Dental Wellness Plan

February 2015
DWP Program Tenets

• Take a population health management approach to improve the overall oral health of Members by designing care plans to meet specific needs of each member.

• Use an earned benefits model which offers coverage for basic services, and allows members to complete specific incentives in order to gain access to other enhanced services.

• Contract with a commercial dental plan to provide competitive reimbursement rates and reduce administrative barriers.

• Increase dental provider reimbursement and offer pay for performance components if providers meet specific quality measurements linked to plan goals.

• Focus on care coordination and member engagement by linking oral health care to chronic medical care and other health care services.
Bring Smiles

Exceptional Quality Service

One Team

Leadership at All Levels

Embrace Change

Dental Wellness Plan Design
Core Benefits

• Member has Core benefits as soon as they enter the program.

• Diagnostic and Preventive Services include:
  - Exams and Education, Cleanings, X-rays and Fluoride treatments.

• Emergency Services – primarily to relieve significant pain or to relieve acute infections (unlimited subject to specific criteria)
  - Problem focused exams, extractions/oral surgery, surgical incision and drain, anesthesia, palliative treatment, periapical x-rays, pulpal therapy.
Core Benefits

- Stabilization Services – allows members to maintain basic human functions or prevents a condition from deteriorating in an imminent timeframe to a more serious situation (subject to specific criteria)
  - Restorations for large cavities on the pulp
  - Scaling and root planing
  - Stainless steel (posterior)/resin crowns (anterior) for fractured teeth.
  - Full mouth debridement
  - Denture adjustment and repairs
  - Complete dentures for edentulous and partial for replacement of anterior teeth.
Enhanced Benefits

- Member must return to their General Dentist for preventive care between 6 and 12 months from 1st visit to be eligible for Enhanced services.

- All Core benefits are still available plus Enhanced benefits of:
  - Restorations and other restorative services.
  - Root canals, apexification, apiocoectomy and other endodontic services.
  - Non-surgical gum treatment.
Enhanced Plus Benefits

- Member must return to their General Dentist for preventive care between 6 and 12 months from 2nd visit to be eligible for Enhanced Plus services.

- All Core and Enhanced benefits are still available plus Enhanced Plus benefits of:
  - Crowns/Onlays – for anterior permanent teeth and extensive coronal destruction/broken cusp and posterior teeth with root canal therapy and cracked tooth syndrome.
  - Tooth replacements – dentures (complete and partial) and bridges for designated conditions.

Note: all Enhanced Plus services require Prior Authorization.
EPSDT

- 19-20 year old members of the DWP program have access to all covered services at time of enrollment, regardless of what tier the fall into —since they are covered under EPSDT

- All services are subject to review—especially Emergency and Stabilization services – regardless of age
• Risk Assessment
Oral Risk Assessment

• Risk Assessment facilitates data collection to demonstrate population health improvements.

• The tool for the Oral Risk Assessment (PreViser) provides scores on both periodontal disease and caries.
• Provider Recruitment
Provider Recruitment

- Specific contracting for the Dental Wellness Plan and not associated with other Delta Dental networks.

- Contracting with General Dentists, Specialists, CHC’s and University of Iowa.

- Fee Schedule Reimbursement is similar to Commercial PPO Reimbursement in the state of Iowa.
• Outreach and Referral Plan
“This county will not be a good place for any of us to live in unless we make it a good place for all of us to live in”

--Theodore Roosevelt
DWP Outreach and Referral Plan

- Request for Proposal – released November 2014

- Limited to MCH Title V Contractors
  (already familiar with establishing dental homes for children)

- Contracts with 19 agencies established
Scope of Work

• Increase member and community understanding and awareness of the DWP, in addition to making the program successful with collaboration from community partners.

• Create a system that provides coordination of dental homes for adults by linking community partners, dental providers, health care providers (including emergency room departments) and members to achieve
Member Experience

- **Member Welcome Packet & Health Assessment**
  - Members complete oral health risk self-assessment.
  - Data used to identify oral health behaviors and risks for communication, education, and outreach.

- **Community Outreach & Referral**
  - Links patients with dentists in the community.
  - Ensures members understand benefits, the importance of good oral health, and compliance with follow-up visits.

- **Dental Home**

**Core Benefits**
- Immediate Access

**Enhanced Benefits**
- Complete 1st recall within 6-12 months of initial exam

**Enhanced Plus Benefits**
- Complete 2nd recall within 6-12 months of 1st recall
Member Outreach

DWP Coordinator Role –

- Locate members who would otherwise remain unserved
- Engage members to understand the importance of continued oral health care and the plan design
- Assess members oral health needs
- Link members to a network provider and/or other support services they may need to remove barriers to accessing dental care
- Follow members through the dental system until a dental home is established
Member Outreach Goals

Outcomes:

• Members become independent consumers
• Members develop health beliefs, attitudes and behaviors
• Members make informed health care choices
• Members improve overall health and physical being
Community Outreach

**DWP Coordinator Role –**

- Establish relationships with community partners who also serve the DWP population (in any capacity)
- Provide knowledge of the DWP design and the target population
- Provide contact information as a referral source
- Compile a list of community resources to help DWP members overcome barriers to accessing dental care
Community Outreach Goals

Outcomes:

• Enhance community awareness

• Increase the visibility of the DWP Program within a community

• Broaden community support

• Engage new community partners/stakeholders

• Improve knowledge, attitudes and health behaviors of community partners which can be passed onto members
Performance Measures

- 20% increase in DWP members receiving a preventive dental service

- 15% increase in DWP members return for a follow up visit following their initial exam

- By December 15, 2015 work with ER facilities to develop and implement a referral protocol for all non-emergent dental issues
Date: April 30, 2015
Time: 9:00 – 4:00
Location: DMACC Campus in Ankeny
         (FFA Enrichment Center Building)
• Eligibility
Eligibility

- Verification of eligibility and annual renewal
- Retro eligibility
• Data
DWP Data

• 64 percent of the services provided are Diagnosis and Prevention Services

• 23 percent of the services provided are Stabilization Services

• 13 percent of the services provided are Emergency Services
DWP Data

Members Enrolled: 128,688
Members that have Received a Service: 40,442
Services Provided: 299,324
Dentist Providing Services: 994
Claims Processed YTD: 126,273
Claims Turn Around Time: 8.0 days
PreViser Risk Assessments: 17,861
Customer Service Calls YTD: 43,681
Questions?