

NOTE: This tool was developed by the Medicaid-CHIP State Dental Association to assist State Medicaid Dental Programs in the development of their State Oral Health Action Plans for CMS.

Oral Health Action Plan Template For Medicaid and CHIP Programs

STATE: Delaware

AGENCY: Division of Medicaid & Medical Assistance (DMMA)

PROGRAM NAME: Delaware Medicaid and CHIP program

PROGRAM TYPE REFLECTED IN THIS TEMPLATE:

MEDICAID

CHIP

COMBINED MEDICAID/CHIP

STATE CONTACT: Gabrielle Hilliard

TITLE: Dental Administrator

AGENCY: DMMA Policy and Planning

PROGRAM: Medicaid and CHIP

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INSTRUCTIONS

It is best to complete separate templates for each of your State's Medicaid and CHIP dental programs. If your State has a combined Medicaid and CHIP dental program, or if you are implementing common improvements across both Medicaid and CHIP dental programs, you may complete a single template for both programs.

ORAL HEALTH INITIATIVE GOALS

- 1) To increase the proportion of children ages 1-20 enrolled in Medicaid or CHIP for at least 90 consecutive days who receive a preventive dental service by 10 percentage points over a five-year period. Target year is FY 2015.

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2) To increase the proportion of children ages 6-9 enrolled in Medicaid or CHIP for at least 90 continuous days who receive a dental sealant on a permanent molar tooth by 10 percentage points over a five-year period. Target year has not yet been determined.

TYPE OF DENTAL DELIVERY SYSTEM

SERVICE DELIVERY FOR DENTAL	Calendar year implemented	Number of children currently enrolled	If a new dental delivery system was launched since 2005, please explain why the new dental delivery system model was chosen.
Fee For Service		124,265.00	
Administered by the State agency, including CARVED OUT of medical managed care		Yes	
Administered by a contractor, including CARVED OUT of medical managed care		N/A	
Administered by a contractor or contractors, but CARVED IN to medical managed care		N/A	
Other FFS (describe)			
Dental Managed Care		N/A	
CARVED IN to medical managed care			
CARVED OUT of medical managed care			
Other dental managed care (describe)			

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“PARTICIPATING” DENTAL PROVIDERS

“Participating”= submitted at least one claim. “Actively participating”= submitted at least \$10,000 in claims.	YEAR DATA IS FOR:	NUMBER LICENSED IN STATE	Primary Dental Delivery System Type: # PARTICIPATING	Primary Dental Delivery System Type: # ACTIVE	Secondary Dental Delivery System Type: # PARTICIPATING	Secondary Dental Delivery System Type: # ACTIVE
DENTISTS	2011	371	267	173		
DENTAL HYGIENISTS	2012	Not reimbursed directly				
OTHER DENTAL MID-LEVEL	2012	0				
DENTAL SPECIALISTS (enumerated by type)	2012	Pediatric 19 Oral Surgeon 16 18 Endodontic 6 Periodontist 10 3 Orthodontist 12	19 16 6 1 10			

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“PARTICIPATING” NON-DENTAL (MEDICAL) PRIMARY CARE PROFESSIONALS PROVIDING ORAL HEALTH CARE SERVICES

“Participating”= submitted at least one claim for oral health services. “Actively participating”= submitted at least \$10,000 in claims.	YEAR DATA IS FOR:	NUMBER LICENSED IN STATE	# PARTICIPATING	# ACTIVE
MDs		none		
NURSE PRACTITIONERS		none		
PHYSICIAN ASSISTANTS		none		
OTHER NON-DENTAL MID-LEVEL PROVIDERS		none		

Challenges	Comments
Describe any specific access challenges in your State, such as rural areas, dental health professional shortage areas, etc.	We have fewer providers in the Southern end of the state and don’t have an endodontic specialist in this area. We have fewer providers in the Southern end of the state and don’t have an endodontic specialist in this area.

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Describe the activities you have underway and/or plan to implement in order to achieve the dental goal(s). Here are some examples of types of activities. Please describe how you are doing, or plan to do, any of these in your State. Please also add and describe any additional activities you have underway or plan to implement.	Comment
Education/outreach to dentists, dental hygienists, and state/national dental associations	Contacted all dentist participating with Medicaid and DHCP to encourage providers to see children for dental visits by age 1. Included on dental provider list providers willing to see children at age one or below. Opened code D0145 for exams for reimbursement for children under age of 3. Working with Delaware State Dental Society, Division of Public Health and local organizations for consistent message and access. Campaign being launched by Division of Public Health First Smile Delaware provides educational material and advertisement for children to seek dental care by age 1.
Education/outreach to pediatricians, family practitioners and state/national medical associations	Included dentists on our MCAC Medical Advisory group to obtain understanding and cooperation from both groups. A Physicians group at the A.I. DuPont Children’s Hospital is currently training other physicians and interns how to conduct an oral exam on a child, talk about oral health and refer to dental provider. Working on reimbursing physicians for fluoride varnish. Dental provider list for Medicaid and DHCP sent to various pediatricians for referrals.
Education/outreach to beneficiaries	Coordinate with Division of Public Health, Delaware State Dental Society to deliver a consistent message to clients. Coordinate with MCO’s to distribute oral health guidance for clients. Creating a mailing to all clients with dental information. Information will include covered benefit information. Infant and toddler oral hygiene tips and information how to find a dental provider. Dental outreach program educates the children in purchase of care programs about oral health and encourages early dental

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	intervention and guides children to a dental home if necessary.
Coordination with Federally Qualified Health Centers	None currently
Undertaking administrative simplifications	Simplified the provider enrollment process. Increased communication and availability to respond to providers concerns and questions. Electronic prior authorizations to improve response time. Electronic verification of prior authorizations to increase speed of information and avoid delays in dental care. Creating work around to accommodate electronic claims instead of paper claims. Update Dental Provider Manual for clarity.
Using electronic health records and/or supporting dental providers in their efforts to qualify for meaningful use incentive payments	Mailings and emails went out to all dentists about using electronic health records. Reminder notices went out again to encourage them to enroll. Contact was also made via phone to inform the providers that see the most clients to inquire about qualifying for EHR. Delaware Dental Society released information to all dental members about EHR program
Coordination with Maternal and Child Health (MCH) Title V programs (Title V is the Federal/State program focused on assuring the health of all mothers and children, and Children with Special Health Care Needs (CSHCN).	First Smile Delaware offers dental education pamphlets for pregnant women. The pamphlets are ordered through them for any organization free of charge. A dental outreach program was created that links local dentist with daycare facilities that accept purchase of care. A dentist schedules with the facility to provide oral health instructions, tooth brushes, and contacts for a dental home. Currently we are working

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	on a waiver to allow CSHCN to have dental benefits over the age of 21.
Collaboration with dental schools and dental hygiene programs	n/a
If your State is a CHIPRA quality demonstration grantee, describe how you are coordinating activities with those being undertaken under the CHIPRA demonstration.	n/a
Changing or increasing reimbursement rates or approaches	04/01/2012 we went to a dental fee schedule from paying 80% of submitted charges. This was done with cooperation with the Delaware Dental Society and we have not lost any participation in our program and continue to enroll new providers.

Other Oral Health Improvement Initiatives	Comment
Has your State undertaken any initiatives within the last 5 years to increase the number of children who receive oral health or dental	Several organizations have come together to brainstorm and analyze the road blocks that are encountered by individuals seeking dental

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Other Oral Health Improvement Initiatives	Comment
<p>services? If so, please describe those activities.</p>	<p>oral health. The Division of Public Health, WIC, Purchase of Care, Oral Health Coalition , Delaware Dental Society, Medicaid and many other organizations have worked together to improve quality of dental oral health. These organizations have begun to take steps in educating the public, physicians, dentists and others on the importance routine dental care and early intervention. Several organizations have come together to brainstorm and analyze the road blocks that are encountered by individuals seeking dental oral health. The Division of Public Health, WIC, Purchase of Care, Oral Health Coalition , Delaware Dental Society, Medicaid and many other organizations have worked together to improve quality of dental oral health. These organizations have begun to take steps in educating the public, physicians, dentists and others on the importance routine dental care and early intervention.</p>
<p>What impact did those initiatives have? Do you consider those activities to have been successful? If so, please describe.</p>	<p>There has been an increase in the number of new Medicaid recipients seeking dental care. General dentists are willing to schedule children for a visit by the age. More physicians are more conscious about the impacts of oral health on physical health and small groups are making strides toward education their peers. I consider the efforts taken to the first steps to success. The first hurdle of obtaining cooperation between organizations and instilling the value of good oral health is being accomplished. There has been an increase in the number of clients receiving routine dental care and restorative procedures.</p>
<p>If the activities did not achieve the results that you had expected,</p>	<p>N/A</p>

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Other Oral Health Improvement Initiatives	Comment
please describe the lessons learned.	

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Dental Data Measurement	Comment
Does your State compute or report the National Committee for Quality Assurance's (NCQA) HEDIS dental measure or a modification of it? (Dental care: percentage of members 2 through 21 years of age who had at least one dental visit during the measurement year." If yes, describe how that data compares with the data submitted on line 12.a of the CMS-416 and/or Section III, G.1.a. of the CHIP Annual Report (Total Enrollees Receiving Any Dental Services).	N/A as to the HEDIS report CMS 416 report 44,089.00 CMS 416 report DHCP 5,017.00
If the HEDIS measure result differs from the result reported on CMS-416, line 12.a, or the CHIP Annual Report, Section III, G.1.a., please explain why you think there is a difference.	N/A
If you use a modification of the HEDIS measure, please describe the modification.	N/A

Reimbursement Strategies	Comments
What are your current reimbursement rates for the following 10 procedures for services provided to children eligible for Medicaid and CHIP? Please describe any increases in these reimbursement rates that have occurred in the last five years.	Each year the rates are calculated based on the NDAS reported rates and paid at a percentage.

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Current Reimbursement Rates	Type of Service	Current Fees	Plans to Adjust
D0120	Periodic Oral Exam	\$42.00	
D0140	Limited Oral Evaluation, problem focused	\$63.84	
D0150	Comprehensive Oral Exam	\$75.60	
D0210	Complete X-rays with Bitewings	\$110.88	
D0272	Bitewing X-rays – 2 films	\$38.64	
D0330	Panoramic X-ray film	\$93.24	
D1120	Prophylaxis (cleaning)	\$77.28	
D1203	Topical Fluoride (excluding cleaning)	\$31.92	
D1206	Topical Fluoride Varnish	\$37.80	
D1351	Dental Sealant	\$46.20	

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Efforts Related to Dental Sealants

Assessment of Current School-based, School-linked, Head Start or Early Childhood Dental Programs	Comment: Head Start is effective in bring children to the dentist who have not received any dental care. Outreach programs have been effective in increasing dental care. School nurses also help to identify children in need of care and work with DPH.
Do you encourage or plan to encourage dental providers in your State to provide dental sealants?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, how do you communicate that information to providers?	Comment: Information released to clients to inquire about dental sealants and through reimbursement rate. DPH has mobile sealant program and local dentist volunteer time for the program.
Have you seen an increase in the number of children receiving sealants over the last year or years? If yes, please explain.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Comment: The mobile sealant program and educational materials have added to this increase.
Does your state support school-based or school-linked dental sealant programs?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, how many Medicaid or CHIP enrolled children were served by these programs in the past year? Are you continuing to see increases in the number of children served by these programs?	# Comment: Not currently available
How many sealants were placed in these programs in the past year?	# DPH data not available. Medicaid 12,630.00 children received dental sealants
Has funding from the Centers for Disease Control and Prevention (for oral health infrastructure development) contributed to these efforts? Please describe.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Comment:

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Collaboration with Dental Schools or Dental Hygiene Schools : Local dental hygiene program	Comment
Do you have a dental school or dental hygiene program in your State? If yes, do you have any arrangement with the dental school or dental hygiene program to treat Medicaid beneficiaries, serve in rural areas, provide educational opportunities, etc.? Please describe.	The college provides routine dental services for any individual. Only individuals that meet low income requirements can have dental restorative work completed at this facility. The college provides educational opportunities and services however; they are not done in collaboration with the state.
Plans to Expand Dental School or Dental Hygiene Program Collaboration	Comment
Describe any plans to initiate or expand collaboration with dental school or dental hygiene program?	None currently at this time.

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Electronic Dental Records	Comment
<p>Describe the use of electronic dental records by providers in your State for the Medicaid and CHIP populations. Estimate the percentage of dental providers using electronic dental records. Is the dental record integrated with the medical record? How is the State supporting dental provider efforts to qualify for meaningful use incentive payments?</p>	<p>This is the 1st year of the program and we have offered incentive payment to any eligible professional if they adopt, implement or upgrade to a certified system and then this information is only on those who have actually applied. Currently 2 dental providers have filed and been paid an E H R incentive payment to Adopt/Implement/Upgrade their E H R systems. There are four dental providers that have started the process but have not completed the application – so they are pending. Less than 1% dental providers are using electronic dental records. Each Certified system is different and we wouldn't know if the office uses it to store medical records as well as dental or not. State of Delaware's Division of Medicaid and Medical Assistance (DMMA) has chosen to participate in the Federal E H R Incentive program. DMMA has participated since 2011 and Dental providers are able to participate as an eligible professional as long as they meet the guidelines. Delaware has resources within in HP (Fiscal agent) and a Regional Extension Center in the state to assist any actively enrolled provider through the process.</p>

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Technical Assistance	Comment
Indicate areas of interest or topics about which you would be interested in receiving technical assistance.	N/A

Other Materials or Links to Relevant Websites	Comment
If you would like to submit copies of materials or provide links to relevant websites for additional information, please do so as attachments to this template.	