



COMMONWEALTH of VIRGINIA
Department of Medical Assistance Services

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December 15, 2017

MEMORANDUM

TO: The Honorable Thomas K. Norment, Jr.
Co-Chairman, Senate Finance Committee

The Honorable Emmett W. Hanger, Jr.
Co-Chairman, Senate Finance Committee

The Honorable S. Chris Jones
Chairman, House Appropriations Committee

Daniel Timberlake
Director, Department of Planning and Budget

FROM: Cynthia B. Jones 
Director, Virginia Department of Medical Assistance Services

SUBJECT: Smiles for Children Improving Dental Care Across Virginia - SFY 2017

Item 306 (K) of the 2017 Appropriation Act states the Department of Medical Assistance Services and the Virginia Department of Health shall work with representatives of the dental community: to expand the availability and delivery of dental services to pediatric Medicaid recipients; to streamline the administrative processes; and to remove impediments to the efficient delivery of dental services and reimbursement thereof. The Department of Medical Assistance Services shall report its efforts to expand dental services to the Chairmen of the House Appropriations and Senate Finance Committees and the Department of Planning and Budget by December 15 each year.

Should you have any questions or need additional information, please feel free to contact me at (804) 786-8099.

CBJ/

Enclosure

pc: The Honorable William A. Hazel, Jr., MD, Secretary of Health and Human Resources

Annual: Smiles for Children Improving Dental Care Across Virginia- SFY 2017

A Report to the Virginia General Assembly

December 15, 2017

Report Mandate:

Item 306 (K) of the 2017 Appropriation Act that states the Department of Medical Assistance Services and the Virginia Department of Health shall work with representatives of the dental community: to expand the availability and delivery of dental services to pediatric Medicaid recipients; to streamline the administrative processes; and to remove impediments to the efficient delivery of dental services and reimbursement thereof. The Department of Medical Assistance Services shall report its efforts to expand dental services to the Chairmen of the House Appropriations and Senate Finance Committees and the Department of Planning and Budget by December 15 each year.

Background

Implemented on July 1, 2005, Smiles For Children is the Virginia Medicaid dental program that was designed to improve access to high quality dental services for children enrolled in Medicaid and the Children's Health Insurance Program (CHIP). The program was made possible through the support of the Governor and the General Assembly, including the provision of an overall 30 percent increase in Medicaid funding for the reimbursement of dental services. The program celebrated its twelfth anniversary in 2017, and substantial evidence continues to demonstrate that Smiles For Children is achieving its goals and continues to serve as a model dental program among Medicaid programs.

Smiles For Children SFY 2017 Highlights

- Virginia's Smiles For Children program offers benefits to over 900,000 Virginians.
- Virginia ranks in the top third of states for children, ages 0-20 (57 percent), receiving any dental service, and children receiving preventive dental services.
- When comparing the utilization of dental services by Smiles For Children members to the utilization of dental services by state employees:
 - 27 percent of Smiles For Children 1-2 year olds had at least one service versus 10.5 percent of state employee children.
 - 58 percent of Smiles For Children 1-20 years olds had at least one service versus 69.5 percent of state employee members.
- The Department of Medical Assistance Services (DMAS) Dental staff and DentaQuest, the dental benefit administrator, have formed strong collaborative partnerships with 100+ key stakeholders in an effort to promote the Smiles For Children program. These partners include

About DMAS and Medicaid

DMAS' mission is to ensure Virginia's Medicaid enrollees receive high quality and cost effective health care.

Medicaid plays a critical role in the lives of over a million Virginians, providing health care for those most in need. Medicaid enrollees include children, pregnant women, parents and care takers, older adults and individuals with disabilities. Virginians must meet income thresholds and other eligibility criteria before qualifying to receive Medicaid benefits.

Medicaid covers primary and specialty health care, inpatient care, and behavioral health and addiction and recovery treatment services. Medicaid also covers long term services and supports, making it possible for thousands of Virginians to remain in their homes or to access residential and nursing home care.

Quick Medicaid facts:

- Covers 1 in 8 Virginians
- Covers 1 in 3 births and 33% of children
- Supports 2 in 3 nursing facility residents

Virginia Medicaid and Children's Health Insurance Program (CHIP) are administered by the Department of Medical Assistance Services (DMAS) and are jointly funded by Virginia and the federal government under the Title XIX and Title XXI of the Social Security Act. Virginia generally receives \$1 of federal matching funds for every \$1 Virginia spends on Medicaid.

community based organizations, state agencies, managed care organizations, and medical and dental associations. The Virginia Smiles For Children provider satisfaction survey continues to show very positive results. Of providers surveyed, 94 percent are highly satisfied, and 98 percent plan to continue their participation with the Smiles For Children program into next year.

- In 2017, DentaQuest earned J.D. Power’s top rank in customer service with dental plan insurance.

Strategic Goals

Three of DMAS’ overall strategic goals focus on the Smiles For Children program, specifically: (1) increasing provider participation, (2) increasing pediatric dental utilization, and (3) pursuing innovative strategies to improve utilization. In 2017, DMAS again met or exceeded these goals:

Goal #1: Increase Provider Participation

- Approximately 2,042 dental providers now participate in the Smiles For Children network, representing approximately 28 percent of the 7,171 licensed dentists in Virginia.

Goal #2: Increase Member Utilization

- Fifty-seven percent of the eligible Medicaid members, ages 0-20 years, are receiving dental services.

Goal #3: Increase Medical/Dental Collaborations

- The Smiles For Children program continues work on a collaborative project with DentaQuest, the Virginia Department of Health, and the Virginia Oral Health Coalition to improve oral health outcomes. The work targets: (1) increasing utilization of preventive dental services, e.g. fluoride varnish applications for members of Virginia’s Smiles For Children program; (2) increasing utilization of dental services targeting pregnant women enrolled in Medicaid, and (3) increasing involvement of managed care organizations in promoting oral health with medical providers.
- Smiles For Children participates in various medical conferences to increase knowledge about the dental services provided and the importance of oral health as it relates to overall health.

- Collaboration with managed care organizations continues, with the goal being increased member awareness and utilization. Collaborative activities include direct member outreach, educational opportunities for managed care organization staff and the provision of oral health literacy tools for the medical provider community.

Program Initiatives

Fluoride Varnish Applications

State partnerships with Virginia dental providers, medical providers, professional medical organizations and the contracted Medicaid managed care organizations continue to increase the number of non-dental providers applying fluoride varnish to children under 3 years of age. DMAS also works with the Virginia Department of Health’s “Bright Smiles for Babies” fluoride varnish program. As a result of these efforts, from SFY16 to SFY17, there was a 78 percent increase in the number of children receiving fluoride varnish treatments. The number of dental and medical providers trained in applying fluoride varnishes, the volume of claims, and claim dollar amounts continued to increase in SFY2017. (see Table 1.)

Table 1 – DMAS Medical Claims Fluoride Varnish Applications

SFY	Number of Medical Providers Submitting Claims	#of Claims	Claims \$
2015	347	15,749	\$306,187
2016	386	16,650	\$329,693
2017	504	22,916	\$440,957

Dental Coverage for Pregnant Women Enrolled in Medicaid and FAMIS MOMS

As part of Governor McAuliffe’s *A Healthy Virginia* program, over 16,000 pregnant women have received a dental service.

- DentaQuest partnered with managed care organizations and provided Oral Health Kits for distribution to approximately 3,000 pregnant women. Managed care organizations distributed the kits to members via mailings, community events and home visits.
- During SFY 2017, 7,208 pregnant women enrolled in Smiles For Children visited the

dentist. This represents a 12 percent increase in the utilization of dental services by pregnant women compared to SFY 2016.

Dental Advisory Committee (DAC)

The DAC is a professional advisory committee which meets twice a year to provide input and guidance to the Smiles For Children program. The DAC meetings cover topics ranging from program updates from the dental benefits administrator, DentaQuest, to oral health initiatives and emerging developments in oral health and disease prevention. In SFY2017, speakers provided updates on silver diamine fluoride (SDF) varnish, and medical/dental collaboration. Also in SFY2017, representation from the Virginia Association of Health Plans was added to the DAC membership to assist in work involving medical and dental collaboration. Mini-DAC conference calls are held twice a year, between the regular DAC meetings, with the focus in SFY2017 being updates to the orthodontic pay schedule and SDF.

Compliance with the Dental Periodicity Schedule

In an effort to measure the effectiveness of the outreach program and compliance with the State and Federal periodicity schedule, the Periodicity Compliance report was developed. The report gauges Smiles For Children member compliance with EPSDT (Early, Periodic Screening, Diagnosis and Treatment) guidelines related to utilization of dental care. The report continues to indicate an upward trend in utilization of dental services for all age groups of Smiles For Children members. There has been a significant increase in the percentage

of school aged children receiving sealants and fluoride supplementation. These cost effective, preventive dentistry tools will help children remain cavity free.

Healthcare Effectiveness Data and Information (HEDIS)

DMAS requires DentaQuest to provide an annual report on preventive dental visits. The Healthcare Effectiveness Data and Information (HEDIS) 2017 data showed that 66.3 percent of the members, ages 2 – 20 years, had at least one dental visit, which was well above the HEDIS National Medicaid average of 52.66 percent. The Smiles For Children data showed the percentage of members with at least one dental visit was above the 75th percentile of the national HEDIS data (62.49 percent).

Program Integrity

The Program Integrity Division conducted audits of 68 providers and 1,778 member records in SFY2017. As a result, DMAS recouped \$266,992 from 35 dental providers. DMAS did not terminate any dental providers in SFY2017.

Summary

Virginia's Smiles For Children program offers benefits to over 900,000 Virginians. In the past state fiscal year DMAS has increased provider participation, increased member utilization, and increased medical and dental collaborations in the Smiles For Children program. The program continues to grow and provide high quality dental services to eligible children.