

# MAPOC Meeting

February 2024

# Agenda

- Medicaid Dental 101 Overview
- Fraud, Waste, and Abuse Overview

# Medicaid Dental 101



**HUSKY Health**  
Administered by  
BeneCare



## **Medical Assistance Program Oversight Council General Meeting**

Donna Balaski, DMD, DSS Program Manager

Lee Serota, President BeneCare Dental Plans

Kate Parker-Reilly, LMSW Executive Director Connecticut Dental Health Partnership

# Agenda

1. 15 Years of the Connecticut Dental Health Partnership
2. Status of the CMAP Dental Provider Network
3. Oral Health Quality Measures & Oral Health Equity
4. Covered CT Population
5. Adult Benefit Maximum Data
6. CTDHP Innovations in Member Care & Community Partnerships
7. The Future of Medicaid Oral Health Care



- 44 employees based in Farmington, CT
- Certified Mental Health First Aid Responders
- Important focus is on meeting national Culturally and Linguistically Appropriate Services (CLAS) standards and ADA compliance standards
- Leverage data to develop member, provider, and community engagement strategies and illuminate the Medicaid oral health delivery system for stakeholders

# CTDHP @ 15 Years – Important Milestones

- 2008** CTDHP launched as a result of the *Carr v. Coker-Wilson* settlement agreement.
- 2010** Community Engagement & Oral Health Navigation supports implemented.
- 2011** Ranked 2<sup>nd</sup> highest utilization in nation by CMS for children’s preventive services.
- 2013** Perinatal & Infant Oral Health Quality Improvement Project implemented.
- 2014** 1,500 dental providers enrolled in CMAP.
- 2021** 1<sup>st</sup> annual Medicaid Oral Health Equity Report and Member Survey released.
- 2022** Covered CT dental benefits added adult rates increased.
- 2024** Periodontal Coverage added for members with systemic health conditions.

# Status of the CMAP Dental Provider Network

## How Dental Access is Measured

### Access Points

- Industry standard measure of network capacity
- How many dentists are enrolled in the CMAP network
- The geographic access points of office locations to HUSKY Health members in miles

### Appointment Availability

- How many offices are accepting / offering appointments to HUSKY Health members (open v. closed panels)
- Length of time to next available appointment

*You need robust access points to members and realistic wait times to ensure adequate access to care.*

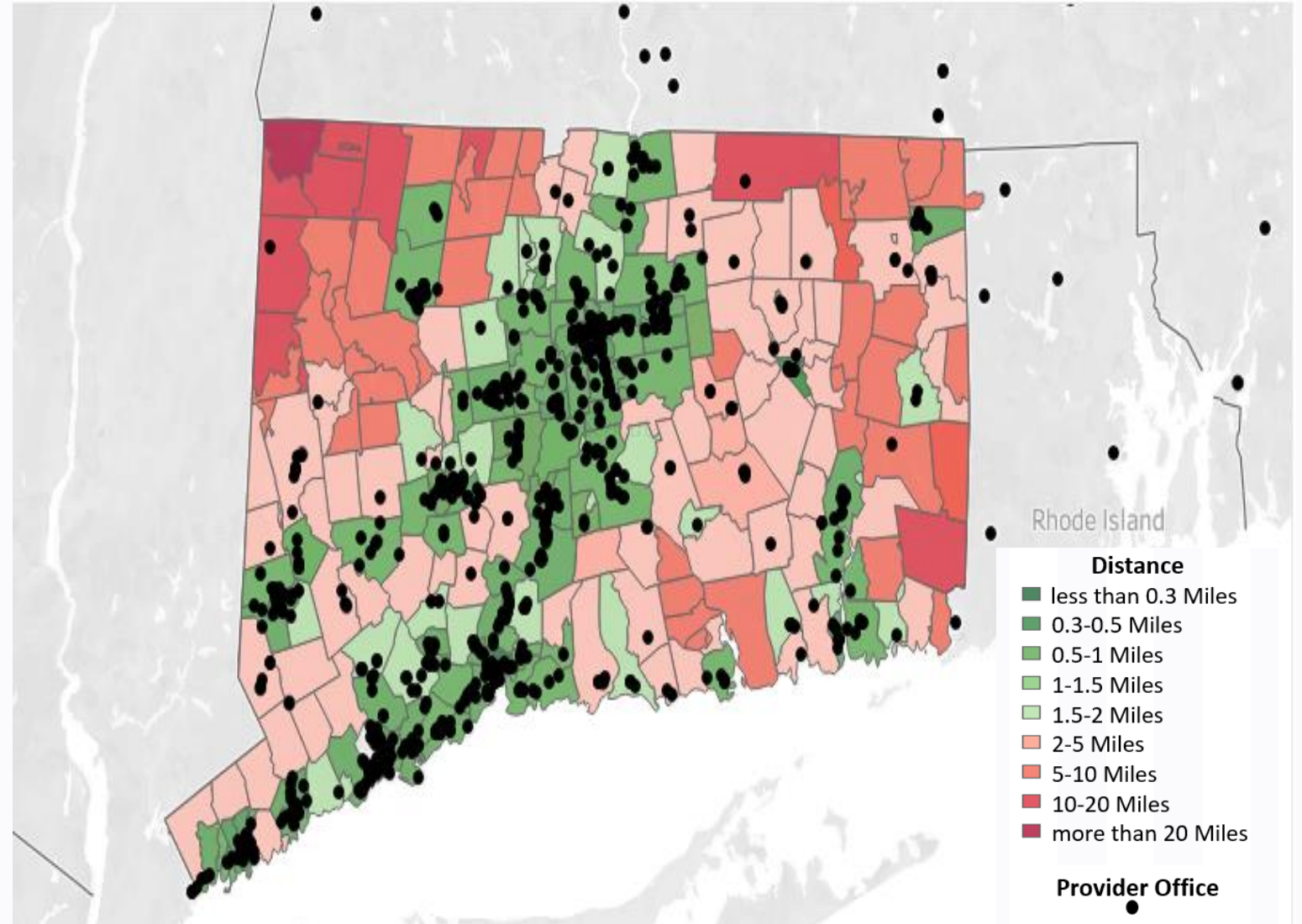


# Status of the CMAP Dental Provider Network

## Geographic Access Points

(as of October 2023)

- 99% of the population has access to a primary care dentist within 10 miles.
- 0.02% of the population (222 members) have distance of 20 or more miles to access a primary care dentist.



# Status of the CMAP Dental Provider Network

## Participating Providers

- Challenges in recruitment and retention of specialists particularly adult **endodontic specialists (4)** and **oral surgeons (152)** especially “itinerant/ co-located” specialists.
- Challenges in provider recruitment in **rural counties** – Windham, Tolland, New London, and Litchfield.
- Workforce shortages continue to be widespread across the dental industry** and it is particularly acute with dental hygienists and dentists.

	Total CMAP Enrolled Dental Providers	YOY Change	Total CMAP Enrolled Primary Care Dentists	YOY Change
<b>2021</b>	2,323		1,625	
<b>2022</b>	2,179	-144	1,500	-125
<b>2023</b>	2,079	-100	1,435	-65
<b>Total Change from 2021</b>		-244	<b>Total Change from 2021</b>	-190

# Status of the CMAP Dental Provider Network

2023 Appointment Availability Survey*				
County	Days to next appt. New Patient		Days to next appt. Existing Patient	
	Adult	Children	Adult	Children
Fairfield	14	13	24	15
Hartford	22	18	32	26
Litchfield	28	38	18	33
Middlesex	25	22	48	22
New Haven	14	18	18	22
New London	40	38	37	46
Tolland	32	41	32	41
Windham	38	32	46	61
<b>Average</b>	<b>20</b>	<b>19</b>	<b>27</b>	<b>24</b>

New Patient Appointment for Specialty Care – Days to Next Appt.	
Specialty	Days to Next Appt.
Orthodontics	15
Endodontist-Child	24
Endodontist- Adult	34
Oral Surgeon- Child	28
Oral Surgeon- Adult	46

\*Source:  
2023 Appointment Availability Report

# Status of the CMAP Dental Provider Network

## Appointment Offering

- The number of dental office locations that report they are not currently accepting HUSKY Health members or new HUSKY Health members is **increasing for adults.**

% of Survey Respondents Offering/Not Offering Appointments (March-May 2023)				
	Adults		Children	
	Offered Appt.	Not Offered Appt.	Offered Appt.	Not Offered Appt.
<b>2017</b>	81%	19%	88%	12%
<b>2021</b>	80%	20%	77%	23%
<b>2023</b>	78%	22%	80%	20%

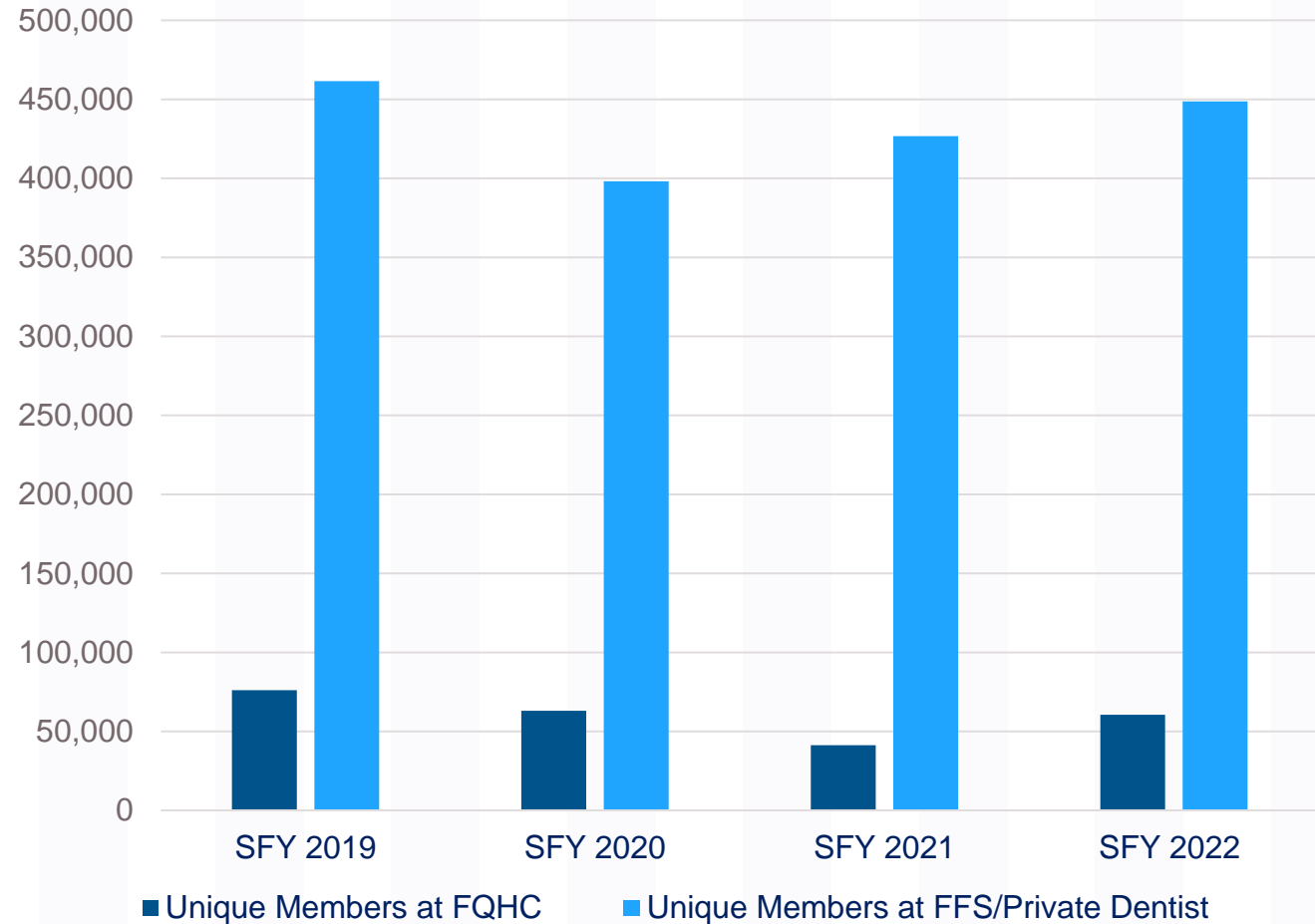
Source:  
2023 Appointment Availability Report

# Status of the CMAP Dental Provider Network

## Where Members Went for Oral Health Care in SFY 2022

- **12% of Members went to an FQHC for Dental Care.**
- Total spend was \$35.2 million in dental cost, representing 18% of total dental expenditures.
- **88% of Members went to a Fee-for-Service (FFS)/Private Provider for Dental Care.**
- Total spend was \$157.6 million representing 82% of total dental expenditures.

Unique Members at FQHC and FFS/Private Dental Providers



# What Members Say About Access & Quality of Care

“I apologize for the low rating as I am grateful for my insurance. But while I have been able to secure excellent care for my children, I have not been able to get an appointment with a provider (and I have tried), that will take HUSKY for me.” Rating 1

“I received good care from the dental team but it is difficult to find a dentist who takes HUSKY. And, when I needed a root canal, there were zero local providers on the HUSKY plan. I would have had to travel hours away. And the fact that HUSKY only pays for one cleaning a year for adults is ridiculous. These two issues are simply not aligned with good healthcare.” Rating 8

**How do you rate the dental care that you personally received as a HUSKY Health Plan Member?**



\*2023 Member Survey Report

“We Care About Your Dental Health”

# Efforts in Provider Network

**2022**

- Coverage expansion of Silver Diamine Fluoride to all members.
- Fee increase for adults and endodontic services for FFS/private providers.
- Prior authorization process fully digitized.

**2023**

- Increase in hospital facility fees and new reimbursement to freestanding ambulatory surgical centers for complex oral health care services.
- Provider survey fully automated to enable efficient data capture of provider preferences and capabilities.

**2024**

- Periodontal services for members with treatable periodontal disease and a diagnosis of a co-morbid medical condition.
- Developing a tool for dental providers to access certain medical utilization histories to inform them of patients who have co-morbid conditions that negatively impact oral health.

# Oral Health Quality Measures

Measure Source	Measure Name	Population	2020	2021	2022	21 v 22	National Rank
CMS Core Measure Set	Oral Eval, Dental Services <sup>1</sup>	Children	43%	51%	48%	↓	4 <sup>th</sup>
	Topical Fluoride <sup>2</sup>	Children	14%	24%	24%	=	6 <sup>th</sup>
	Sealants on Permanent First Molar (all 4 molars) <sup>3</sup>	Children	63%	40%	39%	↓	10 <sup>th</sup>
CMS-416 EPSDT Data	% Any Dental Service <sup>5</sup>	Children	51%	53%	57%	↑	N/A
	% Prevention Services	Children	46%	47%	53%	↑	2 <sup>nd</sup>
	% Treatment Services	Children	19%	20%	23%	↑	N/A
CTDHP Measure	Oral Eval & Fluoride at Primary Care/Pediatric Well-Child Visits (ABC Program) <sup>4</sup>	Children	0.85%	1%	1%	=	N/A
	% Any Dental Services <sup>6</sup>	Adults	30%	33%	30%	↓	N/A
	% Prevention Services	Adults	18%	22%	20%	↓	N/A
	% Treatment Services	Adults	17%	18%	16%	↓	N/A

See Appendix for Data Definitions



# Oral Health Disparities – 2023 Oral Health Equity Report

Measure Name	Pop.	Gender		Geography		Race Ethnicity							
		F	M	NR	R	Asian	Black African American	White	Hispanic	Multi-racial	Native American *	Pacific Islander *	Unknown
% Any Dental Service	Adults & Children	✓	●	✓	●	●	●	●	✓		●	●	
% Prevention Services	Children	✓	●	✓	●	●	●	●	✓		●	●	●
% Treatment Services	Children	✓	●	✓	●	●	●	●	✓		●	●	●
Topical Fluoride	Children	✓	●	✓	●		●		●	●	●	●	✓
Sealants on First Molar	Children	✓	●	✓	●	●	●	●			✓		●
% Prevention Services	Adults	✓	●	✓	●	●		●		✓		●	●
% Treatment Services	Adults	✓	●	✓	●	●		●	✓			●	●

✓ Best Of Group   
 ● Disparity   
  Less than 1% difference from Best Of Group   
**R** Rural Towns<sup>2</sup>   
**NR** Not Rural

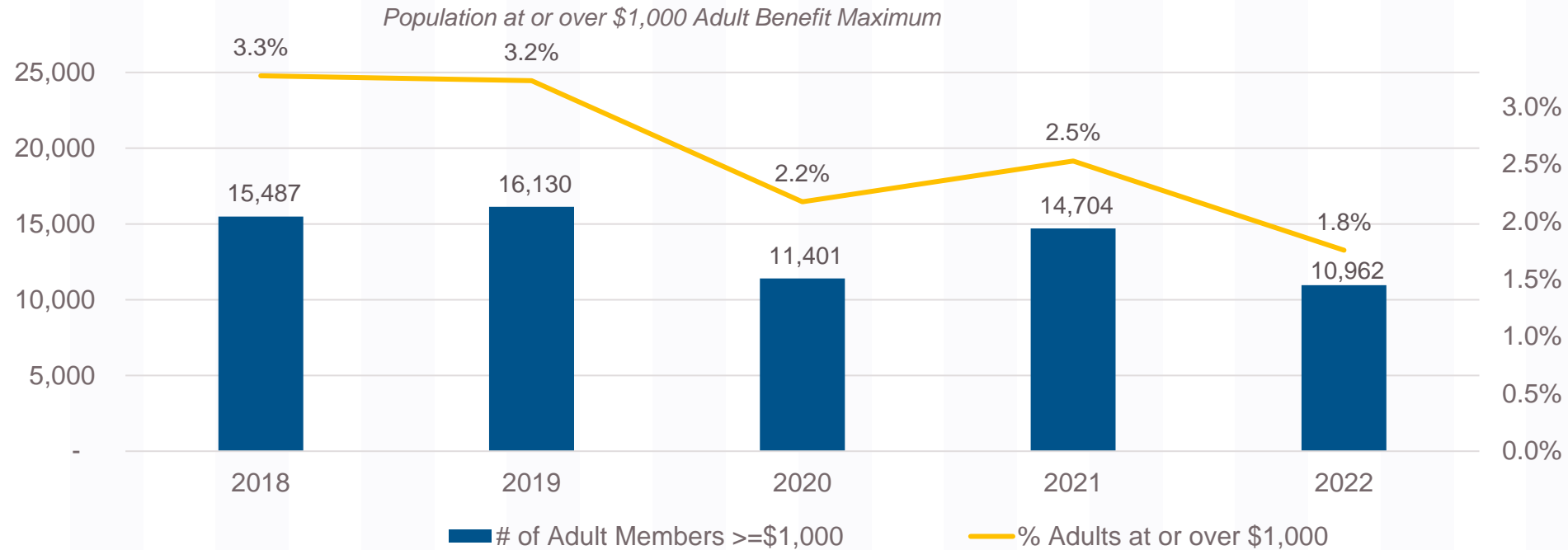
\*Small Population Size. Care should be taken when interpreting results

\*\* See Appendix for Data Methodology, Visualization Attribution

# Covered CT Population

Measure	Year 1 July 1, 2022-June 30, 2023
Enrolled Members*	16,505
Unique Members Utilizing Dental Services	3,515
Prevention v. Treatment Services	64% Prevention 36% Treatment
Claims Submitted	8,998
Prior Authorizations Submitted by CMAP Providers	4,982
Calls to CTDHP Member Services Center	2,757
Views to CoveredCT.org website	6,381
<i>*Enrolled Members as of January 31, 2024: 27,651 Members</i>	

# Adult Benefit Maximum



- Implemented in 2018, along with elimination of the second annual cleaning for adults, as a cost savings method and strategy to save the optional adult benefit from elimination.
- Applies to adults only and resets annually.
- With approved prior authorization for medical necessity, any services above the maximum are provided.
- Does not include endodontic, oral surgery for multiple extractions, full or partial dentures costs.
- CTDHP calls members when at \$600 accumulated benefit, Gainwell Tech sends letter at \$900 and \$1,000.

# CTDHP Member Services Center

CY 2022 Outcomes	
Measure	Outcomes
Calls Answered	60,763
Average Speed to Answer	21 Seconds
Abandoned Calls	2,163 (3.3%)
Average Length of time to Abandonment	46 Seconds
Average Call Length	5 Minutes, 1 Second
Outbound Personal Calls	24,447
Outbound Automated Calls, Texts, and Emails to At-Risk Populations	744,962

# CTDHP Innovations in Member Care & Partnerships

**2022**

- No Dental/Medical Home and SDOH referrals with CHN-CT.
- CTDHP connected to CONNIE ADT feed for ED diversion.
- Piloted texting to Members without a Dental Home and with Diabetes.
- Medical/Dental Co-Management of Members with CHN-CT.

**2023**

- HUSKY Dental Pop-Up Resource Centers launched statewide.
- Media campaigns developed with member feedback and in targeted zip codes.
- Launch of Dr. Tooth Fairy for Children's Dental Health in 5 languages.

**2024**

- CE training program in development for Non-Dental Professionals.
- Developing partnerships within the Asian community to learn barriers to oral health.
- Expanding collaborations with local Head Start Programs and Office of Early Childhood – Family Visiting Programs

# The Future of HUSKY Health Oral Health Care

- Medicaid Rate study
- Ability to both recruit and retain the provider network
- Integrated care – especially Members experiencing chronic medical conditions and prenatal Members
- Oral health equity centered in trauma informed care and CLAS standards
- Coverage for advances in minimally invasive care (less “drill & fill”)



**2023  
Medicaid  
Oral Health  
Equity  
REPORT**

The Connecticut Dental Health Partnership is the Dental Plan for HUSKY Health and is administered by BeneCare Dental Plans under a contract with the Connecticut Department of Social Services (DSS).

*Our mission is to enable all HUSKY Health members to achieve and maintain good oral health. We work to ensure all members have equitable access to oral health services.*

JUNE 2023  
CTDHP.ORG



**HUSKY Health Dental Plan Benefit  
Member Survey Results**

June 2023



**2023  
Appointment  
Availability  
REPORT**

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**855-CT-DENTAL  
855-283-3682**

[Reports - HUSKY Dental \(ctdhp.org\)](http://www.ctdhp.org)

**“We Care About Your Dental Health”**

# Appendix – Data Definitions

## Slide 13 – Oral Health Quality Measures

1. *Oral Evaluation CMS Core Measure:* Unduplicated number of children under age 21 and continuously enrolled for 6 months during the measurement year. Number of enrolled children who received an oral evaluation as a dental service during the measurement year.
2. *Sealant CMS Core Measure:* Unduplicated number of children who turn age 10 in the reporting year and continuously enrolled for 12 months prior to the 10<sup>th</sup> birthday. Number of enrolled children who received sealants on permanent first molar tooth with at least 1 sealant and all four molars sealed in the 48 months prior to the 10<sup>th</sup> birthday. Excluding children (from numerator and denominator) who have received treatment on all four permanent first molars in the 48 months prior to the 10<sup>th</sup> birthdate.
3. *Topical Fluoride CMS Core Measure:* Unduplicated number of children ages 1 to 20 and continuously enrolled from 12 months during the measurement year. Number of unduplicated children who received at least two fluoride applications during the measurement year.
4. *Oral Eval and Fluoride Varnish at PCP Well-Child:* Children aged 0-7 who have been continuously enrolled for three months. Children with Oral Health Assessment DA Modifier to E/M Codes and Fluoride Varnish CPT codes services.
5. *Children Dental Services CMS 416:* Children eligible for EPSDT continuously enrolled for 90 days. Children eligible for EPSDT receiving dental services, preventive visits and treatment visits.
6. *Adult Dental Services CTDHP:* Adults continuously enrolled for 12 months. Adults receiving dental services, preventive visits, and treatment visits.

## Slide 14 - Oral Health Equity

1. *Data from 2023 Oral Health Equity Report:* Continuously enrolled HUSKY Members from 2020-2021, 2021 Outcomes Data. Index of Disparity Method used from Harper, S. and J. Lynch. Methods for measuring cancer disparities: using data relevant to Healthy People 2010 Cancer Related Objectives. National Cancer Institute Cancer Surveillance Monography Series, No. 6 No. 05-5777 USA: 2005 NIH Publication, 2010. Data Visualization informed by Carelon Behavioral Health, Bert Plant, Ph.D. “Behavioral Health Quality Indicators and Outcomes for HUSKY Health Members”, April 2023 MAPOC Presentation.
2. *Rural Definition:* CT Office of Rural Health “All towns with a population census of 10,000 or less and a population density of 500 or less people per square mile.”