



Oral Health Update

Marty Milkovic MSW
Covering Connecticut's Kids and Families
October 3, 2018

- **Not like Medical Insurance**
 - Employer/Commercial Dental Insurance
 - More “risk” is shared with the patient
 - Different coverage level based on type of procedure:
 - Preventive (100%) - Restorative (80%) - Major Restorative (50%)
 - Annual Coverage Limits:
Typically \$1,000 - \$2,000
 - Focus on “least expensive acceptable benefit”
 - Weaker “Standard of Care”
 - Treatment vs benefit
 - alternate benefit



- **Not like Medical Insurance** (continued)
 - Most plans have a waiting periods
 - Preventive care immediately
 - Basic restorative care after six months or a year
 - Major restorative care after as much as two years
 - Many plans have a deductible, you pay the first \$200 for example
 - Some procedures not usually covered
 - Cosmetic: tooth whitening, veneers
 - Implants
 - Braces
 - Pre-determination – shows what you will pay



- **Not like Medical Insurance** (continued)
 - Explanation of Benefits (EOB)
 - Policies can be different, so read the materials
 - Really more like a discount program
- **HUSKY Health (CTDHP) is not like most dental insurances**
 - Pays full fees, no co-pays
 - No limit on children's payments
 - More procedures covered
 - Care Coordination and Outreach
 - Larger provider network

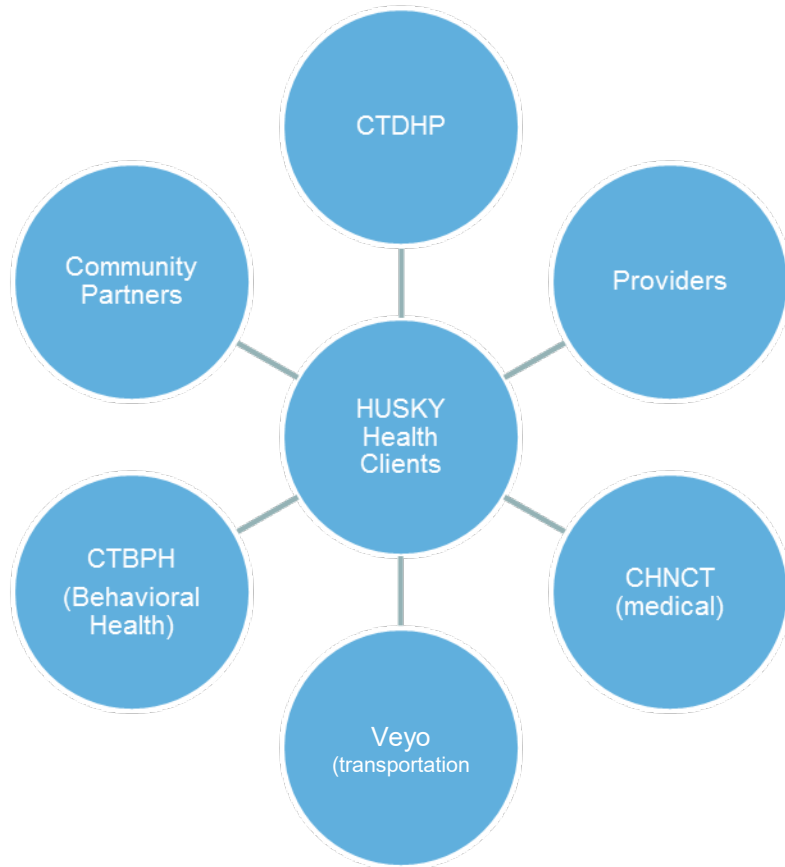


Connecticut Dental Health Partnership (CTDHP)

- The Dental Plan for HUSKY Health (Medicaid/CHIP)
- Operated by BeneCare Dental Plans since 2008
- More than 800,000 clients - More than 400,000 children
- Administrative Service Organization (ASO)



CTDHP Background



Prior to 2008

- Up to 11 Managed Care Organizations
- Up to 9 dental plans
- Plus Fee-For-Service
- Different networks, fees, benefits, contact points
- Dental lawsuit

The Connecticut Dental Health Partnership Today

- One provider network
- One fee schedule
- One set of benefits
- One set of administrative rules
- One number to call/one website

Responsive Call Center

- Three way conference call to schedule appointments
- Benefit Information
- Referral to Care Coordination
- Scheduling Assistance
- Referrals to providers
- Translation services

Good Metrics

- > 92% calls answered within 45 seconds by a live person
- > 99% of calls answered within 120 seconds
- Average time on the phone with each client is > 4 minutes
- Abandonment rate under 5% [2017 CTDHP reports]
- Average time for a routine appointment is 8.3 days for a child, 6.8 days for an adult [2017 Mystery Shopper Survey]

Eight 'Dental Health Care Specialists' (DHCS)

- Cover six regions of the state, one DHCS is focused on clients with *special health care needs*
- Work with clients to overcome barriers to care
- Work with providers to facilitate referrals
- Work with community agencies to facilitate outreach activities
- Provide care coordination services



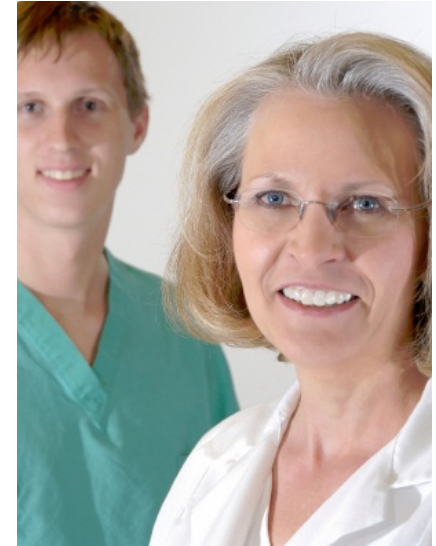
- **Stress Importance of Good Oral Health**
- **Focus is on the Dental Home Concept**
 - Established by age One
 - Maintain regular dental care with one office
- **Reach Out to Specific Groups**
 - Special Health Care Needs
 - Non-Utilizers of Services
 - Pregnant Women
 - OB/GYN's
 - Hospital Emergency Department Utilizers
 - Primary Care Physicians
 - Community Agencies



Strong Provider Network

- Improved Provider Relations
- Focus has been on recruitment & retention
- The number of participating dentists has increased from:

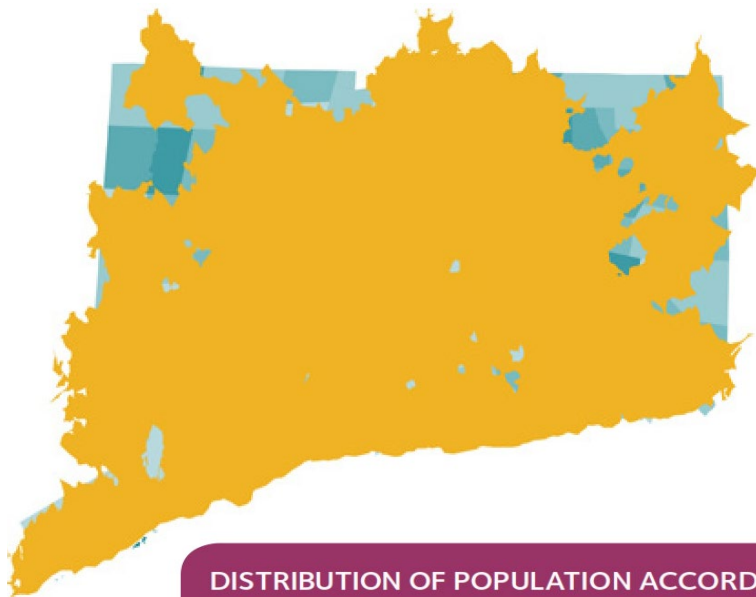
300 in 2008
to
1,600 in 2018



HUSKY Health Dentists are requesting more referrals!

Finding a dentist is easy!

● 15-MINUTE TRAVEL TIME
TO MEDICAID OFFICE



**DISTRIBUTION OF POPULATION ACCORDING
TO POPULATION PER DENTIST WITHIN A
15-MINUTE TRAVEL TIME**

Publicly Insured Children per Medicaid Dentist		Population per Dentist	
<500	95%	<2,500	75%
500-2,000	4%	2,500-5,000	19%
>2,000	0%	>5,000	6%
No Medicaid dentist within 15-minute travel time	1%	No dentist within 15-minute travel time	0%

99% OF PUBLICLY INSURED CHILDREN LIVE WITHIN 15 MINUTES of a Medicaid dentist.



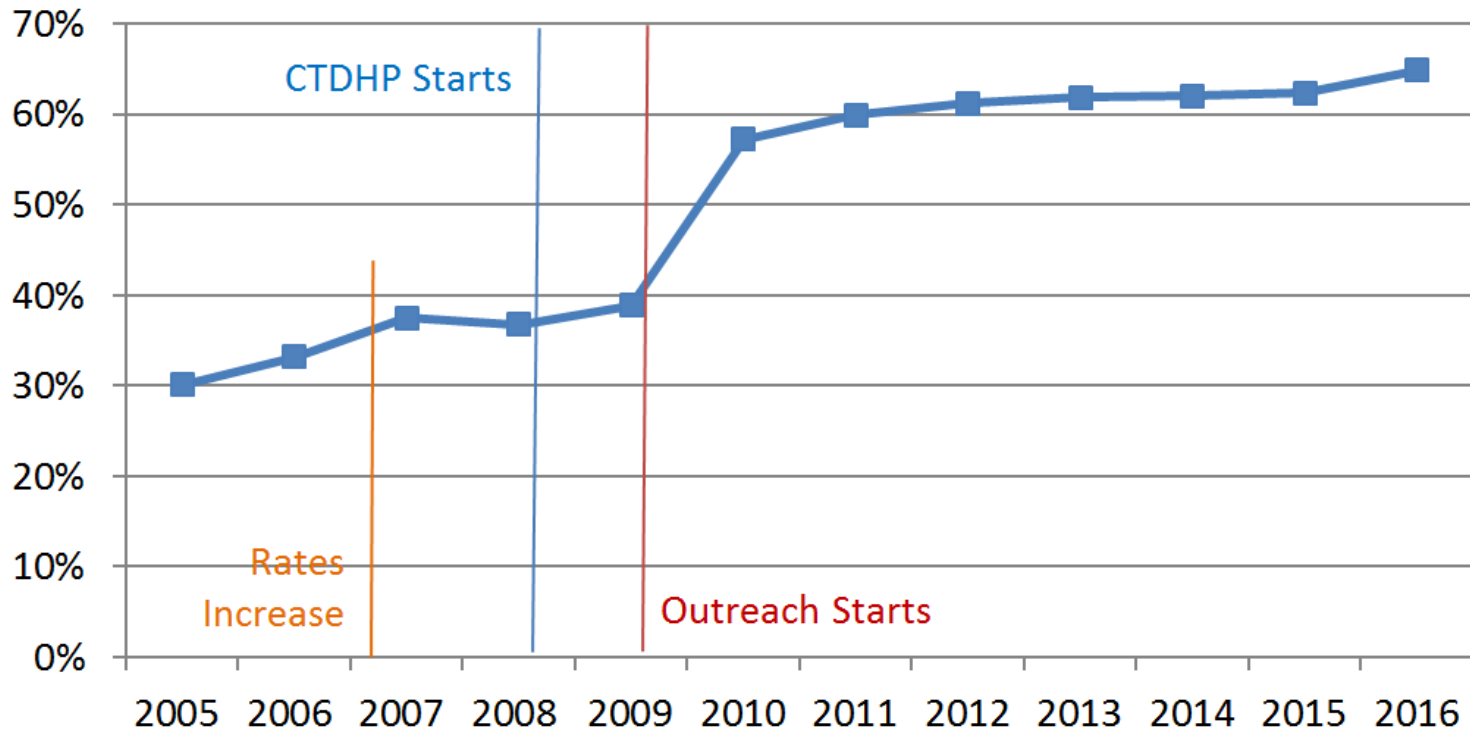
99% of publicly insured children live in areas where there is at least one Medicaid dentist per 2,000 publicly insured children within a 15-minute travel time.



94% of the population live in areas where there is at least one dentist per 5,000 population within a 15-minute travel time.

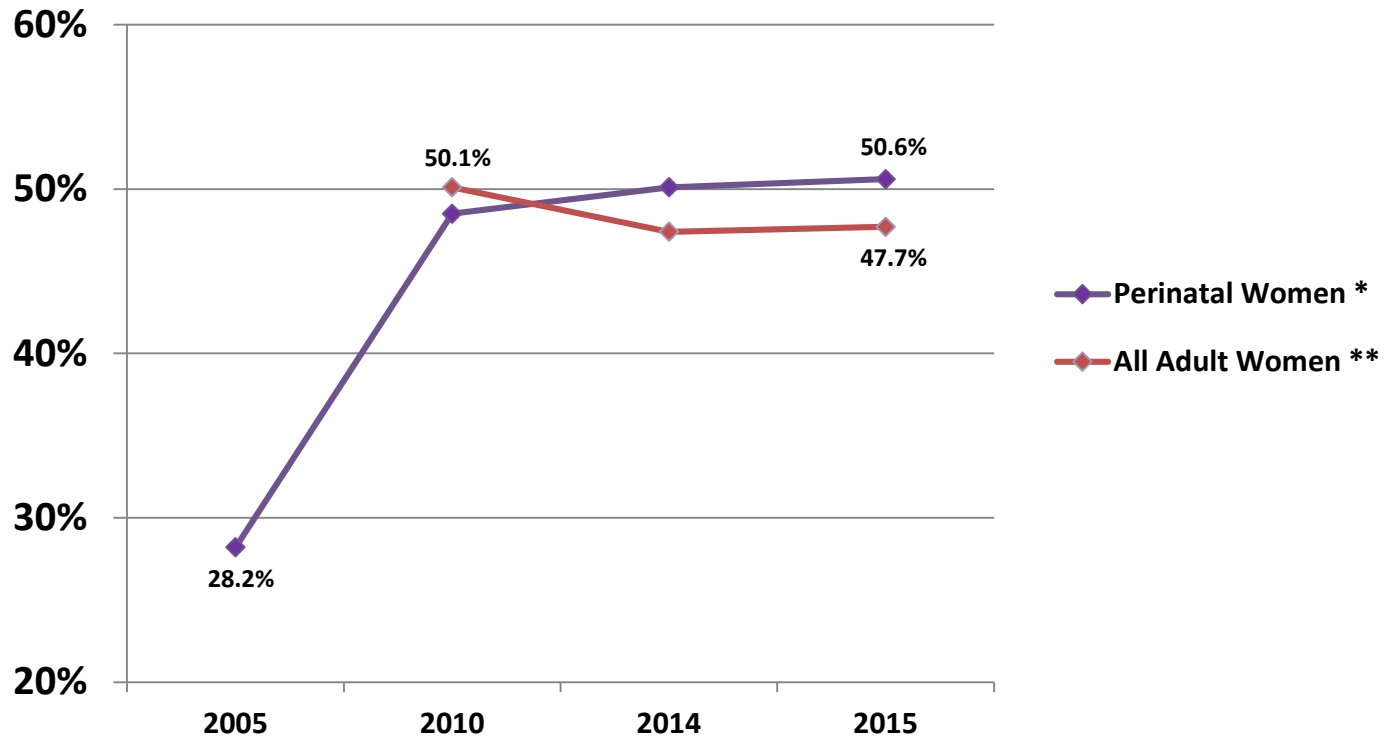
Geographic access to Dental Care: Connecticut, American Dental Association Health Policy Institute, <https://www.ada.org/en/science-research/health-policy-institute/geographic-access-to-dental-care?source=PromoSpots&medium=ADAHPIRotator&content=GeographicAccess>, Accessed 2018-02-26

Connecticut Child Dental Utilization



CMS-416 Reports

Perinatal Dental Utilization Percentage of Women Accessing Care



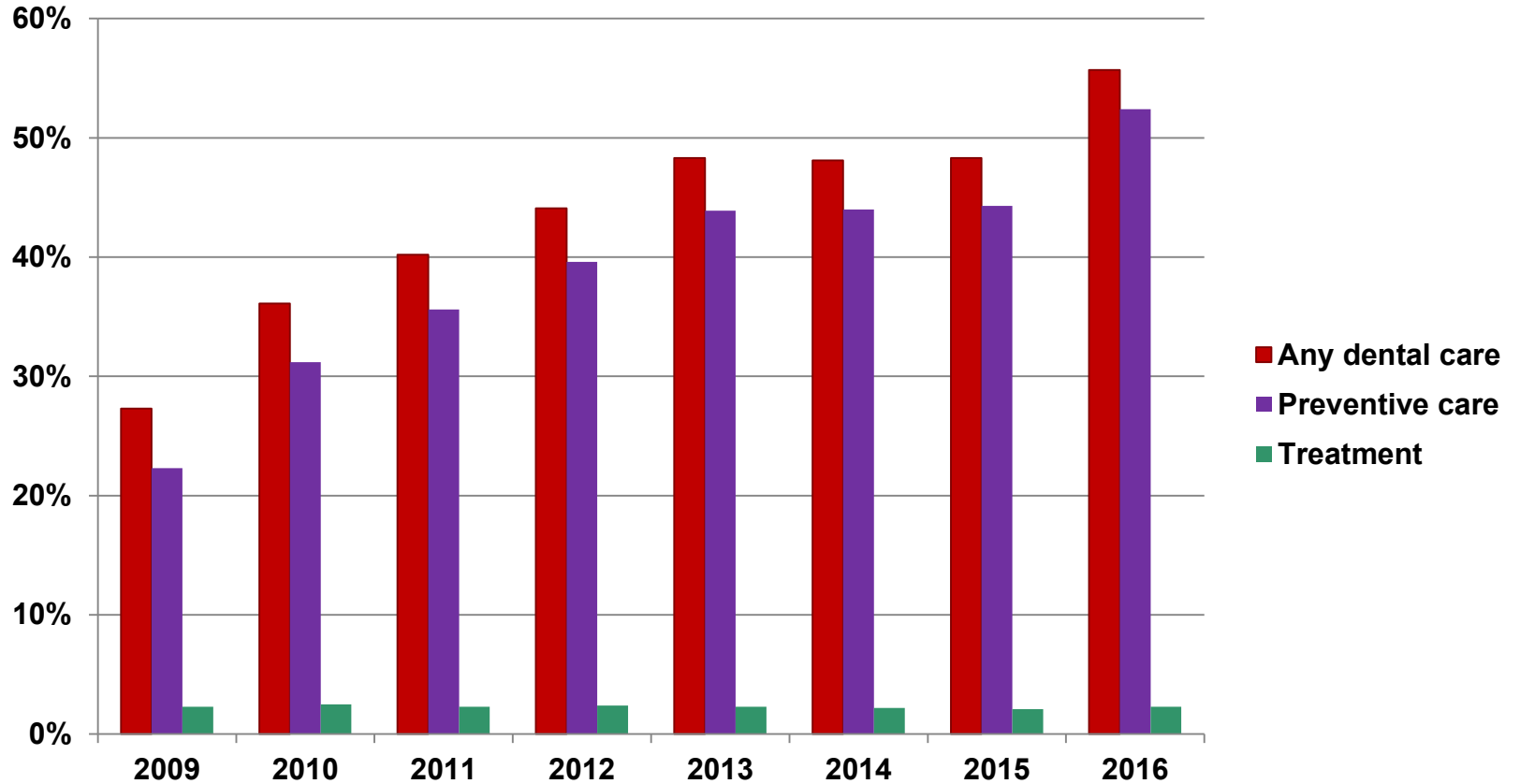
* Continuously enrolled, any dental care 12 months after the birth

** Continuously enrolled, any dental care in the calendar year

Source: 2005 & 2010 - Dental Care for New Mothers in HUSKY A, Baseline for Perinatal and Infant Oral Health Quality Improvement Project, October 1, 2014, Mary Alice Lee PhD, Senior Policy Fellow, Connecticut Voices for Children; 2014 & 2015 - CTDHP Internal Report

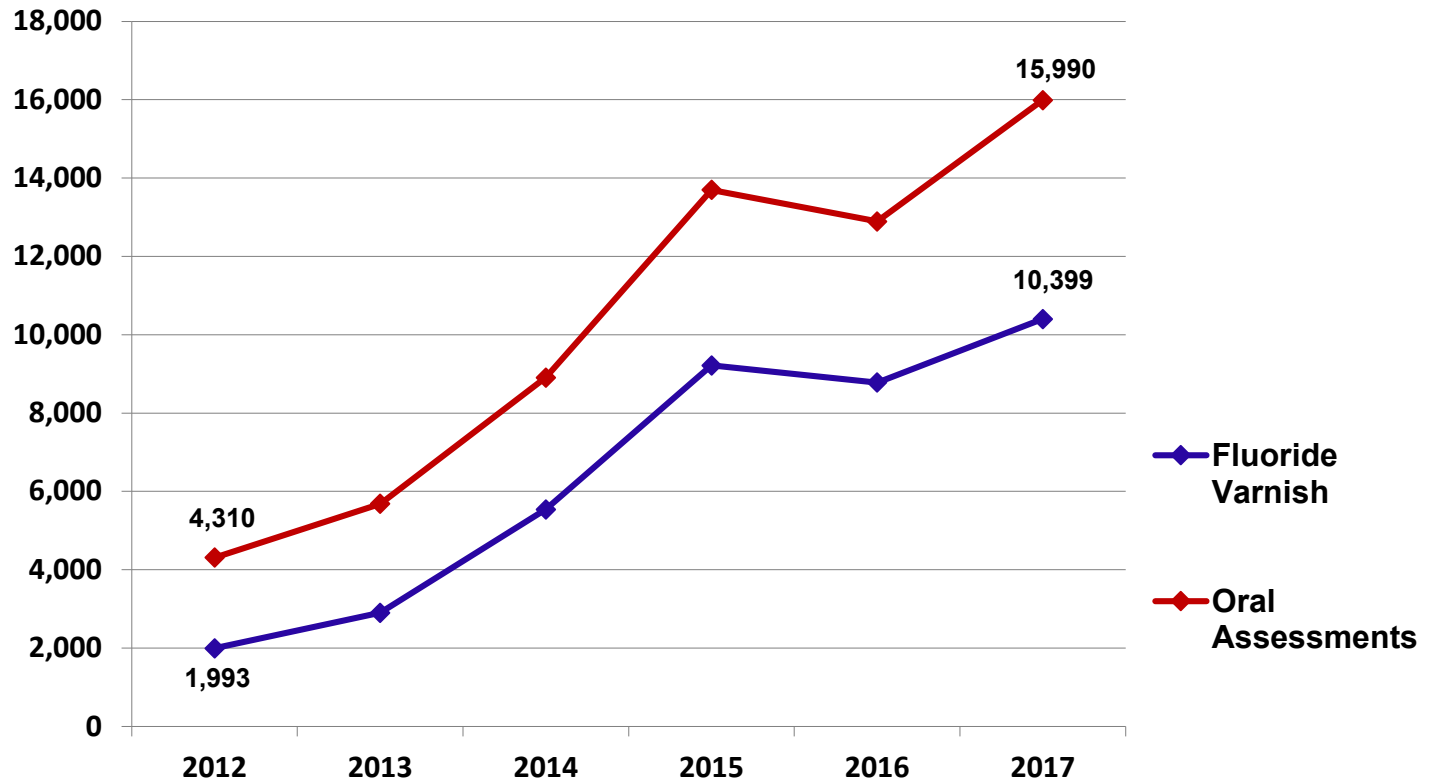
Dental Care for Very Young Children

Continuously Enrolled Children < Age 3 Accessing Dental Care by Type



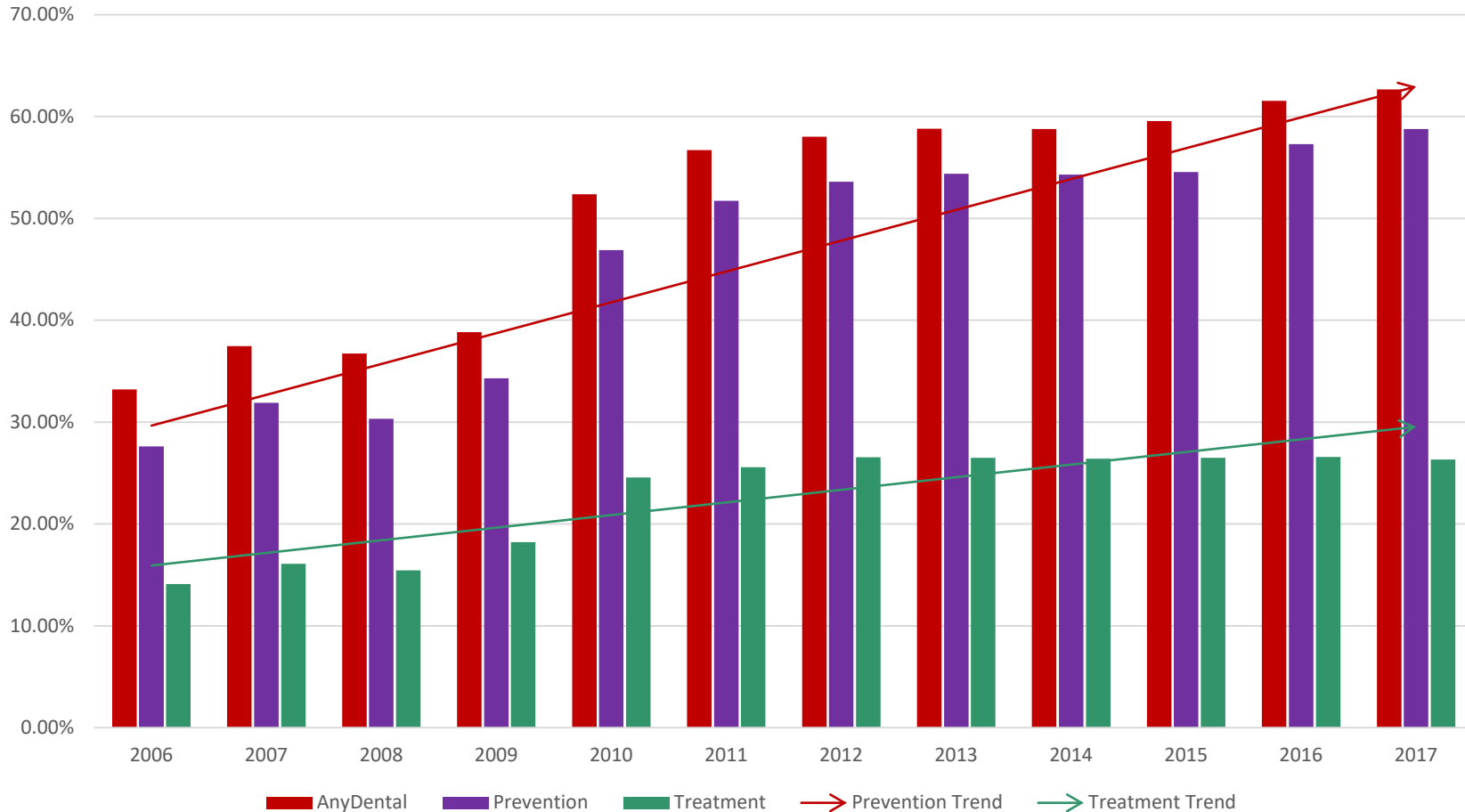
Source: Analysis by CTDHP for PIOHQIP evaluation, September 2017.

ABCD: Access to Baby Care Program Total Number of Oral Assessments and Fluoride Varnish Applications



Source: CTDHP Internal Report as of February 2018

Dental Services for All Medicaid Children CMS 416 Measurements by FFY (Ever Enrolled Population)



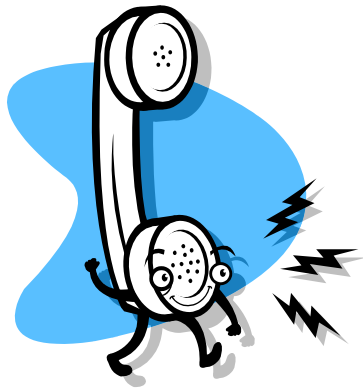
Biggest Barriers We See

- Dental Anxiety
- Fear of Cost
- Lack of understanding of the importance of oral health
- Overwhelmed by social determinants
- Not practicing good home care
- Not seeing their dentist



- **Talk to your clients about the importance of oral health**
 - Not just when they hurt!
 - Decay (cavities), tooth loss, pain are all preventable!
 - Importance of home care:
 - Brush twice a day
 - Floss once a day
 - Limit sugar - soda, sweets
 - See your dentist twice a year
 - Starting at age one
- **Contact us if you need help**





Client Call Center **855 - CT - DENTAL**

(855-283-3682)
(M - F, 8 AM - 5 PM)



WE'RE ON
FACEBOOK!

www.ctdhp.com

