

# Oral Health Care Coordination and Effectuated Referrals

Center for Medicaid and CHIP Services (CMCS)  
Advancing Prevention and Reducing Childhood Caries  
in Medicaid and CHIP Learning Collaborative: Webinar #3

October 27, 2020

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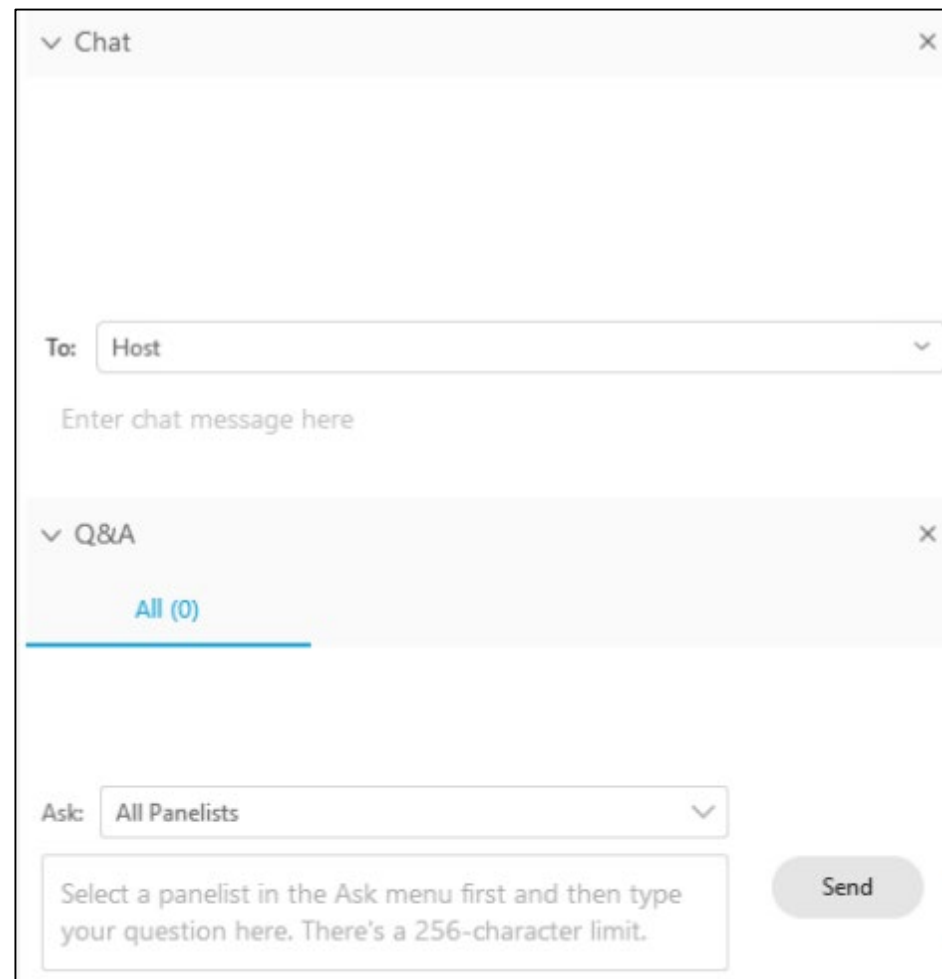
Andrew Snyder, M.P.A., CMCS  
Stephanie Kelly, M.P.H., Mathematica  
Stacey Chazin M.P.H., Mathematica  
Bonnie Stanley, D.D.S., New Jersey FamilyCare  
Patty Braun, M.D., M.P.H., F.A.A.P., University of Colorado Anschutz School of Medicine

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# Housekeeping Instructions

# Webinar logistics

- **Phone lines muted upon entry**
- **Q&A**
- **Chat**



The screenshot displays a webinar interface with two main sections: Chat and Q&A. The Chat section is at the top, featuring a dropdown menu set to 'Host' and a text input field with the placeholder 'Enter chat message here'. Below this is the Q&A section, which is currently empty, showing 'All (0)' questions. At the bottom, there is an 'Ask' dropdown menu set to 'All Panelists', a text input field with a 256-character limit warning, and a 'Send' button.

# Poll Question #1

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**Which type of organization do you represent? (Check all that apply)**

- a) State Medicaid or CHIP agency**
- b) Health/dental plan or health system administrator**
- c) Dental provider**
- d) Other health care provider**
- e) Community or advocacy organization**
- f) Other state or local agency**
- g) Federal agency**
- h) Other**

# Agenda

Topic	Speaker
Welcome and Overview of CMCS's Advancing Prevention and Reducing Childhood Caries in Medicaid and CHIP Learning Collaborative	<b>Andrew Snyder, M.P.A.</b> CMCS
NJ Smiles: Expanding Access to Preventive Dental Care in NJ FamilyCare	<b>Bonnie Stanley, D.D.S.</b> New Jersey FamilyCare
Medical Dental Care Coordination in Colorado	<b>Patty Braun, M.D., M.P.H., F.A.A.P.</b> University of Colorado Anschutz School of Medicine
Discussion and Q&A	<b>Stacey Chazin, M.P.H.</b> Mathematica
Wrap-Up	<b>Stephanie Kelly, M.P.H.</b> Mathematica

# Learning collaborative events and opportunities

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- **This webinar is part of a larger series. This included prior events on silver diamine fluoride, fluoride varnish in non-dental settings, and information about the upcoming affinity group offering.**
  - Webinar materials, such as webinar slides, transcripts, and recordings are available on-demand at [Medicaid.gov](https://www.Medicaid.gov)
- **Affinity group expression-of-interest form due—November 18, 2020**
- **Applicants notified of acceptance to affinity group—December 2020**
- **Affinity group begins—January 2021**

If you have any questions about the Advancing Prevention and Reducing Childhood Caries in Medicaid and CHIP Learning Collaborative or affinity group, please email the TA mailbox at [MACQualityImprovement@mathematica-mpr.com](mailto:MACQualityImprovement@mathematica-mpr.com)

# CMCS's Advancing Prevention and Reducing Childhood Caries in Medicaid and CHIP Affinity Group

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**Goal: Support state Medicaid oral health teams over two years to improve the use of fluoride treatments**

**Participating state teams will have the opportunity to:**

- **Expand their knowledge of oral health policies, programs, and practices**
- **Develop, implement, and assess a data-driven quality improvement project**
- **Network with peers**
- **Advance knowledge and skills in quality improvement methodologies**

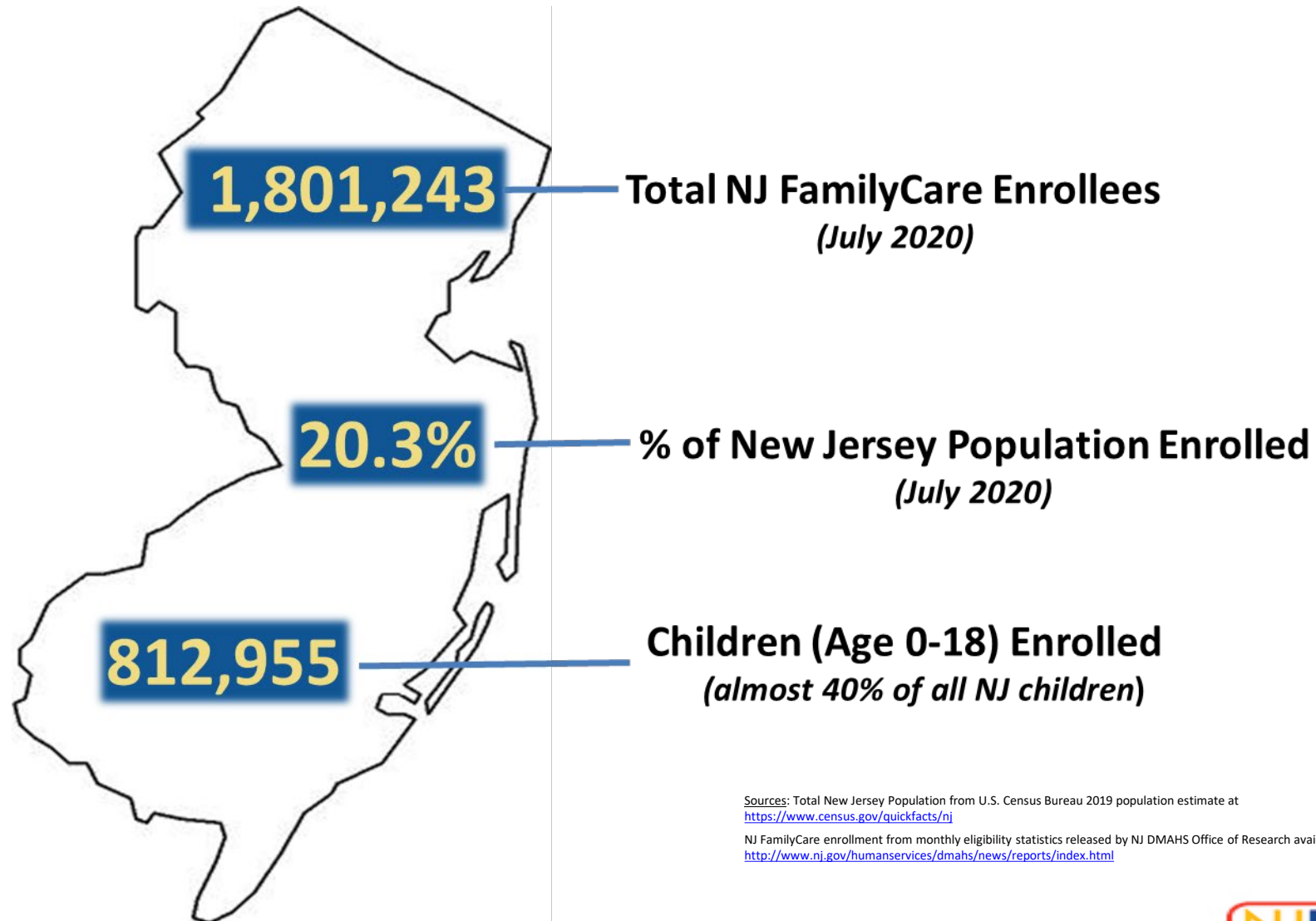
# NJ Smiles: Expanding Access to Preventive Dental Care in NJ FamilyCare

Dr. Bonnie T. Stanley  
NJ FamilyCare Dental Director

October 27, 2020



# NJ Total Population: 8,882,190



Sources: Total New Jersey Population from U.S. Census Bureau 2019 population estimate at <https://www.census.gov/quickfacts/nj>

NJ FamilyCare enrollment from monthly eligibility statistics released by NJ DMAHS Office of Research available at <http://www.nj.gov/humanservices/dmahs/news/reports/index.html>

# NJ Smiles

## Expanding the workforce for preventive dental services

- Infants/toddlers see the PCP multiple times between birth and the age of 3 for well child visits, resulting in opportunities for:
  - Fluoride varnish application
  - Parent/caregiver oral health education
  - Referral to a dentist



# NJ Smiles



- NJ Smiles is a continuation of The NJ Smiles Quality Collaborative that began in 2007
- NJ Smiles became a NJ FamilyCare program January 1, 2013
- The policy and requirements for the oral health services by the PCP included in the MCO contract
- The NJ Smiles Directory of dentists seeing young children is a resource to assist with direct referrals

# NJ Smiles

## Oral health services required by the PCP

- 1 Oral screening assessment
- 2 Completion of AAP caries risk assessment form
- 3 Anticipatory guidance
- 4 Application of fluoride varnish
- 5 Referral to the dentist by the age of 1 and follow-up at subsequent PCP visits to ensure the dental visit occurred

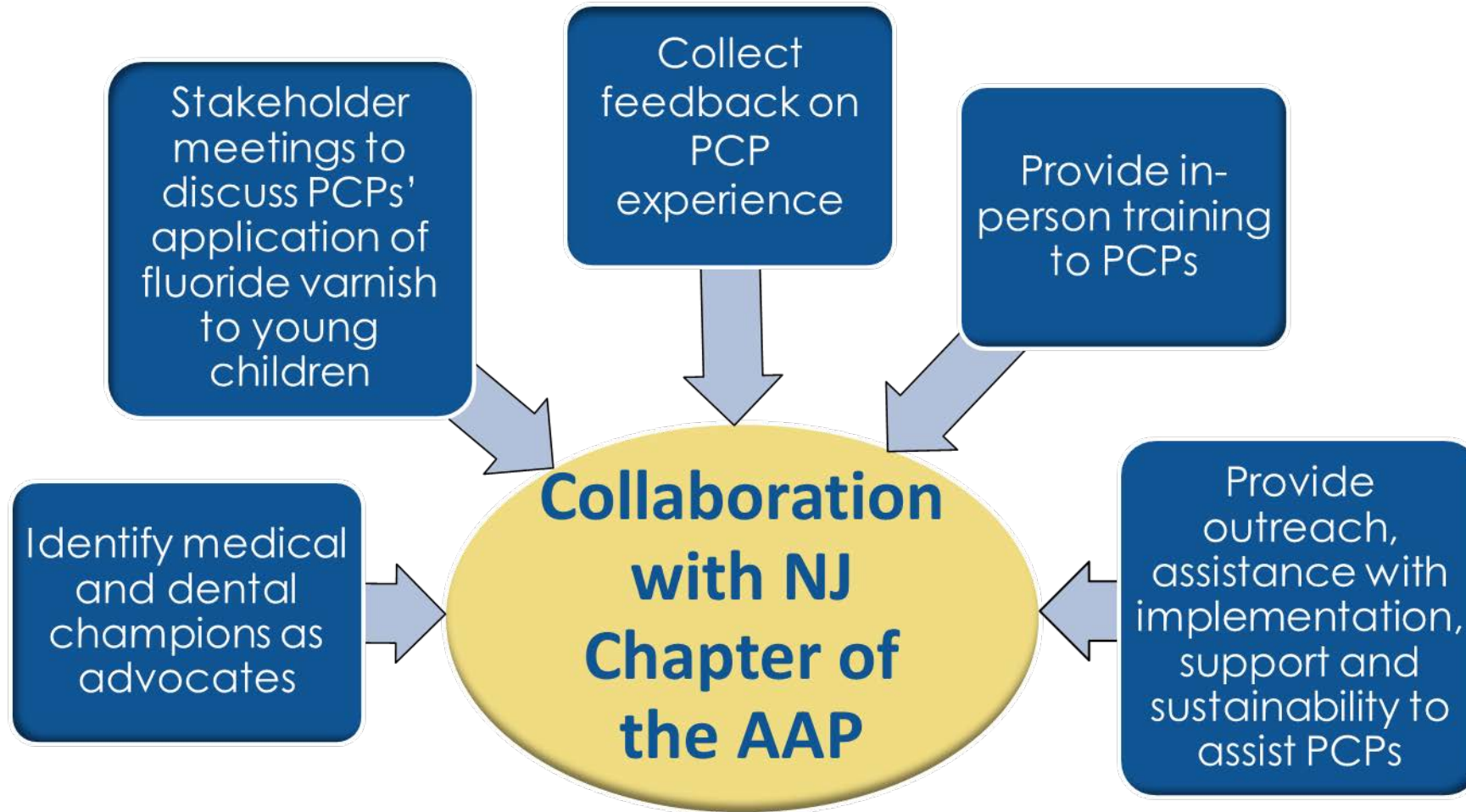
1  
2

# NJ Smiles

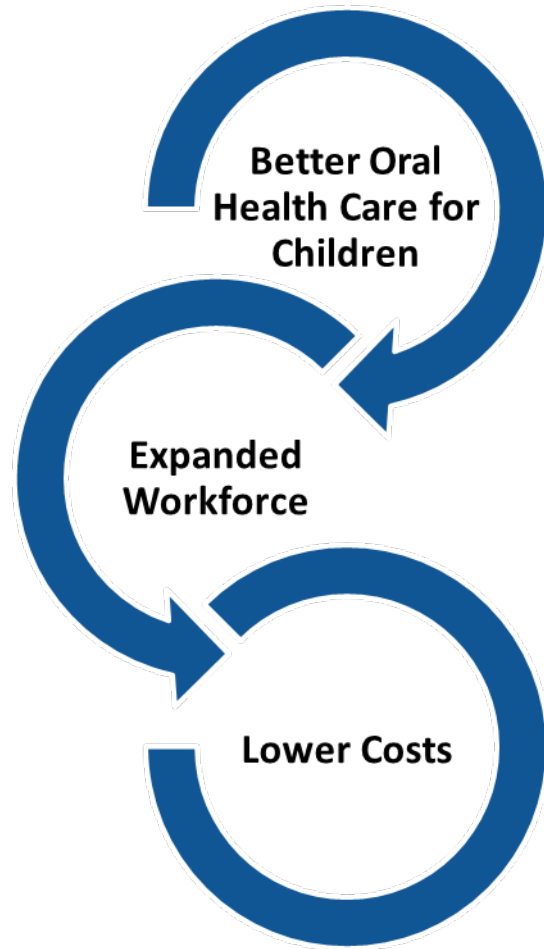
- All 5 services must be provided and billed using CPT code 99188
  - Frequency: 2 times a year, up to 4 times a year based on medical necessity
  - Age limit: through age 3
- Smiles for Life online training module or in-person training with NJ Chapter of AAP
  - Any medical professional can complete the training

Smiles for Life – A National Oral Health Curriculum. Available from: <https://www.smilesforlifeoralhealth.org/>

# NJ Smiles



# NJ Smiles



## Lessons Learned

- A relationship between PCPs and their community dentists is needed to encourage direct referrals
- System changes are needed that integrate medical and dental claims information
- The ability to identify dental visits that occurred as a result of PCP referrals is needed.

# Thank You!

For additional questions about NJ Smiles  
e-mail:

[Bonnie.Stanley@dhs.state.nj.us](mailto:Bonnie.Stanley@dhs.state.nj.us)



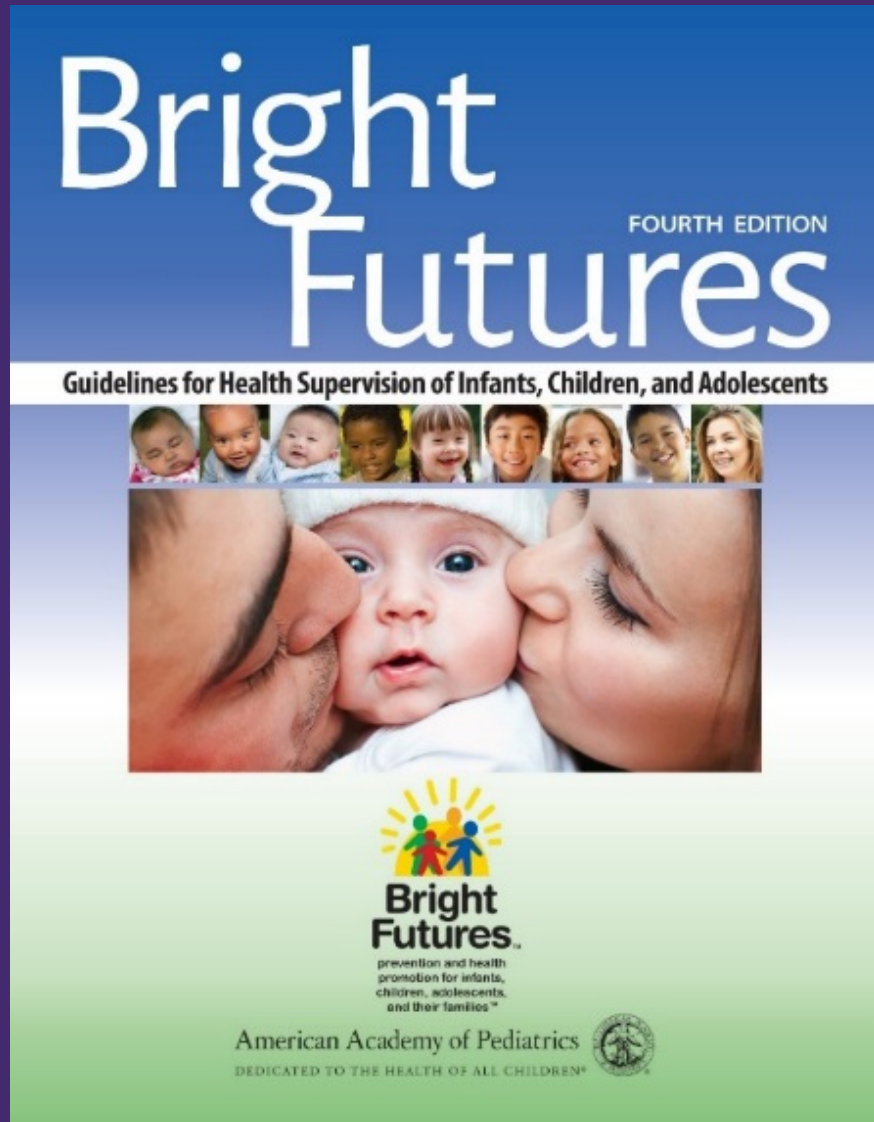


# Medical Dental Care Coordination

*Patricia Braun MD, MPH, FAAP  
Professor of Pediatrics and Public Health  
University of Colorado | Denver Health  
CMCS Webinar  
October 2020*



# AAP Recommendations | Standards of Care

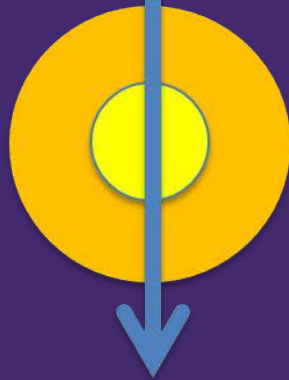


“Pediatricians should apply fluoride varnish to the children after the eruption of their first tooth and until establishment of a dental home. Medical and dental professionals should work in collaboration to provide fluoride varnish every 6 months for children at low risk for caries and every 3 months for children at high risk for caries.”

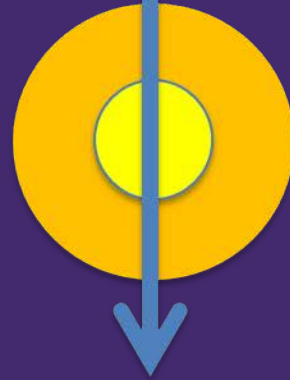
# Challenges and Possible Solutions

Opportunities

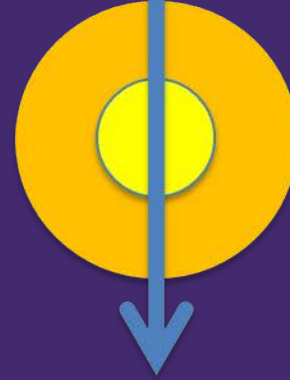
Education



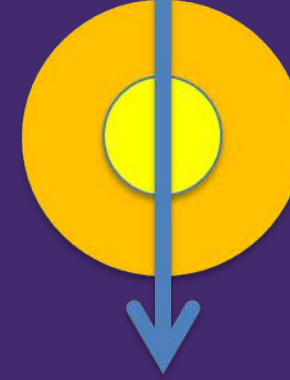
Practice



Payment



Culture



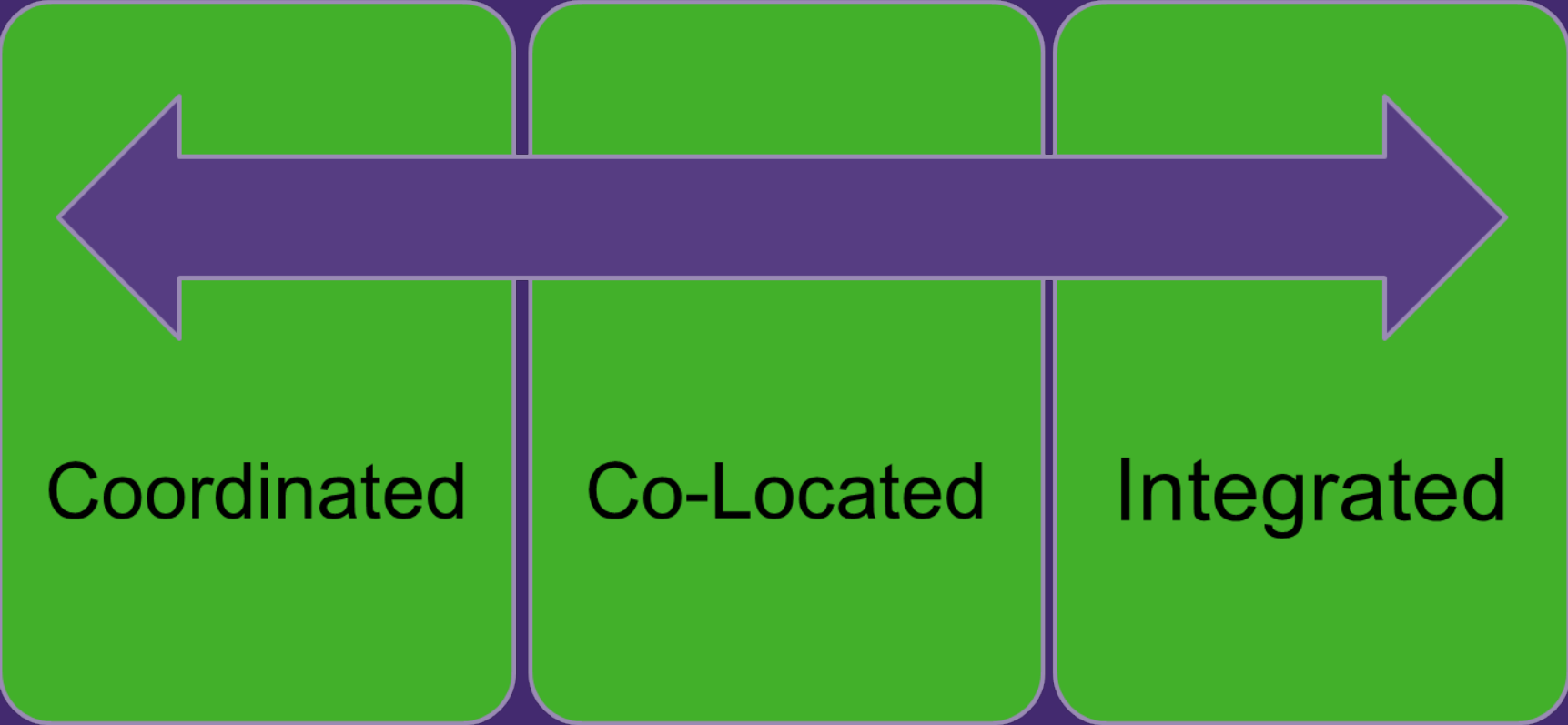
# Practice Solutions

One Size Does Not Fit All



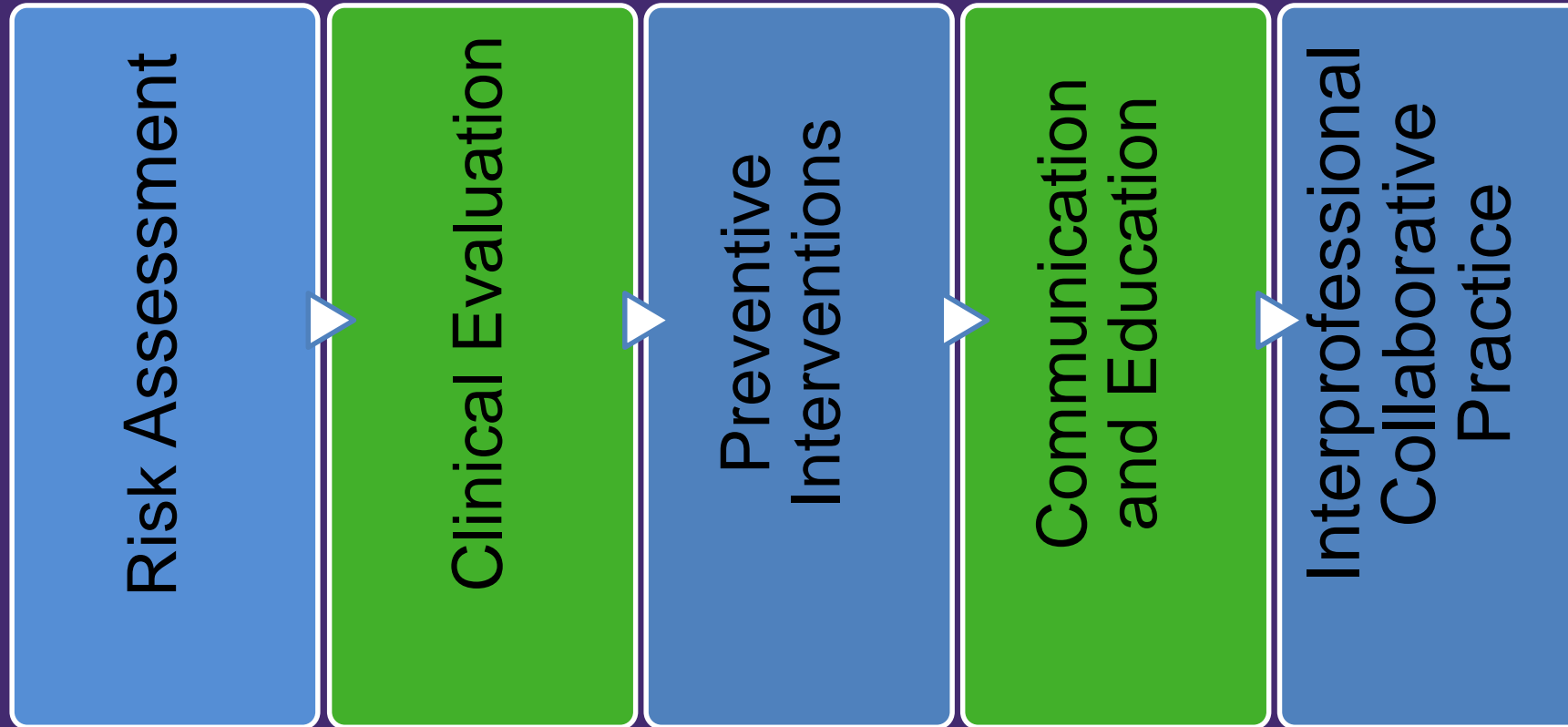
# Care Coordination

One Size Does Not Fit All



# HRSA

## Five Clinical Core Competencies



# Care Coordination




**DENVER HEALTH.**  
— est. 1860 —  
FOR LIFE'S JOURNEY

**Safety Net in Denver  
> 175,000 unique  
patients**



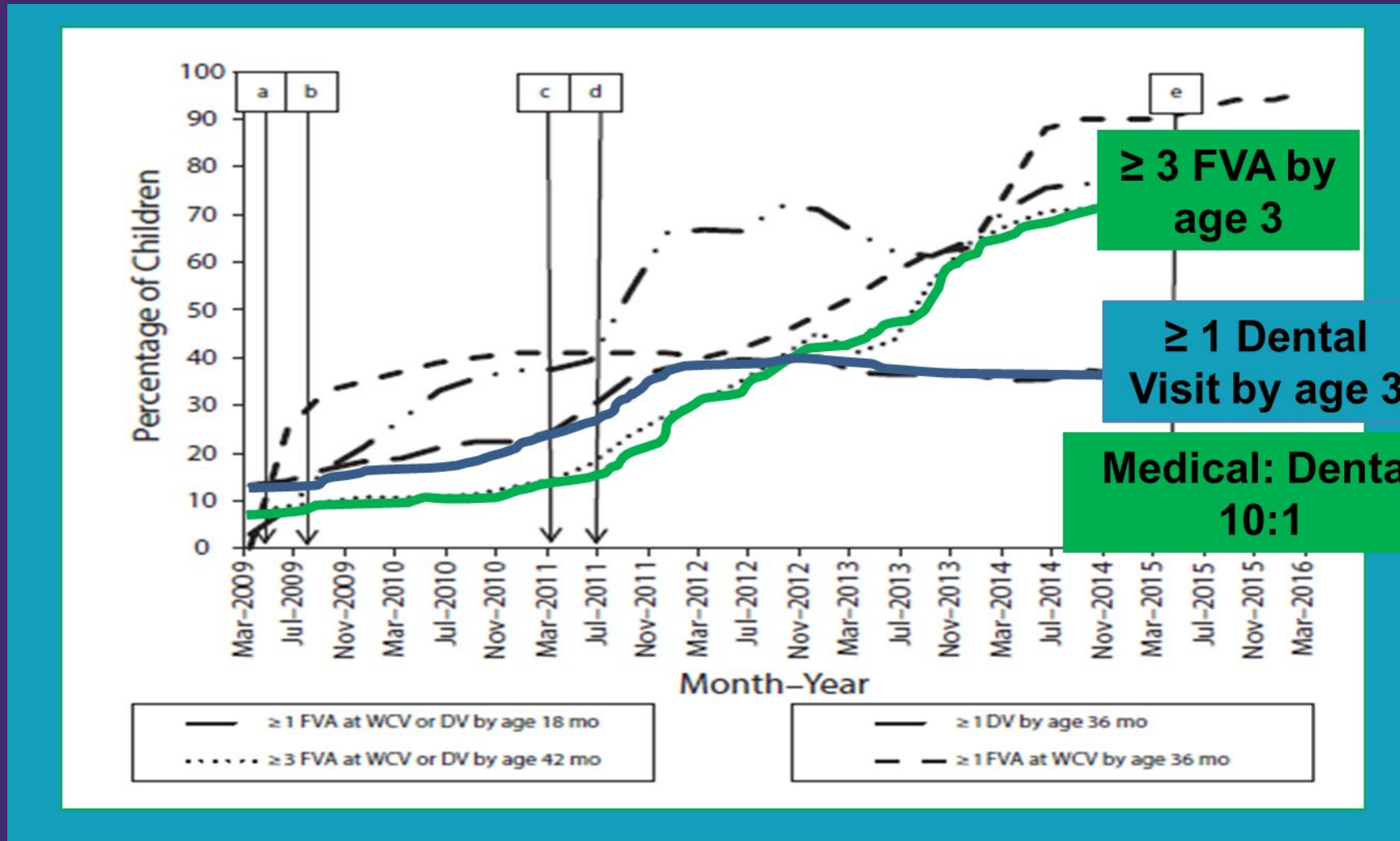
**Cavity-free  
AT THREE**

**Colorado Department  
of Public Health and  
Environment**



**Continuous Quality  
Improvement**

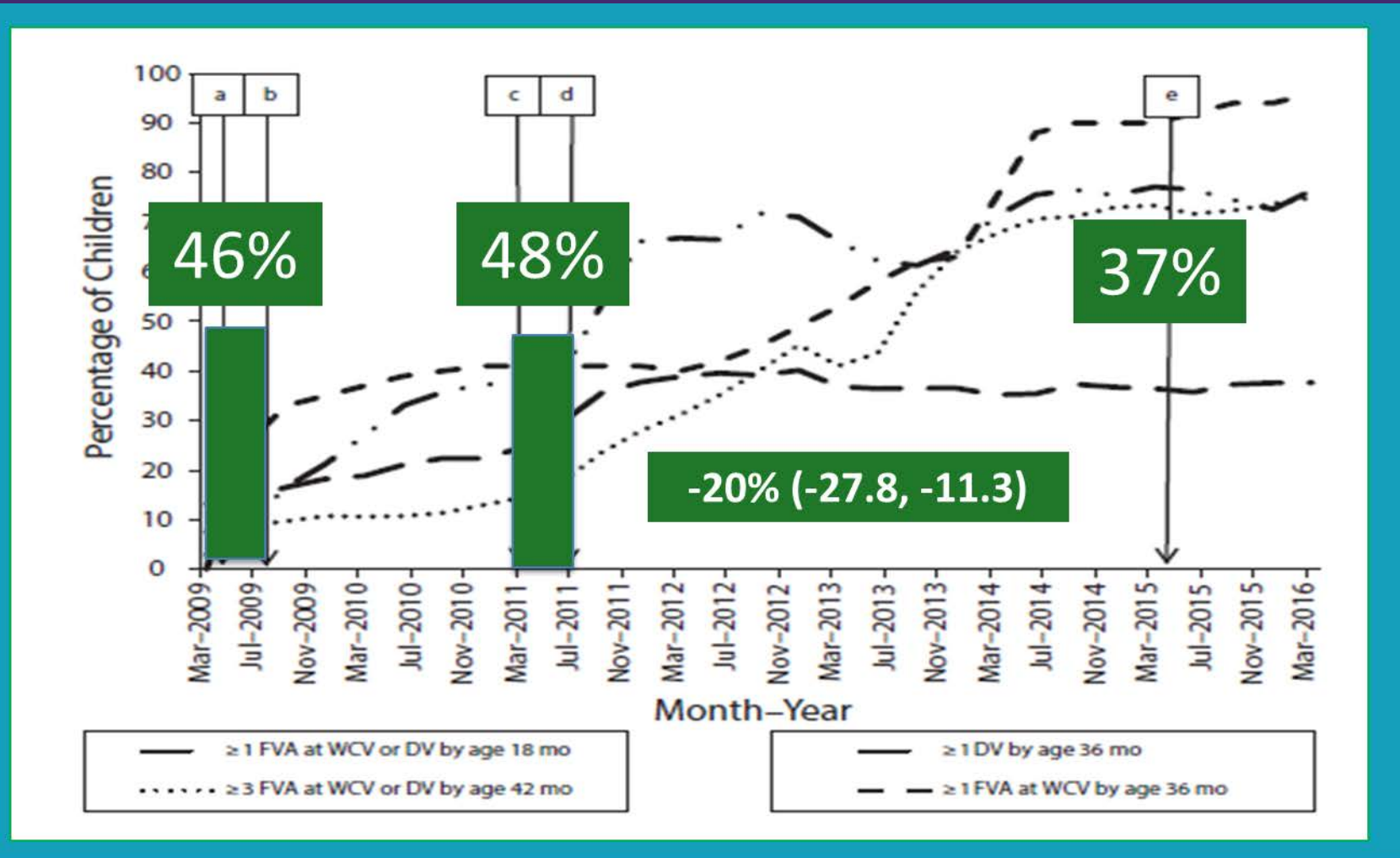
# ECC Prevalence



Braun PA, Widmer-Racich K, Sevick C, Starzyk EJ, Mauritsen K, Hambidge SJ. Effectiveness on Early Childhood Caries of an Oral Health Promotion Program for Medical Providers. Am J Public Health. 2017; 107:S97-S103.



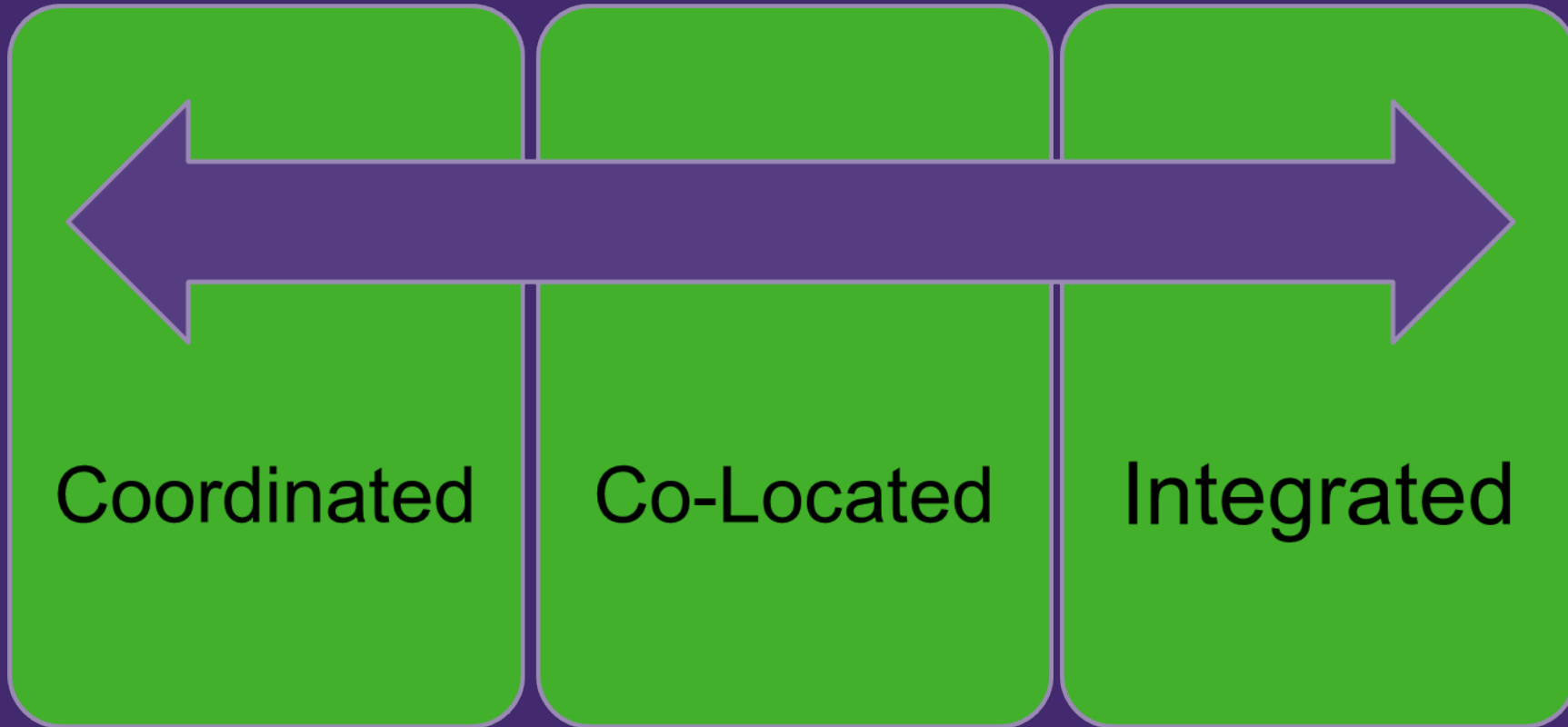
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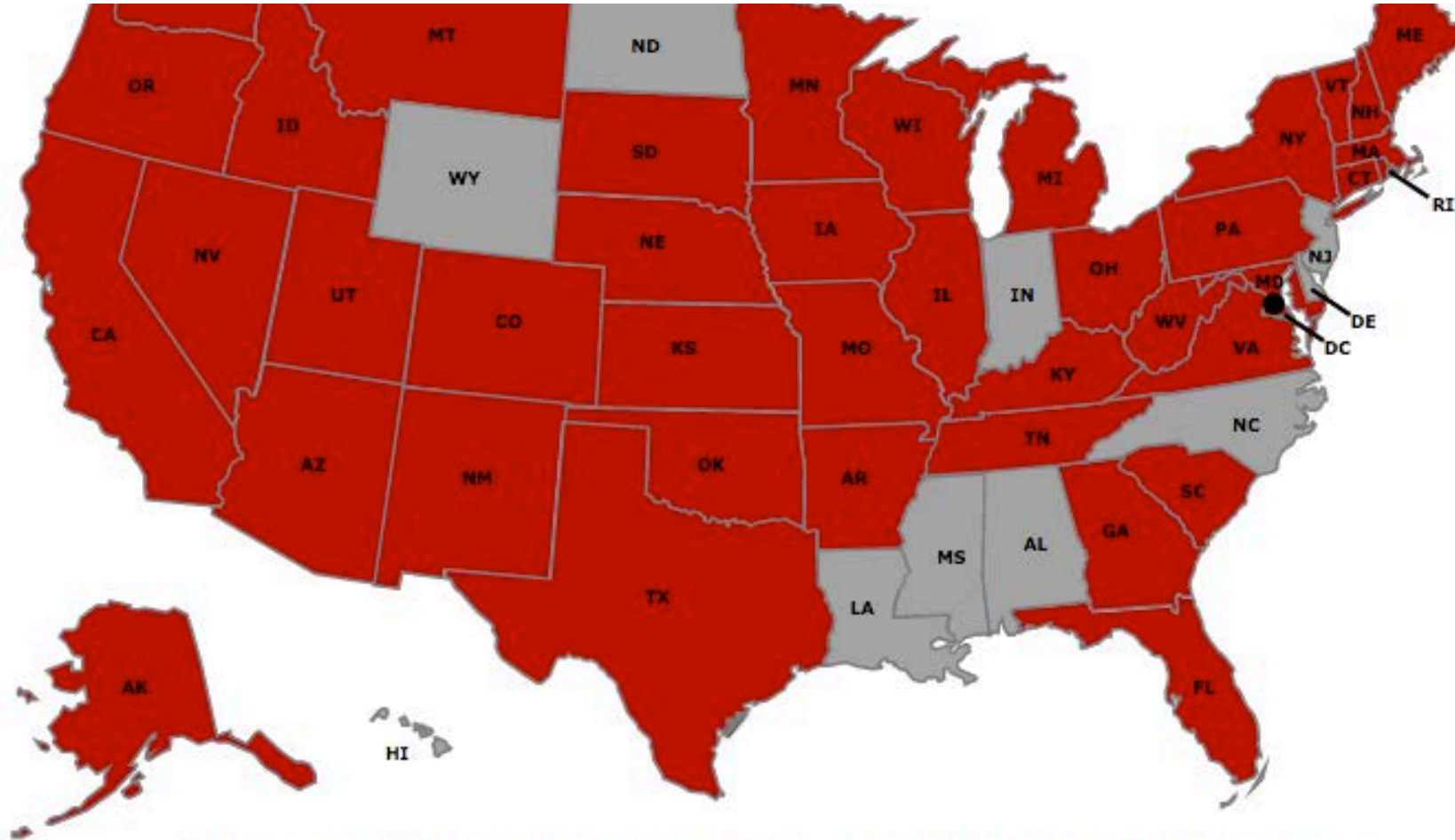
Braun PA, Widmer-Racich K, Sevick C, Starzyk EJ, Mauritson K, Hambidge SJ. Effectiveness on Early Childhood Caries of an Oral Health Promotion Program for Medical Providers. *Am J Public Health*. 2017; 107:S97-S103.

# Care Coordination

One Size Does Not Fit All



# 42 States: Direct Access Dental Hygiene



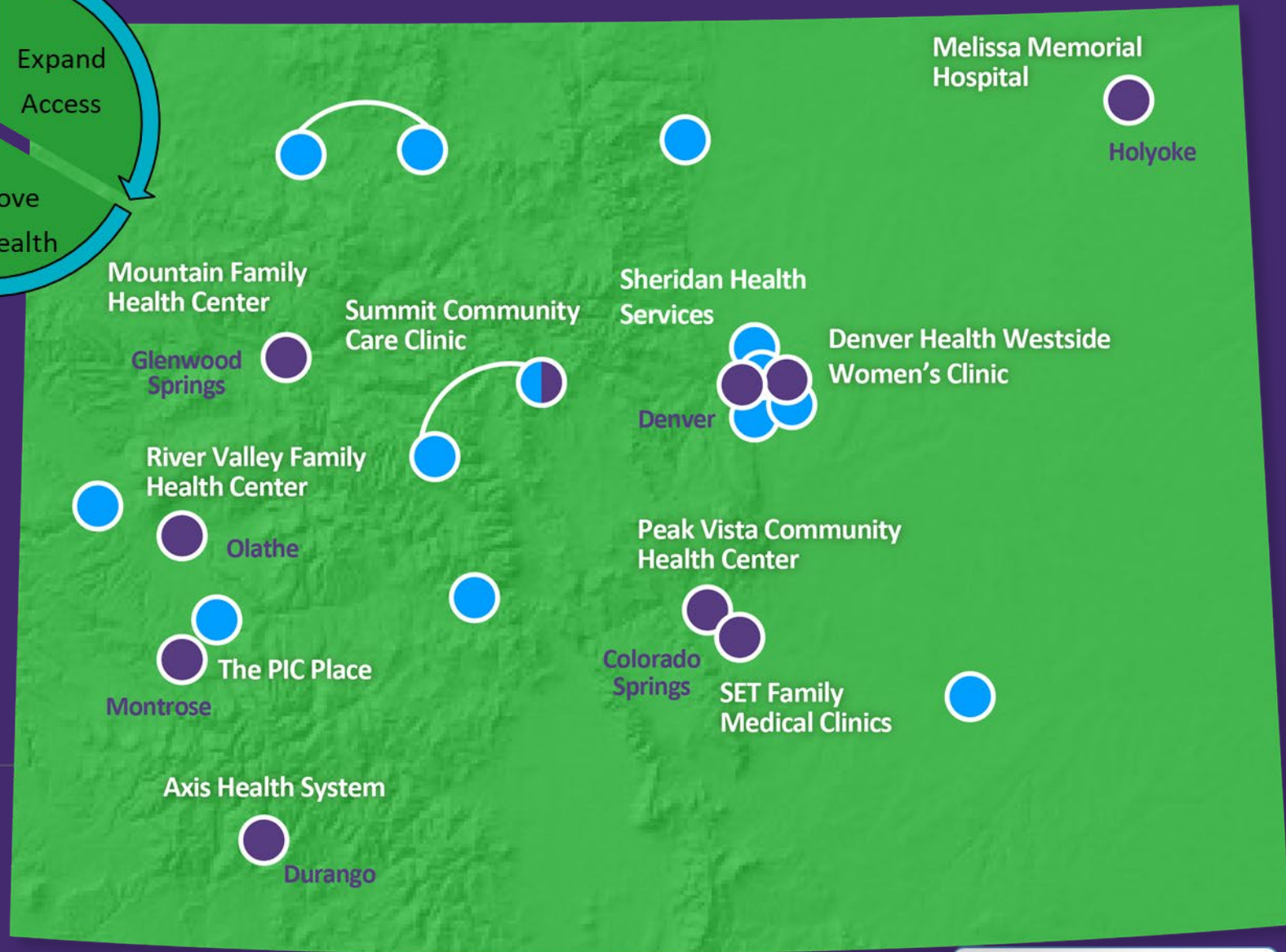
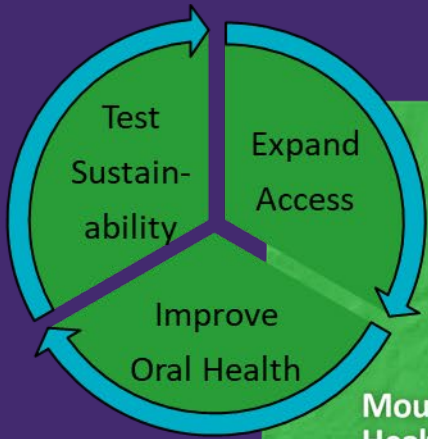
The American Dental Hygienists' Association (ADHA) defines direct access as the ability of a dental hygienist to initiate treatment based on their assessment of a patient's needs without the specific authorization of a dentist, treat the patient without the presence of a dentist, and maintain a provider-patient relationship (ADHA Policy Manual, 13-15).



■ States that permit direct access to dental hygienists

Revised May 2017  
[www.adha.org](http://www.adha.org)







- Full-scope dental hygiene care
- Integrated, team-based care
- Extension of dental home into medical home

 **DELTA DENTAL**

COLORADO FOUNDATION



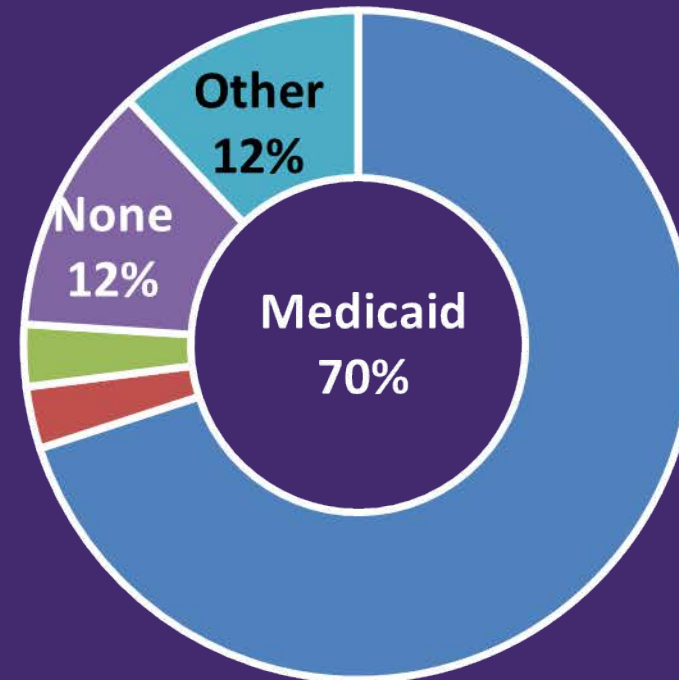
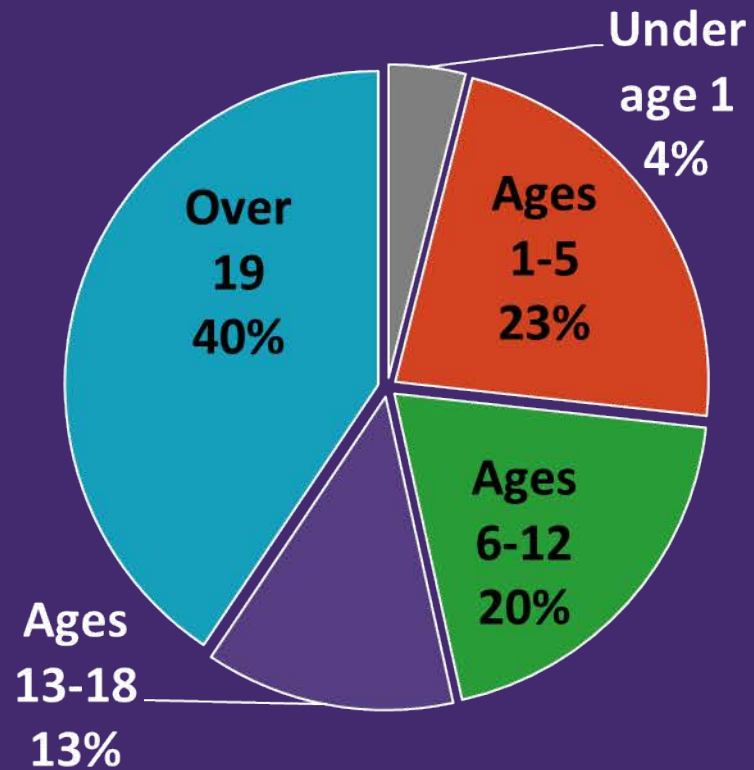
 **DELTA DENTAL**

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# Learning Collaborative

# Expanding Access—Broad Reach

Total Visits: > 70,000

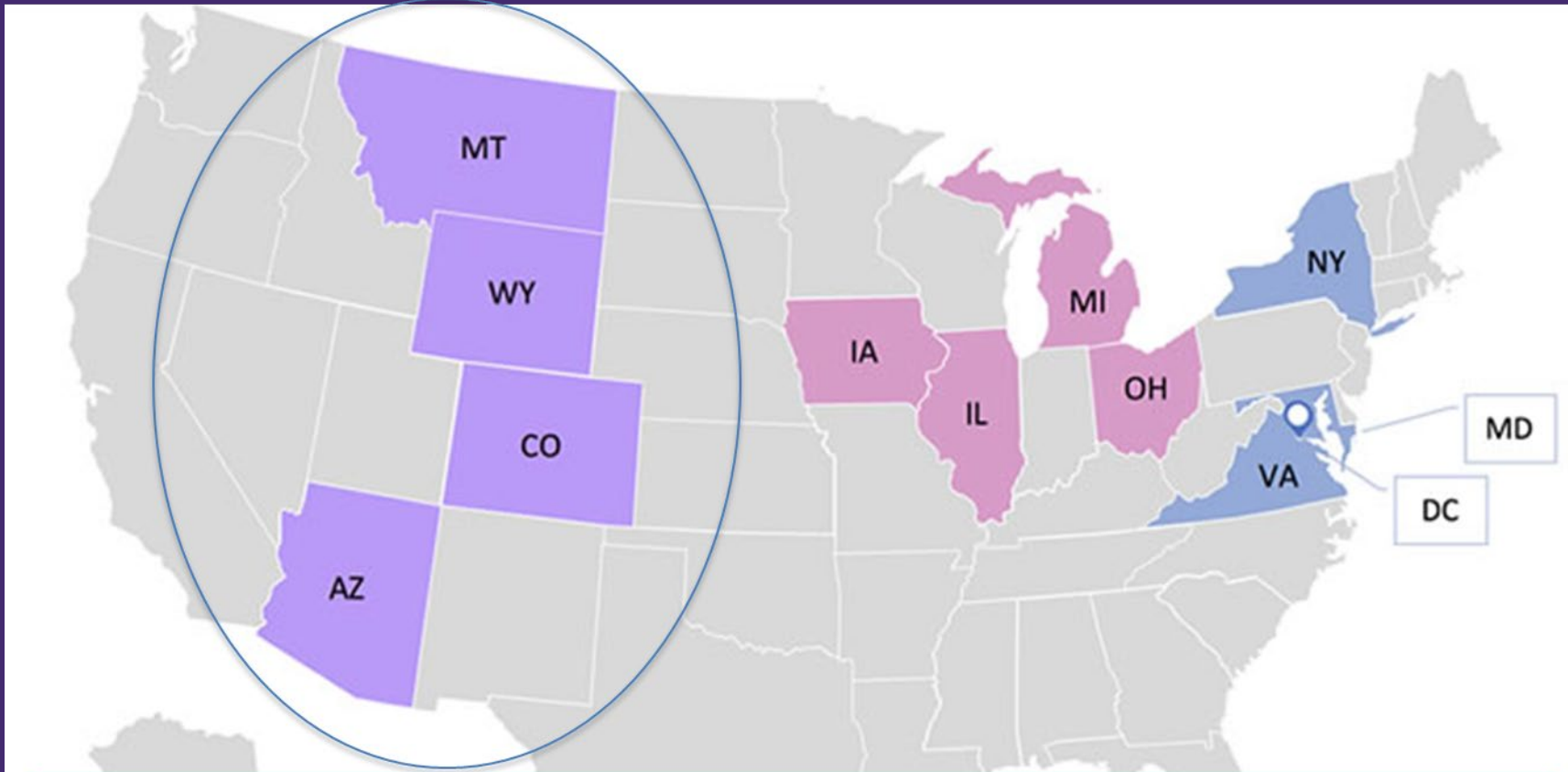


# Colorado Medical Dental Integration Project

- 45% last dental visit > year ago.
  - 50% untreated decay.
- >57% completed dental referrals.
- 18,917 completed dental referrals.



# HRSA: Networks for Oral Health within the Maternal and Child Health Safety Net



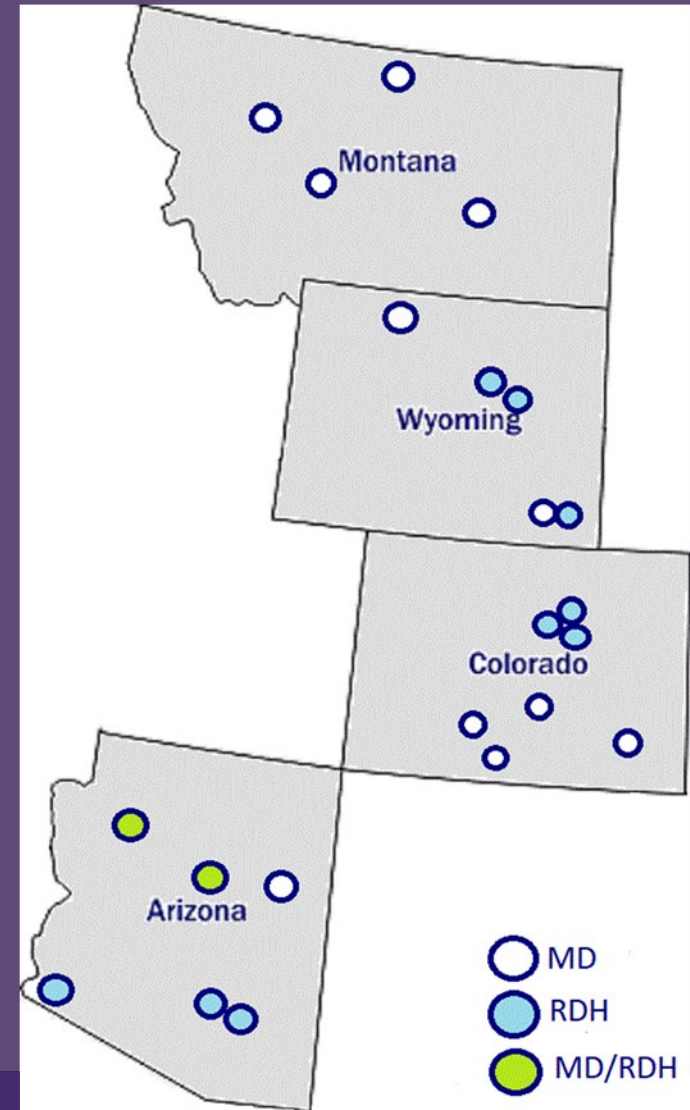
# HRSA: Networks for Oral Health within the Maternal and Child Health Safety Net



5-year HRSA Cooperative Agreement

30 Community Health Centers (CHCs)

0 to 3 years and pregnant women



# Impact and Takeaways

## One Size Does Not Fit All

- ❖ 5 HRSA core clinical competencies apply.
- ❖ All examples of care coordination.
- ❖ One model doesn't fit all.
- ❖ Expand access.
- ❖ There is potential to improve oral health.

# Questions | Comments

❖ [Patricia.braun@dhha.org](mailto:Patricia.braun@dhha.org)

❖ [Patricia.braun@ucdenver.edu](mailto:Patricia.braun@ucdenver.edu)

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# Discussion and Q&A

# Q&A

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- **To submit a written question or comment, click on the Q&A pod and type in the text box provided; please select “All Panelists” in the “Ask” field before submitting your question or comment**
  - *Your comments can only be seen by our presentation team and are not viewable by other attendees*

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# Wrap-Up

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# Other QI Resources: Medicaid and CHIP (MAC) Quality Improvement Open School



Complete self-directed, online courses, developed by the Institute for Healthcare Improvement, on key QI concepts and skills, such as:

- How to select measures for a QI project and become a QI leader
- How to lead QI projects
- How to scale and spread change



Earn a **MAC Quality Improvement Open School certificate** upon completion of seven core courses



Gain access to a library of **QI resources** (briefs, templates, case studies, etc.)



Receive support from **QI advisors** through office hours and individual coaching sessions

For more information or to get started, visit the MAC Quality Improvement Open School website:

<http://www.ihl.org/education/IHIOpenSchool/Courses/Pages/MACQuality.aspx>



Questions? Email [MACQualityImprovement@mathematica-mpr.com](mailto:MACQualityImprovement@mathematica-mpr.com)



# Contact the Learning Collaborative

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Thank you for participating!

Please complete the evaluation as you exit the webinar.