouse also highlighted the various collaborators within dental public health and policy. Dr. Brickhouse discussed continued work on oral health equity in Virginia with iCubed Oral Health Equity Core, which seeks to identify and remove the educational, political, psychological, social and nutritional barriers to optimal oral health in the Richmond region. She also highlighted the transdisciplinary partners working with the Oral Health Core.

Dr. Brickhouse then reviewed the 2000 Surgeon General's report on oral health, which helped to precipitate the remodeling of the children's dental program. Dr. Brickhouse

stated that the report shows that oral health is paramount to general health and well-being, as well as highlighted the importance in addressing disparities in oral health and gaps in dental care for low-income children. Dr. Brickhouse then discussed the 2022 Surgeon General's Report which also highlighted that inequities in oral health continue to pose a significant global public health threat and reported the US is ranked highest in productivity losses associated with untreated oral disease. Dr. Brickhouse discussed how the report further highlighted the importance of accessibility and routine, preventative and restorative care to decrease the need for more advanced services that further widen health care disparities.

Dr. Brickhouse then presented an article from "Health Affairs" research journal, regarding a study she recently participated in titled "Patterns of Food Security and Dietary Intake During the First Half of the Child Tax Credit". This study explored impacts of the Child Tax Credit on food security, dietary intake, and sweetened beverage consumption by interviewing families and performing a 3 month assessment after receiving the credit. Findings have shown that after receiving the credit food security increased, dietary intake improved, and consumption of sugar sweetened beverages decreased.

Dr. Brickhouse then discussed the impact of preventative dental services in the Virginia Dental Medicaid Program from 2011-2018, using a retrospective cohort study which utilized claims, eligibility files, surveys, and resource files. The study followed children between the ages of 0-5 and found that children who received no preventative services required earlier restorative treatments when compared to those who had preventative services. The study also highlighted a disparity between Hispanic children and White children, as Hispanic children received higher rates of early basic restorative treatment, advanced restorative treatment, and complex treatment when compared to White children. Dan Plain inquired about the reason for the disparity, and Dr. Brickhouse reported the rates could be due to claims data or it was noted that access to fluorinated water could have an impact.

In conclusion, Dr. Brickhouse emphasized the research shows that children who received preventative services prior to treatment had dental disease-related treatments later than those without preventative care, highlighting the need for increased outreach and utilization of preventative services for young children. Dr. Brickhouse thanked the research team, as well as Pat Finnerty, Dan Plain, Jim Starkey, Lisa Bilik, and Kristen Gilliam for their contributions. Dr. Brickhouse opened up the presentation for questions or discussions. Sarah Holland commended Dr. Brickhouse on the research into the Child Tax Credit, emphasizing the importance of looking into resources and impacts on oral health.

Dr. Brickhouse then presented a question regarding the expanded adult dental benefits, and inquired how providers are adapting to the increased patient load in their offices. Dan Plain acknowledged the impact that increased patient load has had on provider practices and discussed importance of joining long-term with providers to assist them. Dr. Hairston emphasized that from a member/patient standpoint, many have not had access to dental treatment for many years and this services is new to them. Dr. Brickhouse agreed and thanked all for their contributions. Mr. Plain provided thanks to Dr. Brickhouse for her presentation and notified the in-person attendees that lunch has arrived. A seven minute

break was provided for in-person attendees to get lunch and return for Dr. Hairston's presentation.

Dental Advisory Committee Updates

Dr. Hairston began by discussing the purpose of this portion of the meeting to serve as an advisory component and to engage clinical discussion. Dr. Hairston then introduced Dr. Roger Palmer to speak. Dr. Palmer discussed a concern brought to his attention regarding the number of dentists receiving denials for crowns due to the root canal being insufficient. Dr. Palmer reported patients are then being sent a letter regarding the denial due to inadequate treatment, and he is concerned patients could allege malpractice due to this. Dr. Palmer also discussed an issue with partials being denied due to multiple missing teeth, and additionally expressed concern that many offices seeing SFC patients are experiencing a lot of broken appointments and no-shows.

Dr. Hairston expressed his thanks to all for participating in the program and encouraged any provider to reach out to him at any time. Dr. Hairston then addressed the concern regarding partials denials, and reported they can work through those cases that need individual consideration depending on the circumstance. Regarding the concern of denial for endodontic treatment due to insufficient root canal, Dr. Hairston reported they cannot control whether a patient sends anything to the Board of Dentistry, but he reported they can check the language on the denial letters that are sent to patients and do not want to state anything regarding malpractice. Dr. Palmer clarified that the term malpractice is not stated in the letter, but is concerned that the patient interpretation could be that of malpractice.

Dr. Hairston then called on Dr. Cynthia Southern and inquired if she has any questions. Dr. Southern asked if there is a way for any provider under investigation to still see patients. Dr. Hairston expressed concern if the investigation is related to the treatment of a child, as well as emphasized that patient safety is of the utmost importance, particularly regarding emergency services. Dr. Hairston encouraged Dr. Southern to reach out via email to him and Justin Gist to discuss this further.

Dr. Hairston inquired if any other dentists have a question or statement to contribute. There were no other comments at this time. Dr. Hairston then transitioned the meeting back to Justin Gist, who introduced Kristen Gilliam to present updates on the SFC program. Before Ms. Gilliam began her portion, Cheryl Roberts inquired if the DAC members would like to continue the advisory portion, and reported she found it to be interesting and insightful. Several attendees agreed that they would like to continue this portion in future meetings.

DentaQuest SFC Updates

Kristen Gilliam of DentaQuest provided the following updates on the SFC program:

- More than 149,000 adults have received treatment since 7/1/21
- There was a significant increase in claims in Q2 and Q3, compared to Q1
- Restorations continue to exceed prophylaxis and extractions
- 159 adult providers have been added to the network to date, with 166 providers

- currently in the credentialing process
- There are currently 1,887 SFC network providers as of April 2022

Ms. Gilliam then discussed some provider recruitment opportunities, including high touch recruitment, the Take 10 Program, dental school collaboration, and increased partnerships with organized dentistry. Before concluding, Ms. Gilliam reviewed child and pregnant member utilization rates and member outreach efforts to address decreased rates. Ms. Gilliam presented on efforts for ongoing presentations and partnerships with organizations that interact with children and pregnant members. Ms. Gilliam thanked the attendees and introduced Ryan Dunn from the Virginia Dental Association.

Virginia Dental Association (VDA) Updates

Ryan Dunn provided updates on the VDA and reported their first priority is the Medicaid reimbursement increase with the General Assembly. Mr. Dunn reported they feel confident they will see some increase, though it may not be as high as they want. Mr. Dunn also discussed some of the membership frustrations they are seeing, including the overarching frustrations among membership in dentistry as a whole. Mr. Dunn reported that the impacts of COVID, as well as cost increases and difficulty recouping costs, has put a strain on dentists. Additionally, with salary increases, material costs, lab costs, and a shortage of dental hygienists, it is difficult to ask providers to take on more patients that will not help with cost increases. Mr. Dunn reported they are focused on these work force issues and hoping to gather more numbers to get a better understanding.

Mr. Dunn also reported the ADA had a cyber-attack and has been digitally shut down for the last month, which has also slowed the VDA's ability to operate. The ADA is now operational. Mr. Dunn provided thanks to Dr. Hairston and Dan Plain, and is appreciative of their openness to discuss concerns. Justin Gist then thanked Mr. Dunn for the update and introduced Sarah Holland with Virginia Health Catalyst.

Virginia Health Catalyst (VHC) Updates

Sarah Holland began by thanking Justin Gist, Lisa Bilik, and DentaQuest for their engagement in VHC. Ms. Holland reported that the 1st Virginia Oral Health Report Card came out in 2016, and they are working to update this and present the final in October at the Summit. Ms. Holland discussed the 30% increase in membership, and the impact on FQHC's and free clinics that act as a dental safety net. Ms. Holland also mentioned the difficulty providers are having with reimbursement rates, which has been presented to aid in budget decisions. Ms. Holland discussed efforts to partner schools with local health centers to increase engagement, sealant rates, and better oral health outcomes, as well as engagement in water fluorination efforts, as the rate of people drinking tap water is decreasing dramatically. Ms. Holland reported the Water Equity Task Force is a group of clinical providers working on access to fluorinated water, as water equity issues have been heavily tied to race. Low income communities lack trust in water quality and are disproportionately targeted by bottled water ads. Mr. Holland discussed how these inequities were also reflected in Dr. Brickhouse's research presented earlier.

Ms. Holland reported on findings from research performed by Community Partners in Oral Health to better work with safety net providers to identify reasons people accessing medical

services are not accessing dental care. The research showed that cost was the main issue for not accessing care. Also reported was “shame” and “respect”, and a past negative experience with a dentist. Additionally, Ms. Holland provided an update on the grant from the Robert Wood's Foundation to influence policy choices in Virginia. Catalyst will be a partner in this grant and use it as a foundation to create a Community Advisory Board, which will include community health workers, home visitors, and engagement in identifying solutions. Lastly, Ms. Holland provided a reminder of the Oral Health Summit on October 7th, in person at the Weston.

Public Comments/Questions

Justin Gist thanked Ms. Holland for presenting and opened the meeting up for public comment. No attendees had any additional comments. Mr. Gist thanked all for attending, and extended thanks to the providers for their work treating members. He encouraged all to reach out as needed. With no further questions or additional items for discussion, the meeting adjourned at 1:02 pm.

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