

1

00:00:01,010 --> 00:00:03,247

Hello my name is Carolyn Wahl

2

00:00:03,956 --> 00:00:06,879

and I am the dental
quality practice liaison

3

00:00:06,969 --> 00:00:09,087

for Aetna Better Health of Pennsylvania.

4

00:00:09,669 --> 00:00:12,656

I would like to welcome
you to our dental overview.

5

00:00:13,249 --> 00:00:15,137

Just a little background on myself.

6

00:00:15,541 --> 00:00:19,317

I am a graduate
of Northampton Community College.

7

00:00:19,407 --> 00:00:21,659

I received my associate
in dental hygiene there.

8

00:00:22,301 --> 00:00:26,197

I received a Bachelor's degree
at the University of Maryland, Baltimore

9

00:00:26,820 --> 00:00:30,245

and I hold a Public Health
Dental Hygiene Practitioner license.

10

00:00:33,428 --> 00:00:36,147

Here you'll see Aetna's value wheel.

11

00:00:36,555 --> 00:00:38,441

At the center of all we do here at Aetna

12

00:00:38,531 --> 00:00:42,006

are the people we serve,
meaning our providers and members.

13

00:00:42,449 --> 00:00:46,252

Surrounding the center of the

values wheel are four core values:

14

00:00:46,634 --> 00:00:50,631

integrity,

excellence, inspiration and caring.

15

00:00:51,007 --> 00:00:52,800

As a company we act with integrity

16

00:00:52,890 --> 00:00:56,070

and aspire each day to

excel and build a healthier world

17

00:00:57,276 --> 00:01:00,947

Aetna's vision statement or philosophy

is the way we manage health care.

18

00:01:01,412 --> 00:01:03,693

You don't join us; we join you.

19

00:01:05,946 --> 00:01:08,786

Topics we will touch

on in this webinar series

20

00:01:09,301 --> 00:01:12,379

are HEDIS and PAPM education.

21

00:01:12,528 --> 00:01:15,130

PAPM is specific to Pennsylvania

22

00:01:15,512 --> 00:01:18,740

as well as Gaps in Care

Reports and how to obtain them.

23

00:01:19,354 --> 00:01:22,472

Understanding the 2021 Medicaid Dental Pay

24

00:01:22,562 --> 00:01:25,084

for Quality or P4Q program.

25

00:01:25,371 --> 00:01:28,858

Teledentistry and how it
applies to your particular practice.

26

00:01:29,367 --> 00:01:31,542

Tobacco Cessation Certification;

27

00:01:31,632 --> 00:01:33,972

how to obtain it and who qualifies

28

00:01:34,348 --> 00:01:36,907

as well as providing helpful

tools for your practice

29

00:01:36,997 --> 00:01:42,009

using the Quality Practice

Liaison at Aetna Better Health website.

30

00:01:42,203 --> 00:01:45,319

We will go over each one

of these acronyms separately.

31

00:01:47,012 --> 00:01:49,868

HEDIS is defined and

it is the most widely used

32

00:01:49,958 --> 00:01:53,344

healthcare performance

measure, not just in dental

33

00:01:53,659 --> 00:01:55,680

but on the medical side as well.

34

00:01:56,078 --> 00:02:01,116

It is nationwide and standardized

and it consists of these five domains:

35

00:02:02,195 --> 00:02:03,794

Effectiveness of Care,

36

00:02:04,636 --> 00:02:06,734

Access Availability to Care,

37

00:02:07,476 --> 00:02:11,643

the Experience of Care,

Utilization and Relative Resource Use

38

00:02:11,909 --> 00:02:14,516

as well as Health Plan

Descriptive Information.

39

00:02:17,991 --> 00:02:20,864

ADV is a pretty straightforward measure.

40

00:02:21,495 --> 00:02:25,065

It measures if any
member had any dental visit

41

00:02:25,441 --> 00:02:26,836

in the calendar year

42

00:02:27,036 --> 00:02:31,320

and that is any D code
provided by a Dental Practitioner

43

00:02:31,586 --> 00:02:32,890

who is a dentist,

44

00:02:33,098 --> 00:02:35,485

a Public Health Dental
Hygiene Practitioner,

45

00:02:35,858 --> 00:02:37,574

or a Dental Hygienist.

46

00:02:37,976 --> 00:02:41,567

Remember teledentistry
services count toward ADV

47

00:02:41,657 --> 00:02:43,470

which will be discussed later.

48

00:02:44,085 --> 00:02:47,427

Information is always
captured administratively

49

00:02:47,662 --> 00:02:51,793

through claims data
and all D codes qualify.

50

00:02:53,800 --> 00:02:56,402

Here we have teledentistry explained.

51

00:02:56,810 --> 00:02:58,996

Teledentistry for dental emergencies

52

00:02:59,224 --> 00:03:03,120

will satisfy the ADV measure
for Medicaid and CHIP members.

53

00:03:03,680 --> 00:03:07,112

These dental emergency calls
must be performed by a dentist.

54

00:03:08,793 --> 00:03:12,543

Also submitted from the
same claim date of service

55

00:03:12,633 --> 00:03:16,729

both the D995 and the D0140.

56

00:03:17,677 --> 00:03:20,999

Teledentistry services
for oral hygiene instructions

57

00:03:21,857 --> 00:03:23,726

applied to Medicaid members

58

00:03:24,203 --> 00:03:26,721

and can be performed by a dentist,

59

00:03:27,143 --> 00:03:29,690

PHDHP or dental hygienist.

60

00:03:29,780 --> 00:03:33,323

Remember the ADV teledentistry
does not take the place

61

00:03:33,413 --> 00:03:35,384

of a dental examination.

62

00:03:36,920 --> 00:03:39,079

So here we are at our first poll question.

63

00:03:39,598 --> 00:03:41,875

Which of the following
statements are correct?

64

00:03:42,574 --> 00:03:44,878

ADV is a HEDIS measure developed

65

00:03:44,968 --> 00:03:48,379

and maintained by the National
Committee of Quality Assurance.

66

00:03:49,417 --> 00:03:53,547

HEDIS is a standardized way for health
plans to document the quality of care

67

00:03:54,101 --> 00:03:56,432

and health care services
provided to members.

68

00:03:57,401 --> 00:04:01,560

The eligible population
for ADV is 2 to 20 years old.

69

00:04:01,767 --> 00:04:05,801

Services include any dental
visit performed by a dentist

70

00:04:06,009 --> 00:04:09,972

or dental hygienist.

Or D, All of the above.

71

00:04:12,055 --> 00:04:14,871

The answer is D - All of the above.

72

00:04:15,287 --> 00:04:19,279

If you recall from slide

four HEDIS is standardized.

73

00:04:19,701 --> 00:04:22,476

It is also a national measure.

74

00:04:23,500 --> 00:04:26,703

The eligible population is 2 to 20

75

00:04:26,966 --> 00:04:29,411

and this includes

any dental visit performed

76

00:04:29,501 --> 00:04:31,325

by a dentist or dental hygienist.

77

00:04:31,850 --> 00:04:35,151

Again it does not take the
place of the dental examination.

78

00:04:36,590 --> 00:04:39,565

To test your knowledge
here we have poll question 2.

79

00:04:40,285 --> 00:04:44,159

Which situation would
best satisfy the ADV measure

80

00:04:44,443 --> 00:04:47,072

for the 2021 measurement year?

81

00:04:47,342 --> 00:04:49,079

Please choose one answer.

82

00:04:49,577 --> 00:04:54,150

A one-year-old who had an
examination by a dentist in 2021.

83

00:04:54,946 --> 00:04:57,341

A six-year-old who

had a fluoride treatment

84

00:04:57,431 --> 00:05:00,322

at their pediatrician's office in 2021.

85

00:05:01,270 --> 00:05:04,128

A 10-year-old who had limited examination

86

00:05:04,218 --> 00:05:06,494

by a dentist in 2021

87

00:05:06,951 --> 00:05:12,542

or a 19-year-old who had prophylaxis
and examination with the dentist in 2020.

88

00:05:14,785 --> 00:05:17,122

The answer is C. A 10-year-old

89

00:05:17,212 --> 00:05:21,240

who had a limited examination
by a dentist in 2021.

90

00:05:22,858 --> 00:05:25,107

The letter A, which is incorrect

91

00:05:25,197 --> 00:05:26,450

because it is a one-year-old

92

00:05:26,540 --> 00:05:30,103

who does not fall in the
2 to 20-year-old age measurement.

93

00:05:30,871 --> 00:05:34,496

A six-year-old who had a fluoride
treatment at their pediatrician's office

94

00:05:34,586 --> 00:05:37,506

does not meet the ADV
because of the location

95

00:05:38,509 --> 00:05:41,505

and a 19-year-old who had
a prophylaxis and examination

96

00:05:41,595 --> 00:05:43,498

with a dentist in 2020

97

00:05:43,588 --> 00:05:46,528

does not meet that measure because
it is not in the measurement year.

98

00:05:48,341 --> 00:05:52,029

PAPM measures or Pennsylvania
Performance Measures.

99

00:05:52,451 --> 00:05:54,373

Remember they're state-specific

100

00:05:54,941 --> 00:05:57,162

and they're developed
by the Department of Health

101

00:05:57,598 --> 00:06:00,926

in partnership with the Pennsylvania
Coalition of Oral Health.

102

00:06:01,251 --> 00:06:03,749

If you don't know who at PCOH is,

103

00:06:04,005 --> 00:06:06,337

that's a coalition of MCOs

104

00:06:06,918 --> 00:06:09,831

and like-minded stakeholders: dentists,

105

00:06:09,921 --> 00:06:14,342

public health dental hygiene

practitioners, any public health person

106

00:06:14,591 --> 00:06:16,964

who would, whether

they're dental or medical,

107

00:06:17,054 --> 00:06:19,213

it's a coalition of stakeholders

108

00:06:19,414 --> 00:06:23,143

that want to improve

oral health in Pennsylvania

109

00:06:23,233 --> 00:06:25,232

and combat oral disease.

110

00:06:25,875 --> 00:06:30,712

These measures include OHI,
which is Oral Health Initiative.

111

00:06:31,120 --> 00:06:32,947

Any preventive dental measure.

112

00:06:33,680 --> 00:06:37,865

Sealants on first molar
that's the state specific sealant

113

00:06:37,955 --> 00:06:39,075

that they are looking for.

114

00:06:39,165 --> 00:06:40,854

While all sealants count,

115

00:06:41,400 --> 00:06:42,998

this is the one in particular

116

00:06:43,088 --> 00:06:47,087

that they are looking for
in this state specific measure.

117

00:06:47,799 --> 00:06:52,318

ADD Annual Dental Visits for
Members with Developmental Disabilities.

118

00:06:52,512 --> 00:06:54,719

That's extremely
important as these members

119

00:06:54,954 --> 00:06:56,621

are generally left out of care.

120

00:06:57,140 --> 00:06:59,611

Also, the Adult Annual Dental Visit

121

00:06:59,701 --> 00:07:02,940

for those of our members
over the age of 21.

122

00:07:04,946 --> 00:07:09,914

Here we have the PAPM

Oral Health Initiative or OHI.

123

00:07:10,481 --> 00:07:14,390

This measures if a member
had any preventive dental visit

124

00:07:14,480 --> 00:07:15,899

in the calendar year.

125

00:07:16,224 --> 00:07:20,950

This falls within the D1000 to D1999 code

126

00:07:21,400 --> 00:07:25,724

and it's any preventive service
provided by a dental practitioner,

127

00:07:26,077 --> 00:07:27,544

which would be your dentist,

128

00:07:27,897 --> 00:07:31,241

dental hygienist,

or public dental hygiene practitioner only

129

00:07:32,197 --> 00:07:33,767

during the measurement year.

130

00:07:34,376 --> 00:07:37,851

This information is captured
administratively through claims data

131

00:07:38,273 --> 00:07:40,992

and it's important to submit
all the proper billing codes

132

00:07:41,082 --> 00:07:42,784

for each office visit.

133

00:07:44,798 --> 00:07:48,334

Seal first molar is age-specific

134

00:07:48,777 --> 00:07:50,659

and it's a measurement and the goal

135

00:07:50,749 --> 00:07:53,648

is to seal the first

permanent molar by age 10.

136

00:07:54,458 --> 00:07:56,922

This does not mean first permanent molars

137

00:07:57,012 --> 00:07:59,475

are the only ones eligible for a sealant.

138

00:07:59,821 --> 00:08:02,595

This is the measurement

specified for the state

139

00:08:02,886 --> 00:08:05,910

under the PAPM measurement guide.

140

00:08:06,754 --> 00:08:11,286

Also the same standard applies

it excludes teeth not typically sealed

141

00:08:11,915 --> 00:08:14,663

or already treated for decay or with endo.

142

00:08:14,753 --> 00:08:20,840

So, if there's a restoration
on the occlusal of number 15 or 14,

143

00:08:21,145 --> 00:08:24,771

it still doesn't apply for
a sealant because it doesn't qualify.

144

00:08:27,206 --> 00:08:29,303

There are some slight differences

145

00:08:29,393 --> 00:08:32,548

between CHIP and Medicaid
coverage for sealants.

146

00:08:32,997 --> 00:08:35,294

It is age as well as frequency.

147

00:08:35,848 --> 00:08:37,799

A CHIP member may receive a sealant

148

00:08:37,889 --> 00:08:42,172

or preventive resin restoration
once every 36 months per tooth.

149

00:08:42,788 --> 00:08:45,797

If the members between the ages of 0 to 19

150

00:08:46,081 --> 00:08:48,067

all permanent molars and premolars

151

00:08:48,448 --> 00:08:51,804

sealant repair once
every 36 months per tooth.

152

00:08:52,627 --> 00:08:56,861

Conversely sealants for Medicaid
children are covered as follows.

153

00:08:57,131 --> 00:09:02,252

Sealant or preventive resin
restoration once per lifetime per tooth

154

00:09:02,640 --> 00:09:05,338

if the member is between
the ages of 0 to 20

155

00:09:05,566 --> 00:09:07,746

and all permanent molars and premolars.

156

00:09:08,183 --> 00:09:11,670

A sealant repair is
once per lifetime per tooth.

157

00:09:13,192 --> 00:09:15,946

Some strategies for
improving sealant measures

158

00:09:16,036 --> 00:09:19,197

begin educating parents on
the importance of sealant application

159

00:09:19,287 --> 00:09:21,536

on their child's first permanent molars.

160

00:09:21,916 --> 00:09:23,564

Sealing permanent molars and premolars

161

00:09:23,654 --> 00:09:27,059

as soon as they erupt

will maximize the protection

162

00:09:27,149 --> 00:09:28,899

during cavity prone years.

163

00:09:29,189 --> 00:09:32,068

Also partner with health

plan on member outreach

164

00:09:32,158 --> 00:09:34,102

and education regarding sealants

165

00:09:34,268 --> 00:09:35,915

and why they are important

and how they are applied

166

00:09:36,005 --> 00:09:38,399

and that this service

is covered by the health plan.

167

00:09:39,651 --> 00:09:42,322

Partner with local pediatric
offices and educate families

168

00:09:42,412 --> 00:09:44,958

on the link between good
oral health and physical health.

169

00:09:45,305 --> 00:09:49,055

As with any kind of preventive
measure, education is the key.

170

00:09:51,442 --> 00:09:54,320

The PAPM Annual Dental Visit for Members

171

00:09:54,410 --> 00:09:58,464

with Developmental Disabilities
is any D code.

172

00:09:58,692 --> 00:10:00,602

So ADD measures

173

00:10:00,692 --> 00:10:03,072

if a developmentally disabled member

174

00:10:03,162 --> 00:10:06,110

had any dental visit in the calendar year

175

00:10:06,449 --> 00:10:10,338

and that is any claim any D claim or code

176

00:10:10,808 --> 00:10:13,721

with any dental practitioner

who is qualified:

177

00:10:13,901 --> 00:10:15,451

your dentist, your dental hygienist,

178

00:10:15,541 --> 00:10:17,804

and your public health

dental hygiene practitioner.

179

00:10:18,337 --> 00:10:22,446

Again information is captured

administratively through claims data.

180

00:10:22,952 --> 00:10:26,750

So it's important to submit all proper
billing codes for each office visit.

181

00:10:28,882 --> 00:10:33,669

So some strategies for improving
treatment of this population.

182

00:10:33,870 --> 00:10:37,460

We do encourage our providers
not to view developmental disabilities

183

00:10:37,550 --> 00:10:39,453

as a barrier to oral health care.

184

00:10:39,806 --> 00:10:43,251

Like any other population,
people are anxious

185

00:10:43,341 --> 00:10:45,189

when they come for a dental visit.

186

00:10:45,624 --> 00:10:49,063

So you could utilize teledentistry

187

00:10:49,845 --> 00:10:51,174

for a meet-and-greet visit.

188

00:10:51,264 --> 00:10:53,935

They can see you without your PPE on

189

00:10:54,205 --> 00:10:56,543

and that could be for any member.

190

00:10:57,007 --> 00:11:00,542

You can determine the communication
skills and capabilities.

191

00:11:00,999 --> 00:11:04,050

Each person expresses
themselves differently.

192

00:11:04,202 --> 00:11:07,358

The caregivers will have

the best mode of communication,

193

00:11:07,697 --> 00:11:10,464

how the member can express affection,

194

00:11:10,914 --> 00:11:13,039

acceptance or distress signals.

195

00:11:13,468 --> 00:11:17,757

Just ask, speak directly to the member.

With the caregiver, there is support.

196

00:11:19,327 --> 00:11:21,472

Health history changes over a lifespan.

197

00:11:22,026 --> 00:11:26,358

Any member you treat today could
be a special needs member tomorrow.

198

00:11:27,008 --> 00:11:29,678

So if your office is not comfortable

199

00:11:29,948 --> 00:11:34,225

treating people with special needs
or developmental disabilities,

200

00:11:34,481 --> 00:11:36,910

you can check out the provider website

201

00:11:37,263 --> 00:11:40,591

that will lead you to an
office that specifically notes that

202

00:11:40,909 --> 00:11:43,199

and if your office is one

203

00:11:43,538 --> 00:11:45,793

that does care for this population,

204

00:11:46,271 --> 00:11:49,668

we would encourage you to check
your listing on our provider website

205

00:11:49,896 --> 00:11:51,640

to make sure that is noted.

206

00:11:51,826 --> 00:11:56,179

One of the goals is to keep this
population out of the operating room

207

00:11:56,366 --> 00:11:59,016

so they don't have to go
under general anesthesia.

208

00:12:01,333 --> 00:12:04,869

So this slide just offers
some tips for comfort

209

00:12:05,021 --> 00:12:07,851

and reduction of anxiety,

210

00:12:08,411 --> 00:12:10,529

you know, to ensure physical comfort

211

00:12:10,619 --> 00:12:13,062

if you're transferring from a wheelchair.

212

00:12:13,463 --> 00:12:15,463

Consider the use of pillows or padding.

213

00:12:15,996 --> 00:12:21,012

Non-invasive preventive measures

first, such as sealants or fluoride,

214

00:12:21,572 --> 00:12:24,692

plenty of water per their tolerance,

215

00:12:24,872 --> 00:12:27,010

which helps increase saliva in the mouth

216

00:12:27,190 --> 00:12:30,580

and reduces the sugar left

for medications on teeth and gums.

217

00:12:31,168 --> 00:12:34,765

Also, more importantly working

with patients and caregivers,

218

00:12:35,146 --> 00:12:37,831

adapt a toothbrush, discuss a power brush,

219

00:12:38,003 --> 00:12:40,155

encourage the use of loss holders.

220

00:12:40,515 --> 00:12:43,068

Consistency is important
and it might be helpful

221

00:12:43,158 --> 00:12:45,607

to practice oral health
at the same time each day,

222

00:12:45,925 --> 00:12:49,281

location and position
based on that member's needs.

223

00:12:50,900 --> 00:12:52,359

You'll see on this slide

224

00:12:52,525 --> 00:12:55,674

that we offer the Skygen
Customer Service number

225

00:12:55,895 --> 00:12:58,628

for a dentist who cares
for special needs patients

226

00:12:58,794 --> 00:13:01,264

if this is not something
you offer in your office.

227

00:13:01,860 --> 00:13:05,914

It also refers you to the
provider website for resources.

228

00:13:06,294 --> 00:13:08,896

So if you would like to click on the link

229

00:13:09,145 --> 00:13:11,373

or again contact me if you need help,

230

00:13:11,463 --> 00:13:13,138

I'd be more than happy to help you,

231

00:13:13,318 --> 00:13:16,944

but the Annual Dental Visits for
Members with Developmental Disabilities

232

00:13:17,034 --> 00:13:21,018

is located on our website
and available for printing.

233

00:13:22,297 --> 00:13:24,934

The PAPM Adult Annual Dental Visit

234

00:13:25,315 --> 00:13:28,691

measures if an adult member
had any dental visit

235

00:13:28,781 --> 00:13:31,486

with the dental practitioner
in the calendar year.

236

00:13:32,558 --> 00:13:35,997

The eligible population,
of course, is over 21 years of age

237

00:13:36,481 --> 00:13:39,035

and also there's a sub measure
of percentage of women

238

00:13:39,125 --> 00:13:40,578

with the live birth.

239

00:13:44,218 --> 00:13:46,889

Interprofessional collaboration
is important.

240

00:13:47,408 --> 00:13:49,600

We, as practitioners, understand the link

241

00:13:49,690 --> 00:13:52,043

between oral health and physical health.

242

00:13:52,825 --> 00:13:56,353

One way to help raise
the Adult Annual Dental Visit

243

00:13:56,630 --> 00:13:59,349

is to collaborate with
primary care providers

244

00:13:59,695 --> 00:14:01,909

or partner with Ob/Gyns,

245

00:14:02,200 --> 00:14:05,319

offer your contact information

to these offices

246

00:14:05,492 --> 00:14:08,136

where they can possibly do a warm hand off

247

00:14:08,351 --> 00:14:10,489

from their office to yours.

248

00:14:12,156 --> 00:14:14,163

So these are the summary of measures

249

00:14:14,931 --> 00:14:18,335

and you could note the

Annual Dental Visit for HEDIS,

250

00:14:18,992 --> 00:14:21,192

but then you can see the overlap

251

00:14:21,400 --> 00:14:24,714

between the Adult Annual

Dental Visit for PA,

252

00:14:25,254 --> 00:14:28,547

the Annual Dental Visits for

Members with Developmental Disabilities

253

00:14:28,921 --> 00:14:32,152

or a health initiative. Remember

not oral hygiene in this case.

254

00:14:32,602 --> 00:14:34,118

And seal first molar.

255

00:14:34,208 --> 00:14:37,500

So those are the ones that

are specific to Pennsylvania.

256

00:14:37,590 --> 00:14:39,777

However, they do overlap with HEDIS.

257

00:14:40,925 --> 00:14:44,459

So, for your knowledge, we
have poll question number three.

258

00:14:45,076 --> 00:14:46,979

What government agency

259

00:14:47,207 --> 00:14:51,171

developed the Pennsylvania
Performance Measures or PPM?

260

00:14:52,167 --> 00:14:55,323

A: Pennsylvania Coalition for Oral Health

261

00:14:55,413 --> 00:14:58,194

in partnership with
Aetna Better Health of PA.

262

00:14:59,109 --> 00:15:01,656

B: Pennsylvania Department of Health

263

00:15:01,746 --> 00:15:05,510

in partnership with the Pennsylvania
Coalition for Oral Health

264

00:15:06,395 --> 00:15:10,401

or C: the National Committee
of Quality Assurance

265

00:15:11,494 --> 00:15:16,150

or would it be D: the National Committee
of Pennsylvania Performance Measures.

266

00:15:20,253 --> 00:15:21,851

This answer would be B:

267

00:15:22,148 --> 00:15:23,920

Pennsylvania Department of Health

268

00:15:24,010 --> 00:15:27,413

in partnership with the
Pennsylvania Coalition for Oral Health.

269

00:15:29,095 --> 00:15:31,067

The reason A does not qualify

270

00:15:31,157 --> 00:15:36,069

is because all of the MCOs
are participants and stakeholders.

271

00:15:36,159 --> 00:15:39,238

So it would not be in partnership
with that in the Better Health of PA.

272

00:15:40,089 --> 00:15:42,641

The National Committee
of Quality Assurance

273

00:15:42,731 --> 00:15:44,668

is a national organization

274

00:15:45,180 --> 00:15:46,620

and to the best of my knowledge

275

00:15:46,710 --> 00:15:51,166

the National Committee of Pennsylvania
Performance Measures does not exist.

276

00:15:53,553 --> 00:15:56,929

For the SFM measure,
sealants must be provided

277

00:15:57,019 --> 00:15:59,675

by a dental practitioner
and placed on which teeth?

278

00:16:00,637 --> 00:16:02,180

Permanent first molar.

279

00:16:02,865 --> 00:16:04,457

Permanent first premolar.

280

00:16:05,017 --> 00:16:06,401

Primary molar.

281

00:16:06,678 --> 00:16:09,334

Permanent first and second molars.

282

00:16:11,672 --> 00:16:13,444

Permanent first molar.

283

00:16:13,534 --> 00:16:15,098

Seal first molar.

284

00:16:15,188 --> 00:16:19,921

Remember other sealants will
count as a prevented dental service.

285

00:16:20,447 --> 00:16:22,556

Other sealants will count as a claim.

286

00:16:22,715 --> 00:16:27,033

However, the state itself
is looking for seal first molar.

287

00:16:28,984 --> 00:16:30,659

Poll question number five.

288

00:16:31,102 --> 00:16:34,457

Which Pennsylvania Performance
Measure or PAPM

289

00:16:34,865 --> 00:16:37,792

focuses on any preventive service

290

00:16:38,117 --> 00:16:40,414

provided by a dental practitioner

291

00:16:40,739 --> 00:16:43,473

during the 2021 measurement year.

292

00:16:44,040 --> 00:16:46,081

Please choose one answer.

293

00:16:46,683 --> 00:16:49,713

OHI, which is Oral Health Initiative.

294

00:16:50,460 --> 00:16:52,937

SFM, sealants first molar,

295

00:16:53,830 --> 00:16:56,806

ADD, Annual Dental Visits for Members

296

00:16:56,896 --> 00:16:58,743

with Developmental Disabilities

297

00:16:58,978 --> 00:17:03,295

or AADV, the Adult Annual Dental Visit.

298

00:17:04,527 --> 00:17:08,705

The answer is A, OHI,

Oral Health Initiative,

299

00:17:08,954 --> 00:17:11,619

which focuses on any preventive service

300

00:17:11,889 --> 00:17:16,683

provided by a dental practitioner

during the 2021 measurement year.

301

00:17:17,015 --> 00:17:19,949

Please remember some

of these measures do overlap.

302

00:17:21,680 --> 00:17:25,416

We do encourage our enrollees

to establish a dental home

303

00:17:25,595 --> 00:17:29,414

where they can ensure that they
receive good routine oral health care.

304

00:17:30,735 --> 00:17:33,192

This population has many barriers though.

305

00:17:33,821 --> 00:17:35,877

Employment can be an issue.

306

00:17:37,143 --> 00:17:38,022

No ride.

307

00:17:38,112 --> 00:17:41,953

The ride that's promised in the morning
might not be there in the afternoon.

308

00:17:42,880 --> 00:17:46,263

Many members don't want to leave
the house because of disabilities.

309

00:17:46,997 --> 00:17:50,650

Also, research suggests
that the longer lag time

310

00:17:50,740 --> 00:17:55,236

between appointments encourages
no shows life moves on people do forget.

311

00:17:56,247 --> 00:17:58,592

Also communicating with our members

312

00:17:58,785 --> 00:18:01,090

not necessarily just a language barrier

313

00:18:01,180 --> 00:18:03,747

but also their preferred
method could be a text.

314

00:18:04,120 --> 00:18:05,428

It could be an email

315

00:18:05,587 --> 00:18:09,634

and that's a good question to ask is what
is your preferred communication method.

316

00:18:10,817 --> 00:18:13,273

Of course if you do not accept
Medicaid in your office

317

00:18:13,363 --> 00:18:15,695

we would appreciate it
if you would refer them

318

00:18:15,847 --> 00:18:18,434

to Mobile Dental Programs for assistance

319

00:18:18,683 --> 00:18:20,952

or refer parents to
school-based dental programs

320

00:18:21,042 --> 00:18:23,222

in your area if they exist.

321

00:18:23,727 --> 00:18:27,194

Also utilizing expanded

teledentistry services

322

00:18:27,284 --> 00:18:30,315

could put that personal touch on a member

323

00:18:30,405 --> 00:18:32,570

who might have transportation issues.

324

00:18:32,660 --> 00:18:34,196

You might have a solution.

325

00:18:34,432 --> 00:18:35,822

Pregnant members,

326

00:18:35,912 --> 00:18:38,237

members who are Developmentally Disabled

327

00:18:38,327 --> 00:18:41,080

who might have some anxiety
about coming to a new office,

328

00:18:41,315 --> 00:18:43,342

they can meet you without PPE.

329

00:18:44,200 --> 00:18:46,116

Our rural members

330

00:18:46,276 --> 00:18:48,981

who have a harder time
getting to dental appointments

331

00:18:49,071 --> 00:18:53,949

because of distance travelled
that could be useful to triage care,

332

00:18:54,142 --> 00:18:55,837

see what their chief complaint is

333

00:18:56,038 --> 00:18:59,020

and make the most out of the
time that they have in your chair.

334

00:18:59,836 --> 00:19:05,005

Also local practitioners could
use your practice's contact information.

335

00:19:05,365 --> 00:19:08,692

One of the main problems is after hours;

336

00:19:08,782 --> 00:19:12,283

who to contact in case there's
a patient with a dental emergency.

337

00:19:13,806 --> 00:19:17,335

This next session will
cover your Gaps in Care Reports,

338

00:19:17,425 --> 00:19:18,726

how to obtain them

339

00:19:18,816 --> 00:19:20,919

and what to do with them
once you have them.

340

00:19:22,780 --> 00:19:26,296

Gaps in Care Reports are
generated by your dental QPL

341

00:19:26,960 --> 00:19:28,551

and are very useful

342

00:19:29,016 --> 00:19:32,302

in identifying members

that have not been in for care.

343

00:19:33,021 --> 00:19:36,647

So any zero measure will

show a non-adherent member

344

00:19:37,249 --> 00:19:39,560

useful for telephonic outreach

345

00:19:39,650 --> 00:19:42,508

if the dental hygiene

schedule should fall apart.

346

00:19:43,898 --> 00:19:49,461

It also reviews current HEDIS and/or

PAPM rates specific to your practice

347

00:19:49,745 --> 00:19:53,508

that pertain to the specified
Medicaid and CHIP population.

348

00:19:54,858 --> 00:19:58,996

This slide is an example of what
is included in your Gaps in Care Report.

349

00:19:59,383 --> 00:20:01,562

Performance comparison to the health plan

350

00:20:01,652 --> 00:20:05,077

overall performance
as well as NCQA benchmarks.

351

00:20:05,796 --> 00:20:09,707

You'll notice in the first line
it says measure/submeasure,

352

00:20:10,108 --> 00:20:13,747

description, inverse measure, denominator,

353

00:20:13,837 --> 00:20:16,646

numerator, provider group rate
and average group rate.

354

00:20:17,220 --> 00:20:20,028

Your denominator is the amount of members

355

00:20:20,118 --> 00:20:23,425

that fall into this category for ADV.

356

00:20:24,304 --> 00:20:26,262

The numerator is the amount of members

357

00:20:26,352 --> 00:20:27,798

that you've actually seen,

358

00:20:28,005 --> 00:20:32,702

which yields a percentage of 49.10%,

that's the provider group rate

359

00:20:32,792 --> 00:20:35,733

which would be specific to your practice.

360

00:20:35,823 --> 00:20:40,320

The average group rate is the
group rate that is specific to the state

361

00:20:40,410 --> 00:20:43,848

that's the average of
all of the groups in our state.

362

00:20:45,065 --> 00:20:47,929

The Gaps in Care Report
will give you a list of members

363

00:20:48,019 --> 00:20:49,555

that are non-adherent for oral health.

364

00:20:49,645 --> 00:20:52,723

HEDIS performance measures
at the member level detail

365

00:20:52,813 --> 00:20:54,661

and printable tabs located below.

366

00:20:55,637 --> 00:20:57,768

The HEDIS measure reference just explains

367

00:20:57,858 --> 00:21:01,054

what the measure is

and defines the HEDIS term.

368

00:21:03,082 --> 00:21:06,693

The 2021 Medicaid Dental

Pay for Quality Program

369

00:21:08,076 --> 00:21:10,208

is a provider facing program.

370

00:21:10,733 --> 00:21:15,419

It's a collaboration between the dentist,

the hygienist, PHDHP,

371

00:21:15,736 --> 00:21:19,368

routine preventive care visits

and it's payable at the TIN level.

372

00:21:20,904 --> 00:21:25,354

If there are multiple

practices with one tax ID

373

00:21:25,803 --> 00:21:28,834

it will pay to the TIN not the practices

374

00:21:29,083 --> 00:21:31,850

that would need to be
an internal distribution.

375

00:21:34,313 --> 00:21:37,475

We would like to thank you
for your dedication and excellent care.

376

00:21:37,994 --> 00:21:41,626

We appreciate the services you
provide to your patients and our members.

377

00:21:42,463 --> 00:21:45,141

So the Medicaid Dental
Pay for Quality Program

378

00:21:45,231 --> 00:21:47,611

is provider phase as I said before.

379

00:21:48,206 --> 00:21:51,673

It rewards participating

Aetna Better Health providers

380

00:21:52,164 --> 00:21:56,081

for performing recommended services

for key performance and HEDIS measures.

381

00:21:56,821 --> 00:22:00,226

Dental practitioners only,

Medicaid members only.

382

00:22:00,502 --> 00:22:04,702

Services performed on CHIP members

will not be counted as pay for quality.

383

00:22:05,670 --> 00:22:10,895

It is any measure we measure is dependent

upon collaboration within the practice.

384

00:22:11,552 --> 00:22:13,246

Entering the correct codes.

385

00:22:13,585 --> 00:22:14,977

Assessing the needs of the member

386

00:22:15,067 --> 00:22:17,025

and how they can fit into your practice

387

00:22:17,288 --> 00:22:21,183

with all staff being aware of
the measures designed to increase revenue

388

00:22:21,419 --> 00:22:22,671

such as P4Q.

389

00:22:23,418 --> 00:22:26,006

Perhaps a morning huddle
or regular staff meetings

390

00:22:26,096 --> 00:22:28,491

can help your office develop strategies

391

00:22:28,815 --> 00:22:31,119

to maximize these quality measures

392

00:22:31,542 --> 00:22:34,766

ultimately reaching the overarching
goal of increased access

393

00:22:34,856 --> 00:22:37,914

to quality care for
members and your patients.

394

00:22:40,143 --> 00:22:44,467

The P4Q program has no panel requirement.

395

00:22:45,691 --> 00:22:49,026

The required service
is preventive oral health care

396

00:22:49,199 --> 00:22:50,964

once during the calendar year.

397

00:22:52,133 --> 00:22:56,721

If a member receives
care of more than one service

398

00:22:56,811 --> 00:22:58,389

during the calendar year,

399

00:22:58,693 --> 00:23:02,167

you will receive incentive
payment on the first service.

400

00:23:02,948 --> 00:23:06,559

So the following applicable codes
must be captured on claims

401

00:23:06,842 --> 00:23:08,392

in the calendar year

402

00:23:08,586 --> 00:23:13,491

and that would also be in addition
to the following preventive dental codes

403

00:23:13,726 --> 00:23:17,330

that would be included on
the same claim and date of service.

404

00:23:18,521 --> 00:23:21,393

So just a few more details
on the P4Q program.

405

00:23:21,794 --> 00:23:25,620

Eligible providers are
dentists and dental hygienists

406

00:23:26,181 --> 00:23:29,813

and payments occur by
annually at the tax ID number.

407

00:23:30,664 --> 00:23:35,300

So if you have multiple locations
under different names

408

00:23:36,407 --> 00:23:39,008

and only one tax ID number

409

00:23:39,831 --> 00:23:45,227

all of the P4Q program any
incentive will pay at the TIN level.

410

00:23:45,794 --> 00:23:50,880

Also the funding is dependent on the
Pennsylvania Department of Human Services

411

00:23:51,392 --> 00:23:55,253

and Aetna Better Health reserves
the right to end the P4Q program

412

00:23:55,495 --> 00:23:57,418

if funding becomes unavailable.

413

00:24:00,954 --> 00:24:03,515

Our next subject of
course is teledentistry

414

00:24:03,826 --> 00:24:06,995

and this can be provided
with a dentist or dental hygienist.

415

00:24:07,085 --> 00:24:09,651

This does not apply to front desk staff

416

00:24:09,741 --> 00:24:12,834

nor does it apply to
a dental assistant or a NAFTA.

417

00:24:14,307 --> 00:24:17,593

Teledentistry is designed
for dental outreach improvement.

418

00:24:18,133 --> 00:24:23,239

Emergency teledentistry services
can be utilized for dental emergencies

419

00:24:23,509 --> 00:24:26,748

and will satisfy the
annual dental visit measure.

420

00:24:26,976 --> 00:24:29,785

Again remember this
is not the examination.

421

00:24:30,139 --> 00:24:32,941

We want to get them into
the office so they can have an exam

422

00:24:33,204 --> 00:24:35,633

and their preventive dental services.

423

00:24:36,110 --> 00:24:38,982

So this is synchronous,

real-time encounter,

424

00:24:39,223 --> 00:24:41,389

must be performed by a dentist,

425

00:24:41,742 --> 00:24:44,821

does not apply to Public

Health Dental Hygiene Practitioners

426

00:24:45,111 --> 00:24:47,146

or any other dental staff.

427

00:24:47,319 --> 00:24:51,498

Also eligible members are

all Medicaid and CHIP members.

428

00:24:52,717 --> 00:24:55,373

Preventive teledentistry is useful

429

00:24:55,463 --> 00:24:59,095

if a member has not had a
dental visit in the measurement year.

430

00:24:59,663 --> 00:25:03,123

These services are utilized
for oral hygiene instructions

431

00:25:03,801 --> 00:25:06,714

and will satisfy both OHI and ADV.

432

00:25:07,433 --> 00:25:11,695

This applies to dentists,
PHDHPs and dental hygienists

433

00:25:11,965 --> 00:25:15,971

and they are Medicaid members
only between the ages of 2 and 20.

434

00:25:17,292 --> 00:25:20,717

As noted previously, teledentistry

can help reduce the barriers

435

00:25:20,807 --> 00:25:23,201

to care that some people
do feel that they have

436

00:25:23,617 --> 00:25:27,941

where telephonic outreach
you can speak to a pregnant member,

437

00:25:28,114 --> 00:25:29,961

offer oral hygiene instructions

438

00:25:30,051 --> 00:25:32,666

and then get them scheduled
for care when they feel better.

439

00:25:33,074 --> 00:25:35,960

Members with developmental
disabilities reduce anxiety

440

00:25:36,050 --> 00:25:38,548

by doing a quick virtual visit

441

00:25:38,791 --> 00:25:43,227

where they can see you without PPE
on and help reduce their anxiety level.

442

00:25:43,655 --> 00:25:48,797

Also hoping to reduce dental
emergency room visits by outreach,

443

00:25:48,887 --> 00:25:50,790

education, oral hygiene instruction

444

00:25:50,880 --> 00:25:55,224

and helping our members establish
a dental home within your four walls.

445

00:25:55,770 --> 00:26:00,572

Also prevented teledentistry services
can be utilized by your hygienist

446

00:26:01,167 --> 00:26:05,208

or your dentist to supplement
any schedule that might fall apart.

447

00:26:05,672 --> 00:26:08,999

So a Gaps in Care Report
will help identify patients

448

00:26:09,089 --> 00:26:10,500

that are not adherent,

449

00:26:10,673 --> 00:26:14,230

need care and can be qualified
for virtual outreach.

450

00:26:16,278 --> 00:26:18,928

Teledentistry can be used
for multiple reasons.

451

00:26:19,426 --> 00:26:23,771

A virtual preventive oral hygiene visit
can be fun for pediatric members.

452

00:26:24,263 --> 00:26:26,718

Review quick tips for
daily oral hygiene with parents

453

00:26:26,808 --> 00:26:29,845

and teach songs children
can use while brushing.

454

00:26:30,205 --> 00:26:35,007

Utilize visual aids, puppets, stuffed
animals, costumes, get interactive.

455

00:26:35,747 --> 00:26:39,282

You can also provide tips to parents
for how to make brushing fun at home

456

00:26:39,566 --> 00:26:41,732

to include making it a family event.

457

00:26:42,576 --> 00:26:45,827

Create a two-minute brushing
contest between siblings.

458

00:26:46,263 --> 00:26:49,978

Reward consistent tooth
brushing with sticker charts.

459

00:26:50,358 --> 00:26:53,984

Practice on stuffed animals
for those children reluctant to brush.

460

00:26:54,732 --> 00:26:59,623

Sometimes watching a brushing video
for kids is a great visual learner.

461

00:27:00,211 --> 00:27:02,210

Let them choose their
own toothbrush and toothpaste,

462

00:27:02,300 --> 00:27:03,704

get them involved.

463

00:27:05,392 --> 00:27:09,163

Tobacco Cessation Certification
is available through the state.

464

00:27:09,551 --> 00:27:12,242

It's a 45-minute certification

465

00:27:12,395 --> 00:27:16,712

that is available for
all eligible practitioners,

466

00:27:16,802 --> 00:27:19,188

your dentist, your dental hygienist.

467

00:27:19,451 --> 00:27:21,971

It is also something
that can be offered chairside

468

00:27:22,061 --> 00:27:23,977

and build to Aetna Better Health.

469

00:27:25,458 --> 00:27:30,011

This is the step-by-step process to
receive Tobacco Cessation Certification.

470

00:27:30,363 --> 00:27:33,754

In order to be able to build
the D1320 providers

471

00:27:33,844 --> 00:27:36,619

must be registered with Skygen

472

00:27:37,421 --> 00:27:40,466

and must be registered with the state

473

00:27:40,839 --> 00:27:43,925

as well as completing

every smoker every time.

474

00:27:44,887 --> 00:27:47,350

As I said it's a 45 minute course

475

00:27:47,440 --> 00:27:51,543

and this is something that

can be provided chairsides.

476

00:27:53,951 --> 00:27:56,048

This is our final section

477

00:27:56,352 --> 00:27:59,701

to provide a quick overview of our website

478

00:28:00,116 --> 00:28:02,966

and dental quality practice liaison program.

479

00:28:04,689 --> 00:28:08,965

This slide is representative
of our Aetna Better Health PA website.

480

00:28:09,705 --> 00:28:11,366

It's just a snapshot

481

00:28:11,594 --> 00:28:15,047

that gives you an idea
of what your resources are.

482

00:28:15,137 --> 00:28:17,434

The HEDIS measures can
be you can click the link,

483

00:28:17,524 --> 00:28:22,526

you can print these measures
as well as a really handy Billing Guide

484

00:28:23,080 --> 00:28:26,692

and if you wanted to really
study the P4Q measures

485

00:28:26,782 --> 00:28:28,664

you can also click on that link.

486

00:28:28,754 --> 00:28:30,926

That is also something
that can be printed.

487

00:28:32,836 --> 00:28:35,036

The dental Billing Guide
is a few pages long,

488

00:28:35,126 --> 00:28:36,635

if you would choose to print it.

489

00:28:37,099 --> 00:28:42,572

Or you could save it to
the desktop on your computers.

490

00:28:42,863 --> 00:28:45,499

It's very useful to have this handy

491

00:28:45,589 --> 00:28:47,020

because you'll notice that the columns

492

00:28:47,110 --> 00:28:51,061

they have the ADV, HEDIS, PAPM

493

00:28:51,310 --> 00:28:55,399

as well as your quality measures
and what measures go together.

494

00:28:56,506 --> 00:28:58,734

It would be useful in
planning your treatment plan

495

00:28:58,824 --> 00:29:01,260

and then you can guide your treatment plan

496

00:29:01,481 --> 00:29:05,071

into not billing per what's in there

497

00:29:05,161 --> 00:29:07,299

but what would qualify,

498

00:29:07,673 --> 00:29:09,825

so you don't have something

fall through the cracks

499

00:29:09,915 --> 00:29:12,072

to make sure that it's captured in claims.

500

00:29:13,747 --> 00:29:16,548

It is really our goal

to improve communication

501

00:29:16,638 --> 00:29:19,503

and satisfaction with dental

providers in our health plan.

502

00:29:20,084 --> 00:29:22,001

We do want to provide guidance

503

00:29:22,091 --> 00:29:25,606

where you think you might

need to improve percentiles

504

00:29:25,696 --> 00:29:28,173

on HEDIS and PA performance measures.

505

00:29:29,121 --> 00:29:30,906

I am available to help

506

00:29:32,131 --> 00:29:35,141

decrease no-show rates

and decrease gaps in care

507

00:29:35,314 --> 00:29:37,397

as well as review accuracy

with claims coding

508

00:29:37,487 --> 00:29:41,099

if you're having any problems

with administrative data capture.

509

00:29:42,981 --> 00:29:47,159

Geographically speaking, I am located

in Lackawanna county Pennsylvania.

510

00:29:48,868 --> 00:29:50,874

I can do a face-to-face meeting

511

00:29:50,964 --> 00:29:54,520

if you would want to

request one via webinar

512

00:29:55,005 --> 00:29:59,419

or in person appointments

as your office clearance

513

00:29:59,696 --> 00:30:02,505

for COVID measures requires.

514

00:30:03,308 --> 00:30:05,895

I can provide you with

the Gaps in Care Report

515

00:30:06,172 --> 00:30:08,463

and help you develop

a plan to improve your rates

516

00:30:08,553 --> 00:30:11,168

as well discuss any
concerns you might have.

517

00:30:13,963 --> 00:30:16,413

As you can see from the dental QPL map,

518

00:30:17,202 --> 00:30:19,202

my contact information is there.

519

00:30:19,292 --> 00:30:21,499

Please feel free to reach out to me

520

00:30:21,900 --> 00:30:23,928

via the phone or email

521

00:30:24,406 --> 00:30:28,037

and I'm over on the far right side
in Lackawanna county

522

00:30:28,411 --> 00:30:31,428

but I would be happy to help you

no matter where in the state you are.

523

00:30:33,207 --> 00:30:35,552

I'm sure most of you know that Skygen

524

00:30:36,700 --> 00:30:40,803

is our vendor for
claims and credentialing.

525

00:30:41,467 --> 00:30:46,340

This next slide indicates who
your representative is with Skygen

526

00:30:46,499 --> 00:30:48,388

and it's broken up by zones.

527

00:30:50,656 --> 00:30:54,842

For specific coding or claims questions,
you can reach out to Skygen.

528

00:30:55,264 --> 00:30:57,776

If you're having any issues
getting through to them again,

529

00:30:57,866 --> 00:31:00,231

please do not hesitate to reach out to me.

530

00:31:01,518 --> 00:31:03,871

If you have any questions or concerns,

531

00:31:03,961 --> 00:31:05,718

please feel free to reach out to me

532

00:31:05,808 --> 00:31:08,230

or our dental director Dr. Nisha Dheer.

533

00:31:08,804 --> 00:31:10,375

We are at your service

534

00:31:10,465 --> 00:31:14,811

and I really appreciate you taking

the time to listen to this webinar

535

00:31:15,137 --> 00:31:18,305

and, if you have any questions,
please feel free to reach out.

536

00:31:18,506 --> 00:31:21,463

Thank you for your kind attention
and I hope you have a good day.