Medical Assistance Program Oversight Council General Meeting

Donna Balaski, DMD, DSS Program Manager
Lee Serota, President BeneCare Dental Plans
Kate Parker-Reilly, LMSW  Director Member Care and Community Connection Team

December 2022
Agenda

1. Dental Health Quality Metrics
2. Why is Oral Health Important?
3. The CT Dental Health Partnership Overview
4. HUSKY Health Dental Provider Network
5. HUSKY Health Members’ Oral Health Status
6. BeneCare Member Engagement Model & Strategies
7. Dental/Medical Integration - Promising Efforts
8. CTDHP Projects & New Innovations
9. CTDHP Vision for the Future
10. Questions and Feedback

Important Companion Documents:
- CTDHP Oral Health Equity Report 2021
- CTDHP Oral Health Equity Status Report 2022
- CTDHP Member Engagement and Communications Strategies
Dental Health Quality Metrics: Overview

There are only three metrics currently used for dentistry in the CMS CORE Measure Set reporting. The aim is to track improvements in the oral health of Members. These are reported for children only.

- Any Dental Service in the last year
- Any Preventive Services in the last year
- Any Treatment Services

Unlike medicine or behavioral health, oral health does not have diagnosis coding. Claims data is used to measure desired outcomes and measures are solely based on utilization.

HEDIS Quality Measures are being replaced by 2 measures that were developed by the American Dental Association Dental Quality Alliance. The population being measured is stratified by age and tied to when it is appropriate to deliver specified services. The measures include fluoride applications and sealants for children.

Many of the quality measures used by CTDHP are self-developed and based on claims data such as the utilization of different types of services. As coding improves, we will collect that information on claims to better assess oral health status. Much of our evaluation evolves around population health metrics for our Members.
Why is Oral Health Important?

Oral Health is Part of Overall Health

- Linkages between oral health and systemic health.
- Systematize dental chronic disease management for members with certain medical conditions.
- Supports Primary Care Physicians in delivering Bright Futures EPSDT periodicity schedule dental deliverables to their patients.
- Supports PCMH and PCMH+ patient oral health status, anticipatory guidance, screening and referrals.
Overview of HUSKY Dental Benefits

• Comprehensive oral health benefits for children – includes preventive, restorative, root canals, crowns and dentures, oral surgery.

• In addition, children’s services include periodontal services.

• Comprehensive dental services for adults – includes preventive, restorative, root canals, crowns and dentures and oral surgery procedures.

• The children’s program is one of the top programs in the country.
<table>
<thead>
<tr>
<th>2007</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>~330 CMAP Providers</td>
<td>2,000+ CMAP Providers</td>
</tr>
<tr>
<td><strong>Ranked 29</strong>(^{th}) in Children’s Utilization.</td>
<td><strong>Ranked 2</strong>(^{nd}) In Children’s Utilization.</td>
</tr>
<tr>
<td><strong>Disparate</strong> PA &amp; UM Rules administered within multiple MCOs.</td>
<td><strong>One Set of Administrative Rules &amp; Operations</strong> Administered by One ASO.</td>
</tr>
<tr>
<td><strong>No Care Navigation or Community Based Outreach</strong> to engagement members and meet oral health needs.</td>
<td><strong>Oral Health Navigation</strong> and <strong>Community Engagement Teams</strong> deployed to support increasing oral health literacy, develop community partners, and meet member needs.</td>
</tr>
<tr>
<td><strong>Little to no data integration</strong> with medical or behavioral managed care services.</td>
<td><strong>Established data feeds</strong> and programs to support risk stratification, case consults, and cross referrals.</td>
</tr>
<tr>
<td><strong>Oral Health Equity not a consideration</strong> in any program or policy planning.</td>
<td><strong>Health Equity, CLAS Standards, and ADA Compliance</strong> is central to our learning and service delivery planning.</td>
</tr>
</tbody>
</table>

“We Care About Your Dental Health”
The CT Dental Health Partnership’s Milestones

CTDHP’s 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.

- **2008**: CTDHP Launched!
  - Comprehensive Coverage for Adults & Children with 1 set of administrative rules & operations

- **2009 & 2010**: Targeted Outreach + Member Engagement Launched
  - 1st in the country to implement Community Health Worker Model

- **2011**: Ranked 2nd Nationally in Children’s Utilization
  - From 29th in 2007

- **2014**: 1,500 Dental Providers Milestone Reached
  - From 330 Providers in 2007

- **2021**: Oral Health Equity
  - 1st Oral Health Equity Report + Action Plans Published

- **2022**: Covered CT Benefit Launched & Adult Rates Increased
  - 1st Rate Increase since 2008
Dental Provider Network Statistics – Geographic Access

HUSKY Health Population Access to Primary Care Dentist (as of August 2022)

<table>
<thead>
<tr>
<th>Distance</th>
<th>Access Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 Miles</td>
<td>98% of Population with Access to a Primary Care Dentist within 5 Miles</td>
</tr>
<tr>
<td>10 Miles</td>
<td>99% of Population with Access to a Primary Care Dentist within 10 Miles</td>
</tr>
<tr>
<td>20 Miles</td>
<td>99.9% of Population with Access to a Primary Care Dentist within 20 Miles</td>
</tr>
</tbody>
</table>

Commercial Plans Maximum Time & Distance Standards*

<table>
<thead>
<tr>
<th>Distance</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 Miles</td>
<td>Metro Requirement (Population 50K+)</td>
</tr>
<tr>
<td>20 Miles</td>
<td>Micro Requirement (Population 10k-50k)</td>
</tr>
<tr>
<td>30 Miles</td>
<td>Rural Requirement (Population Under 10k)</td>
</tr>
</tbody>
</table>

Primary Care Dentist = General Dentist or Pediatric Dentist

*Connecticut Insurance Department Network Adequacy for Commercial Plans Report and Survey
Status of the Dental Provider Network – Geographic Accessibility (Distance for Members to Primary Care Dentist by Zip Code)

73.46% of CT Dentists that participate in a dental network are in the CMAP Network

Provider Office

Population w/o access 20+ miles

- 10-20 Miles: 3,720
- more than 20 Miles: 5,119

“We Care About Your Dental Health”
## Dental Provider Network Statistics – Capacity

### Patient Volume to Dentists

**Standard Metric:** 1 PCD : 2,500 Members and 1 Specialist : 4,000 Members

<table>
<thead>
<tr>
<th></th>
<th>Primary Care Dentists</th>
<th>Primary Care Dentist to Member</th>
<th>Specialists</th>
<th>Dental Specialist to Member</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Statewide</strong></td>
<td>1,803</td>
<td>1: 568</td>
<td>575</td>
<td>1:1,781</td>
</tr>
<tr>
<td>Fairfield</td>
<td>495</td>
<td>1:484</td>
<td>170</td>
<td>1:1,411</td>
</tr>
<tr>
<td>Hartford</td>
<td>542</td>
<td>1:523</td>
<td>179</td>
<td>1:1,583</td>
</tr>
<tr>
<td>Litchfield</td>
<td>49</td>
<td>1:910</td>
<td>13</td>
<td>1:3,433</td>
</tr>
<tr>
<td>Middlesex</td>
<td>70</td>
<td>1:465</td>
<td>19</td>
<td>1:1,714</td>
</tr>
<tr>
<td>New Haven</td>
<td>497</td>
<td>1:577</td>
<td>156</td>
<td>1:1,839</td>
</tr>
<tr>
<td>New London</td>
<td>76</td>
<td>1:981</td>
<td>26</td>
<td>1:2,869</td>
</tr>
<tr>
<td>Tolland</td>
<td>25</td>
<td>1:1,038</td>
<td>5</td>
<td>1:5,190</td>
</tr>
<tr>
<td>Windham</td>
<td>43</td>
<td>1:843</td>
<td>7</td>
<td>1:5,180</td>
</tr>
</tbody>
</table>
Dental Provider Network Statistics – Adult Dental Rate Increase

Connecticut approved a 25% Increase to Adult Rates Effective July 1, 2022

**Provider Appointment Availability**
- CTDHP would like to see an increase in appointment availability compared to 2021 Secret Shopper Survey
- CTDHP will be commissioning a 2023 Secret Shopper Survey.

**Provider Participation in CMAP**
- CTDHP working to enroll new providers in the CMAP network.
- CTDHP will continue to monitor enrollment trends.

**Workforce Challenges Persist**
- There are staffing shortages in the dental workforce both nationally and within Connecticut.
- The shortages are likely causing constrained appointment availability.
- 1-Day Surgery at Hospitals currently have wait lists.
### Oral Health Measures that Infer Oral Health Status

<table>
<thead>
<tr>
<th>Measure</th>
<th>Descriptor</th>
<th>Ideal Children Outcome</th>
<th>Ideal Adult Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventive/Treatment Services</td>
<td>The ratio between preventive services to treatment services.</td>
<td>Higher Rates of Prevention than Treatment Services</td>
<td></td>
</tr>
<tr>
<td>Non-Utilization</td>
<td>How many members are not going to the dentist.</td>
<td>Lower Rates of Non-Utilization</td>
<td></td>
</tr>
<tr>
<td>Fluoride Varnish &amp; Dental Sealant Rates</td>
<td>Specific preventive treatments for children to prevent tooth decay.</td>
<td>High Rates of Treatment</td>
<td>Not Currently Available</td>
</tr>
<tr>
<td>Caries Risk Assessment Scores</td>
<td>Assessment of the risk for tooth decay.</td>
<td>High Rates of Total Assessment Completed</td>
<td>Low Rates of “High Risk” Scores</td>
</tr>
</tbody>
</table>
Higher Prevention Rates than Treatment Rates

Ranked 2\textsuperscript{nd} Nationally for overall utilization rate at 53\% in 2020.

Ranked 3\textsuperscript{rd} Nationally in prevention rate (49.8\%) in 2020, dropping from 2\textsuperscript{nd} in 2019.

180,467 out of 407,537 children did not utilize any dental services in 2021.
Slightly higher prevention rate than treatment rate. The 2021 Adult Dental Prevention Rate is 20%

2021 Adult Treatment Rate is 17.6%

428,045 out of 615,853 adults did not utilize any dental services in 2021.
Members’ Oral Health – Adult/Child Prevention Rates Improve the longer they are enrolled in HUSKY.

18 months Continuously enrolled in Medicaid thru 12/31/21
- Adults: 27%
- Children: 69%

24 months Continuously enrolled in Medicaid thru 12/31/21
- Adults: 30%
- Children: 74%

36 months Continuously enrolled in Medicaid thru 12/31/21
- Adults: 42%
- Children: 84%
Preventative Interventions for Children: Sealants

- Reduction in dental sealant rates likely pandemic related.
- No national comparison with new core data set yet.
- In previous CMS 416 reporting comparison (sealant data at ages 6-9, 10-14) the national average in 2020 was 4.6%, CT slightly higher at 5.1% Kansas had the highest rate at 8.2%
Rates almost back to pre-pandemic levels.

- According to the ADA Dental Quality Alliance Dashboard, in 2018 Connecticut ranked 3rd in Fluoride Varnish Application. National Average in 2018 was 20.39%, CT was 31%.

- 2021 saw a significant increase in FV applications occurring at well-child visits by medical providers (18,667 children).

“Preventative Interventions for Children – Fluoride Applications”

Topical Fluoride Applications By Age Band
Dentists & Non-Dentists
2019 - 2021

DQA improvement initiatives | American Dental Association (ada.org)
Members’ Oral Health – Caries Risk Assessments

- Caries Risk Assessments are performed by RDH’s in a non-dental office setting (SBHC, Mobile Clinic)

- Drop in High Risk Caries but rise in Moderate Risk.

- According to the ADA Dental Quality Alliance Dashboard, in 2018 Connecticut ranked 12th in Documentation Rate of Children Assessed. CT is at 7.50% National Average in 2018: 2.83%
<table>
<thead>
<tr>
<th>Pandemic Impacts</th>
<th>Adults</th>
<th>Male Gender</th>
<th>White Caucasian Adults</th>
<th>Asian &amp;African American Children</th>
<th>Eastern &amp; Rural CT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian, Pacific Islanders, &amp; African Americans were most impacted with largest utilization rate changes during the pandemic.</td>
<td>Adults are 40% of the population, yet represent only 29% of the utilizing population.</td>
<td>Members who identify as male (both adults and children) underutilize compared to those who identify as female by 29 percentage points.</td>
<td>Largest total population &amp; the second lowest utilization rate -6.7% from the statewide adult average.</td>
<td>Asian children had the lowest utilization rate and the highest disparity at -35% from the statewide child average.</td>
<td>Eastern CT has lowest utilization rate against statewide combined adult/child average.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Adult Pacific Islanders have largest disparity, however total population is 228 people.</td>
<td>Followed by Black African American children with -20% disparity from the statewide average.</td>
<td>Urban Core areas have higher utilization rates than rural/small cities.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Hispanics highest for adults and children.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Study Period: CY2020-2021 Continuously Enrolled HUSKY Health Members
## Members’ Oral Health – Adult Benefit Limit

<table>
<thead>
<tr>
<th>Aggregate $ By Members</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td># Members</td>
<td>% of Members with Services</td>
<td>% of Total Spend</td>
<td># Members</td>
</tr>
<tr>
<td>$1-$299</td>
<td>131,650</td>
<td>63%</td>
<td>24%</td>
<td>129,239</td>
</tr>
<tr>
<td>$300-$499</td>
<td>28,968</td>
<td>14%</td>
<td>15%</td>
<td>28,043</td>
</tr>
<tr>
<td>$500-$699</td>
<td>16,815</td>
<td>8%</td>
<td>14%</td>
<td>16,632</td>
</tr>
<tr>
<td>$700-$999</td>
<td>14,523</td>
<td>7%</td>
<td>17%</td>
<td>13,893</td>
</tr>
<tr>
<td>&gt;=$1000</td>
<td>15,487</td>
<td>7%</td>
<td>31%</td>
<td>16,130</td>
</tr>
</tbody>
</table>

### 2020

<table>
<thead>
<tr>
<th>Aggregate $ By Members</th>
<th># Members</th>
<th>% of Members with Services</th>
<th>% of Total Spend</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1-$299</td>
<td>107,482</td>
<td>63%</td>
<td>25%</td>
</tr>
<tr>
<td>$300-$499</td>
<td>21,028</td>
<td>13%</td>
<td>15%</td>
</tr>
<tr>
<td>$500-$699</td>
<td>12,139</td>
<td>8%</td>
<td>13%</td>
</tr>
<tr>
<td>$700-$999</td>
<td>9,283</td>
<td>6%</td>
<td>14%</td>
</tr>
<tr>
<td>&gt;=$1000</td>
<td>11,401</td>
<td>7%</td>
<td>32%</td>
</tr>
</tbody>
</table>
Members’ Oral Health – Covered CT Program

Go-Live Date: July 1, 2022
- Initial member inquiries were focused on benefit education.
- Ongoing member inquiries are focused on dentist referrals and appointment assistance.

<table>
<thead>
<tr>
<th>Enrollment</th>
<th>Member Calls</th>
<th>Views to CoveredCT.org</th>
<th>Authorizations</th>
<th>Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>11,639</td>
<td>1,006</td>
<td>1,284 Users 1,962 Views</td>
<td>799 Authorizations for 513 Members</td>
<td>1,699 Claims for 918 Members</td>
</tr>
</tbody>
</table>

July – October 2022

“We Care About Your Dental Health”
BeneCare Member Engagement Model

Inform Members of the Availability of Dental Benefits

Educate Members on Importance of Oral Health

Navigate Dental Care Delivery System

Address Accumulated Neglect and Pent-Up Demand

Obtain and Maintaining Good Oral Health

Lower Costs and Improved Population Health

“We Care About Your Dental Health”
### Member Engagement Strategies – Member Campaigns

#### Dental Visits 60/120 Days from Engagement as of October 2022

<table>
<thead>
<tr>
<th>Population – With No Previous Dental Utilization in Prior 12 months</th>
<th>Members Contacted</th>
<th>Dental Visit 60 Days After Engagement</th>
<th>Dental Visit 120 Days After Engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Members with No Dental Home</td>
<td>470,925</td>
<td>4.8%</td>
<td>7.6%</td>
</tr>
<tr>
<td>Newly Enrolled Members</td>
<td>64,205</td>
<td>9.2%</td>
<td>13.5%</td>
</tr>
<tr>
<td>Prenatal Members in CHN Healthy Beginnings</td>
<td>12,373</td>
<td>7.3%</td>
<td>11.4%</td>
</tr>
<tr>
<td>Members with Type I Diabetes</td>
<td>3,565</td>
<td>8.7%</td>
<td>14.1%</td>
</tr>
<tr>
<td>Members with End Stage Renal Disease*</td>
<td>1,459</td>
<td>1.2%</td>
<td>N/A*</td>
</tr>
</tbody>
</table>

*Campaign Kicked Off September 2022

#### Other Member Engagement Campaigns
- ED Oral Health Visit (3,277 Members)
- Problem Focused Exams (5,386 Members)
- Benefit Max (14,706 Members)
- Child Caries Risk Assessments – Medium and High Risk (10,200 Members)
**Member Engagement Strategies – Social, Web, and eNews**

<table>
<thead>
<tr>
<th>CTDHP.org</th>
<th>E-News</th>
<th>Instagram</th>
<th>Twitter</th>
</tr>
</thead>
<tbody>
<tr>
<td>44,369 average monthly visits</td>
<td>21.1% Open Rate English</td>
<td>269% Increase in engagement</td>
<td>Launched with 64 followers in first 5 months</td>
</tr>
<tr>
<td>18.2% Open Rate Spanish</td>
<td></td>
<td></td>
<td>18 to 78 followers in 7 months</td>
</tr>
</tbody>
</table>

**Outcomes**

- 44,369 average monthly visits
- 21.1% Open Rate English
- 18.2% Open Rate Spanish
- 269% Increase in engagement
- Launched with 64 followers in first 5 months
- 18 to 78 followers in 7 months

**State FY22**

“*We Care About Your Dental Health*”
# Member Engagement Strategies - Targeting Low Utilization/Large Member Population Areas

<table>
<thead>
<tr>
<th>Impression Type</th>
<th>Geographic Area</th>
<th>Geofenced Ads Impressions</th>
<th>Buses &amp; Bus Shelters Impressions</th>
<th>Billboards Impressions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Stamford/Norwalk</td>
<td>516,397</td>
<td>3,024,000</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Waterbury/Naugatuck</td>
<td>--</td>
<td>--</td>
<td>4,650,028</td>
</tr>
<tr>
<td></td>
<td>Middletown/Meriden</td>
<td>503,706</td>
<td>2,016,000</td>
<td>--</td>
</tr>
<tr>
<td></td>
<td>Norwich</td>
<td>--</td>
<td>7,365,232</td>
<td>--</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td></td>
<td><strong>1,020,103</strong></td>
<td><strong>9,683,632</strong></td>
<td><strong>4,650,028</strong></td>
</tr>
<tr>
<td><strong>Total Impressions</strong></td>
<td></td>
<td><strong>15,353,763</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Member Engagement Strategies
Community Engagement

1st
Safety Net Community Services

2nd
Pediatric and Family Practices

3rd
Retail, Grocery/Bodega & Shops

Impact

- HUSKY Members Reached
- Community Outreach Activities
- Community Org Staff Reached

1,861
1,642
1,489

State FY2022

53,876 # of Materials

“We Care About Your Dental Health”
Dental Medical Integration – Promising Efforts

- Co-Management Pilot
  - PCD + PCP Attribution

- Proposed Dental Utilization Measures

- Co-Management Pathway with Cancer Center

- Targeted ABC Program Services
  - Score Cards and QI/PI Support

- Web-Based Oral Health Training for WIC Staff

- Pilot at Neighborhood Health Clinics
CTDHP Projects – New Innovations and Efforts

2. HUSKY Dental Pop-Up Resource Centers at Targeted Geographies & Organizations
3. Updated Caries Risk Assessment & Training
4. 2023 Member Survey Report Release
5. 2023 Oral Health Equity Report Release
6. Targeted Media Investments in Eastern CT
7. Foster new community partnerships with orgs. that serve API and African American communities
8. Work with Members Whose Oral Health Status Influences their Medical Conditions
9. CTDHP.org accessibility including CLAS/ADA and Compliance
CT Dental Health Partnership Vision for the Future

1. Oral Health is integrated in primary care and care management models.

2. Alternative Payment Model is available to HUSKY Health Dental Providers.

3. ABC Program is normalized to standard work in Medical Well-Child Visits.

4. HUSKY Members have access to both electronic and high-touch personal support.

5. HUSKY Members’ voices and stories are central to policy and program development.

6. CTDHP meets all 15 CLAS Standards
855-CT-DENTAL

www.ctdhp.org

CT Dental Health Partnership