Outline

• Challenges Children with Special Healthcare Needs Face in Accessing Dentists
• Role of the Dentist Locator in Connecting Kids to Care
• New CMS Guidelines
• Strategies for Collecting High Quality Data
• New Resource for Families
Presentation Goals

- Communicate the importance of the *Accommodates Special Needs* IKN data field
- Encourage the collection and submission of high quality data
- Make Medicaid and CHIP programs aware of a new resource (special needs fact sheet) for connecting children with special healthcare needs to dentists
IKN Dentist Locator
http://insurekidsnow.gov/

• CHIPRA mandate
  ○ Post a current and accurate list of Medicaid and CHIP dentists in each state
  ○ Improve accessibility of dentists

• States submit data on a quarterly basis
  ○ February, May, August, November
  ○ State agency staff or their designees submit data through the IKN Data Management Site
Challenges Children with Special Healthcare Needs Face in Accessing Dentists

Meg Comeau
The Catalyst Center
Boston University School of Public Health

www.catalystctr.org
Linking Children with Special Healthcare Needs to Dental Providers

Meg Comeau, MHA
Co-Principal Investigator
The Catalyst Center
Boston University School of Public Health

February 18, 2015
The Catalyst Center: Who are we?

- **Funded by** the Division of Services for Children with Special Health Needs, Maternal and Child Health Bureau, Health Resources and Services Administration, US Department of Health and Human Services
- **A project of** the Health and Disability Working Group at the Boston University School of Public Health
- **The National Center dedicated to the MCHB outcome measure:** “...all children and youth with special health care needs have access to adequate health insurance coverage and financing.”
Who are children with special health care needs (CSHCN)?

The federal Maternal and Child Health Bureau defines children with special health care needs as “...those who have or are at increased risk for a chronic physical, developmental, behavioral, or emotional condition and who also require health and related services of a type or amount beyond that required by children generally.”

# Prevalence and Insurance Coverage

- How many children in the US have special health care needs?

<table>
<thead>
<tr>
<th>Approximate 11.2 million or...</th>
</tr>
</thead>
<tbody>
<tr>
<td>15% of all children</td>
</tr>
</tbody>
</table>

What percentage of CSHCN have health insurance and what kind?

<table>
<thead>
<tr>
<th>Coverage Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private</td>
<td>52.4%</td>
</tr>
<tr>
<td>Public (Medicaid/CHIP)</td>
<td>35.9%</td>
</tr>
<tr>
<td>Dual Coverage (Private/Medicaid)</td>
<td>8.2%</td>
</tr>
<tr>
<td>Uninsured</td>
<td>3.6%</td>
</tr>
</tbody>
</table>

Examples of oral health care concerns in CSHCN

• Increased risk of caries due to medication side effects, special diets or feeding regimens, inadequate hygiene
• Special treatment considerations (cardiac conditions)
• Greater prevalence of
  – Malocclusion and crowding of teeth;
  – Tooth anomalies – size, shape, number;
  – Periodontal disease (impaired immune system, connective tissue disease, inadequate hygiene) and gingival overgrowth (medication side effect, etc.);
  – Bruxism (grinding);
  – Oral trauma
Oral health care and unmet need

% of CSHCN with unmet need for preventative oral health care

<table>
<thead>
<tr>
<th>Did not need preventative care</th>
<th>10.4%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received all necessary preventative care</td>
<td>80.7%</td>
</tr>
<tr>
<td>Unmet need for preventative care</td>
<td>8.9%*</td>
</tr>
</tbody>
</table>

*population estimate = 989,532
## Oral health care and unmet need

**% of CSHCN with unmet need for other oral health care**

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did not need</td>
<td>73.3%</td>
</tr>
<tr>
<td>Received all necessary care</td>
<td>21.3%</td>
</tr>
<tr>
<td>Unmet need</td>
<td>5.4%*</td>
</tr>
</tbody>
</table>

*population estimate = 601,587
According to the National Survey of CSHCN, oral/dental health is the #1 unmet need among children with special health care needs.
Oral health care and unmet need by insurance source

% of CSHCN with unmet need for oral health care services

<table>
<thead>
<tr>
<th>Coverage Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private coverage</td>
<td>3.7%</td>
</tr>
<tr>
<td>Public coverage</td>
<td>7.0%</td>
</tr>
</tbody>
</table>
Factors contributing to oral health care access

- Provider participates in Medicaid/CHIP
- Provider has pediatric training
- Provider has further specialized training in physical/behavioral supports for CSHCN
- Provider is willing to treat children with specific kinds of special health care needs
- Physical accessibility of office/equipment
- Resources (time, access) to coordinate/communicate with primary care physician/medical specialists
- Reimbursement rates
Factors contributing to oral health care access

• Patient/family education needs
• Caregiver burden
• Anxiety/fear of dental care providers
• Oral defensiveness
• Awareness of provider availability
• Transportation/distance
The Catalyst Center, the National Center for Health Insurance and Financing for Children and Youth with Special Health Care Needs, is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number U41MC13618, $473,000. This information or content and conclusions are those of the Catalyst Center staff and should not be construed as the official position or policy of nor should any endorsements be inferred by HRSA, HHS, or the U.S. Government.

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Role of the Dentist Locator in Connecting Kids to Care

**Dental Plan (items with * are required)**

- **State:** California
- **Benefit Plan:** Please select a benefit plan
- **Near:** Search by address, ZIP code, or place name
- **Within:** 10 miles
- **Accept new patients:** Yes/No Preference

**Additional Search Criteria**

- **Does your child have special health care needs?** Yes/No
- **Preferred Language:** English
- **Specialty:** All dentists who serve children
- **Dentist Location:** Please select a dentist location state
  - County/City: Please select a dentist location state first

**Buttons:** Search/Reset
## Role of the Dentist Locator in Connecting Kids to Care

<table>
<thead>
<tr>
<th>Dentist Information</th>
<th>More Information</th>
<th>Links</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ROCABO, CUNEGUNDA H</strong>&lt;br&gt;2489 Mission St Ste 6&lt;br&gt;San Francisco, CA 94110-2400&lt;br&gt;Telephone: 415-641-7739&lt;br&gt;Distance: ~0.75 miles away&lt;br&gt;Accepts New Patients</td>
<td>DENTI-CAL MEDI-CAL DENTAL PROGRAM&lt;br&gt;Specialty: General Dentistry&lt;br&gt;Languages Spoken: Spanish, Tagalog&lt;br&gt;Can Accommodate Special Needs: No&lt;br&gt;Last Update Date: 2015/01/12</td>
<td>![Get driving directions](Redirects to Google Maps)&lt;br&gt;![Full profile details](Full profile details)&lt;br&gt;![Map this result](Map this result)</td>
</tr>
<tr>
<td><strong>YUSI, NARCISO C</strong>&lt;br&gt;2480 Mission St Ste 332&lt;br&gt;San Francisco, CA 94110-2487&lt;br&gt;Telephone: 415-647-4855&lt;br&gt;Distance: ~0.75 miles away&lt;br&gt;Accepts New Patients</td>
<td>DENTI-CAL MEDI-CAL DENTAL PROGRAM&lt;br&gt;Specialty: General Dentistry&lt;br&gt;Can Accommodate Special Needs: Yes&lt;br&gt;Last Update Date: 2015/01/12</td>
<td>![Get driving directions](Redirects to Google Maps)&lt;br&gt;![Full profile details](Full profile details)&lt;br&gt;![Map this result](Map this result)</td>
</tr>
<tr>
<td><strong>GREENE, ADRIANA N</strong>&lt;br&gt;2480 Mission St Ste 106&lt;br&gt;San Francisco, CA 94110-2481&lt;br&gt;Telephone: 415-285-6966&lt;br&gt;Distance: ~0.75 miles away&lt;br&gt;Not Accepting New Patients</td>
<td>DENTI-CAL MEDI-CAL DENTAL PROGRAM&lt;br&gt;Specialty: General Dentistry&lt;br&gt;Can Accommodate Special Needs: Unknown&lt;br&gt;Last Update Date: 2015/01/12</td>
<td>![Get driving directions](Redirects to Google Maps)&lt;br&gt;![Full profile details](Full profile details)&lt;br&gt;![Map this result](Map this result)</td>
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Collecting and Reporting Data on Special Needs

• CMS developed three drill-down data items to better clarify *Accommodates Special Needs*
  o Mobility
  o Sedation
  o Communication/cooperation

• States struggle to submit these additional items

• Consumers don’t have access to the information

• CMS and Mission conducted research to develop better guidance for states
Main Findings

- The types of supports children may need are numerous
- Families should call or visit the dentist’s office to identify supports needed and offered
- Adding fields to the Locator with incomplete or inaccurate data could do more harm than good
CMS Guidance

- The general *Accommodates Special Needs* field remains required.
- The three drill-down questions are **now optional** for reporting (CMS has reversed its 2013 decision).
- These data elements can still serve as a good strategy for collecting the *Accommodates Special Needs* fields.
Strategies for Collecting High Quality Accommodates Special Needs Data

- Survey providers on the three drill-down questions and roll up answers to the general question
- Survey providers on the general question, using specific examples
- Partner with organizations that work with children with special healthcare needs in your state to develop the list
- Include question(s) in the provider enrollment application for Medicaid/CHIP or a plan network
- Use diagnoses on claims data
Connecticut: Strategy for Connecting Children with Special Healthcare Needs to Dentists

Donna Balaski, D.M.D.
CT Dental Health Partnership
Department of Social Services

Christopher Savold
Director, Operations and Compliance
CT Dental Health Partnership
BeneCare Dental Plans
Linking Children with Special Healthcare Needs to Dental Providers

Insure Kids Now
February 18, 2015
Genesis of the Partnership

• Carr vs. Wilson-Coker Settlement Agreement
  – Carve-out of dental services from Medicaid Managed Care in September 2008

**Before Dental Carveout**

- Four Managed Care Companies plus FFS/T19
  - Different provider networks
  - Different fee schedules
  - Different benefits
  - Different administrative rules

  Provider and Client confusion!

**After Dental Carveout**

- The Connecticut Dental Health Partnership
  - One provider network
  - One fee schedule
  - One set of benefits
  - One set of administrative rules

  Simplification and efficiency!
• Network development began in 2008
• Providers supported by:
  – Dedicated network development team
  – Dental Health Care Specialist team
  – Dedicated call center personnel
• Focus on provider education, compliance and support for Dental Homes
• Partnering with providers
  – Integrate qualifications and panel limitations of professional practice into client referral processes
Detail provider capability data capture began in 2009
Focus on past referrals to build a meaningful survey tool
Initially 100% paper survey – low response rate
Moved to multiple approaches for survey
No wrong doors for data
  - Telephone survey works best but is resource intensive
  - Augment with all possible sources – there are many
Our current survey captures 37 different capabilities
Level of detail reflects various provider capabilities
  - Handicap accessibility alone doesn’t address mobility issues

What IKN Tracks:
  - Facility Can Provide Services for Children with Mobility Limitations

What We Track:
  - Is building/office handicap accessible
  - Will provider assist into dental chair
  - Will provider treat in wheelchair

Rollup data for submission to IKN
Summary - no magic bullets
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**Strategies for Collecting High Quality Accommodates Special Needs Data**

- Survey providers on the three drill-down questions and roll up answers to the general question.
- Survey providers on the general question, using specific examples.
- Partner with organizations that work with children with special healthcare needs in your state to develop the list.
- Include question(s) in the provider enrollment application for Medicaid/CHIP or a plan network.
- Use diagnoses on claims data.

**Use the Accommodates Special Needs data in your state-specific locators and call centers.**
Poll Question: How does your program collect the Accommodates Special Needs data?

- Surveys providers
- Uses list developed by outside organization
- Collects data through the provider enrollment process
- My state doesn’t collect the Accommodates Special Needs data
- I don’t know
New Resource For Families

- Provides examples of supports for children with special healthcare needs
- Encourages families to call dentists prior to the appointment
- Points families to potential resources
- Post and share link!

Take Aways

- Children with special healthcare needs face real challenges in finding the right dentist.
- The IKN Locator is an important tool that can connect them to care, as long as data are complete and accurate.
- While the three drill-down questions are optional for IKN reporting, they can serve as a good data collection strategy, as demonstrated by Connecticut.
- Share and post the resource for families!
Connecting Kids to Coverage National Campaign

• Learn more about linking oral health events with your Medicaid and CHIP enrollment outreach during the Connecting Kids to Coverage National Campaign webinar on **February 27, 2-2:30 ET**

• Check out the re-designed Think Teeth webpage to order free materials to promote healthy habits and the importance of dental coverage for children and teens: [http://insurekidsnow.gov/professionals/dental/index.html](http://insurekidsnow.gov/professionals/dental/index.html)

• Promote the IKN Dentist Locator!
Promote the Locator

- **Use the Widget:** Copy and paste the code on this link onto your website:

- **Embed the Locator onto your website:** This allows you to default to your specific state (as in California)
Questions?

- Data collection and data quality: IKNTA@mission-ag.com
- File structure and upload process and access: IKNTechnicalHelp@hrsa.gov

Download the technical guidance

https://ikndata.insurekidsnow.gov/WebExternal/Login.aspx