

2024 Dental Quality Initiatives



Overview of Oral Health Initiative

Even though cavities are largely preventable, dental decay is one of the most common chronic diseases afflicting people through all stages of life. By recognizing that oral health is a key component to overall health, Jefferson Health Plans has developed the Oral Health Initiative (OHI) to promote regular dental visits and increase preventive services for our pediatric and adult membership.

Quality Measures

Quality measures are used in healthcare to assess and compare how well health plans and healthcare providers are effectively delivering quality care to a population of people. Measures are used for quality improvement, benchmarking, and accountability.

The Pennsylvania Department of Human Services (DHS) has identified quality performance measures that Medicaid health plans in the state can use as indicators for their quality initiatives. To align with DHS, we track provider performance using the following dental metric.

ORAL EVALUATION, DENTAL SERVICES (OED)

Regular examinations will allow providers the opportunity for early identification of cavities and to educate on other preventive services. OED became a HEDIS quality measure in 2023, replacing the Annual Dental Visit, and is also included in the QCP program for Medicaid. OED is seen as an indicator for the quality of services being performed because it is a better representation of the population of people that receive preventive dental examinations.

Description
The percentage of members ages 0-21 years as of December 31 of the measurement year who received a comprehensive or periodic oral evaluation with a dental provider during the measurement year.

Strategies for Improving Quality

Screen patients for a dental home

- Ask patients of all ages when their last dental exam was and remind them of the importance of a yearly dental checkup.
- If your patient does not have a dentist, refer the patient to a dental office close to the patient's home. A printout of dentists near the patient's home can be found on the online provider directory here: www.healthpartnersplans.com/providers/resources/provider-directory
- Prioritize outreach efforts by targeting patients within the same household to achieve a greater impact.
- Segment your population by age groups to identify your biggest opportunities.
- Leverage our member incentive programs.
- Remind parents and caregivers that preventive dental care and medically necessary services are covered under the health plan.

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“Lift the lip” early identification of dental disease

- During regular well visits, raise the lip and perform a visual screening of the teeth to look for signs of decay or infection. Chalky white colored spots on the teeth are early signs of cavities.
- Share your findings with the caregiver and make appropriate referrals so the patient can follow up with their dentist.

Educate new moms and caregivers

- Remind expectant mothers the safety and importance of dental care during the pregnancy.
- Educate caregivers that a child’s first dental visit should be when the first tooth erupts or by the age of 1.

Apply fluoride varnish during the well visit

- Complete the *Healthy Teeth, Healthy Children* training so you can apply and bill for fluoride varnish during regular well visits. For more information about this one-hour training, please email providercommunications@jeffersonhealthplans.com. Please be sure to state “Fluoride Varnish Training request” in the subject line of the email.
- Prescribe fluoride supplements when appropriate.
- Explain the difference between topical fluoride treatments and systemic fluoride treatments.

Check the provider portal for dental care gaps

- The Jefferson Health Plans provider portal has the ability to run reports on all open care gaps in your patient panel. Use the portal to find out which patients have not had a dental exam in the current year.
- Send reminder calls, texts or emails to members who have an open dental care gap.

Member Initiatives

MEMBER DENTAL REWARDS AND BENEFITS – MEDICAID AND CHIP

Our Medicaid and CHIP Member Rewards and Benefits programs offer prepaid gift cards for eligible members who complete their annual dental exam.

Members can review and redeem their rewards by visiting HPPRewards.net.

The following members receive a gift card for completing an annual dental exam.

Medicaid	
Ages 0 to 14	Receive a \$20 prepaid debit card
Ages 15-20	Receive a \$20 Uber gift card
Pregnant members who are ages 21 and older	Receive a \$20 prepaid debit card
CHIP	
Ages 0 to 19	Receive a \$20 prepaid debit card

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MEMBER OUTREACH

Member outreach is an important component of engaging members to remind them of the importance of regular dental visits. Health Partners Plans representatives along with Clark Resources, our partnered vendor, target pediatric members who have not had a dental appointment in the last year for phone outreach to educate and assist in scheduling dental appointments. Representatives also promote the member rewards program to further encourage members to schedule and attend their dental appointments.

Avēsis

Founded in 1978, Avēsis is a leading administrator of supplemental insurance benefits for government and commercial plans. As Jefferson Health Plans' dental benefit manager, Avēsis manages and delivers the dental benefits and services to eligible Jefferson Health Plans members. Dental claims payment, prior authorization reviews, provider credentialing and provider contracting is through Avēsis.

If you have any questions, please call the Provider Relations team at **1-888-991-9023**.

If your patients have questions about their benefits, please have them call Member Relations:

Medicaid: **1-800-553-0784 (TTY 1-877-454-8477)**

CHIP: **1-888-888-1211 (TTY 1-877-454-8477)**



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1-888-991-9023
1101 Market Street, Suite 3000
Philadelphia, PA 19107
[JeffersonHealthPlans.com](https://www.JeffersonHealthPlans.com)