

# DENTAL MANAGED CARE

Public Health-Seattle & King County

# DENTAL MANAGE CARE MEETING DISCLAIMER

Public Health Seattle & King County is the Access to Baby Children Dentistry (ABCD) program lead agency in King County. Carol Allen is the Program Manager for the ABCD program.

On Saturday, January 12, 2019 we facilitated a Medicaid Dental Managed Care panel discussion with the following agencies in attendance:

- **Health Care Authority** (*Becky Carrell*)
- **Amerigroup/DentaQuest** (*Michael Gray, Donnell Barnette & Nick Barnette*)
- **ACORA Foundation/ Delta Dental** (*Diane Lowry Oakes & Tara Newman*)
- **MCNA Dental** (*Rene Canales*)

Also attending were over 100 dental providers & staff from King, Pierce, Snohomish, Skagit, Clark, Spokane, Cowlitz, Thurston, Franklin, Whatcom, Grant & Yakima counties.

For meeting notes and slide handouts: [kingcounty.gov/Medicaid](http://kingcounty.gov/Medicaid)

This information is an overview of the changes.

HCA will provide additional stakeholders trainings and updates in the near future.

# BACKGROUND.....DENTAL MANAGED CARE

- In 2017 Washington State Legislator passed SSB 5883 (Section 213 1c)
- It directed HCA to contract through a competitive procurement process with licensed **Manage Care Entity (MCE)** to provide Medicaid managed dental care services.
- This proviso created a new program: **Dental Managed Care program.**

# REQUIREMENTS OF MANAGED CARE ENTITY (MCE)

- **Savings:** HCA must ensure the savings offered by dental plans are sound. Savings would be used to increase dental provider's reimbursement rates.
- **Increase Access:** Plans must increase the dental provider network.
- **Oversite:** Quarterly reporting requirements to include Medicaid utilization & encounter data by Current Dental Terminology (CDT) code.
- **Innovation:** Plans must demonstrate a commitment to retain innovate programs that improve access & care.
- **Increase Utilization:** Each plan must reduce dental related ER visits.
- Includes a provision to ensure the contract fee shall be sufficient to compensate county health departments & FQHC's for dental patient care.

# DENTAL MANAGE CARE IN WASHINGTON

## IMPLEMENTATION SCHEDULED JULY 1 | FUNDING PENDING

### Plans available in King County:

- Amerigroup/DentaQuest
- Dentegra (Delta Dental)
- MCNA Dental

*American Indian & Alaska Native populations will have an opt-in option or may remain*

### **For more information:**

**[HCAMCDentalinfo@hca.wa.gov](mailto:HCAMCDentalinfo@hca.wa.gov)**

**<https://www.hca.wa.gov/about-hca/apple-health-Medicaid/applehealth-dental-moving-managed-care>**

03/2019	Change Notification Letters sent. Provides information
4/2019	HCA-Plan Contracts Finalized
5/2019	AH Clients enrollment letters sent. Letters will include plan assignment & how to change plans once a month.
7/2019	Managed Care Dental Program Start
Coming soon	Community Outreach & Stakeholder Meetings by HCA

# ROLE OF ABCD WITH MANAGE CARE DENTAL

- ABCD program will still continue
- Dental providers will still receive enhanced payments for ABCD dental services
- HCA will retain & manage ABCD coordinators' contract
- Dental Managed Care plans will work with ABCD coordinators
- In King County any providers who work with the ABCD coordinator for referrals will still continued under their managed care contract
- Most dentists will contact with all three Managed Care plans in King County (*hopeful*)



# AMERIGROUP/DENTAQUEST

## Washington Experience:

- Apple Health Managed care, 2012
- Integrated Managed care, 2018
- Foundational Community Supports, 2018

## Amerigroup partnered with DentaQuest in 2006 to:

- Provide integrated medical & dental care
- Serve 1.8 million members across 10 states
- Administer the Washington Medicare & Vision Plans

# AMERIGROUP/DENTAQUEST

## Dental Home Program

- Goal is to ensure enrollees have consistent source of dental care.
- Includes:
  - Support & tools
  - Education & training
- Client education & outreach resources with emphasis on wellness like: First dental visit by their first birthday and Chronic and medical condition support- heart disease, diabetes and pregnancy.

## Care Management

- Newly enrolled members receive an initial health screening within the first 60 days of enrollment
- Care coordination services which focuses on short-term or intermittent needs, such as access to care/services, improving clinical outcomes & increasing self-management skills.
- Complex case manage which focuses on individuals with chronic or complex needs.



# MCNA DENTAL – NEW TO WASHINGTON

- Founded by Dr. Jeffrey P. Feingold, a Florida licensed Periodontist. They have over 25 years of administering dental benefits for clients on Medicaid, Children's Health Insurance Program and Medicare members.
- MCNA serves or 5.5 million children & adults in Texas, Louisiana, Florida, Iowa, Idaho, Nebraska, Arkansas & Utah.
- Dedicated to Customer Service
- MCNA has integrated call centers in Texas & Florida to minimize wait times for their members.
- They emphasizes First Call Resolution & Cultural Competency. Their member services team focuses on the members awareness of preventive services during all initial & follow-up phone calls.

# MCNA DENTAL – NEW TO WASHINGTON

## Member Services

- Many of their Member Services Representatives are multi-lingual: English, Spanish, Creole, French, Vietnamese, Arabic and Farsi.
- They offer translation services in 300 languages.
- Recent Member Satisfaction Survey results indicated that 99% of their members were courteous and helpful.

## Statewide Provider Network

- MCNA continuously strives to identify & recruit providers who are able to treat members with a variety of dental needs.
- Their network development methods are designed to ensure their network includes a diverse array of providers to care for the populations they serve.

# ARCORA, DENTEGRA/DELTA DENTAL

## Partnerships

Dentegra/Delta Dental of California , Delta Dental of Washington and the Arcora Foundation formed a partnership to improve oral health care for Medicaid recipients in Washington.

Not-for-profit Delta Dental of Washington is the oldest and largest dental benefits company in Washington state, and its Arcora Foundation is the largest single-state focused oral health foundation in the nation.

Delta Dental of California brings 45 years of Medicaid experience to the Washington Medicaid program.