

HEDIS® News You Can Use

Aetna Better Health® of West Virginia



Let's Improve Dental Care Together!



The Power of the PCP

The PCP has a vital role in the ability to impact Dental care. Addressing dental care, dental visits and benefits during well-child visits can be the catalyst for members having a dentist visit.

Parents/caregivers may not be aware of dental benefits, and/or the need for children to start dental visits by age two or earlier. Older adolescents (including 18-20 years of age) also may not be aware of dental benefits.

The PCP office might be the only opportunity for parents, caregivers and older adolescents to receive timely dental referrals, education and assistance establishing a dental home.

Parents consider you their most trusted source of information. You make a difference!



Dental benefits are covered under Skygen for all ABHWV members ages **0-20**. Contact Skygen Customer Service at **1-888-983-4693** for more information.

Annual Dental Visit (ADV)

i Measure Requirements:

Members 2-20 years of age in the measurement year who had at least one dental visit during the measurement year. Any visit with a dental practitioner during the measurement year meets criteria.

Any visit billed by a dental practitioner during the measurement year may apply.

Dental Sealants for Children Ages 6-9 at elevated caries risk (SEAL-CH)

i Measure Requirements:

Percentage of enrolled children ages 6-9 at elevated risk of dental caries (i.e., 'moderate' or 'high' risk) who received a sealant on a permanent first molar tooth within the measurement year.

Percentage of Eligible Children Who Received Preventive Dental Services (PDENT-CH)

i Measure Requirements:

Percentage of individuals ages 1-20 who are enrolled in Medicaid or CHIP Medicaid Expansion programs for at least 90 continuous days, are eligible for EPSDT services, and who received at least one preventive dental service during the reporting period. **Services must be provided by a dentist or under the supervision of a dentist.**



Member Incentive Program:

\$25.00 Gift Card: Members ages **2-3** who have a dental exam completed by a dental practitioner during the calendar year.

Be sure to call Member Services at **888-348-2922** for more details and the most up-to-date information.



Coming January 2021!

Beginning 1/1/2021, an annual \$1,000 adult dental benefit will be made available to all adult members.



Common Gaps in Care:

- Although fluoride can be applied by the PCP office, a visit to a dentist for appropriate care **must** occur to make the ADV measure compliant.
- Lack of understanding of dental benefits
- Lack of understanding the importance of an annual dental 'well visit'.
- Fear
- Dental providers who don't see patients until age 3 or older.
- Parents/Caregivers unaware that child needs to go to dentist yet
- Logistic issues such as busy schedules, balancing demands with other children or family members
- Transportation



Dental Care Resources:

<http://www.dhhr.wv.gov/HealthCheck/providerinfo/oralhealthtoolkit/Pages/default.aspx>

<http://www.dhhr.wv.gov/HealthCheck/providerinfo/Documents/HC%20periodicity%20schedule%2002-15.pdf>



Here for you!

Thank you for the care you provide to our members!

For questions or for more information, please contact Shelly Rouse, ABHWV Quality HEDIS Manager **at**

ABHWVHEDIS@aetna.com or 304-348-2923.



Best Practices

Dental decay can lead to significant health issues later in life.

- Dental visits can start before age 2 or when first tooth erupts, especially for children at risk for dental problems
- Starting young - no later than age 2 - is the best way to diminish fear
- Consider dental care just as important as an annual well visit with PCP
- Assess for dental home and last dental appointment at every well-visit
- Assist member with establishing a dental home if needed
- Remind parent/caregivers/older adolescents of ABHWV benefits for 2x/year dental check ups
- Remind parents/caregivers of \$25 gift card for 2-3 year old members completing an annual dental visit