

Linking Children with Special Healthcare Needs to Dental Providers



FEBRUARY 18, 2015



Outline

- **Challenges Children with Special Healthcare Needs Face in Accessing Dentists**
- **Role of the Dentist Locator in Connecting Kids to Care**
- **New CMS Guidelines**
- **Strategies for Collecting High Quality Data**
- **New Resource for Families**

Presentation Goals

- Communicate the importance of the *Accommodates Special Needs* IKN data field
- Encourage the collection and submission of high quality data
- Make Medicaid and CHIP programs aware of a new resource (special needs fact sheet) for connecting children with special healthcare needs to dentists

IKN Dentist Locator

<http://insurekidsnow.gov/>

- **CHIPRA mandate**
 - Post a current and accurate list of Medicaid and CHIP dentists in each state
 - Improve accessibility of dentists
- **States submit data on a quarterly basis**
 - February, May, August, November
 - State agency staff or their designees submit data through the IKN Data Management Site

Challenges Children with Special Healthcare Needs Face in Accessing Dentists

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www.catalystctr.org



Linking Children with Special Healthcare Needs to Dental Providers

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February 18, 2015



The Catalyst Center: Who are we?

- **Funded by** the Division of Services for Children with Special Health Needs, Maternal and Child Health Bureau, Health Resources and Services Administration, US Department of Health and Human Services
- **A project of** the Health and Disability Working Group at the Boston University School of Public Health
- **The National Center dedicated to the MCHB outcome measure:** “...all children and youth with special health care needs have access to adequate health insurance coverage and financing”.



Who are children with special health care needs (CSHCN)?

The federal Maternal and Child Health Bureau defines children with special health care needs as “...*those who have or are at increased risk for a chronic physical, developmental, behavioral, or emotional condition and who also require health and related services of a type or amount beyond that required by children generally.*”

McPherson, M, et al. *A new definition of children with special health care needs* (Elk Grove Village, IL: Pediatrics, 1998),102: 137-140

Prevalence and Insurance Coverage

- How many children in the US have special health care needs?

Approximately **11.2 million** or...

15% of all children

Source: National Survey of Children with Special Health Care Needs. NS-CSHCN 2009/10. Data query from the Child and Adolescent Health Measurement Initiative, Data Resource Center for Child and Adolescent Health website. Retrieved 2/7/15 from www.childhealthdata.org

What percentage of CSHCN have health insurance and what kind?

Private	52.4%
Public (Medicaid/CHIP)	35.9%
Dual Coverage (Private/Medicaid)	8.2%
Uninsured	3.6%

Examples of oral health care concerns in CSHCN

- Increased risk of caries due to medication side effects, special diets or feeding regimens, inadequate hygiene
- Special treatment considerations (cardiac conditions)
- Greater prevalence of
 - Malocclusion and crowding of teeth;
 - Tooth anomalies – size, shape, number;
 - Periodontal disease (impaired immune system, connective tissue disease, inadequate hygiene) and gingival overgrowth (medication side effect, etc.);
 - Bruxism (grinding);
 - Oral trauma

Oral health care and unmet need

% of CSHCN with unmet need for preventative oral health care

Did not need preventative care	10.4%
Received all necessary preventative care	80.7%
Unmet need for preventative care	8.9%*

*population estimate = 989,532

Oral health care and unmet need

% of CSHCN with unmet need for other oral health care

Did not need	73.3%
Received all necessary care	21.3%
Unmet need	5.4%*

*population estimate = 601,587

According to the National Survey of CSHCN, oral/dental health is the **#1** unmet need among children with special health care needs



Oral health care and unmet need by insurance source

% of CSHCN with unmet need for oral health care services

Private coverage	3.7%
Public coverage	7.0%

Factors contributing to oral health care access

- Provider participates in Medicaid/CHIP
- Provider has pediatric training
- Provider has further specialized training in physical/behavioral supports for CSHCN
- Provider is willing to treat children with specific kinds of special health care needs
- Physical accessibility of office/equipment
- Resources (time, access) to coordinate/communicate with primary care physician/medical specialists
- Reimbursement rates



Factors contributing to oral health care access

- Patient/family education needs
- Caregiver burden
- Anxiety/fear of dental care providers
- Oral defensiveness
- Awareness of provider availability
- Transportation/distance



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This information or content and conclusions are those of the Catalyst Center staff and should not be construed as the official position or policy of nor should any endorsements be inferred by HRSA, HHS, or the U.S. Government.

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CATALYST
CENTER



Role of the Dentist Locator in Connecting Kids to Care

Dental Plan *(items with * are required)*

* **State:** ?

* **Benefit Plan:** ?

Near: ?

Within: ?

Accept new patients: Yes No Preference ?

Additional Search Criteria [Collapse \[-\]](#)

Does your child have special health care needs? Yes No ?

Preferred Language: ?

Specialty: ?

Dentist Location: ?

County City ?

Role of the Dentist Locator in Connecting Kids to Care

Show entries

Search:

Dentist Information	More Information	Links
<p>ROCABO, CUNEGUNDA H 2489 Mission St Ste 6 San Francisco, CA 94110-2400 Telephone: 415-641-7739 Distance: ~0.75 miles away Accepts New Patients</p>	<p>DENTI-CAL MEDI-CAL DENTAL PROGRAM Specialty: General Dentistry Languages Spoken: Spanish, Tagalog Can Accommodate Special Needs: No Last Update Date: 2015/01/12</p>	<p> Get driving directions (Redirects to Google Maps) Full profile details Map this result</p>
<p>YUSI, NARCISO C 2480 Mission St Ste 332 San Francisco, CA 94110-2487 Telephone: 415-647-4855 Distance: ~0.75 miles away Accepts New Patients</p>	<p>DENTI-CAL MEDI-CAL DENTAL PROGRAM Specialty: General Dentistry Can Accommodate Special Needs: Yes Last Update Date: 2015/01/12</p>	<p> Get driving directions (Redirects to Google Maps) Full profile details Map this result</p>
<p>GREENE, ADRIANA N 2480 Mission St Ste 106 San Francisco, CA 94110-2481 Telephone: 415-285-6966 Distance: ~0.75 miles away Not Accepting New Patients</p>	<p>DENTI-CAL MEDI-CAL DENTAL PROGRAM Specialty: General Dentistry Can Accommodate Special Needs: Unknown Last Update Date: 2015/01/12</p>	<p> Get driving directions (Redirects to Google Maps) Full profile details Map this result</p>

Collecting and Reporting Data on Special Needs

- **CMS developed three drill-down data items to better clarify *Accommodates Special Needs***
 - Mobility
 - Sedation
 - Communication/cooperation
- **States struggle to submit these additional items**
- **Consumers don't have access to the information**
- **CMS and Mission conducted research to develop better guidance for states**

Main Findings

- **The types of supports children may need are numerous**
- **Families should call or visit the dentist's office to identify supports needed and offered**
- **Adding fields to the Locator with incomplete or inaccurate data could do more harm than good**

CMS Guidance

- The general *Accommodates Special Needs* field remains required
- The three drill-down questions are **now optional** for reporting (CMS has reversed its 2013 decision)
- These data elements can still serve as a good strategy for collecting the *Accommodates Special Needs* fields

Strategies for Collecting High Quality *Accommodates Special Needs Data*

- **Survey providers on the three drill-down questions and roll up answers to the general question**
- Survey providers on the general question, using specific examples
- Partner with organizations that work with children with special healthcare needs in your state to develop the list
- Include question(s) in the provider enrollment application for Medicaid/CHIP or a plan network
- Use diagnoses on claims data

Connecticut: Strategy for Connecting Children with Special Healthcare Needs to Dentists

Donna Balaski, D.M.D.

CT Dental Health Partnership
Department of Social Services

Christopher Savold

Director, Operations and Compliance
CT Dental Health Partnership
BeneCare Dental Plans



Linking Children with Special Healthcare Needs to Dental Providers

Insure Kids Now
February 18, 2015

- Carr vs. Wilson-Coker Settlement Agreement
 - Carve-out of dental services from Medicaid Managed Care in September 2008

Before Dental Carveout

Four Managed Care Companies
plus FFS/T19

- Different provider networks
- Different fee schedules
- Different benefits
- Different administrative rules

Provider and Client confusion!

After Dental Carveout

The Connecticut Dental
Health Partnership

- One provider network
- One fee schedule
- One set of benefits
- One set of administrative rules

Simplification and efficiency!

- Network development began in 2008
- Providers supported by:
 - Dedicated network development team
 - Dental Health Care Specialist team
 - Dedicated call center personnel
- Focus on provider education, compliance and support for Dental Homes
- Partnering with providers
 - Integrate qualifications and panel limitations of professional practice into client referral processes

- Detail provider capability data capture began in 2009
- Focus on past referrals to build a meaningful survey tool
- Initially 100% paper survey – low response rate
- Moved to multiple approaches for survey
- No wrong doors for data
 - Telephone survey works best but is resource intensive
 - Augment with all possible sources – there are many

- Our current survey captures 37 different capabilities
- Level of detail reflects various provider capabilities
 - Handicap accessibility alone doesn't address mobility issues

What IKN Tracks:

- Facility Can Provide Services for Children with Mobility Limitations

What We Track:

- Is building/office handicap accessible
- Will provider assist into dental chair
- Will provider treat in wheelchair

- Rollup data for submission to IKN
- Summary - no magic bullets

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Strategies for Collecting High Quality *Accommodates Special Needs* Data

- Survey providers on the three drill-down questions and roll up answers to the general question
- Survey providers on the general question with specific examples
- Partner with organizations that already have lists of providers with special healthcare needs to develop the list
- Include question(s) in the provider enrollment application for Medicaid/CHIP or a plan network
- Use diagnoses on claims data

Use the
Accommodates
Special Needs data
in your state-
specific locators
and call centers

Poll Question:

How does your program collect the Accommodates Special Needs data?


- Surveys providers**
- Uses list developed by outside organization**
- Collects data through the provider enrollment process**
- My state doesn't collect the Accommodates Special Needs data**
- I don't know**

New Resource For Families

- Provides examples of supports for children with special healthcare needs
- Encourages families to call dentists prior to the appointment
- Points families to potential resources
- Post and share link!

http://www.insurekidsnow.gov/professionals/dental/11895-think-teeth-special-needs_flyer.pdf

Dental Care for Children with Special Needs



If your child has a developmental disability, a behavioral issue or a physical limitation, it's important for you to find a dentist who can give dental care while accommodating your child's unique situation. Children with special needs — like mild anxiety disorders, Down syndrome and cerebral palsy — may need extra time or support when seeing a dentist.

Supports for Special Needs at the Dentist


Finding the right dentist for your child requires balancing your child's needs with the dentist's experience. Call or visit the dentist's office to find out if the dentist is familiar with your child's condition and how it could affect his or her oral health. Describe the special supports your child may need and ask whether the dentist can provide them. When looking for a dentist, think about these special supports and dentist qualifications:

- **PRE-APPOINTMENTS:** Does the dentist offer pre-appointments? A pre-appointment would give your child a chance to meet the dentist and see the exam room and equipment. This could help your child feel more comfortable and be more cooperative during the actual dental appointment.
- **ACCESSIBILITY:** Are the areas inside and outside the dentist's office accessible for your child? If your child uses a wheelchair, you'll want to find a dentist's office where the wheelchair will fit through the front door and in the examination room.
- **EXPERIENCE:** Dentists and their staff who have already cared for children with special needs may have developed strategies that could help support your child. They may also be able to give you advice on oral health home care, like tips for brushing teeth.
- **SPECIALIZED CLINICAL TRAINING:** Some general dentists and most pediatric dentists get special training to treat children with special needs. Before scheduling an appointment, find out whether the dentist has had such training.
- **SEDATION:** Some children may need general anesthesia, while others may need some mild sedation, which can be given by mouth or from an IV drip. Speak with the dentist about your child's options, and find out what he or she recommends for your child.

Steps to Finding the Right Dentist

These resources can help you find a dentist who can meet your child's special needs.

- Use the Insure Kids Now Dental Locator on www.InsureKidsNow.gov to find nearby dentists that accept Medicaid coverage. Enter your child's state, Medicaid plan name, and ZIP code or address. Hit "Search." Under the "More Information" column, look for the dentists that "Can Accommodate Special Needs." Before you make an appointment, call or visit the dentist's office to talk about your child's special needs.
- Family Voices is a network of experienced family members of children with special needs. Connect with Family Voices in your state at www.FamilyVoices.org/states to find information on a variety of topics, as well as referrals and support from other families.



Go to InsureKidsNow.gov or call 1-877-KIDS-NOW to learn more about Medicaid and the Children's Health Insurance Program and how to enroll your eligible child. These programs cover the dental benefits children need. Visit HealthCare.gov to learn more about affordable health coverage for your family.

CHS Product No. 11895
January 2015

Take Aways

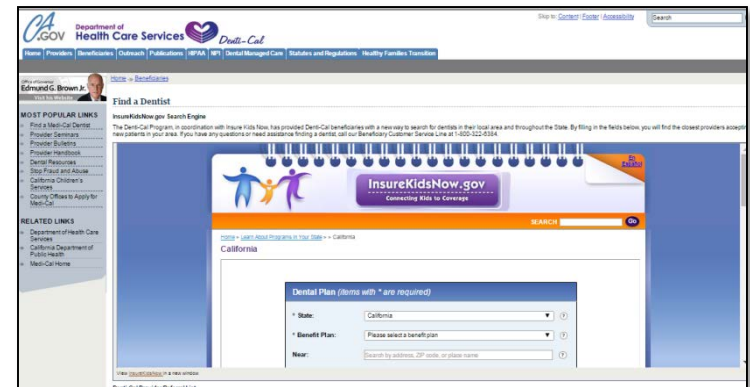
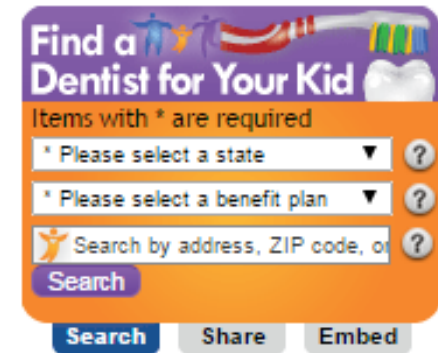
- Children with special healthcare needs face real challenges in finding the right dentist
- The IKN Locator is an important tool that can connect them to care, as long as data are complete and accurate
- While the three drill-down questions are **optional** for IKN reporting, they can serve as a good data collection strategy, as demonstrated by Connecticut
- Share and post the resource for families!

Connecting Kids to Coverage National Campaign

- Learn more about linking oral health events with your Medicaid and CHIP enrollment outreach during the [Connecting Kids to Coverage National Campaign webinar](#) on **February 27, 2-2:30 ET**
- Check out the re-designed Think Teeth webpage to order free materials to promote healthy habits and the importance of dental coverage for children and teens: <http://insurekidsnow.gov/professionals/dental/index.html>
- Promote the IKN Dentist Locator!

Promote the Locator

- **Use the Widget:** Copy and paste the code on this link onto your website:
<http://datawarehouse.hrsa.gov/Tools/widgets.aspx#InsureKidsNow>
- **Embed the Locator onto your website:** This allows you to default to your specific state (as in California)



Questions?

- Data collection and data quality: IKNTA@mission-ag.com
- File structure and upload process and access: IKNTechnicalHelp@hrsa.gov

Insure Kids Now Data Management Website

1-877-Kids-Now
(1-877-543-7669)

For any technical issues with using the web site, please contact us by Phone or Email.

By Phone: 301-443-9507 [Technical Guidance](#) (UPDATED December 7, 2013)

By Email: IKNTechnicalHelp@hrsa.gov

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