

Aligning with the Pennsylvania Oral Health Plan to Improve Patient Outcomes

Aetna Better Health of Pennsylvania and Aetna Better Health Kids are aligning with goals in the 2017-2020 Pennsylvania Oral Health Plan to prevent oral health disease and improve overall health outcomes for all our members in the state of Pennsylvania. We hope to partner with our valued dental practitioner network through our Aetna Better Health of Pennsylvania Dental Director and Quality Practice Liaison (QPL) outreach. The Dental Director and QPLs can assist you in scheduling members in for routine preventive oral health services, offer in-office educational resources to engage patients, provide information on complete coding and gap closure for HEDIS and Pennsylvania performance oral health measures, and educate on the 2020 Pay for Quality Program. This partnership will not only assist the health plan and your office in aligning with the 2017-2020 Pennsylvania Oral Health Plan, but also improve health outcomes for members and quality performance scores for your office.

The Dental Director and QPL's will provide data that surrounds key HEDIS and Pennsylvania performance oral health measures and can assist you in targeting patients who may need to be seen for preventive oral services during calendar year 2020. The members can be outreached and scheduled for routine care including:

- Checkup / examination
 - Assessment for cavities, tartar, and plaque
 - Assessment of gums
 - X-rays if needed
- Cleaning / oral prophylaxis
 - Scaling to remove tartar and plaque that regular brushing and flossing cannot remove
 - Polish
 - Flossing

During the exam, it is appropriate and acceptable to discuss dental treatment that may need addressed. Aetna Better Health of Pennsylvania covers services aside from routine preventive exams and cleanings. Current oral health benefits offered to members in 2020 that will lead to improved oral health outcomes include:

Service	Covered for <21	Covered for > 21	Frequency	Prior Authorization Required
Anesthesia	X	X		X
Orthodontics (braces)*	X			X
Periodontal services (deep cleanings)	X	X		X
Root canals	X	X - BLE Only		X
Crowns	X	X - BLE Only		X
Dentures	X	X - BLE Only	One set per lifetime	X

Service	Covered for <21	Covered for > 21	Frequency	Prior Authorization Required
Dental surgical procedures	X			X
Dental emergencies	X	X		
X-rays	X	X		
Extractions (tooth removals)	X	X		
Fillings	X	X		
Periodic oral evaluations	X	X	Twice per year	
Dental cleanings	X	X	Twice per year	

*For assistance with CHIP covered oral health benefits for Aetna Better Health Kids patients, please call Aetna Better Health Kids Member Services at **1-800-822-2447** (TTY 711).

*For assistance with Medicaid covered oral health benefits for Aetna Better Health patients, please call Aetna Better Health of Pennsylvania Members Services at **1-866-638-1232** (PA Relay 711).

Special Considerations regarding performing sealants in your office during preventive care:

- The D1351 Sealant Code satisfies not only the Oral Health Initiative preventive oral health measure, but also the Annual Dental Visit HEDIS measure!
- Dental practitioners providing this treatment and fully coding for services will improve quality scores and may also qualify for the 2020 Aetna Better Health of Pennsylvania Pay for Quality Program. Reach out to the Quality Management Department for more information:
AetnaBetterHealthPAQM@aetna.com

Importance of Education and Access to Care

Not only will routine preventive care lead to optimal oral health outcomes for patients, but it will also offer credible educational resources to patients and families and increase access to oral health services for those patients with barriers to care. Along with the preventative services outlined above, both education and increasing access to care are key areas of focus in the 2017-2020 Pennsylvania Oral Health Plan.

Education

Per the 2017-2020 Pennsylvania Oral Health Plan, understanding the relationship between oral health and other health problems, as well as acknowledging the value of early intervention in treating dental disease, is vital to improving health outcomes. Providing some credible resources regarding oral health education is a key component of oral health disease prevention. Some of the following resources are available in the community or online:

- **Community Water Fluoridation** - To see if your community is currently being provided fluoridation you can search by county at the CDC website here: https://nccd.cdc.gov/DOH_MWF/Default/CountyList.aspx

Did you know that a child's Primary Care Provider (PCP) can apply fluoride varnish to children ages 5 and under?

Patients that are unable to have this service done in a dental office can be referred to their PCP for care.

- Talking points for patients and families regarding the benefits of fluoride in drinking water
- Fluoride helps to prevent tooth decay
- Fluoride protects against cavities for patients of any age
- It is safe and effective (more than 100 health organizations recognize its health benefits - CDC, AMA, WHO, etc.)
- It saves money – approximately every \$1 spent on community water fluoridation saves \$38 in dental costs
- Fluoride is a naturally present in water, but fluoridation of drinking water simply adjusts levels to an optimum level that prevents tooth decay

*To learn more about water fluoridation you can visit the Pennsylvania Dental Association's website at: https://www.padental.org/Online/Resources___Programs/Community_Water_Fluoridation/Quick_Facts_About_Community_Water_Fluoridation.aspx

- **Healthy Teeth Healthy Children** - Is a state-wide educational program focused on improving oral health care for children. The program provides education to primary care providers and focuses on expanding oral health literacy for the state of Pennsylvania.
 - Free on-site training is offered across the state to pediatric and prenatal clinicians, medical residents and students by the Healthy Teeth Healthy Children Program
 - Oral health education in your office- focuses on pediatric oral health screenings and fluoride varnish application. <http://www.healthyteethhealthychildren.org/docs/default-source/hthc-program-document/hthc-3-92-x-9-jan-2015.pdf?sfvrsn=2>
 - Oral health education in the prenatal office- promotes good oral health practices for expectant mothers. <http://www.healthyteethhealthychildren.org/docs/default-source/hthc-program-document/hthc-prenatal-flyer-june-2015-final.pdf?sfvrsn=2>
- **Healthy Smiles Oral Health Program** - Is part of PA Head Start and include provider groups that offer education and dental services throughout the by region or county.
 - <https://paheadstart.org/oral-health/service-providers/>
- **Live Healthy PA** - This “communications hub” serves as a place for communities, schools, organizations and health teams to access a wealth of resources and information on several health topics, including oral health.
 - <https://www.livehealthypa.com/data-resources/data/oral-health>
- **Credible Anticipatory Guidance Resources** - These proactive counseling resources need to be offered early and often to patients of all ages regarding prevention and any potential development changes regarding oral health. Be sure to include age appropriate, culturally effective materials at an appropriate health literacy level to ensure patient understanding.
 - Ex: Bright Futures Oral Health Pocket Guide

Increasing access

One way to ensure patients live long and healthy lives is to increase access to comprehensive, quality health care services. Increased access to care is not only important from a medical perspective, but also from an oral health perspective. The following community programs can assist in increasing access to care for Aetna Better Health of Pennsylvania and Aetna Better Health Kids members that might have barriers making it into your office for routine preventive oral health services.

• **Medical Assistance Transportation Program (MATP)**

- If an Aetna Better Health of Pennsylvania member needs a ride to their medical appointment, this service is available. The Department of Human Services (DHS) provides this service at no cost to Aetna Better Health of Pennsylvania members.
- CHIP members are not eligible for this service
- Have the member call Aetna Better Health of Pennsylvania Members Services at **1-866-638-1232** (PA Relay **711**) for assistance with contacting their county's MATP.

• **Smile Programs** - <https://www.mobiledentists.com/about-us/>

- Phone - 888-833-8441
- Service provided includes:
 - Preventive Care
 - Complete dental exam
 - Cleaning
 - X-Rays*
 - Fluoride treatments
 - Sealants
 - Oral health instruction
 - Restorative Care**
 - Fillings
 - Simple extractions
 - Pulpotomy (Treatment of the nerves inside of baby teeth)
 - Crowns

• **School-Based Dental / Sealant Programs**

- School based sealant programs generally target schools with a higher percentage of children eligible for federal free or reduced-cost meal programs (children from low income families).
- These programs make it more accessible for children who might have transportation issues to obtain care while they are in school.
- If patients are unable to keep scheduled appointments in your office due to barriers such as limited transportation refer them to these school based programs.

Did you know that it is a requirement for public schools to hire dental practitioners? If there are schools in your area that need to request approval to hire a dentist they can find more information at - <https://www.health.pa.gov/topics/school/Pages/Dental-Health.aspx>

