



Virginia Medicaid Member Advisory Committee (MAC) Meeting: **General Meeting**

Monday, June 10, 2024



Accessibility Check-in Reminders: All Attendees

- Say your name each time you speak.
- Attendees are provided materials ahead of time and in an accessible format.
- Use a microphone to project your speech; if one is not available repeat questions when asked.
- Language access options provided upon request to include real time captioning.
- Spell acronyms and avoid or define terms, jargon, and idioms.
- Speak clearly; avoid speaking too fast, which is particularly helpful to individuals whose primary language is not the one in which you are speaking, sign language interpreters, and real time captioners.

Accessibility Check-in Reminders: Speakers

- Summarize major points.
- Avoid reading word-for-word text on presentation slides unless you are reading a quotation.
- Give background and contextual information.
- Display key terms and concepts visually.
- Describe visuals such as images, objects, infographics, diagrams, and more so that non-visual participants can understand the information being presented.
 - **Example:** "On the screen is a diagram which represents the process flow which starts with..."
- Offer outlines and other scaffolding tools: connecting your presentation information by building upon what participants may already know.
- Give attendees time to process information; pause between topics, and after you ask for questions.

Accessible, Inclusive Self-Introductions

Participants with vision take in a lot of information about the people and the environment around them. To offer context for all participants, visual and non-visual (people with blindness or low-vision, a brief description of yourself using a few sentences. At a minimum, include the following details:

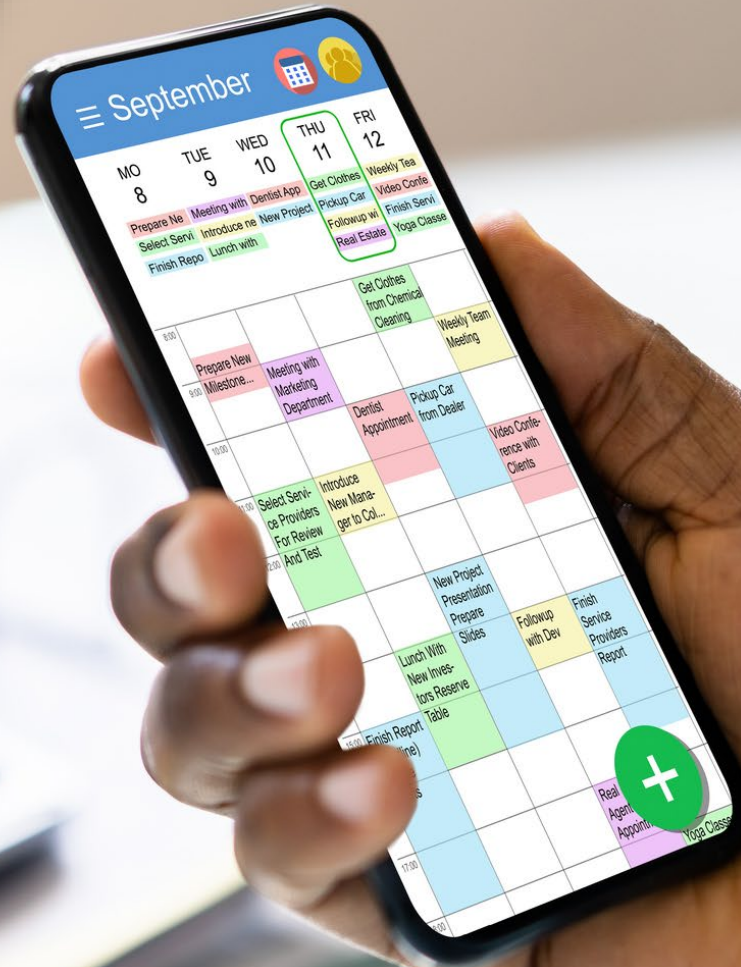
- **Name**
- **Members** (the region and who you are representing on the MAC)
- **Organization and role**

You may also include your gender identity, your pronouns, your race or ethnicity, your skin color, hair color and style, whether you have facial hair, what clothing and jewelry you are wearing, and a short description of your background.

- **Member Example:**
 - My name is ___ from ___ region and I am representing _____. I am a black woman with curly black hair and round gold glasses wearing a red dress and snazzy black heels.
- **Speaker/Facilitator Example:**
 - My name is ___ with *(insert organization)* where I serve as the *(insert role)*. I am a Hispanic male with wavy brown hair wearing a blue button-down shirt and khaki pants with a gold apple watch and navy-blue loafers.

If presenting virtually, you can include the background color or setting.

- **Example:**
 - My name is ___ from ___ region and I am representing _____. I am a black woman with curly black hair and round gold glasses. I'm wearing a red blouse. Behind me is a gray wall with several framed pictures, next to a bookshelf.



AGENDA

Natalie Pennywell

Outreach and Community Engagement Manager
Department of Medical Assistance Services (DMAS)

Agenda

1. Call to Order
2. Member Roll Call and Introductions
3. Minutes Approval 04.08.2024 MAC Meeting
4. Presentation: Navigating Transportation Benefits
5. Presentation: Dental Benefit Update & DentaQuest Partnership Resources
6. Public Comment
7. Closing Remarks and Announcements
8. Adjournment

Welcome Remarks – DMAS Executive Leadership



Cheryl Roberts
Agency Director

Jeff Lunardi
Chief Deputy Director

Sarah Hatton
Deputy of Administration

MEMBER ROLL CALL AND INTRODUCTIONS

Natalie Pennywell

Outreach and Community Engagement Manager
Department of Medical Assistance Services (DMAS)

Introduce yourself in the chat!

- Name
- Organization
- What's is your favorite summer activity and is it on your to do list for this summer?



MAC Member Roll Call

- JoAnn Croghan
- Jacqi Dix
- Mark Dixon (Virtual)
- Sydnee Evans (Virtual)
- Lorri Griffin
- Chiquita Hubbard
- Sheila Johnson
- Leah Leuschner (Virtual)
- Brian Marroquin
- Bryan Roaché (Virtual)
- Kyung Sook Jun

Introductions

- Meeting Facilitator(s)
- Executive Leadership Team Member(s)
- MAC Support Staff
- Speakers

MINUTES APPROVAL

Natalie Pennywell

Outreach and Community Engagement Manager
Department of Medical Assistance Services (DMAS)

Navigating Transportation Benefits

Aaron Moore
Manager, Transportation Management Services Unit
Virginia Department of Social Services

DMAS Fee-For-Service (FFS) and MCO NEMT Programs

**Medicaid Member Advisory Committee (MAC) Meeting
June 10, 2024**

Virginia Medicaid

Virginia Medicaid Overview

The Virginia Department of Medical Assistance Services (DMAS) plays an essential role in the Commonwealth's health care system by offering coverage to nearly 2 million Virginians.



1 in 4 Virginians
receive life-saving
coverage through Virginia
Medicaid



**More than
800,000 children**
in Virginia are covered
by Medicaid



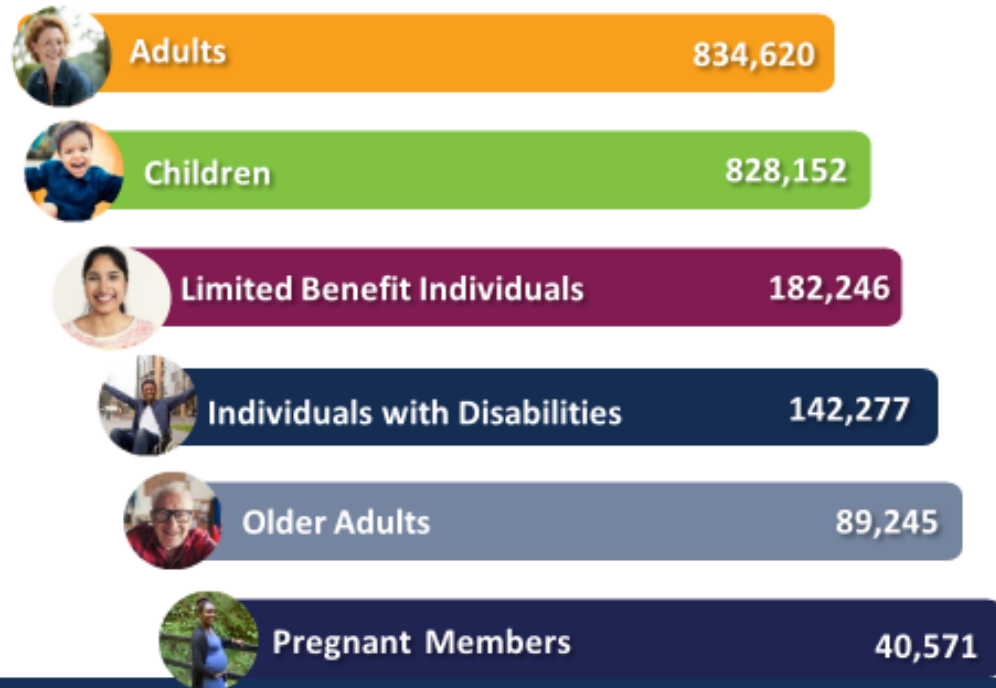
**More than 90% of
members**
receive coverage through
managed care



Virginia Medicaid

Who Do We Cover?

Medicaid is available to Virginians who meet specific income thresholds and other eligibility criteria



Source: April 1, 2024 DMAS Enrollment Dashboard - <https://www.dmas.virginia.gov/data/medicaid-famis-enrollment/>

3

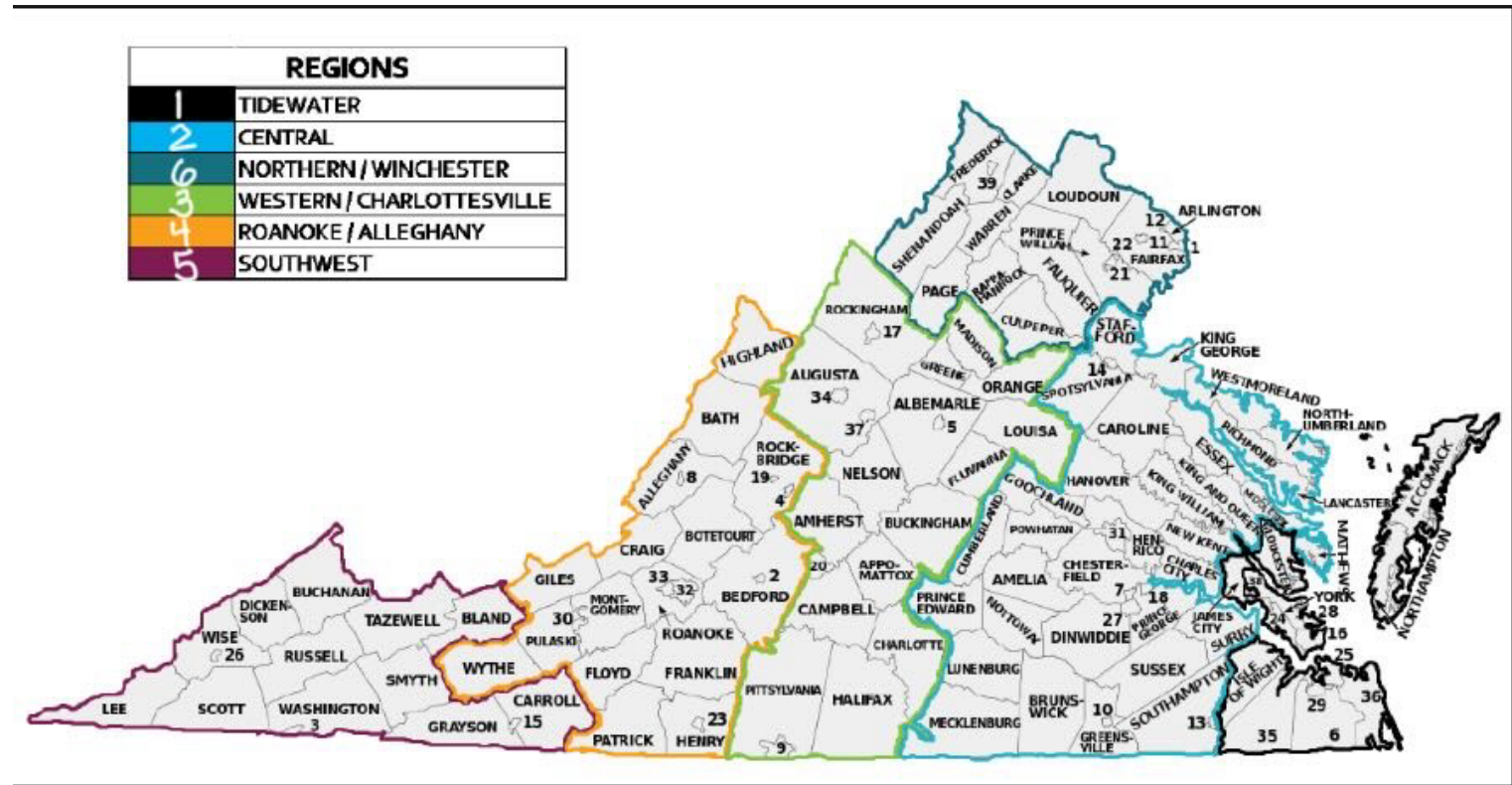
Transportation Management Services Unit (TMSU)

Staff and Structure

- TMSU Manager (Aaron Moore)
- TMSU Supervisor/Field Monitor Supervisor (Joey Miller)
- Fee For Service NEMT Contract Manager (Nicki Taylor)
- Contract Monitor (Vacant)
- Senior Program Support Technician (Charlotte Bennett)
- Field Monitors (Listed by Region on the next slide)

TMSU Field Monitors

- Chuck Halman Region 1
- Tina Davis Region 2
- David Hafey Regions 3,4,5
- Dee Dee Jones Region 6



Audience Survey – Break for Questions

- **Does anyone have any questions regarding the Virginia Medicaid overview?**

- **Are there any questions regarding the structure, staffing or nature of the Transportation Management Service Unit (TMSU)?**

DMAS NEMT Introduction

- **Non-Emergency Medical Transportation (NEMT)**
 - a. NEMT is Medicaid benefit for the majority of Fee For Service (FFS) and Managed Care Organization (MCO) Members to a non-emergency Medicaid-covered service
 - b. MCO NEMT Programs have additional transportation to non-traditional Medicaid locations (i.e. grocery store, place of worship, DMV, barber/beauty saloon, library, Gov Office)
- **The FFS and Five MCOs have a contracted NEMT Broker**
 - a. Brokers can and do have several contracts (i.e. ModivCare)
 - b. Therefore Virginia has Six Statewide NEMT Programs.
- **NEMT is not for emergency transportation. Members must dial 911 for emergency services**
- **NEMT Programs may have variations to the information and services provided**
- **All NEMT Transportation services must be preauthorized and paid for by the broker**
 - a. NEMT Brokers find providers to transport Medicaid Members
 - b. Members do not have the right to choose their provider however, they can recommend a provider

Types of NEMT Service

- **Ambulatory (Taxi, TNC, Volunteer Driver)**

Members are able to get in and out of the vehicle independently. Common vehicles used for ambulatory service are minivans and sedans.

- **Wheelchair Van**

Members that are unable to safely transfer from the wheelchair into a vehicle will be transported in their wheelchair. All wheelchairs will be safely secured in the vehicle for all transports.

- **Van-Stretcher**

Members that need to be transported on a stretcher but do not require medical care or monitoring will be transported on a van-stretcher vehicle.

- **Stretcher (Non-Emergency Ambulance)**

Members that need to be transported on a stretcher and require medical care and monitoring will be transported on an ambulance.

- **Gas Reimbursement**

Members, family, friends can receive gas reimbursement to Medicaid Services

- **Bus Tickets**

Members living on a bus line can receive bus tickets to ride the bus to their Medicaid Service

Audience Survey – Break for Questions

- **Does anyone have any questions regarding the Virginia Medicaid NEMT program overview?**

- **Are there any questions regarding the types of services included in the Virginia NEMT programs?**

Virginia Commonwealth NEMT Programs

- DMAS Serves 2.16 Million Medicaid Members
 - Includes 729,446 Medicaid Expansion Members
- ID/D Waiver NEMT Services
 - FFS NEMT transports to their waived services
 - Community Living (CL) waiver - 11,571 Members
 - Building Independence (BI) Waiver - 307 Members
 - Family and Individual Support (FIS) - 4,156 Members
 - MCO NEMT Programs transport ID/D Members to their acute care
- DMAS has Six NEMT Programs
 - FFS NEMT Program serves an Average Population of 128,532
 - Five Managed Care Organizations (MCO)
 - Each MCO has their own NEMT Program
 - FFS/MCO Contracted Transportation Brokers may have multiple NEMT Contracts
 - Transporting Multiple contracts with the same provider network

NEMT Program Consistency

- Collaboration, Cooperation, Communication
- EQUALS – Consistency among all six NEMT Programs
 - FFS, CCC Plus and Medallion 4.0 NEMT Contractual Requirements
 - Member Transport Requirements
 - Driver Requirements
 - Provider Requirements
 - Reporting
 - DOJ Requirements
- The DMAS Transportation Management Services Unit (TMSU) works to balance Broker Corporate requirements with DMAS required changes for safe, reliable, on time transportation

NEMT Brokers

- A NEMT Broker is a company who contracts with DMAS or a MCO who coordinates all aspects of NEMT services. Transportation brokers are required to preauthorize NEMT services by taking reservations, assign trips, provide customer service and pay for NEMT services.
- Transportation Brokers are committed to providing excellent customer service. They achieve this by fulfilling the following responsibilities:
 - Broker may provide internet access for requests for transportation services
 - All Brokers provide toll-free telephone access for requests for NEMT services
 - All Brokers provide 24-hour toll-free access to services for urgent trips on holidays, weekends and after business hours
 - Brokers take reservations up to five business days in advance
 - Schedule “URGENT” trips need for less than three or five-day notice (i.e. urgent doctor appt, hospital discharge, Member wakes up sick & doctor wants to see Member same-day)
 - All Brokers verify Member’s Medicaid eligibility
 - Brokers can verify the Member’s appointment is for a Medicaid-covered service
 - Brokers will use the most appropriate and cost-effective type of transportation
 - All Brokers respond to transportation inquiries and requests in a timely manner
 - All Brokers provide necessary interpreter services for telephonic communication
 - All Brokers document, research and respond to complaints in a timely manner
 - All Brokers provide adequate notice to Members of delays, alternative schedules or alternate pick-up arrangements.

Data and Software

- FFS NEMT Trip Digitization
 - 100% of NEMT Providers and Volunteer Drivers have trip digitization (GPS tracked vehicles and electronic billing)
- NEMT Encounter Data
 - Encounter data requirements are the same for FFS and MCO contracts.
 - Includes Emergency Air, Emergency and Non-Emergency Ground Ambulance and all NEMT Services
 - Ability to collect trip data for each Member
 - On-time performance – scheduled & actual drop-off times
 - Facility locations
 - Number of trip legs and trip type to include all data (i.e. name of provider, number of miles, amount paid, transportation HCPCS Codes)

Transportation Information Management Software (TIMS)

- Optimized Automated Scheduling
 - Include automated provider manifest download, billing & GPS tracking
 - Automated suggested trip assignment based on quality, price, and distance
 - Ability to access hospital discharge software to streamline hospital discharges
- Member Information Management
- Transportation Network Management & Support
- Reporting –including adhoc reports when requested
- Import, Export, Collect Data and Files
 - Submit encounter data
 - Stores data for accurate reporting of support efficiencies in monitoring contract
 - Imports eligibility file(s)
- Provide HIPAA compliant web-based electronic portal for Members and Facilities to access (i.e. Transportation.DMAS.Virginia.gov)
- Member Apps – make reservations, cancel trips, ability track vehicle location by GPS



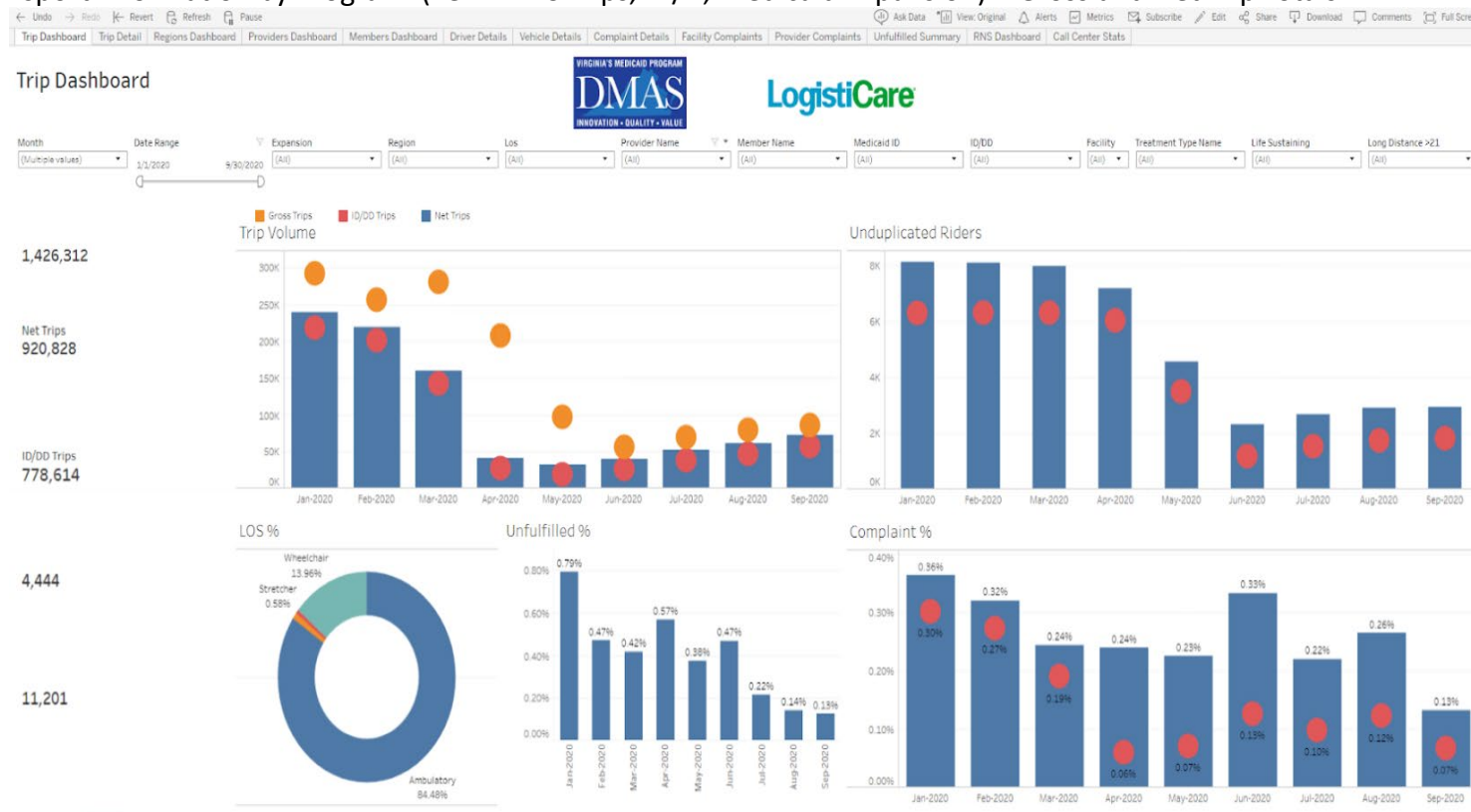
Audience Survey – Break for Questions

- **Does anyone have any questions regarding the technology being utilized in relation to the trips delivered in association with the FFS NEMT Program?**

- **Are there any other items that need clarification?**

DMAS Access to all FFS NEMT Program Information

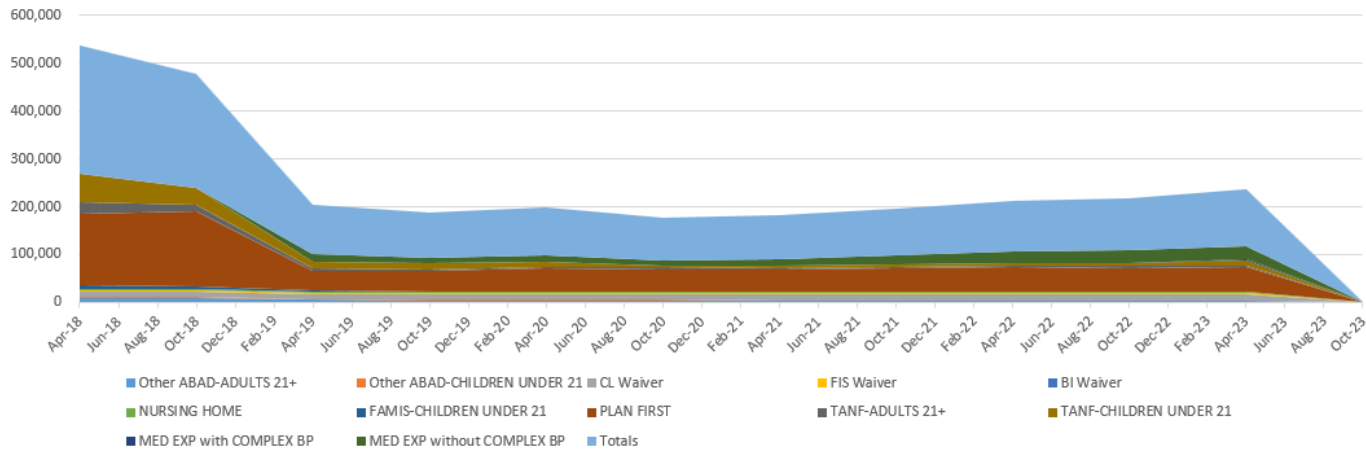
- DMAS FFS NEMT Program Information – ModivCare’s Tableau
 - Inquiries by Date Range, Region, Level of Service, Provider Name, Member ID, Treatment Type, Life-Sustaining Trips, Long Distance, Facility Trip information, Complaints, Info by Member, Transport Information by Program (i.e. All FFS Trips, ID/D, Medicaid Expansion) – Gross and Net Trip Totals



DMAS FFS NEMT Program Metrics

Eligibility Totals by Contract Year (six-month intervals)													
Waiver/Eligibility Type	Apr-18	Oct-18	Apr-19	Oct-19	Apr-20	Oct-20	Apr-21	Oct-21	Apr-22	Oct-22	Apr-23	Oct-23 *	
Other ABAD-ADULTS 21+	9,847	9,100	5,162	4,499	4,367	3,083	3,281	3,328	3,518	3,510	3,395		
Other ABAD-CHILDREN UNDER 21	2,291	2,374	1,562	1,560	1,501	2,229	1,300	1,264	1,244	1,223	1,213		
CL Waiver	11,109	11,206	11,139	11,268	11,431	11,490	11,590	11,564	11,513	11,558	11,571		
FIS Waiver	1,517	1,649	1,895	2,071	2,654	2,849	3,281	3,433	3,467	3,939	4,156		
BI Waiver	248	268	281	298	317	316	327	328	315	308	307		
NURSING HOME	3,321	2,915	2,307	2,141	2,258	1,798	1,748	1,698	1,687	1,753	1,813		
FAMIS-CHILDREN UNDER 21	6,953	4,813	1,991	1,593	1,238	718	474	607	774	758	660		
PLAN FIRST	149,789	157,352	41,643	42,587	46,578	45,693	46,441	48,141	50,275	49,450	50,800		
TANF-ADULTS 21+	23,995	13,680	4,296	3,576	3,801	6,305	1,975	2,969	3,139	3,099	2,858		
TANF-CHILDREN UNDER 21	60,355	36,094	13,486	12,019	10,541	1,304	5,322	6,242	6,292	6,476	11,780		
MED EXP with COMPLEX BP	0	0	1,165	762	954	663	842	920	1,044	1,097			
MED EXP without COMPLEX BP	0	0	16,721	11,520	13,214	11,632	14,421	17,406	23,253	25,592	29,034		
Totals	269,425	239,451	101,648	93,894	98,854	88,080	90,884	97,822	106,397	108,710	118,684		

Eligibility Totals by Contract Year

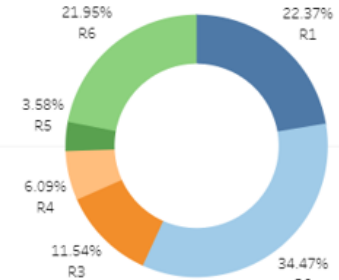


* The most recent eligibility totals are available through September of 23. These will be updated through October once those totals are available.

DMAS FFS NEMT Program Metrics

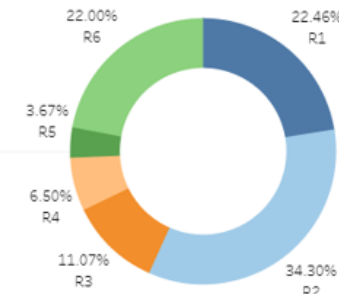
Average number of Unduplicated Riders FFS NEMT Program		
Month (CY23)	Number of Riders (ID/DD)	Number of Riders Total
Apr	4541	5748
May	4607	5793
Jun	4694	5832
Jul	4747	5857
Aug	4835	6025
Sep	4922	6091
Oct	4989	6133
Nov	5043	6215
Dec	5021	6089
Jan	5079	6223
Feb	5130	6267
Mar	5204	6519
Average	4901	6066

Net Trips By Region



Average number of Unduplicated Riders FFS NEMT Program		
Month (CY24)	Number of Riders (ID/DD)	Number of Riders Total
Apr	5208	6479
May	4278	6580
Jun	5341	6578
Jul	5466	6674
Aug	5407	6863
Sep	5474	6794
Oct	0	0
Nov	0	0
Dec	0	0
Jan	0	0
Feb	0	0
Mar	0	0
Average	2598	3331

Net Trips By Region



DMAS FFS NEMT Program Metrics

Trip Counts	Contract Year 2021	Contract Year 2022	Contract Year 2023
Gross Trips	1,178,504	2,008,634	2,520,937
Net Trips	732,833	1,573,957	2,050,657
Unduplicated Riders	7,845	9,214	10,208
Average Trips per Member	93	171	188
Average Trips per Week	1.8	3.29	3.61

Audience Survey – Break for Questions

- **Are there any questions regarding the Metrics covered on the previous slides?**

- **Are there any other items that need clarification?**

Questions

Send Questions to TMSU email: transportation@dmas.virginia.gov

DMAS web site: <http://www.dmas.virginia.gov>

FFS web site: <http://transportation@dmas.virginia.gov>

Presenter: Aaron Moore

aaron.moore@DMAS.Virginia.gov



Aaron Moore



Dental Benefit Update & DentaQuest Partnership Resources

Justin Gist
Dental Program Manager
Virginia Department of Medical Assistance Services

Tim Whited
VA SFC Outreach Coordinator
DentaQuest

Virginia Medicaid

SMILES FOR CHILDREN DENTAL PROGRAM

June 2024



Smiles For Children
Improving Dental Care for Children and Adults

Justin Gist, Dental Program Manager, DMAS

Tim Whited, VA SFC Outreach Coordinator, DentaQuest

TODAY'S ROADMAP

Future

Where are we
headed?

Present

Where are we?

Past

Where
have
we
been?

WHERE HAVE WE BEEN?



Smiles For ChildrenSM

Improving Dental Care for Children and Adults

HISTORY OF THE SMILES FOR CHILDREN PROGRAM

- ❑ In **2005**, Virginia's *Smiles For Children* program was established to improve access to high quality dental services for children enrolled in Medicaid.
- ❑ In **2015**, Virginia's *Smiles For Children* program expanded coverage for pregnant members enrolled in Medicaid.
- ❑ In **2021**, Virginia's *Smiles For Children* program expanded coverage for adult members enrolled in Medicaid.



OVERVIEW

What is *Smiles for Children*?

Smiles For Children is Virginia's Medicaid, FAMIS, or FAMIS Plus dental program. Members enrolled in ***Smiles For Children***, 20 years of age and younger, receive comprehensive dental benefits. Comprehensive dental benefits are also provided to pregnant adult women enrolled in Medicaid, FAMIS MOMS, and Adult Medicaid members over age 21.

Enrollment

There is no special enrollment or ***Smiles For Children*** dental card. The member may use the Cardinal Care plastic ID card or Managed Care Organization (MCO) member ID card for all dental care. ***Smiles For Children*** will only pay for dental services while the member is enrolled in Medicaid. If coverage ends, the member will receive a letter indicating their benefits have ended. The program will not pay for any dental services after the end date on the letter. The member will have to pay for any services received after the end date on the letter.

Who is DentaQuest?

DentaQuest works with the Virginia Department of Medical Assistance Services (DMAS) to ensure the dental plan runs well. DentaQuest will work with members to ensure they get the necessary dental care.

BENEFITS

Members under 21

Smiles For Children members under age 21 are covered for all medically necessary dental services and orthodontic (braces) procedures provided by a participating dentist. Some of the other services that are available to children include fluoride treatment (every six months), sealants, cleanings (every six months), space maintainers, extractions (tooth pulling), anesthesia, crowns (some caps), braces (if approved), root canal treatments, x-rays (when necessary), fillings, and oral disease services.

Members 21 and over

Smiles For Children members 21 and over are covered for all medically necessary dental services procedures provided by a participating dentist. Some of the other services that are available to adults include x-rays and examinations (when necessary), cleanings (every six months), fillings, extractions (tooth pulling), root canal treatments, gum related treatment, dentures, and oral disease services.

Pregnant Members

Prenatal dental care is safe, effective, and necessary! And it's covered through Virginia Medicaid. Pregnant members who are 21 years old and older in Medicaid or FAMIS can get dental benefits. These dental benefits will be available through the **Smiles For Children** program. Benefits include cleanings, exams, fillings, and crowns. Root canals, x-rays, and anesthesia are also covered. Braces are not covered. These benefits will stop 12th months after the end of pregnancy.

BENEFIT OVERVIEW

1

Children (0-20)

- COE/POE
- X Rays
- Cleanings
- Fluoride
- Sealants
- Space maintainer
- Anesthesia
- Extractions
- Braces
- Restorative

2

Pregnant Members

- X-rays
- Exams
- Cleanings
- Fillings
- RCT
- Gum related treatment
- Crowns, bridges, partials
- Dentures
- Extractions
- Braces NOT covered

3

Adult Prior to 7/1/22

- Limited Exams
- Medically necessary extractions and associated diagnostic services

4

*Adult Post 7/1/22

- X-rays and examinations
- Cleanings
- Fillings
- Root canals
- Gum related treatment
- Tooth extractions and other oral surgeries
- Other appropriate general services such as anesthesia

DMAS MISSION STATEMENT

- Improving the health and well-being of Virginians through access to **high quality** health care coverage.



WHERE ARE WE?



Smiles For Children™

Improving Dental Care for Children and Adults

A Healthy Body Starts With A Healthy Mouth

IMPACTS BEYOND THE MOUTH

Growing evidence connects a healthy mouth with a healthy body. Here are some examples showing why oral health is about much more than a smile:

High Blood Pressure

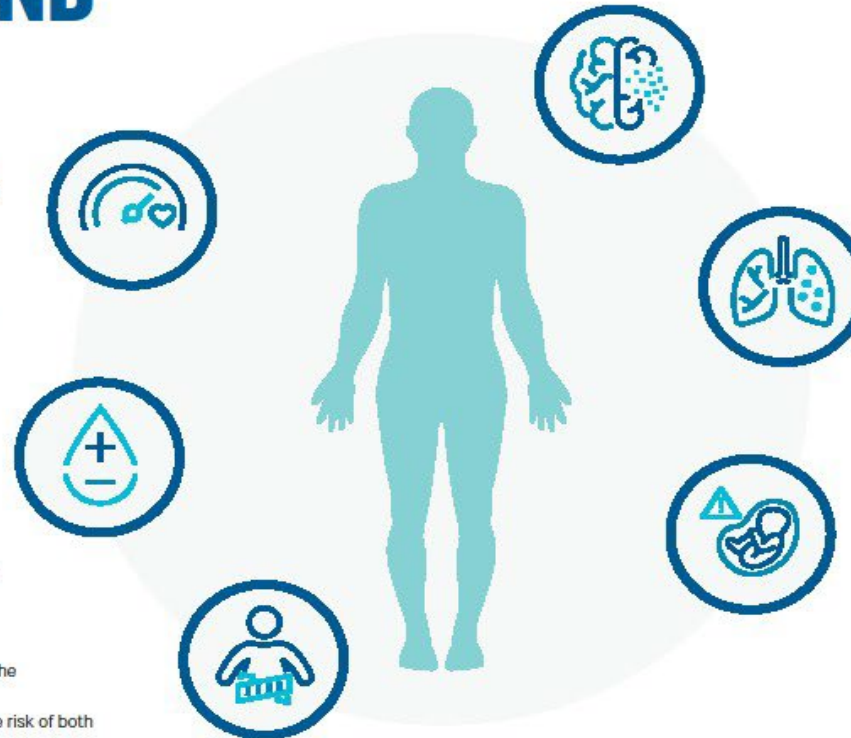
- Putting off dental care during early adulthood is linked to an increased risk of having high blood pressure.¹
- Patients with gum disease are less likely to keep their blood pressure under control with medication than are those with good oral health.²

Diabetes

- Untreated gum disease makes it harder for people with diabetes to manage their blood glucose levels.³
- Diabetes raises the risk of developing gum disease by 86%.⁴

Obesity

- Brushing teeth no more than once per day was linked with the development of obesity.⁵
- Frequent consumption of sugar-sweetened drinks raises the risk of both obesity⁶ and tooth decay among children⁷ and adults.⁸



Dementia

- Having 10 years of chronic gum disease (periodontitis) was associated with a higher risk of developing Alzheimer's disease.⁹
- Researchers report that uncontrolled periodontal disease "could trigger or exacerbate" the neuroinflammatory phenomenon seen in Alzheimer's disease.¹⁰

Respiratory Health

- Research shows that improving oral hygiene among medically fragile seniors can reduce the death rate from aspiration pneumonia.¹¹
- Patients with ventilator-associated pneumonia (VAP) who engaged in regular toothbrushing spent significantly less time on mechanical ventilation than other VAP patients.¹²
- Improving veterans' oral hygiene reduced the incidence of hospital-acquired pneumonia (HAP) by 92%, preventing about 136 HAP cases and saving 24 lives.¹³

Adverse Birth Outcomes

- Gum disease among pregnant women is associated with preterm births, low birthweight babies and preeclampsia, a pregnancy complication that can cause organ damage and can be fatal.¹⁴

DentaQuest.
Partnership
for Oral Health Advancement

SOURCES

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11. Müller F. Oral Hygiene Reduces the Mortality from Aspiration Pneumonia in Frail Elders. *Journal of Dental Research*, 2016 Mar; 94(3 Suppl): 145-165.
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ADULT DENTAL



Effective Date

July 1, 2021



New Population

Over 1 million new members



Benefit Model

Comprehensive benefits based on a preventive, restorative model



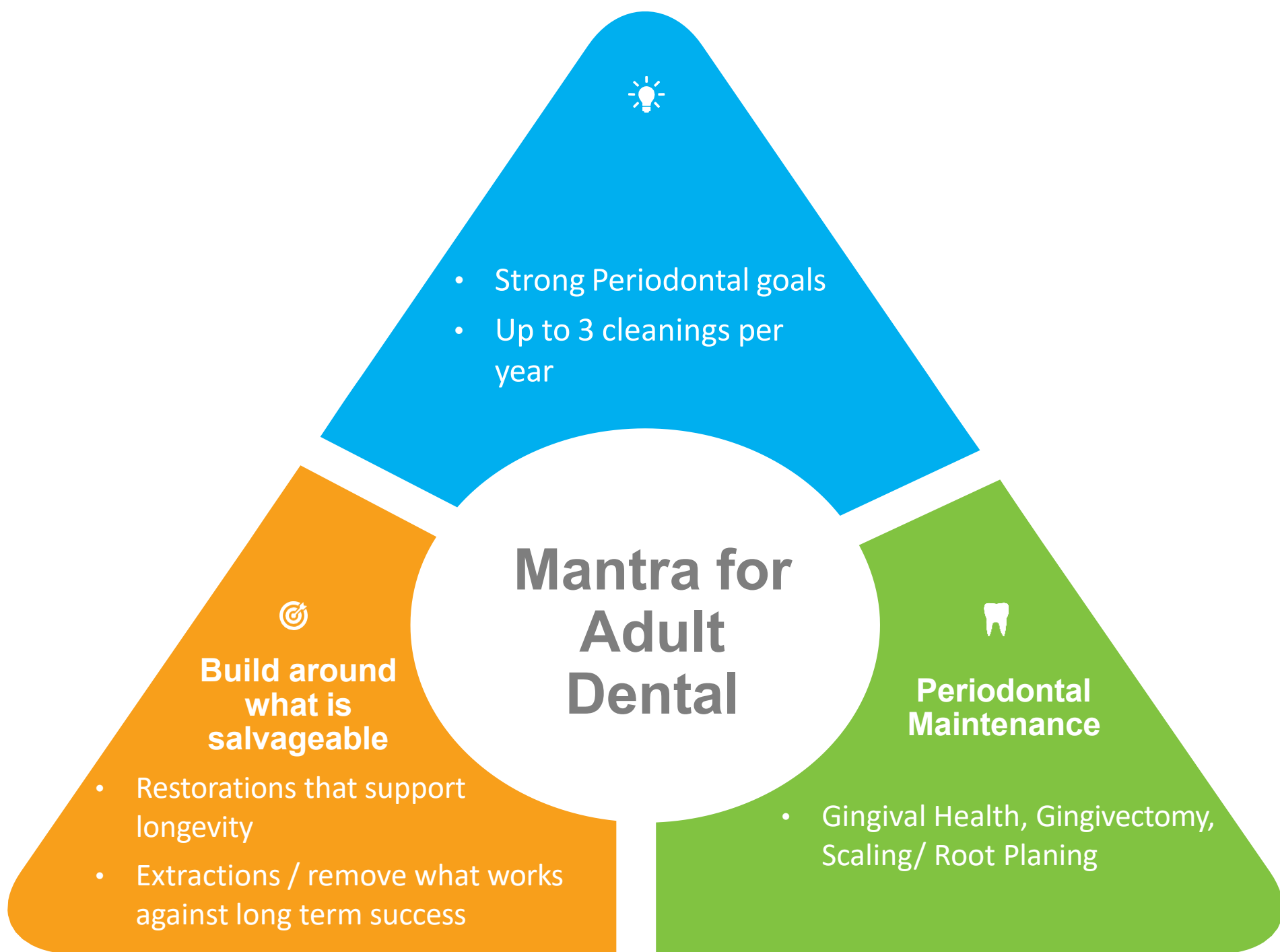
Strategic Partnership

Work with key partners to assist with delivery of new services and provider recruitment



Adult Benefit Goals:

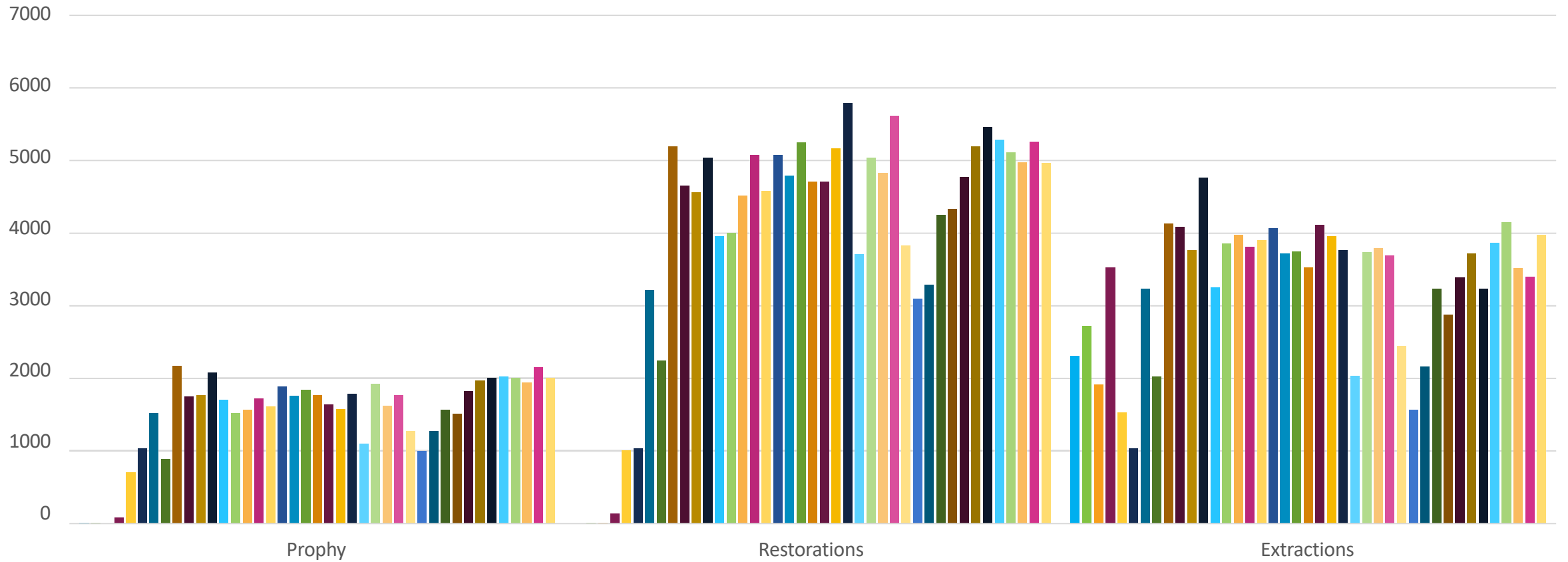
- Prevention and Education
- Build around what is salvageable
- Periodontal Maintenance
- Innovative Strategies to Improve Utilization and access to care through Member, Provider, and Stakeholder Outreach



THE BENEFIT IN ACTION

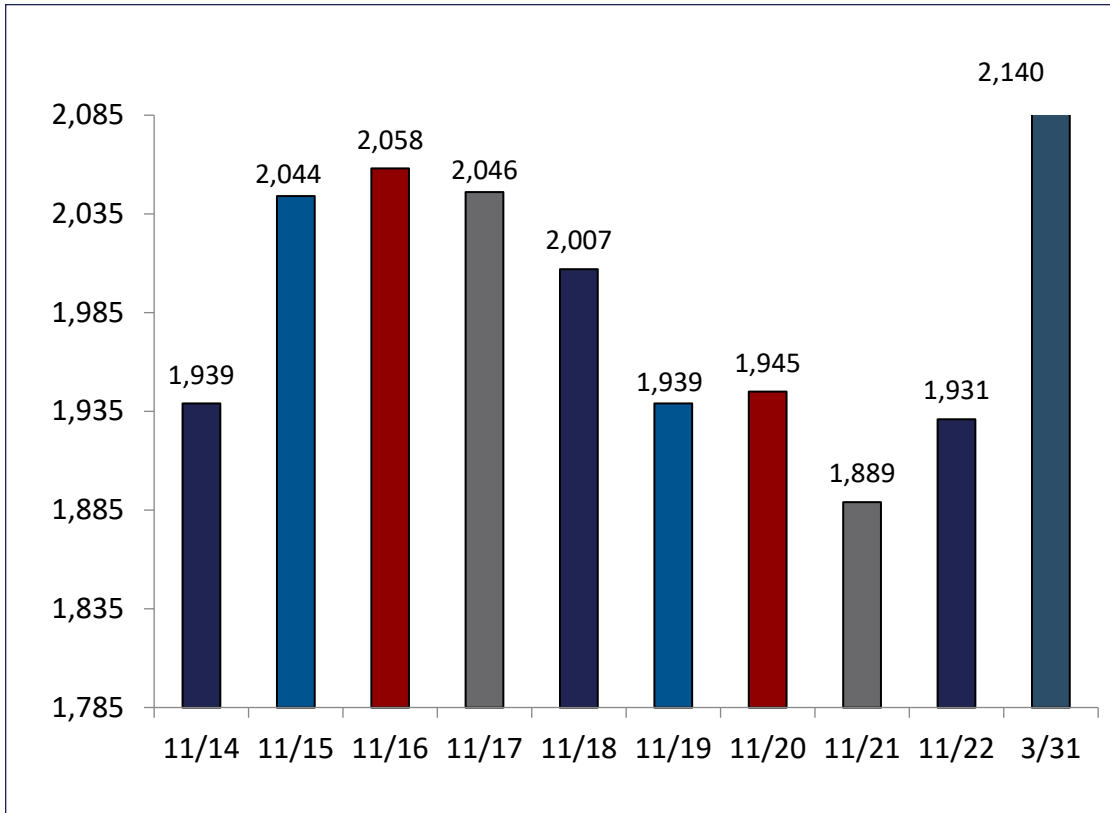
- ❑ 567,751 adult members have received a dental service of any kind.
- ❑ 271,678 adult members have received a dental cleaning
- ❑ 240,323 adult members have received a **comprehensive** evaluation.
- ❑ 756,283 Adult members have received restorative services.
- ❑ What's even better?

THE BENEFIT IN ACTION





Provider Participation



4/22/2024	
Files with Incomplete/Missing Documentation	21
Application Aging	
Complete Applications in Process	
0-15 days	14
16-30 days	10
31-59 days	0
60 and over	0
Total providers processed CY2024 and added to network 1/1/2024 to 4/21/2024	
	66
CY2023 Providers Processed	
	280

As of March 31, 2024, **2,140** dentists are participating in the **SFC** program:

- This represents approximately 28% of Virginia licensed dentists.
- 37% of the states practicing dentists participate in the SFC program.

HOW ARE WE ENGAGING MEMBERS & STAKEHOLDERS?



Smiles For ChildrenSM

Improving Dental Care for Children and Adults

OUTREACH AND COMMUNITY ENGAGEMENT

- **Outreach Plan**

- **DentaQuest** has focused outreach strategies throughout the entire Commonwealth.
 - Our Programs are designed to educate our members and community partners.
 - Increased utilization of the dental benefit is a key measure used to evaluate the success of our outreach activities.

- **Programs**

- New Member Welcome Program
- Smiling Stork Program
- Broken Appointment Program
- Emergency Dental Redirect Program
- Chronic Conditions Program

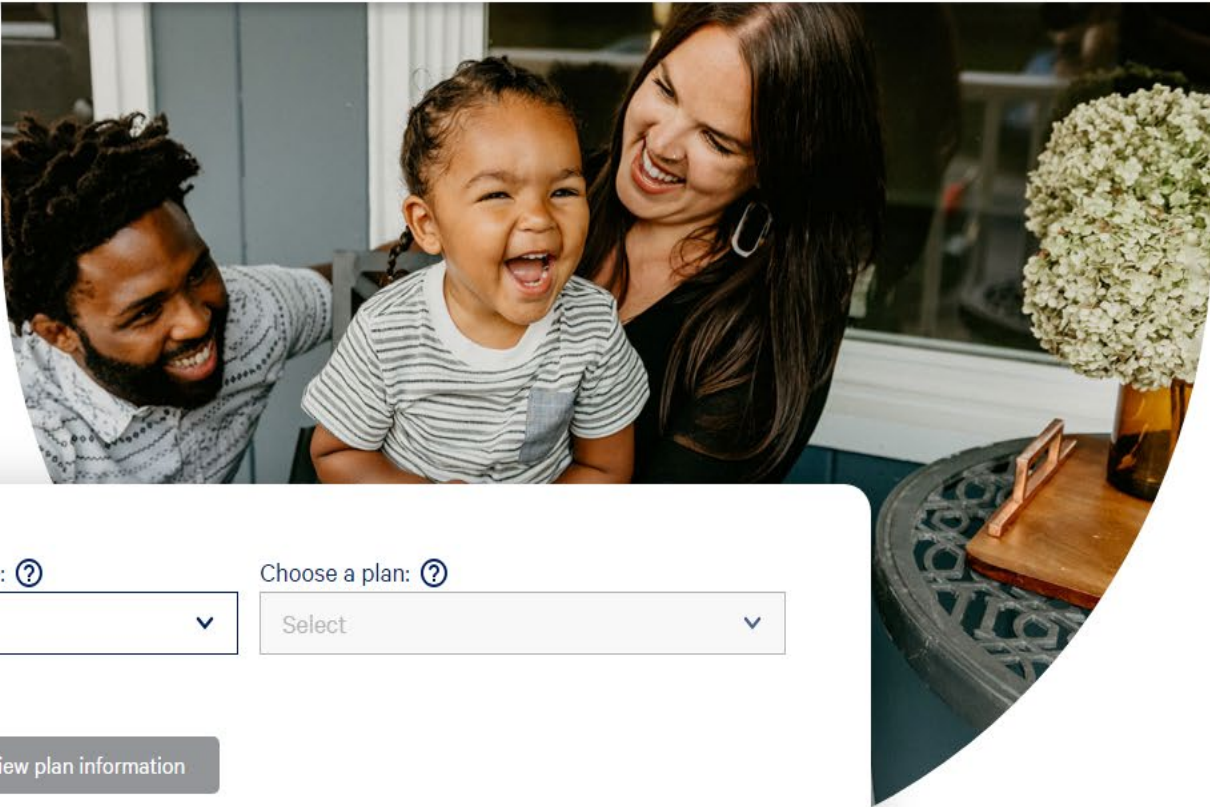
- **Community Engagement**

- VA ***Smiles For Children*** Outreach Coordinators serve on multiple Community Coalitions throughout the Commonwealth.
- VA ***Smiles For Children*** Outreach Coordinators have hosted/attended over **145 events** (Jan 2024 – April 2024) to include: State and Regional Conferences, presentations to community partners/Medicaid members and meetings with Community Stakeholders.



WELCOME, MEMBERS

Let's get started.



Confirm your state to begin:

Virginia ▾

State not listed? [Click here](#) →

Select the type of insurance: [?](#)

Select ▾

Choose a plan: [?](#)

Select ▾

Find a dentist

View plan information

Are you a vision member? [Learn more](#) →

MEMBER SERVICES



DentaQuest
Smiles For Children
Attention: Complaints & Appeals
PO Box 2906
Milwaukee, WI 53201-2906

Toll-Free: (888) 912-3456
TTY/TDD: (800) 466-7566

Monday-Friday
8 AM – 6 PM EST

www.DentaQuest.com

Appointment Assistance Scheduling	After-Hours Assistance
Dental Provider Suggestions	Requesting an appeal
Dental Emergency Appointment Assistance	Filing a Complaint (Grievance)

MEMBER RESOURCES

- **Member Accessible Resources**

Members can visit [DentaQuest.com](https://www.dentaquest.com) to access the [Member Handbook](#) and use the [Find A Dentist Tool](#)

- **Preventistry Central**

[Preventistry Central](#) is a one-stop-shop for prevention-focused best practices and education to encourage a lifetime of good oral health. You'll also find industry news, articles from thought leaders and information on trends shaping dental benefits, insurance and care. ***Preventistry Pulse Newsletter***. Sign up for the newsletter [here](#).

- **Member Feedback**

Members can provide feedback through the ***Semi-Annual Member Survey***.

Members can file a Complaint & Grievance by calling Member Services at 1-888-912-3456

WHERE ARE WE GOING?



Smiles For ChildrenSM

Improving Dental Care for Children and Adults

PROGRAM ENHANCEMENTS

- ❑ **Effective January 1, 2024**, the Department of Medical Assistance Services dental program enacted the following changes:
 - ❑ Extend the age limitation for children receiving fluoride varnish from non-dental providers from "through age 3" to "through age 5";
 - ❑ Remove the current limitation on the number of times a dentist can bill the behavioral management code when treating adults with disabilities;
 - ❑ **Provide payment for crowns for patients who received root canal therapy prior to becoming a Medicaid beneficiary;**
 - ❑ Provide reimbursement for pre-treatment evaluations performed by dentists treating patients requiring deep sedation or general anesthesia to mirror the Centers for Medicare and Medicaid Services (CMS) guidelines.



CardinalCare Smiles

Improving Dental Care in Virginia for Children and Adults

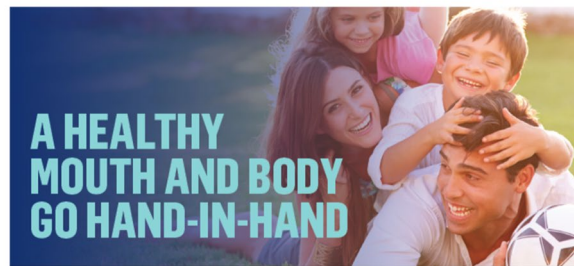
Rebranding



A fun and interactive way to introduce oral health to early learners



DentaQuest.
a Sun Life company



Taking good care of your mouth, teeth and gums does more than help you have a bright smile. It also helps keep you healthy and reduces your risk for many diseases.

The mouth contains bacteria that is mostly harmless. It can be kept under control through daily brushing and flossing and regular visits to the dentist. But without proper oral care, bacteria can reach levels that can cause tooth decay and gum disease.

Severe gum disease can lead to tooth loss. It can also lead to other conditions such as diabetes and heart disease. Gum disease has been linked to pregnancy and birth complications. And bacteria in the mouth may cause pneumonia and other lung diseases.

Use the Find a Dentist tool on DentaQuest.com to find a provider near you or call member services at 1-888-912-3456.



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To protect both your oral health and your overall health, practice good oral hygiene. Follow these habits to keep your mouth – and your body – in tip-top shape.



Brush your teeth at least twice a day using fluoride toothpaste



Floss daily



Eat healthy diet



See the dentist every 6 months



Cardinal Care Smiles provides dental benefits to adults enrolled in Medicaid.

Dental coverage for adults in full-benefit Medicaid covered groups focus on overall oral health, prevention and restoration.

These services will include the following:

- Cleanings
- Fillings
- Root canals
- Gum related treatment
- Dentures
- Tooth extractions and other oral surgeries, and
- Other appropriate general services such as anesthesia

Contact DentaQuest for program limitations and requirements.

*Routine/non-emergent appointments for new patients may be scheduled several months out.



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How can adults enrolled in Medicaid find a dentist?

Use the Find a Dentist tool on DentaQuest.com to find a provider near you or call member services at 1-888-912-3456.

How can adults use Cardinal Care Smiles?

When you call to make an appointment, be sure to tell the dental office that you are a **Cardinal Care Smiles** member. Remember to write down the date and time of the appointment.*

On the day of the appointment, be sure to bring your Medicaid card – it's either blue and white or it's your MCO ID card. The dentist needs to see this card at every visit to check that you are still eligible for the program. If you're going to a new dentist, please ask the old dentist to send your dental records to the new dentist.

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ORAL HEALTH MATTERS

ORAL HEALTH DURING PREGNANCY



During your pregnancy it is important to take care of your mouth, including your teeth. Taking care of your teeth, eating healthy foods and practicing other good health behaviors is important for you and your baby.

TIPS FOR GOOD ORAL HEALTH CARE:

- Changes to your body during pregnancy can cause your gums to be sore and swollen and possibly bleed. This is called gingivitis and should be treated by your dentist.
- Oral care is safe during pregnancy and it is important to visit the dentist every 6 months or when you have concerns.
- You should brush at least twice a day and replace your toothbrush every 3 to 4 months.
- Rinse every night with a mouthwash that contains fluoride.
- Eat a variety of healthy foods such as fruits, vegetables, dairy products and whole grains.
- If you vomit, it is important to rinse your mouth to stop the acid from attacking your teeth.

BABY TEETH ARE IMPORTANT

- The good habit of brushing baby teeth will start a good habit for the adult teeth. You should begin wiping your baby's gums even before they have teeth. You can wipe them with a clean wash cloth or gauze.
- Baby teeth hold space for the adult teeth to grow into.
- Baby teeth allow kids to eat right.
- Healthy baby teeth help to keep the rest of the body well.
- Baby teeth also help kids to speak clearly.
- Healthy teeth help children do better in school because they are not in pain.
- Children with healthy teeth feel good about themselves.

Children should have their first dental visit at age one.

You and your children need to have regular check-ups at your Dental Home. A Dental Home is the dentist's office where you go regularly every six months. Choosing the right dentist is very important. If you are covered by Cardinal Care Smiles (VA Medicaid, FAMS or FAMS Plus), we will help you choose a dentist you like and trust. SFC provides dental benefits to members under 21, medically appropriate dental benefits to pregnant members and even limited benefits to non-pregnant members over 21.

Use the Find a Dentist tool on DentaQuest.com to find a provider near you or call member services at 1-888-912-3456.

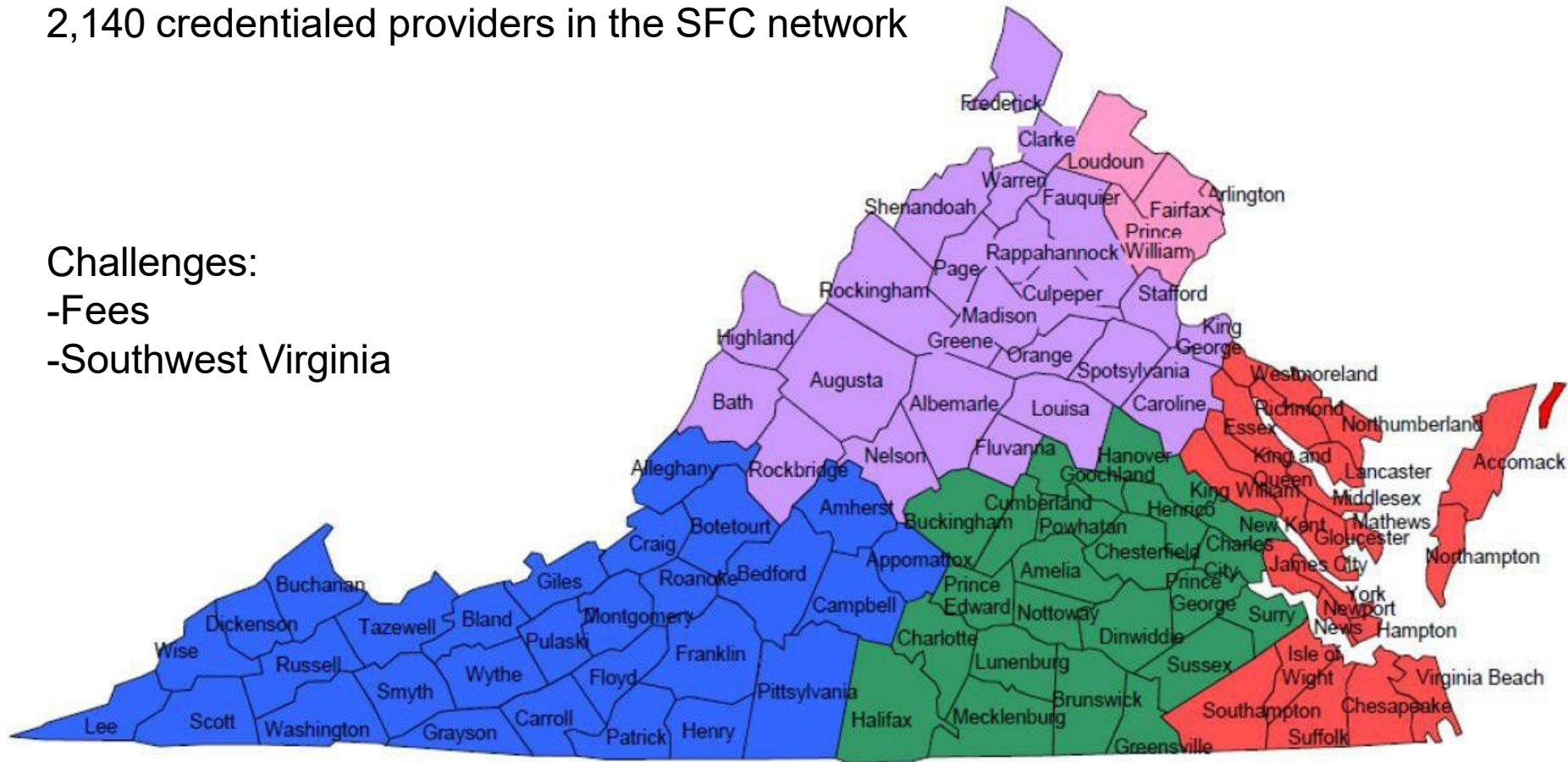


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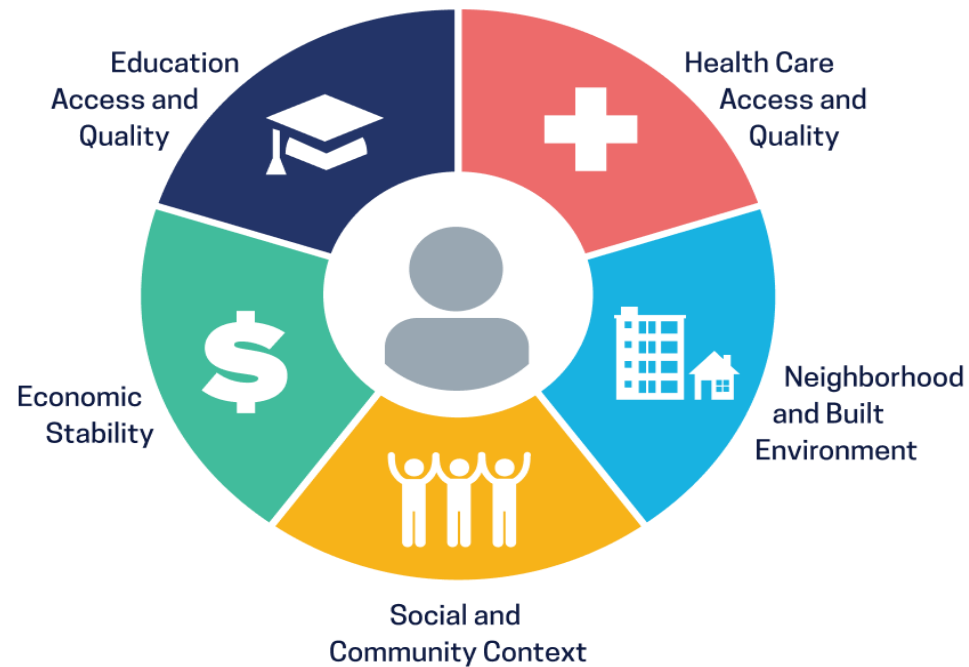
NETWORK ADEQUACY

- 2,140 credentialed providers in the SFC network
- Challenges:
 - Fees
 - Southwest Virginia



SOCIAL DETERMINANTS OF HEALTH

Social Determinants of Health



- 1. Economic Stability
- 2. Education Access and Quality
- 3. Health Care Access and Quality
- 4. Neighborhood and Built Environment
- 5. Social and Community Context

Goal

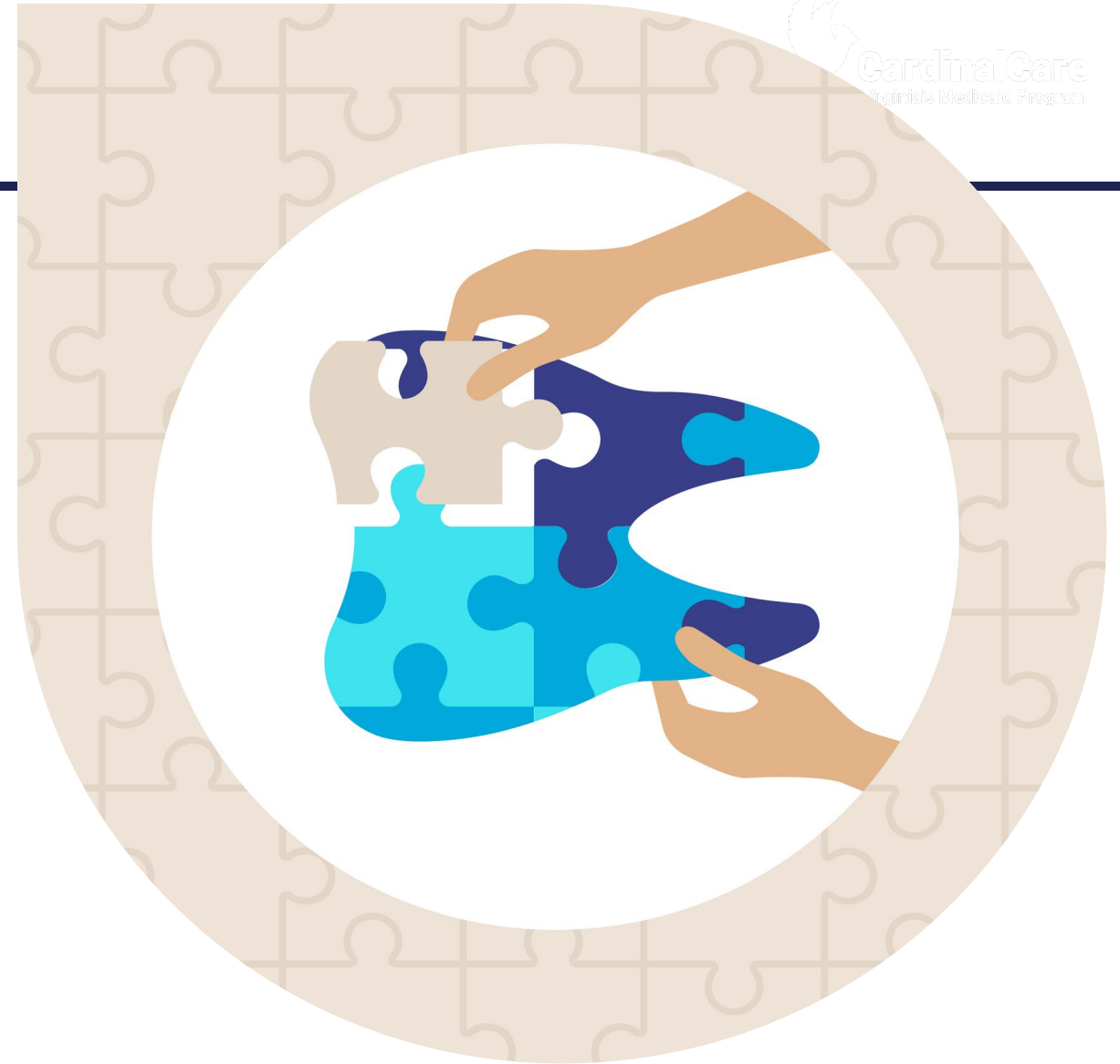
Social Determinants of Health
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 Healthy People 2030



What Are Your Thoughts?

- What part(s) of the dental benefit have you or whomever you are representing truly enjoyed?
- What additional enhancements to the overall benefit for children and adults would you suggest we consider?
- How can we better the way you experience your dental benefit in the community?
- Is there anything else we need to consider regarding the Virginia Medicaid Dental Program?



Questions? Stay Connected!

- **DMAS Dental Program**
 - Justin Gist, Dental Program Manager
Justin.gist@dmas.virginia.gov
- **DentaQuest Community Outreach**
 - Tim Whited, VA SFC Outreach Coordinator
tim.whited@greatdentalplans.com
- **DentaQuest**
 - **Member Services:** 1 (888) 912-3456
 - **Website:** www.dentaquest.com



PUBLIC COMMENT



- Public comment period is 15 minutes.
- Those wishing to make a public comment must join via the WebEx link or in-person.
- Send a message to one of the hosts or place your full name and location in the comments to be recognized during this time.
- Each speaker will be granted only two (2) minutes to speak.



Notes

DMAS Support Staff

<u>Name</u>	<u>Position</u>	<u>MAC Role</u>
<i>Sandra Coffey (Sandi)</i>	EPO Administrative Assistant	Steering Committee Member
<i>Sarah Hatton</i>	Deputy of Administration and Coverage	Ex-Officio Member; Co-Facilitator
<i>Kristin Lough</i>	Hearing Officer	Minutes
<i>Jonathan Hendler</i>	Visual Communications Designer	Greeter
<i>Rachel Lawrence</i>	Strategic Initiatives Specialist	Photographer
<i>Natalie Pennywell</i>	Outreach & Community Engagement Manager	Facilitator; Steering Committee
<i>Jesus Perez</i>	Civil Rights Compliance Specialist	Closed Captioning
<i>Cheryl Roberts</i>	Agency Director	Co-Facilitator
<i>Sonya Scott/Norman Gaines</i>	ITS Operations Analyst/AV Specialist	Technology Support
<i>Dorothy Swann (Dot)</i>	Outreach and Member Engagement Specialist	Steering Committee Member

Closing Remarks



Jeff Lunardi
Chief Deputy Director

2024 Virginia Medicaid MAC Meetings

Dates

- ~~April 08, 2024~~
- ~~June 10, 2024~~
- August 12, 2024
- October 21, 2024

General MAC Meeting:

- 10:00 AM – 12:30 PM

Location:

- 600 E Broad Street,
Richmond, VA 23219
- In-Person w/ Virtual Option
 - Virtual information can be found on [Virginia Regulatory Town Hall](#)

Thank you! Do not hesitate to **Contact Us!**

Medicaid Member Advisory Committee (MAC)

Department of Medical Assistance Services (DMAS)

Commonwealth of Virginia

600 East Broad Street, Richmond, VA 23219

Email: mac@dmas.virginia.gov

Website: <https://www.dmas.virginia.gov/for-members/member-advisory-committee/>

Cover Virginia: <https://coverva.dmas.virginia.gov/>

Cover Virginia Email: covervirginia@dmas.virginia.gov



Adjournment



- Don't forget to tell a friend about Virginia Medicaid MAC.
- Encourage a member to apply to be a MAC member.
- Do something outside and get an extra dose of Vitamin D and fresh air this week!

See you on August 12, 2024!