

VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES

VA MEDICAID COMMUNITY STAKEHOLDER MEETING

June 20, 2024



CardinalCare
Virginia's Medicaid Program

VIRGINIA'S MEDICAID PROGRAM

DMAS

AGENDA

1. Agenda
2. Welcome and Introductions
3. Presentation + Community Spotlight: Virginia Medicaid's Smiles for Children Dental Program
DentaQuest
4. Wrap-Up
5. Announcements
6. Closing



AGENDA

June 20, 2024

11:00 AM - 12:00 PM

Meeting will be held electronically via WebEx.

To Join Meeting Remotely:	
https://covaconf.webex.com/covaconf/j.php?MTID=m4a828c129b68e42c1400627eb79ecec6	
Webinar # (Access Code): 2432 046 5207	Meeting Password: KrMsJNQH853
Dial in (Phone): +1-517-466-2023	Tap to join from mobile device +1-866-692-4530 US Toll Free
Remote Conference Captioning Link:	
https://www.streamtext.net/player?event=HamiltonRelayRCC-0620-VA4087	

Topic	Presenter	Time Allotted
Welcome & Introductions	Sara Cariano Director, Eligibility Policy and Outreach Department of Medical Assistance Services	11:00 – 11:05 AM
Presentations & Discussion <ul style="list-style-type: none"> • Virginia Medicaid’s Smiles for Children Dental Program • Community Partner Spotlight: DentaQuest 	Justin Gist Dental Program Manager Virginia Department of Medical Assistance Services Altise Street VA SFC Outreach Coordinator DentaQuest	11:05 – 11:45 AM
Wrap-Up, Announcements & Closing	Sara Cariano	11:45 AM – 12:00 PM

Next Meeting: August 15, 2024 at 11:00 AM

Committee Contacts: Natalie Pennywell and Dorothy “Dot” Swann at covervirginia@dmas.virginia.gov

Takeaways

Take Action	Action Item	Resource	Follow-Up
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General Notes

Call/Email	Contact/Organization	Email Address	Phone Number
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Committee Contacts: Natalie Pennywell and Dorothy "Dot" Swann at covervirginia@dmas.virginia.gov





COMMUNITY STAKEHOLDER MEETING

June 20, 2024
Community Outreach and Member Engagement
Eligibility Policy and Outreach Division
Virginia Department of Medical Assistance Services




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AGENDA

Sara Cariano
Director, Eligibility Policy and Outreach
Department of Medical Assistance Services (DMAS)



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Agenda

1. Welcome and Introductions
2. Presentation: Virginia Medicaid's Smiles for Children Dental Program + Community Partner Spotlight: DentaQuest
3. Wrap-Up
4. Announcements
5. Closing

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NOTES

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WELCOME AND INTRODUCTIONS

Sara Cariano
Director, Eligibility Policy and Outreach
Department of Medical Assistance Services (DMAS)




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Welcome

Introduce yourself in the chat!

- Name
- Position
- Organization
- Answer: **If your outdoor space could have one really fun element, what would it be?**



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Virginia Medicaid's Smiles for Children Dental Program + Community Spotlight: DentaQuest

Justin Gist, Dental Program Manager
Virginia Department of Medical Assistance Services (DMAS)

Altise Street, VA SFC Outreach Coordinator
DentaQuest




Virginia Medicaid's Smiles for Children Dental Program + Community Spotlight: DentaQuest

Justin Gist
Dental Program Manager
Virginia Department of Medical Assistance Services


Altise Street
VA SFC Outreach Coordinator
DentaQuest




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Virginia Medicaid

SMILES FOR CHILDREN DENTAL PROGRAM
June 2024



Justin Gist, Dental Program Manager, DMAS
Altise Street, VA SFC Outreach Coordinator, DentaQuest



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Agenda

- Overview of the Smiles for Children program
- Covered Services
- Utilization Data
- Provider Participation
- Outreach and Community Engagement
- Program Enhancements



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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 Assistive Services (DMAS) to ensure the dental plan runs well. DentaQuest will work with members to ensure they get the necessary dental care.

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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 6 months), Sealants, Cleanings (every 6 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 6 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.



A Health 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

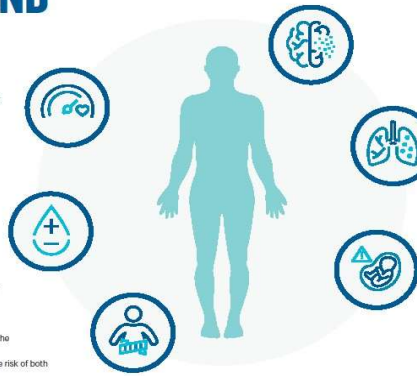
- Putting off dental care during early adulthood is linked to an increased risk of having high blood pressure.¹
- Patients with gum disease are less likely to keep their blood pressure under control with medication than are those with good oral health.²

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 88%.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 pre-eclampsia, a pregnancy complication that can cause organ damage and can be fatal.¹⁴



SOURCES

1. Orestovic AM et al. (2007). Oral health status and longitudinal cardiovascular risk in a national sample of young adults. *Journal of the American Dental Association*, 138(7), 890-896.
2. Papapanou D, et al. Poor Oral Health and Blood Pressure Control among US Hypertensive Adults: Results from the National Health and Nutrition Examination Survey 2005 to 2010. *Hypertension*, 2010 Oct; 55(5): 1075-1081. Miller F. Oral hygiene reduces the mortality from Aspiration Pneumonia in Frail Elders. *Journal of Dental Research*, 2014; 93(11): 1541-1545.
3. Preshoff PA, Bensen BA. Periodontitis and diabetes. *Diabetologia*, 2010; 27(7): 677-686. Teare WK, et al. Effect of periodontal treatment on glycaemic control of diabetic patients: a systematic review and meta-analysis. *Diabetes Care*, 2010; 33(5): 427-432.
4. Baranowski MJ, et al. Diabetes in dental practice: review of literature. *Journal of Endodontics*, 2003; 29(1): 252-256.
5. Fildes M, et al. (2002). Longitudinal associations of toothbrushing with obesity and hyperglycemia. *Journal of Epidemiology*, 112(2): 99-105.
6. Luger M, et al. Sugar-Sweetened Beverages and Weight Gain in Children and Adults: A Systematic Review from 2003 to 2011 and a Comparison with Previous Studies. *Obesity Facts*, 2010; 3(5): 476-488.
7. Skelch DA, Verraman KA. The negative impact of sugar-sweetened beverages on children's health: an update of the literature. *BMC Obesity*, 2016; 2(5): 265.
8. Barnabe E, et al. Sugar-sweetened beverages and dental caries in adults: a 4-year prospective study. *Journal of Dentistry*, 2014; 42(5): 380-388.
9. Chen CY, et al. (2011). Association between chronic periodontitis and the risk of Alzheimer's disease: a longitudinal population-based, matched cohort study. *Alzheimer's Research & Therapy*, 3(2): 16.
10. Tawani PL, et al. Periodontitis and Alzheimer's Disease: A Possible Correlation between Oral Chronic Inflammatory Condition and Neurodegeneration. *Trends in Aging Neuroscience*, 2017 Oct; 3(2): 27.
11. Miller F. Oral hygiene reduces the mortality from Aspiration Pneumonia in Frail Elders. *Journal of Dental Research*, 2014; 93(11): 1541-1545.
12. An, J, et al. Miller F, et al. Impact of oral hygiene involving toothbrushing versus chlorhexidine in the prevention of ventilator-associated pneumonia: a randomized study. *BMC Infectious Diseases*, 2017; 17(1): 150-155.
13. Morris S, Heller D. (2016). Reducing missed oral care opportunities to prevent non-ventilator-associated pneumonia in patients in the Department of Veterans Affairs. *Applied Nursing Research*, 2016; 44: 48-53.
14. Daddario LA, et al. Periodontal Disease and Pregnancy Outcomes: Overview of Systematic Reviews. *Journal of Dental Research*, Clinical and Translational Research, 2016; 95(1): 2-7.

SUGGESTED CITATION:

CardinalCare Partnership for Oral Health Advancement. June 2022. Impacts Beyond the Mouth. DentaQuest Partnership for Oral Health Advancement. Boston, MA. DOI:10.36869/dentaquest

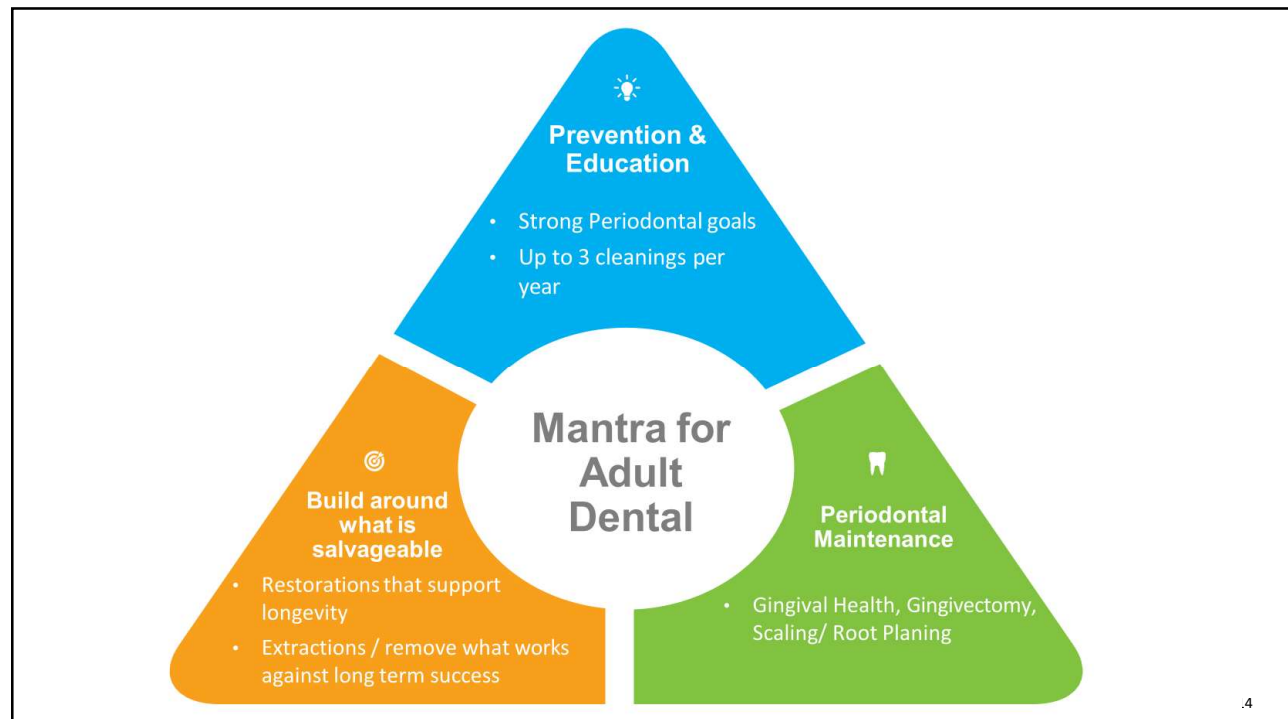
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MISSION STATEMENT

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



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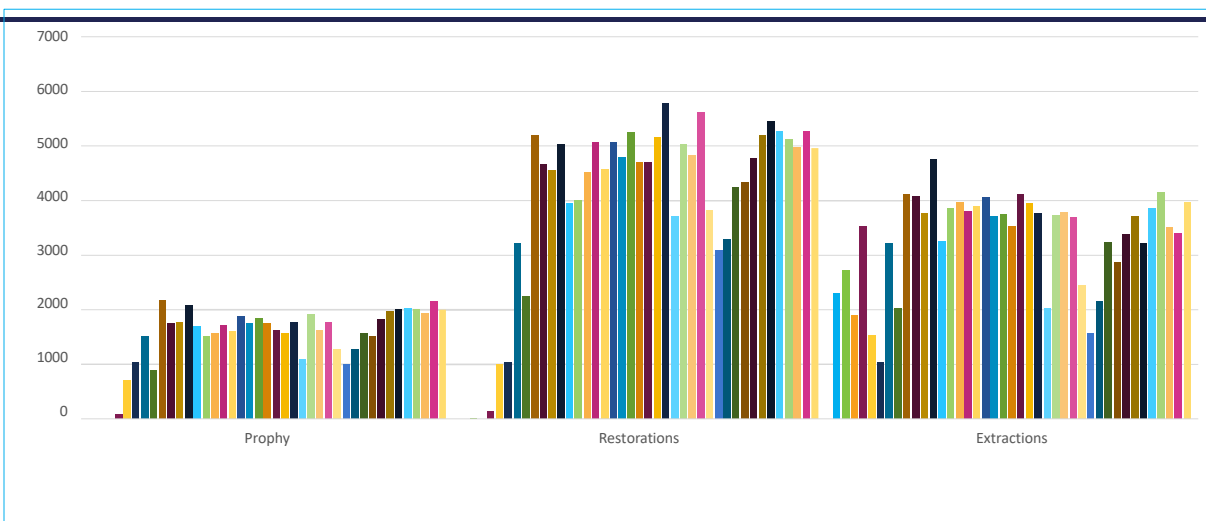
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THE BENEFIT IN ACTION

- ❑ 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?

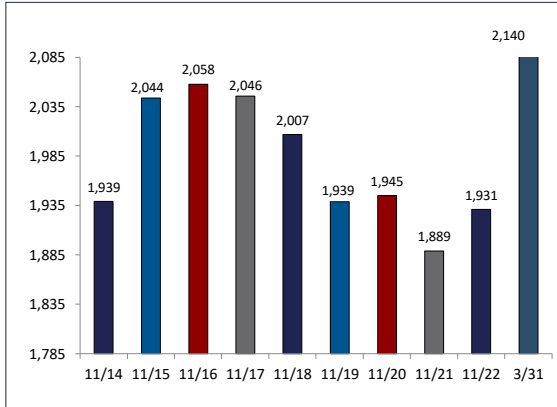
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THE BENEFIT IN ACTION



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Provider Participation



4/22/2024	
Files with Incomplete/Missing Documentation	21
Application Aging	
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 May 31, 2024, **2,153** 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.



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 &, meetings with Community Stakeholders.



HOW TO FIND A DENTIST

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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)

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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



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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.



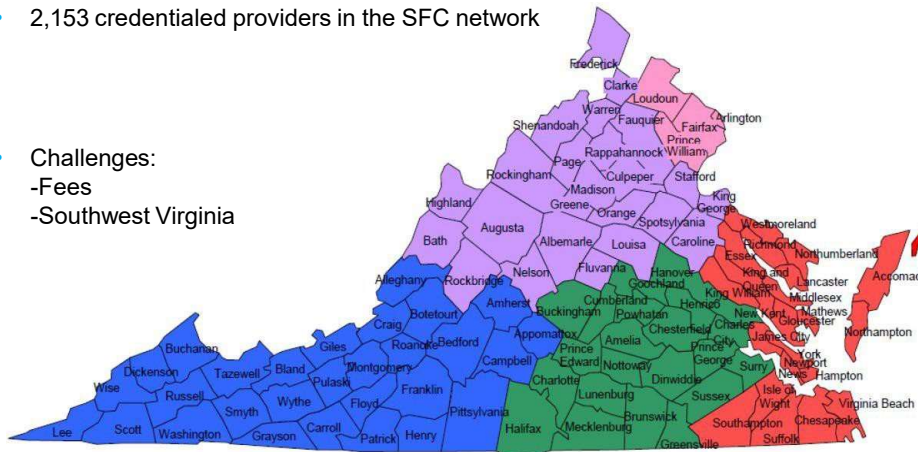
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NETWORK ADEQUACY

- 2,153 credentialed providers in the SFC network

- Challenges:
 - Fees
 - Southwest Virginia

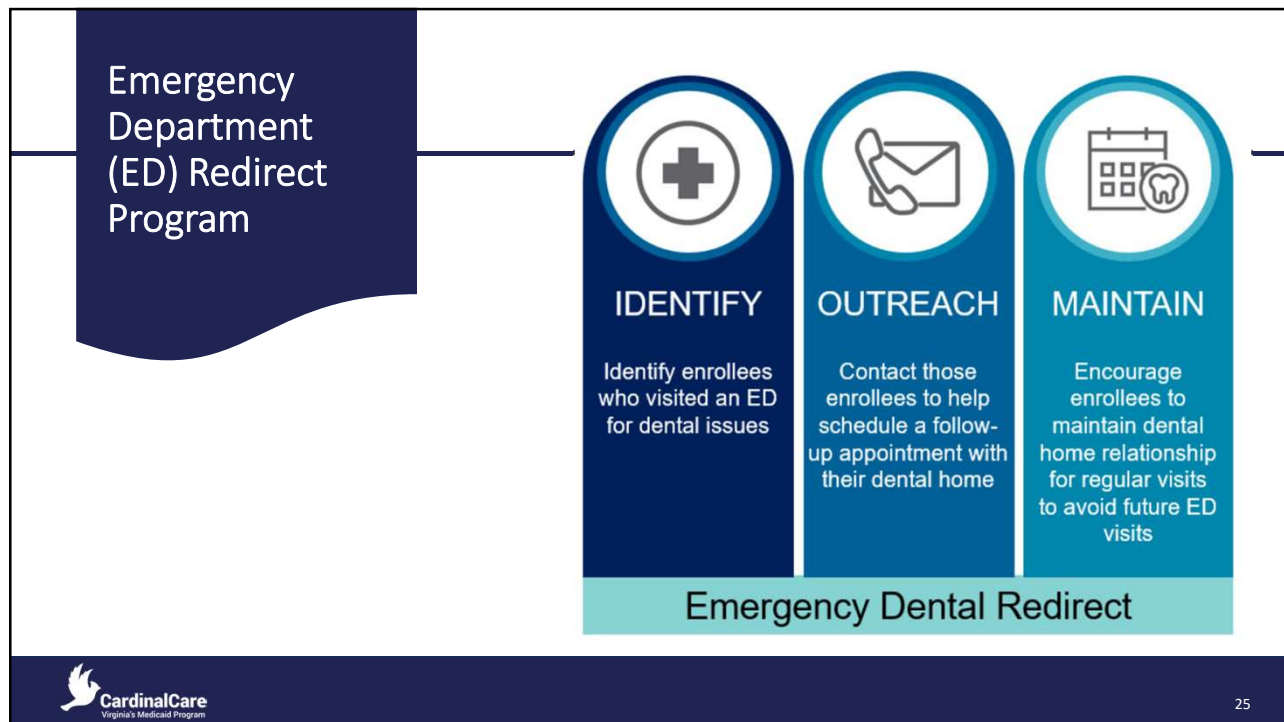


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Dental Champions Committee

- One of the most impactful ways to attract new providers to the network, especially in rural areas, is through recommendations from providers who are actively participating.
- The Dental Champions Committee was formed to allow current providers in the network to help spread the word on the value of servicing Medicaid members in their community.
- Committee members:
 - Evaluate provider communication plan for recruitment
 - Review administrative processes to identify areas of improvement
 - Extend an additional outreach to targeted providers

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Oral Health Dashboard

- Oral health data is extremely useful for community stakeholders who are interested in promoting oral health.
- Our oral health dashboard will consolidate the most important information around Virginia's Medicaid dental program.
- This includes consolidated data sets on:
 - Utilization based on region
 - Total provider count
 - Total providers vs participating providers
 - Expenditure information



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Case Management and Care Coordination

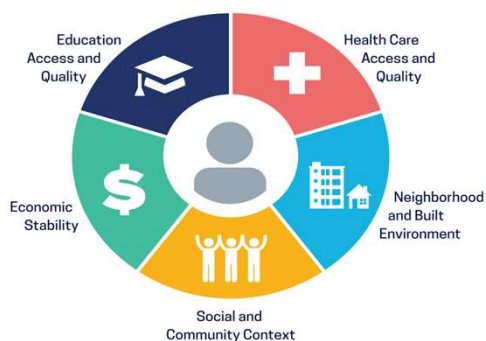
- DentaQuest's Case Management and Care Coordination Program focuses on early identification of members that may need help accessing services, breaking down barriers to care, and bridging the historical divide between dental and medical delivery systems.
- The Case Management and Care Coordination program:
 - Assists with providing timely access to care, including appointment assistance and locating specialty providers, providers with sedation or anesthesia capabilities, and those experienced in caring for members with special health care needs.
 - Coordinates with partners involved in members' care, including medical and dental providers, MCOs, and community-based organizations to promote oral and systemic health, create new lines of communication, and address member health needs.



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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

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CardinalCare Smiles

Improving Dental Care in Virginia for Children and Adults

Rebranding



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



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 top-tip 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 on full benefit Medicaid covered services focus on dental and health prevention and resources.

- These services will include the following:
 - Cleanings
 - Fillings
 - Root canals
 - Non-surgical treatment
 - Extractions
 - Tooth extractions and other oral surgeries, and
 - Other appropriate general services such as endodontics.

Members must follow the program rules and requirements.

*Members must follow the program rules and requirements.

Use the Find a Dentist tool on DentaQuest.com to find a provider near you or call member services at 1-888-912-3436.



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.

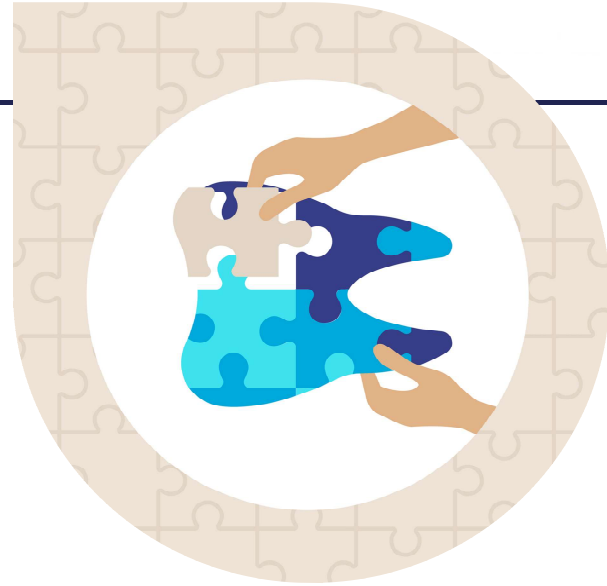
- Brush your teeth twice a day with fluoride toothpaste.
- Use fluoride toothpaste.
- Visit your dentist for a checkup and cleaning.
- Practice good oral hygiene.
- Use the Find a Dentist tool on DentaQuest.com to find a provider near you or call member services at 1-888-912-3436.

Use the Find a Dentist tool on DentaQuest.com to find a provider near you or call member services at 1-888-912-3436.



— What Are Your Thoughts?

- What additional enhancements to the overall benefit for children and adults would you suggest we consider?
- How can we collaborate with stakeholders in the community to increase access to equitable care?
- Is there anything else we need to consider regarding the Virginia Medicaid Dental Program?



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— Questions? Stay Connected!

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



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WRAP UP, ANNOUNCEMENTS AND CLOSING



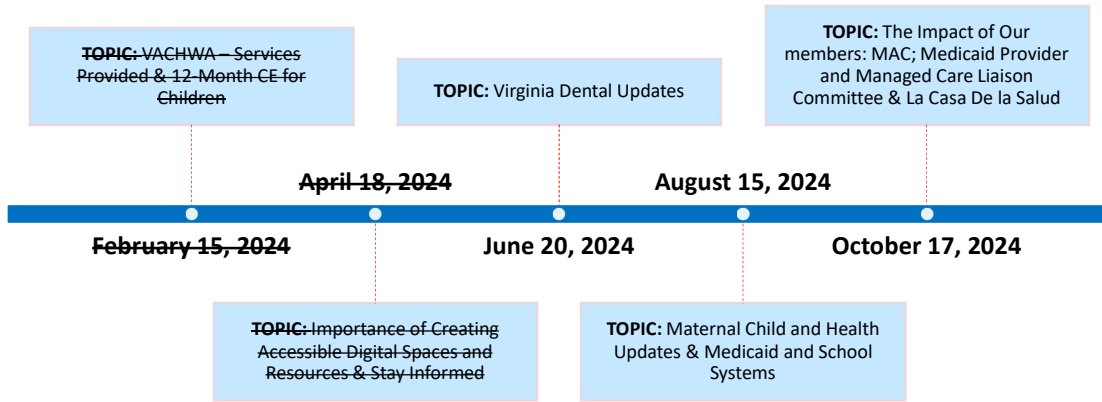
2024 VIRTUAL MEETING DATES

- Thursday, February 15, 2024
- Thursday, April 18, 2024
- Thursday, June 20, 2024
- **Thursday, August 15, 2024**
- **Thursday, October 17, 2024**

Time: 11:00 AM - 12:00 PM



2024 Meeting Dates



Spread the Word about Virginia Medicaid MAC!

We take applications year-round.

Please encourage members and authorized representatives to apply!

Virginia Medicaid (DMAS): Medicaid Member Advisory Committee (MAC) Application





Stay Connected & Supported!

- CoverVA.org: <https://coverva.dmas.virginia.gov/>
or <https://cubrevirginia.dmas.virginia.gov/>
- DMAS: <https://www.dmas.virginia.gov/>



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How to Connect to COMET and Keep Informed

- COMET Team
 - Connect to us on Cover Virginia at: <https://www.coverva.org/en/outreach-and-communications-team>
- Help for Medicaid Members in Spanish and Other Languages
 - DMAS has a language and disability access plan outlining how the agency is ensuring meaningful access to all its programs, services and activities for limited English proficiency (LEP) individuals and individuals with disabilities.
 - Website is available in English (www.coverva.dmas.virginia.gov) and Spanish (www.cubrevirginia.dmas.virginia.gov)
 - Some documents are available in additional languages
 - Many documents on the [DMAS website](#) are in English and Spanish
 - Need more information or help with language services, contact CivilRightsCoordinator@dmas.virginia.gov

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Visit www.coverva.org | Call 1-855-242-8282 | TDD: 1-888-221-1590

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Stay Up to Date



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Subscribe to Community Outreach and Member Engagement Team (COMET) information and updates. 



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• www.facebook.com/CoverVa



Contact us at CoverVirginia@dmas.virginia.gov



Visit www.coverva.org | Call 1-855-242-8282 | TDD: 1-888-221-1590



AGENCY SUPPORT



CSM AGENCY SUPPORT

Name, Position, CSM Role

- Jessica Anecchini, Senior Policy Advisor, Administration, Administrative Review and Approval
- Sara Cariano, Director, Eligibility Policy and Outreach Division
- Norman Gaines, AV Specialist, Technology Support
- Sarah Hatton, Deputy of Administration and Coverage, Administrative Review and Approval
- Natalie Pennywell, Outreach & Community Engagement Manager, Facilitator, Steering Committee Member
- Jesus Perez, Civil Rights Compliance Specialist, Closed Captioning
- Sonya Scott, ITS Operations Analyst, Technology Support
- Dorothy Swann, Outreach and Member Engagement Specialist, Steering Committee Member



Questions? Thank You!

Contact Information:

Natalie Pennywell & Dorothy "Dot" Swann
Community Outreach and Member Engagement Team, EPO Division



Department of Medical Assistance Services (DMAS), 600 East Broad Street, Richmond, VA 23219
Cover Virginia: <https://coverva.dmas.virginia.gov/> ❖ Cover Virginia Email: covervirginia@dmas.virginia.gov



NOTES



NOTES



TAKEAWAYS/ FOLLOW-UPS



Action Item/Resource/Follow-Up





The Community Stakeholder Meeting (CSM) was established in 2021 and is organized and facilitated by the Community Outreach and Member Engagement Team (COMET) at DMAS. It is held every other month from February - November and invites community stakeholders and advocates to learn more about various topic areas around Virginia Medicaid. It provides attendees with an opportunity to ask questions or request presentations on other areas of interest to better help serve our current and potential Medicaid members. All meetings are open to the public and posted on the Virginia Regulatory Town Hall website.