

MINUTES

Dental Advisory Committee (DAC)
DMAS 11 PM – 1 PM
May 19, 2023

DAC Members Present	
Donnie Parrish	Sarah Bedard Holland
Terry Hake, DDS	Steve Ford
Chuck Duvall	Tegwyn Brickhouse, DDS
Ryan Dunn	Barry Griffin, DDS
Roger Palmer, DDS	Carl Atkins, DDS
Doug Gray	Cynthia Southern, DDS
Girish Banaji DDS	Michelle Taylor
Lynn Browder, DDS	Lynn Browder, DDS
Kris Walsh	April Payne
Robin Langston, DDS	
DAC Members Absent	
Bhauvna Shroff, DDS	David Hamer, DDS
John Unkel, DDS	Randy Adams, DDS
Susan Pharr	
DMAS Attendees	
Daniel Plain	Cheryl Roberts
Adrienne Fegans	Justin Gist
Lisa Bilik	Casey Terrell
Zachary Hairston, DDS	Allie Atkeson
Kaai Cross	Tina Weatherford
Karla Callaham	Scott Cannady
Brooke Barlow	Rob Crawford
Doug Hartman	Tammy Driscoll
DentaQuest Attendees	
Kristen Gilliam	Terry Dickinson
Katherine Mulligan	Waradah Eargle
Bridget Hengle	LaShaye Fluellyn
Melanie King	Altise Street
Other Attendees	
Dean Lyndon Cooper	Michael Cook
Ron Katz	Michele Satterland
Guy Rohling	Katelyn Lindberg, DDS
Paul Logan	Mitchell Andrews
Laura Givens	Elizabeth Berry
Jonathan Wong	Heidi Dix

Welcome

Justin Gist, Dental Program Manager, called the meeting to order at 11:06 am and welcomed attendees to the May 2023 Dental Advisory Committee meeting. He provided an overview of the meeting agenda available to both in-person and virtual attendees. Mr. Gist motioned to approve the minutes from the November 2022 DAC. The minutes were approved. Mr. Gist then transitioned to Cheryl Roberts, Agency Director, for DMAS updates.

DMAS Updates

Cheryl Roberts thanked the attendees and noted it has been a positive six months in the dental program. Ms. Roberts reported Virginia's dental program has been accepted well nationally and has been used as an example to other states, such as Kentucky who is now proposing an adult dental program. Additionally, Federally Qualified Health Centers (FQHC) and free clinics have been promoting dental services in response to the Virginia dental expansion.

Ms. Roberts discussed changes in the executive team, with new VITA employee additions, Adrienne Fegans as Deputy of Program Operations, and Chief Medical Officer, Dr. Lisa Price Stephens. Additionally, Ms. Roberts discussed the three top projects for 2023, including "the unwinding", the Governor's behavioral health initiative "Right Help Right Now", and the procurement of managed care this summer. Ms. Roberts reported there is no budget yet from the General Assembly and expecting to have a budget as of late June. Ms. Roberts noted that the Petersburg initiatives are continuing. Lastly, Ms. Roberts discussed the completion of the dental procurement, acknowledging that DentaQuest has been awarded the dental contract and reported the agency is looking forward to continuing work with DentaQuest.

Division Updates

The meeting transitioned to Adrienne Fegans who discussed the origins of the dental program, from the 2004 DAC meeting where the discussions to form a dental unit began, and the growth of the dental program to where it is today. Ms. Fegans acknowledged Justin Gist, Dr. Hairston, and the Virginia Dental Association (VDA) for their recent work travelling to different regions around the state to engage with providers and present on Virginia's dental program. Ms. Fegans also acknowledged the two-year anniversary of the adult dental expansion and discussed the impact of FQHC's and free clinics now providing members with dental care, thanking the dental program and attendees for their efforts. Ms. Fegans then transitioned to Dan Plain, Division Director, for a division update.

Dan Plain thanked all for their participation in the dental program. Mr. Plain discussed the current focus on increasing the dental network in the next few years, as the expansion of the adult program has put a strain on providers. Mr. Plain also thanked the VDA for their continued efforts in promoting the dental program's message. Mr. Plain then transitioned back to Justin Gist who introduced Kristen Gilliam from DentaQuest for an update.

DentaQuest SFC Updates

Kristen Gilliam of DentaQuest thanked all for their work in Virginia dental services and

provided the following updates on the SFC program:

- Approximately 177,000 adults have received treatment this fiscal year (SFY 2023)
- Adult member claims continued to increase through SFY 2023 Q3, already exceeding adult claims for SFY 2022
- Average of 9,000 adults with a claim each week
- Restorations continue to exceed prophylaxis and extractions
- 2,000 dentists are participating in the SFC program currently, with 118 providers credentialed since January 1, 2023
- 35% of the states practicing dentists participate in the SFC program

Ms. Gilliam also discussed several new initiatives including the Dental Home member assignment, Smiling Stork Program, New Member Welcome Program, case management and care coordination, Emergency Dental Redirect Program, and return of the Broken Appointment Program. Ms. Gilliam reported the Broken Appointment Program originally started in Virginia and will be implemented again. Providers will submit a code when a member misses an appointment, which will trigger an outreach phone call to the member. Ms. Gilliam noted that providers will not be reimbursed for submitting the broken appointment code, but it will help to identify members with trends in broken appointments and support outreach efforts.

Following the presentation, Ms. Gilliam fielded questions from the group. Dr. Griffin inquired about DentaQuest's response if a member is submitted multiple times with the code for the Broken Appointment Program. Ms. Gilliam reported the member will be flagged as a frequent flyer and outreach will be completed. Dr. Brickhouse asked for an expansion on case management initiatives. Ms. Gilliam detailed that the member would receive an introductory call when enrolled, information on dental home assignment, and needs identification and service coordination to identify any immediate and future needs.

Additionally, Ms. Gilliam was asked to expand on the Dental Home Program. Ms. Gilliam reported the program will look at several factors, including claims history, locations, and family types. Ms. Gilliam reported there will also be options for providers to not be listed on the dental home roster. Regarding the Emergency Dental Redirect Program, Ms. Gilliam reported they will be getting data from DMAS on emergency room usage for dental services. Additionally, they will also be exploring teledentistry services. Ms. Gilliam thanked the attendees and then transitioned the meeting to Dr. Hairston.

VCU School of Dentistry- Presentation

Dr. Hairston introduced Virginia Commonwealth University School of Dentistry Dean, Dr. Lyndon Cooper, who provided a PowerPoint presentation to the group. Dr. Cooper discussed the solid foundation of VCU Dental School and plans for future advancements, including growing technology, expanded access to care, growing dental hygiene, addressing complex care, and plans for a new building. Dr. Cooper reported expanding access to care is the primary focus, and involves embracing expanded Medicare, improving urgent care services, expediting therapies, providing more student experiences, and addressing rural

oral health disparities.

Dr. Cooper discussed efforts to embrace expanded Medicaid as VCU is the largest provider of Medicaid services in the state. The expansion of Medicaid dental services has impacted the procedural mix and decreased self-pay patients by 50% and increased patients with Medicaid by 100%, and he reported they are working to adjust to these changes.

Dr. Cooper highlighted efforts in emergency dental care, reporting that atraumatic dental pain is responsible for 1.8% of all ED visits and creates higher costs. Dr. Cooper reported VCU wants to defer ED care to VCU with plans to engage members in a dental home. Additionally, Dr. Cooper reviewed other oral health challenges in Virginia as a focus for improvement, including the health profession shortage and lowering rates of oral cancer.

Dr. Cooper concluded with VCU's efforts to meet the needs of the community by continuing to address access to care. Dr. Cooper also reported they are exploring enhancements to Medicaid reimbursement for the School of Dentistry. Chuck Duval inquired if that is something DMAS would handle. Dr. Cooper reported this would be a negotiation between the Provider and Medicaid at the federal level.

The meeting then broke for lunch and reconvened with an update from Dr. Hairston.

Dental Advisory Committee Updates

Dr. Hairston began by revisiting the conversation from the previous DAC meeting regarding crown denials, scaling and root planning. Dr. Hairston reported there have been changes in pre-authorizations from six months to twelve months. Additionally, DMAS has requested a report from DentaQuest on SRP denials, ortho denials, and root canal denials and plan to be able to discuss further in the next DAC. Dr. Hairston also emphasized that we all have the same goal of ensuring that dentists are paid, and services are approved, before transitioning to Justin Gist, Dental Program Manager.

Justin Gist discussed the new G0330 code, for operating room anesthesia required dental services, and reported the department is working to approve this and will disperse updates to the provider community. Mr. Gist requested that any communications or inquiries on the G0330 code can be emailed directly to him. Mr. Gist then transitioned the meeting to Ryan Dunn to provide updates from the Virginia Dental Association.

Virginia Dental Association (VDA) Updates

Ryan Dunn thanked Justin Gist and Dr. Hairston on their efforts and success in getting providers to sign up for the VDA and for taking presentation to different area, including Virginia Tech and Fairfax, VA. Mr. Dunn spoke on the "unwinding" and recertifying for Medicaid, and reported the VDA has created a one-pager FAQ to help dentists prepare and respond promptly, including resources to assist. Mr. Dunn thanked Dr. Palmer for his involvement in helping with this initiative.

Mr. Dunn discussed a meeting between the VDA and House of Delegates in January to discuss dental workforce needs in Virginia. Additionally, a Virginia Dental Workforce Council convened to engage with the Governor's administration to address short-term and

long-term needs. Mr. Dunn emphasized a need to fill dental hygiene positions in the state, with an imbalance currently between dentists, dental assistants, and dental hygienists, as well as deficiencies in rural areas. Justin Gist thanked Mr. Dunn for his update and transitioned to Sarah Holland for an update from Virginia Health Catalyst.

Virginia Health Catalyst (VHC) Updates

Sarah Holland reported that VHC has also been engaged in working on dental workforce initiatives, as well as work with safety net clinics. Ms. Holland discussed the VHC's focus on increasing dental hygienists and dental assistant II's in Virginia. VHC has partnered with Future of Oral Health to create a task force and are working on a partnership with Germanna Community College to increase numbers of DH II's and expand "home grown" dental assistance training programs. Additionally, Ms. Holland reported they began an oral health workforce assessment, which should be available in July.

Ms. Holland highlighted Medicare dental services and inquired if any were interested in advocacy with federal dental services, as VHC has an administration interested in bringing this to the federal level. Ms. Holland reported that VHC is also now offering racial and health equity training for free beginning in July, with an aim in bridging health equity.

Lastly, Ms. Holland noted that this year's Oral health Summit will be held on October 7, 2023 and reported DentaQuest has already signed on as a sponsor. VHC will be sending out information when the registration opens.

Public Comments/Questions

Justin Gist thanked all the presenters for their contributions and opened the meeting up for public comment. No attendees had any additional comments. Mr. Gist announced that the next full DAC will be held on November 17, 2023. Mr. Gist thanked all for attending the meeting. With no further questions or additional items for discussion, the meeting was adjourned at 1:01 pm.

