

MINUTES

Dental Advisory Committee (DAC)
DMAS 11 AM – 1 PM
November 19, 2021

DAC Members Present	
Carl Atkins, DDS	Sarah Bedard Holland
Randy Adams, DDS	Ryan Dunn
Roger Palmer, DDS	Chuck Duvall
Girish Banaji DDS	Cynthia Southern, DDS
John Unkel, DDS	Lynn Browder, DDS
Michelle Taylor	Barry Griffin, DDS
Jonathan Wong, DMD	Steve Ford
Bhavna Shroff, DDS	Susan Pharr
DAC Members Absent	
Adam Poole, DDS	David Hamer, DDS
Tegwyn Brickhouse, DDS	Rick Shinn
Doug Gray	Terry Hake, DDS
David Hamer, DDS	Kris Walsh
Marge White	
DMAS Attendees	
Daniel Plain	Cheryl Roberts
Karen Kimsey	Justin Gist
Zachary Hairston, DDS	Lisa Bilik
Aphrodite Bissi	Casey Terrell
Ena Whitaker	
DentaQuest Attendees	
Kristen Gilliam	Cheryl Harris Sutton
Waradah Eargle	Dr. Terry Dickinson
LaShaye Fluellyn	Chernise Harris
Other Attendees	
Ronnie Coleman	Michele Satterlund
Patrick Finnerty	Carol Pratt, DDS
Tracy Wheeler	Laura Givens
Michael Cook	Robin Langston
Laura Lee Viergever	

Welcome

Dan Plain called the meeting to order at 11:00 a.m. and welcomed the DAC members. Mr. Plain indicated the May minutes have been presented and he received a motion and second to approve them. In an effort to track attendance, Mr. Plain requested that all attendees log their names in the virtual chat feature. Mr. Plain then introduced Karen Kimsey.

Karen Kimsey, DMAS Director, joined the meeting and thanked all for attending. She indicated that this is the first meeting since the comprehensive adult dental benefits were implemented. Ms. Kimsey expressed thanks for all involved. She acknowledged Dr. Hairston's work on presenting the new benefit and engaging stakeholders. Ms. Kimsey also discussed meeting with Medicaid directors in other states and reported other states are excited Virginia has added this benefit, and are using Virginia's program as a model. She emphasized that more than 80,000 adults have accessed dental care since July; many for the first time ever, and that more than \$33 million in claims has already been paid. Ms. Kimsey also reported that over 32,000 adults have had a new patient exam, over 20,000 adults have had new patient cleaning, and the number of restoration cases has exceeded the number of extraction cases. Additionally, she discussed the need to recruit more network providers, and increase rates. Ms. Kimsey reported that the administration is considering a dental rate increase, as well as focusing on how to improve utilization for children and pregnant woman. She concluded by expressing her appreciation for efforts to bring better oral health to Virginians and transitioned meeting back to Daniel Plain.

New Dental Program Manager: Justin Gist, Dental Manager

Daniel Plain expressed enthusiasm about filling two opened positions on the dental team, and welcomed Justin Gist, Dental Program Manager and Casey Terrell, Program Administrative Specialist. Mr. Plain provided Justin with an opportunity to address the group.

Mr. Gist stated that it was a pleasure and a privilege to serve in this position. He also indicated he had received his undergraduate degree from VCU, and received his master's degree from Barry University in Florida. He expressed sincere gratitude that his position as Dental Manager at DMAS has enabled him to align his personal and professional goals. Mr. Gist stated that he embraces the privilege of serving Medicaid members and helping to improve the health and well-being of Virginians' through access to high quality oral healthcare.

Dr. Zachary Hairston, DMAS Dental Consultant

Dr. Hairston shared a presentation from a webinar that he participated in with the Health Policy Institute arm of the American Dental Association. A state by state assessment was done comparing Medicaid reimbursement rates for each state to private dental insurance. National claims data was used to measure dentist's participation and number of Medicaid patients served.

Nationally women participate at 48%, men 41%. There is 54% participation from 21-24 year old dentists and 37% participation from dentists age 65 and older. Virginia's Medicaid participation is 26.4%. New Hampshire and Maine participate less than Virginia.

When robustness of who is willing to treat 100+ Medicaid patients is measured, Black participation is 30% and Hispanic and Asian dentists participate at 22%. White dentists

participate at 12%.

National Medicaid reimbursement rates compared to private insurance is 60.9% for children and 54.1% for adults. Virginia reimbursement rates are 63.7%. Neighboring states Medicaid reimbursement to private ranges from 104.8% for Kentucky, 87% for West Virginia, 79.8% for Delaware, 79.6% for District of Columbia, 76.3% for Maryland. Only North Carolina is lower than Virginia. When Dentist Participation vs Medicaid Reimbursement was measured to see any number of patients and 100+patients, Virginia measured lower in willingness to see patients than nearly all states. Even when reimbursement fees were less or similar in those other states Virginia was graphed lower.

Dr. Hairston closed by stating the report while significant does not show the shining stars we work with everyday providing care for SFC members. We have an excellent program that's spoken highly of each year, thanks in part to the DAC and its members. Dr. Hairston closed by emphasizing the need to employ our comrades and fellow dentists to participate in order to enhance our program.

Federal Qualified Health Centers: Tracy Douglas Wheeler, CEO, Virginia Community Healthcare Association

Tracy Douglas Wheeler of Virginia Community Healthcare Association provided information on the work of Federally Qualified Healthcare Center's (FQHC) that provide dental services in Virginia. Ms. Douglas Wheeler detailed specific information regarding the work of the Hampton Roads Community Health Center (HRCHC). Ms. Wheeler reported that of all the health center in the state, 26 are designated as an FQHC. She discussed that an FQHC can provide direct dental services or contract with local dentists; however, indicated that they would like to increase these numbers. Ms. Douglas Wheeler provided informative data from the HRSA Health Care program and discussed a future focused on improving the rates of sealants in children. She also reported a current quality measure of 45% in Virginia, and a focus on improving this rate.

Ms. Douglas Wheeler then introduced Dr. Robin Langston, with Hampton Roads Newport News Community Health Center, to provide information on their dental practice. Ms. Langston discussed "A Day in the Life" providing health services at HRCHC, including daily practices such as the morning huddle, patient care, impacts of COVID, and connections to patients as a part of their work. Ms. Langston provided information on the mobile dental unit that services local schools and communities, as well as the office locations in the East Ocean and Portsmouth area. Ms. Langston discussed the HRCHC motto of "healthy smiles" and emphasized that staff comradery and patient connections are vital to the work that they do. Ms. Douglas Wheeler concluded the FQHC portion by emphasizing a future focus to include defined Quality measures, integration of patient care, and expanded telehealth.

DentaQuest Update

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

- Since July 1, 2021, 80,000 adults received treatment and 60% of network has treated at least 1 adult
- Total claims paid are approximately \$33 million to date
- Member call volume increased initially with program roll out and has leveled
- Provider call volume has varied and increased in last several weeks due to adult

benefit

- A reminder FAQ sheet sent out to providers this week to assist with questions
- After a decline during COVID, claims numbers increased after office reopening's and have returned to pre-COVID levels
- Have added 100 providers YTD, with 44 in credentialing process
- Pregnant woman utilization decreased in 2021; however, YTD numbers are 18% higher with ongoing presentations and partnerships with organizations to increase
- Continued focused outreach for children's utilization, including robocalls and invite to all community partners for SFC giveaway, as well as ongoing presentations and partnerships with organization

In closing, Ms. Gilliam asked if any attendees had questions. Dan Plain inquired if there have been any issues locating providers for children with special needs. Ms. Gilliam reported member requests for a dentist are presented in a report, and they are not seeing significant numbers of patients unable to locate a provider. Ms. Gilliam reassured that overall they are able to place any member who calls with a provider.

Virginia Dental Association (VDA)

Ryan Dunn, Executive Director of the VDA, indicated he has spoken to Justin Gist and been in constant contact with Dr. Hairston, Pat Finnerty, and Cheryl Roberts regarding the current dental program. Mr. Dunn indicated that rates have not been changed for 17 years and is creating talking points for different audiences regarding the need for a rate increase, as dentists are dealing with 2005 prices with 2021 costs.

In closing, Mr. Dunn discussed two primary initiatives for the coming months, including a business approach to increasing dental rates with an end goal of raising participation rates. This push will be the VDA focus for the upcoming General Assembly. Mr. Dunn also discussed an initiative to produce a workforce project at the VDA to serve members needs and priorities of VDA dentists, which can be expected this spring.

Virginia Health Catalyst (VHC) Updates

Sarah Bedard Holland, CEO, thanked everyone regarding their efforts in the implementation of the adult dental program. She also expressed appreciation to all who participated in the Oral Health Summit, and gratitude for the summit sponsors, particularly DentaQuest and VCU Dental Care. Ms. Holland noted that next year's summit will be in-person, and held at the Weston on October 7, 2022. Ms. Holland discussed the advertising campaign run by Catalyst in partnership with DMAS, using private philanthropic funds and the DMAS Facebook page to promote the adult benefit. She reported the campaign will continue through the end of the year. In closing, Ms. Holland discussed items on the horizon for Catalyst, including a focus on integration of medical, dental, and primary care services, the launch of a teledentistry learning collaborative, and work with a water equity task force to focus on fluorination of rural water.

DMAS Updates

Cheryl Roberts, DMAS Deputy Director of Programs, thanked all for their work on the adult dental benefit, and also expressed gratitude to those who saw children in their offices during the pandemic. Ms. Roberts acknowledged Dr. Hairston, Lisa Bilik, and Dan Plain for their work on the adults program. Ms. Roberts discussed the recent update regarding coverage for pregnant women, since the Department of Health and Human Services extended postpartum coverage for women to 12 months. She also reported Afghan refugees are currently being enrolled in Medicaid, mostly in northern Virginia and Petersburg, and providers will start to see those members. Additionally, she thanked the FQHC for their work with member's who could not find providers.

Ms. Roberts reported the RFP will be coming out before the February DAC, and that it has been decided to keep it out of managed care. In closing, she also provided a reminder that the Governor's budget will be released soon, and the purpose for the February DAC will be to provide a General Assembly check-in.

Public Comment

Cynthia Southern inquired if it would be possible to reach out to OB offices accepting Medicaid to give dental referrals to patients. Ms. Southern also encouraged everyone to

contact their legislator to advocate for dental rate reimbursement increase.

Dr. Robin Langston inquired about the process to become a DAC member. Dan Plain and Dr. Hairston offered to meet with Dr. Langston to discuss.

Mr. Plain closed the meeting by thanking everyone for their attendance and reminded everyone that a special meeting of the DAC will be held on February 18, 2021.

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