



Oral Health Services: Gaining Control by Giving up Control
Allison Allred
ADAP Coordinator, UDOH

Seyha Ros
Part B Services Coordinator, UDOH

August, 2020

MISSION & VISION



The Utah Department of Health's mission is to protect the public's health through preventing avoidable illness, injury, disability, and premature death; assuring access to affordable, quality health care; and promoting healthy lifestyles.

Our vision is for Utah to be a place where *all* people can enjoy the best health possible, where *all* can live and thrive in healthy and safe communities.



STRATEGIC PRIORITIES



Healthiest People – The people of Utah will be among the healthiest in the country.

Optimize Medicaid – Utah Medicaid will be a respected innovator in employing health care delivery and payment reforms that improve the health of Medicaid members and keep expenditure growth at a sustainable level.

A Great Organization – The UDOH will be recognized as a leader in government and public health for its excellent performance. The organization will continue to grow its ability to attract, retain, and value the best professionals and public servants.



Learning Objectives

- ❖ Challenges encountered by a previous in-house Oral Health Service
- ❖ Successes of contracting with a national dental plan administrator
- ❖ Challenges of the first year and tips for overcoming challenges



Previous In-House Oral Health

Program Process:

- ❖ Contracted with local dentist to provide Oral Health Services
- ❖ Limited funds available
- ❖ Conducted quality assurance review for client eligibility
- ❖ Payments issued to dentists by the State of Utah
- ❖ No limit of services rendered
- ❖ Quickly exceeded budget by 200% which could have put clients at risk.



Previous In-House Oral Health Program

Challenges

- ❖ Time intensive
- ❖ Limited contracted providers
- ❖ Ineligible clients received care
- ❖ Client confidentiality concerns
- ❖ Sustainability concerns
- ❖ Lack of Preventative Care-Emergency care utilized
- ❖ Lack of dental provider accountability and fraud protection
- ❖ Exceeded budget
- ❖ Closed April 2017



Current Oral Health Program

- ❖ The Program released a Request for Proposal during the Summer of 2018
- ❖ A dental benefits administrator was chosen and the new program began October 1, 2018
- ❖ Cap enrollment set at 475 clients
- ❖ Cap Max for benefits set at \$1500.00
- ❖ Additional money available for clients needing to exceed their cap
 - ❖ Required a process for prior approval by the Program.

Oral Health Services



Current Oral Health Program

Advantages

- ❖ ~~Less administrative burden~~
- ❖ Improved communication channel
- ❖ Client confidentiality improved
- ❖ Greater statewide reach
- ❖ Defined benefits plan
- ❖ Fraudulent claims protection
- ❖ Greater protection from ineligible clients receiving services
- ❖ Payments process improved
- ❖ Saved approximately \$1000 per client



Current Oral Health Program

Challenges

- ❖ Receiving in-network services
- ❖ Utilization rate
- ❖ Available spots filled quickly
- ❖ Request to exceed cap max process
- ❖ Low utilization of preventative treatment



Current Oral Health Program

Solutions

- ❖ Online provider directory
- ❖ Utilized pre-treatment estimate
- ❖ Oral health fact sheet
- ❖ Quality assurance review
- ❖ New application process
- ❖ Revamped cap exceeded approval process
- ❖ Provide a quarterly spreadsheet of inactive/active clients

Oral Health Services



Keep Smiling

Delta Dental PPO



- Eligibility Ryan White Part B participants enrolled in; Supportive Services, DPI, ADAP-I, & ADAP-M
- Deductibles None
- Maximums Delta Dental PPO & Premier dentists: \$1,500 per person each plan year
Non-Delta Dental PPO Dentists and Non-Premier: **Not Covered**

The Ryan White Part B Program is excited to partner with Delta Dental. Oral health is closely linked to your overall health. With regular exams and cleanings your dentist can help identify warning signs and symptoms of disease, before they become a larger problem. Before claiming your benefits, please review the information provided.

Benefits and Covered Services:

- ✓ Diagnostic & Preventive Services (D & P) - Exams, cleaning, x-rays, and sealants
- ✓ Basic Services - Fillings
- ✓ Endodontics (root canals) - Covered Under Basic Services
- ✓ Periodontics (gum treatment) - Covered Under Basic Services
- ✓ Oral Surgery - Covered Under Basic Services
- ✓ Major Services - Crowns, inlays, onlays, and cast restoration
- ✓ Prosthodontics - Bridges, dentures, and implants

Find a Dentist

Location:

Select Network:

Not sure of your plan? [Log in to Online Services](#)

Dentist, Practice or Keyword:

Now that we know what's covered, its time to find a provider at <https://www.deltadentalins.com/>

Delta Dental offers **free** pre-treatment estimates. The Pre-treatment Estimate Process is necessary if you or your provider believe a treatment will go over the \$1,500 per person maximum. Please contact your *Case Manager* if you need treatment that exceeds the maximum.

You might benefit from a pre-treatment estimate if you are: Planning dental work that will likely exceed \$300, like a crown, wisdom tooth extraction, bridge, dentures or periodontal surgery.

The pre-treatment estimate includes: An overview of services covered by your dental plan, as well as those that are limited or excluded.

- + Have more questions about your plan? Visit "Your Dental Plan Support Guide" online at [deltadentalins.com/enrollees](https://www.deltadentalins.com/enrollees)

Take-A-Ways:

1. Use Delta Dental search to find an *Delta Dental PPO* or *Delta Dental Premier* provider.
2. Once enrolled there is a maximum of \$1,500 per person each plan year.
3. If treatment is going to **exceed** \$1,500 maximum, contact Case Manager prior to receiving treatment.
4. Make sure you are currently enrolled and eligible for the Ryan White Program.

Oral Health Referral Form

Client Information			
Last Name:	First Name:	MI:	Birthdate (mm/dd/yyyy):
MRN (if applicable)		SSN (if available):	
Current Address			
Street:			APT:
City:		State:	Zip Code:
<input type="checkbox"/> Initial Application	<input type="checkbox"/> 6- Month Recertification	If recertification, did applicant utilize services? <input type="checkbox"/> Yes <input type="checkbox"/> No	

If No, Please explain why applicant should be re-certified: _____

Permissions

- I give Delta Dental permission to mail me documents pertaining to Oral Health Services Yes No
- I give the Ryan White Part B Program permission to mail me documents pertaining to Oral Health Services Yes No
- I give the Ryan White Part B Program permission to discuss and release information to partners and Oral Health Providers for the payment of my services Yes No

Agreement (Initial Below)

- _____ I understand that I am responsible to verify Oral Health Enrollment before receiving services, I will be responsible for the payment of services provided outside of my eligibility period
- _____ I understand that I must see a Delta Dental PPO or Premier Provider, I will be responsible for the payment of services provided by an out of network provider
- _____ I understand that I may lose the privilege of receiving Oral Health services if I do not use services in accordance with my service plan
- _____ I agree to pursue all other Oral Health Service Payer Sources before using this service. I understand if am eligible for Dental services through Medicaid I am not eligible for Oral Health services through the Ryan White Part B program
- _____ I agree to meet with my Case Manager before receiving services that may exceed my yearly cap

By signing below I understand and will abide by all agreements above and confirm that the information provided is correct.

Client Signature: _____ Date: _____

Submit complete form using one of these secure methods: Fax to 801-536-0978 or E-mail to rwpservices@utah.gov

For Ryan White Part B Office use only

- Referral Complete Eligible for Supportive Services Eligible for Medicaid Dental Pursued employer insurance
- Approved Denied Entered into EMA Medicaid eligibility attached

Oral Health Services



Current Oral Health Program Utilization of Services

❖ As of June, 2019 to May 2020:

- ❖ 266 clients utilize oral health services
 - ❖ 11.5% Diagnostic and Preventive
 - ❖ 38.6% Basic (Restorative, Endodontics, Periodontics, Oral Surgery, and Misc.
 - ❖ 51.7% Major (Crowns and Inlays/Onlays, Removeable Prosthodontics, Implant services, and Fixed prosthodontics)

Oral Health Services



Current Oral Health Program

Successes

- ❖ Saved approximately \$1,000 per client
- ❖ Increased access
- ❖ Improved viral suppression rate 96%
- ❖ Sustainable



Outlook for the Future

- ❖ Changing six months re-certification to annually
- ❖ Enrollment and cap max amount revision
- ❖ Quarterly quality assurance review

Oral Health Services



Contracted Provider Information

Delta Dental

Summer Janssen, Sale Account Executive

sjanssen@delta.org

435-631-2134

Seyha Ros, sros@utah.gov, 801-538-6135

Utah Department of Health

Part B Services

Oral Health Services

