

MINUTES

Dental Advisory Committee (DAC)
DMAS 11 AM – 1 PM
November 20, 2020

DAC Members Present	
Carl Atkins, DDS	Sarah Bedard Holland
Randy Adams, DDS	Ryan Dunn
Terry Hake, DDS	Chuck Duvall
Roger Palmer, DDS	Doug Gray
Girish Banaji DDS	Tegwyn Brickhouse, DDS
John Unkel, DDS	Cynthia Southern, DDS
Michelle Taylor	Marge White
Jonathan Wong, DMD	Lynn Browder, DDS
Bhauna Shroff, DDS	Barry Griffin, DDS
Kris Walsh	Rick Shinn for Neal Graham
Susan Pharr	
DAC Members Absent	
Adam Poole, DDS	David Hamer, DDS
DMAS Attendees	
Daniel Plain	Cheryl Roberts
Karen Kimsey	Myra Shook
Karla Callahan	Lisa Bilik
Zachary Hairston, DDS	Carol Chiappa
Tiaa Lewis	
DentaQuest Attendees	
Kristen Gilliam	Cheryl Sutton Harris
Katherine Mulligan	Dr. Terry Dickinson
Waradah Eargle	Chernise Harris
LaShaye Fluellyn	Katherine Mulligan
Other Attendees	
China Kierson	Michele Satterfield
Mark Hickman	Michael Thomas
John Morgan	Josh Humphries
Andrew Mitchell	Carol Pratt, DDS
Michael Exler, DDS	Laura Givens
Ronnie Coleman	Donnie Paris
Albert Payne, DDS	Chris Payne, DDS
Keith Poindexter, DDS	

Welcome

Dan Plain called the meeting to order at 11:03 a.m. and welcomed DAC members. The minutes from the May 2020 meeting were approved. He then called the DAC roll and introduced DMAS and DentaQuest staff.

Karen Kimsey, DMAS Director, joined the meeting and shared DMAS's excitement that adult dental was funded. Ms. Kimsey expressed thanks to everyone for their dedication to the dental program and said DMAS will need DAC's help in implementing the program. DMAS looks forward to working with the DAC on this initiative.

Responses to the COVID 19 Pandemic

Myra Shook who spoke about the prompt and timely response of providers during the pandemic and the work on everyone's part to make sure all of the *Smiles for Children* (SFC) members received needed services in the safest environment possible. To address the issues faced throughout the pandemic, three different perspectives were shared with the DAC.

Dr. Zachary Hairston, DMAS Dental Consultant

Dr. Hairston shared the state perspective in how DMAS initiated the use of teledentistry shortly after March 2020. Through the addition of teledentistry, providers were able to receive a moderate amount of income during the initial part of the pandemic, and were able to simultaneously provide care. Teledentistry in some cases afforded dentists the ability to provide care without the necessary in-office visit. Teledentistry is used in three in different methods: 1) synchronous or real-time; 2) asynchronous which is handled at a later time; and 3) case management used in coordination with another provider and the patient.

Dr. Hairston provided a closer look at the four teledentistry codes utilized during April 2020 thru October 2020. He also shared that dentists were surveyed about teledentistry going forward with positive results. Going forward teledentistry can be effective, with providers using a decision tree sheet/protocol for consistency.

Cheryl Harris Sutton, Eastern Region Vice President, DentaQuest

Ms. Harris Sutton shared that the pandemic has had significant impact on the dental community. With a second wave of infection, Virginia may see some issue raised again such offices closing and then re-opening. Virginia still has a trend of lower than normal volume of patients treated in the office. DentaQuest used a variety of strategies to make sure that the SFC population was best served. One way to achieve efficiency was to reach out to providers who were filing paper claims or receiving paper checks to encourage them to transition to electronic claims and/or receive electronic payments. Additionally, DentaQuest implemented tools to help members access dental care. Teledentistry was one of the ways that helped achieve this goal.

DentaQuest continues to adapt to the ongoing changes in Medicaid and be mindful of the trends that are taking place in the industry. Doing work on the national and local level to support communities, DentaQuest assured the availability of PPE to various

organizations. As part of the Cure's Act, there was a requirement to verify that providers were actually rendering Medicaid services. DentaQuest used their file of providers and submitted the required information, thereby expediting that process to help providers with PPE. DentaQuest continues to administer outreach with members through community activities.

Dr. Scott Wolpin, Eastern Shore Rural Health Systems

Two different perspectives were provided from a local standpoint. Dr. Scott Wolpin expressed his gratitude for the State allowing the use of teledentistry. Teledentistry has been especially important in providing care on the Eastern Shore, particularly with the poultry plant outbreak early during the pandemic. During the initial part of the pandemic, dental offices were closed for several months. Currently, approximately 80% of patients are being seen for acute care. Only about 75% of patients seen prior to pandemic are being seen now. Dental appointments are taking longer due to use of special equipment. PPE required due to COVID has increased their costs. The concerns going forward are completing cases and patient retention. The good news is that patients realize the changes made in their office which have made them feel safer and increased the value of their appointments.

Dr. Albert Payne, Dr. Chris Payne and Dr. Donnie Parris, Danville Dentistry

Dr. Albert Payne shared that prior to COVID, he valued the time he spent one on one with his patients. Because of COVID, this is becoming more difficult to do with the new patients. Dr. Chris Payne indicated that he was very concerned with the mandated closures and for how will things look in the future. The Danville practice set up one location for emergency visits 5 days a week, and by doing so, increased the amount of new patients. The Danville offices have seen more adult Medicaid dual enrollment patients which significantly increased the workload for office staff. Mr. Donnie Parris, Office Director, shared that he has used 4-5 suppliers of PPE and was able to qualify for PPE loans. They also gave hazard pay to staff during the closures. In addition, the practice began charging \$5 per patient visit for PPE to help offset their PPE costs. The doctors have been able to start a website for using teledentistry and have found it to be a great tool for nervous patients. Finally, they were grateful for the support provided by Medicaid and for being a leader in the use of teledentistry.

DentaQuest Update

Kristen Gilliam of DentaQuest provided the following updates on the SFC program:

- In 2018, Virginia was above the national average (53% vs 47%) for SFC members receiving any dental service;
- Virginia is ranked 14th out of the 50 states for percentage of children receiving any dental service (53.35%);
- Virginia is ranked 11th nationally for percentage of children receiving preventive dental services
- Virginia is ranked above the national rate for eligible individuals receiving dental treatment;

- For pediatric utilization, 50% of children ages 0-20 utilized dental services in SFY 2020, and 56% of children ages 3-20 utilized dental services in SFY 2020
- In SFY2020, 5,200 pregnant women received dental services;
- As of November 1, 2019 1,945 dentists were participating in the *SFC* program. This represents approximately 26% of the 7,593 Virginia licensed dentists.
- Thirty four percent (34%) of the state's practicing dentists participate in the SFC program, with more than 95% accepting new patients.

Ms. Gilliam also discussed the impacts of the pandemic on the call volumes from members and providers. All calls dropped dramatically in March and April, and while the calls are increasing, they are not back to the volume of this time last year. Claims volumes are also on the increase after a dramatic decline from COVID.

In closing, Ms. Gilliam stated Dentaquest was excited about the addition of adult dental and ready to work with the DAC in providing these needed services.

Virginia Dental Association (VDA)

Ryan Dunn, Executive Director of the VDA, stated the Association has been busy with COVID responses and has helped providers apply guidelines to bring offices in compliance. Approximately 99% of dental offices are back in operation and most offices are reporting operating at about 77% of pre-COVID levels.

The VDA is seeking feedback from VCU dental students and members regarding adult dental. They are interested in how best to work with procedures due to limited funding at this point in time. The VDA will reach out to the media for assistance in marketing the new benefit. Mr. Dunn also spoke of the critical need to get dental providers and staff included as front line responders as a part of the COVID vaccine scheduling. The VDA hopes to pass legislation to have dental offices administer the vaccine.

Virginia Health Catalvst (VHC) Updates

Sarah Bedard Holland, CEO, thanked everyone who helped with the successful Oral Health Summit. Also, with the help of Drs. Wolpin and Hairston, the VHC updated their website with a teledentistry toolkit , workflow, and codes. The VHC hosted a Coffee Chat which provided insight into acknowledging burnout among providers and workforce. Ms. Holland thanked all who helped with the adult dental policy and benefit changes.

DMAS Updates

Cheryl Roberts thanked Sarah Bedard Holland and Ryan Dunn on the outstanding work they did on the adult dental benefit. This benefit will cover 750K Medicaid members. There are issues which need work, including the special care that will be required for those long-term care and special needs members. The desire was to have comprehensive benefit, which we are hopeful for in the future. DMAS is working on obtaining CMS approval for the new benefit, as well as making changes to state regulations and designing a benefit package. As indicated by Dr. Hairston, the key initially is to ensure

patients have strong teeth and gums so needed restorative work can be rendered. DMAS will educate providers and members, and work with the MCOs, to transition members to the new yet to be named program. The program will remain as *Smiles for Children (SFC)* and rebranding will more than likely occur after the first 6 months. Ms. Roberts asked for suggestions on a new name for the dental program. She also asked for the membership to encourage colleagues who are not already in the network to join now.

Questions/Comments/Additional Items

Chuck Duval asked about the status of the RFP. Cheryl Roberts indicated that more information will be posted next week. A question was posed regarding credentialing and changes which may be required to treat adults. Kristen Gilliam assured the membership that there would not be additional credentialing requirements for the provider to treat adults. Additionally, Dan Plain announced that Myra Shook is retiring February 1, 2021.

A special meeting of the DAC will be held in January to provide updates on the adult dental benefit.

With there being no questions or additional items for discussion, the meeting adjourned at 12:47 p.m.