

MINUTES

Dental Advisory Committee (DAC)
DMAS 11 PM – 1 PM

May 17, 2024 DAC Members Present	
Roger A. Palmer, DDS	Randy Adams, DDS
Laura Givens	Scotty Miller, DDS
John Unkel, DDS	Tegwyn Brickhouse, DDS
Terry Dickinson, DDS	Robin Langston, DDS
Chuck Duvall	Carl Atkins, DDS
Lynn Browder, DDS	Cynthia Southern, DDS
DAC Members Absent	
Girish Banaji, DDS, CAC	Barry Griffin, DDS
Ryan Dunn	Steve Ford
James Donnie Parris	Sarah Holland
Susan Pharr	Bhavna Shroff DDS, MDentSc, MPA
Michelle Taylor	Kris Walsh
DMAS Attendees	
Cheryl Roberts	Donna Taylor
Adrienne Fegans	Lisa Bilik
Daniel Plain	Allie Atkeson
Zachary Hairston, DDS	Jarek Muchowski
Michele Anderson	Justin Gist
DentaQuest Attendees	
Kristen Gilliam	
Gina Springer	Waradah Eargle
Bridget Hengle	LaShaye Fluellyn
Melanie King	Altise Street
Tim Whited	
Other Attendees	
Dean Lyndon Cooper	Paul Logan

Paul Logan	Guy Rohling
Shillpa Naavaal BDS, MS, MPH	Ben Barber
Lyndon Cooper, DDS	

Welcome

Justin Gist, Dental Program Manager, called the meeting to order at 11:06am and welcomed the attendees to the May 2024 Dental Advisory Committee meeting. He provided an overview of the meeting agenda available to both in-person and virtual attendees. Mr. Gist motioned to approve the minutes from the November 2023 DAC. He received a second and the minutes were approved. Mr. Gist then transitioned to Cheryl Roberts, Agency Director, for DMAS updates.

DMAS Updates

Cheryl Roberts thanked the attendees for their commitment and involvement in the program. Ms. Roberts indicated that we continue to rely on the DAC’s feedback and partnership. Ms. Roberts discussed the budget and the 3% increase in the dental fee schedule across all codes. Ms. Roberts also discussed the public health emergency being over and the work that the department has done around redetermining all Medicaid recipients who maintained coverage through the pandemic. Ms. Roberts mentioned that we are wrapping up the process of completing all redeterminations. She mentioned that this has been a big initiative across the administration. Ms. Roberts also discussed that the administration also continues to focus on maternal and child health. She explained that the Department, the MCOs and DentaQuest have spent time working in Petersburg to support the community and improving outcomes and access to care there. Ms. Roberts then discussed DMAS’ work across the state with many agencies, partners, and stakeholders on Right Help Right Now. She explained that the Governor is working to ensure that Virginian’s can access the right behavioral health services in the right setting in a timely manner. Ms. Roberts ended her DMAS updates by celebrating the fact that we are approaching our 20-year anniversary of the Smiles For Children program. She indicated that we would have something to commemorate 20 years of the program and to be on the lookout for information regarding the commemoration. Ms. Roberts thanked all for their contributions to the program and then transitioned to Deputy of Programs and Operations, Adrienne Fegans, for division updates.

Division Updates

Adrienne Fegans, Deputy of Programs and Operations, provided updates on the Health Care Services Division. Mrs. Fegans highlighted the focus on expanding access and improving the network. She explained that because of the support that our DAC members and stakeholders show to our program, we have surpassed 2,100 dentists in the network and have added 85 new providers since January. Mrs. Fegans explained that we still need help adding specialists and getting existing providers to accept more Medicaid patients. Mrs. Fegans then mentioned the merging of the two managed care programs into one known as Cardinal Care which occurred late last year. She explained that DMAS is working on a managed care procurement and mentioned that since DMAS is in a blackout period, there was limited information that could be shared. Mrs. Fegans updates concluded with her discussing the DentaQuest's case management and care coordination program that focuses on early identification of membersthat may need help accessing services and bridging the divide between dental and medical delivery systems. Mrs. Fegans mentioned that DentaQuest is working with our five MCO's to identify and engage our members with chronic and/or acute health issues with the goal of improving oral health outcomes. Mrs. Fegans then handed the meeting to Daniel Plain, Health Care Services Division Director, for additional updates. Mr. Plain began by thanking the group for their continued support throughout the last 19 years. Mr. Plain updated the group on the oral health dashboard that will provide more transparency into our program to provide members, providers, and

stakeholders with current information around network adequacy and utilization. Mr. Plain also mentioned that the dental program is working with DentaQuest on rebranding the program to CardinalCare Smiles to align with the agency and more accurately reflect the population that the program serves. Mr. Plain then transitioned back to Justin Gist who introduced Dr. Lyndon Cooper, Dean of the VCU School of Dentistry.

VCU School of Dentistry Updates

The meeting then transitioned to a presentation by Virginia Commonwealth University School of Dentistry Dean, Dr. Lyndon Cooper. Dr. Cooper provided an update on the VCU Dental School with the theme of building a community that cares. Dr. Cooper highlighted the realities of Medicaid expansion and how the expansion enabled many members to have access to care, yet many providers still do not accept Medicaid. Because of the expansion, Dr. Cooper explained that VCU's visit count by pay type increased 260% between 2019 and 2024. Dr. Cooper also showed a map of the School of Dentistry's outreach within Virginia and how this had drastically expanded from 2019 to 2024.

Dr. Cooper then transitioned into the goals that he has for the School of Dentistry centered around a culture of care. He discussed that VCU wants to enhance urgent care access, provide inclusive care, expedite clinical therapies, increase exposure in health professional shortage areas and build a new building. Dr. Cooper explained that a new building will allow for a dentistry center and inpatient expansion. Dr. Cooper discussed that a new building will also improve logistics and parking and add research labs and new classrooms.

Dr. Cooper then transitioned to a discussion about dental school applicants and how the opening of new dental schools will affect the applicants and subsequent incoming students into the school of Dentistry. Dr. Cooper ended his presentation ensuring the group that VCU will recruit the most talented and diverse students while expanding innovation and discovery. Dr. Cooper also ensured that VCU will recruit and retain the best faculty nationally with the goal of providing complete care to many throughout Virginia.

Justin Gist thanked Dean Lyndon Cooper for his updates. Justin then transitioned to introducing Lisa Jobe-Shields. In his introduction, Justin Gist explained that Lisa Jobe-Shields is the Behavioral Health Division Director at DMAS. He explained that the Behavioral Health Division is responsible for mental health and substance use policy and works closely with other division at DMAS to ensure that members have access to behavioral healthcare services.

DMAS Right Help Right Now Presentation

Lisa Jobe-Shields, Behavioral Health Division Director at DMAS began her presentation explaining that Right Help Right Now (RHRN) is the Governor's plan to transform behavioral health in the Commonwealth. Ms. Jobe-Shields gave a brief overview of the history of behavioral health services in Medicaid beginning in 2017 with the creation of the Addiction Recovery Treatment Services Benefit. She then transitioned to 2018 when the behavioral health rehabilitative services began to be included in managed care. Ms. Jobe-Shields went on to explain that much work was done between 2019-2021 to include collaborations between DMAS and DBHDS for Phase 1 of the Behavioral Health Redesign for Access, Value and Outcomes (BRAVO).

Lisa Jobe-Shields went on to explain that RHRN is an aligned approach to provides access to timely, effective, and community-based care to reduce the burden of mental health needs, developmental disabilities, and substance use disorders on Virginians and their families. She explained that it is based on a 6-pillar approach. Based on these pillars, all Virginians will be able to access behavioral health care when they need it, have prevention and management services personalized to their needs, particularly for children and youth and know who to call, who will help, and where to go when in crisis. She also explained that Virginian's will have paths to reentry and stabilization when transitioning from crisis. Lisa Jobe-Shields discussed that DMAS is on the Steering Committee and Co-Leads the workstream on Service Innovations. She mentioned that DMAS is working with agencies across the Administration on all six areas of the plan.

Lisa Jobe-Shields explained that RHRN will integrate the four Medicaid BRAVO Crisis Services into a statewide system of crisis care based on the Crisis Now mode and 9-8-8. These crisis services include mobile crisis response, community stabilization, 23-hour crisis stabilization and residential crisis stabilization. Ms. Shields discussed the 2024 budget language that had been recently signed by the Governor and how this budget language will play a role in the work that her team does in coordination with RHRN.

Lisa then transitioned to discuss Medicaid Behavioral Health Services Redesign. She explained that DMAS, in coordination with DBHDS and DHIP, is employing an integrated and comprehensive approach to address rate, service, and workforce/provider roles for Medicaid over the next two years. Lisa explained that redesign priority number 1 deals with representing continuum of care meeting behavioral health needs in least restrictive settings across the lifespan, using the best available evidence. She then explained that redesign priority number 2 deals with articulating medical necessity criteria for improved communication and streamlined processes for managed care delivery. Lisa then explained that the other redesign priority ensures that licensed practitioners practice at the top of their scope of practice.

Lisa concluded her presentation by thanking the group for allowing her to present. Justin Gist thanked Lisa Jobe-Shields for her presentation and then transitioned to Dr. Zachary Hairston,

DMAS Dental Clinical Consultant, for dental program updates.

Dental Advisory Committee Updates

Dr. Hairston began by thanking the group for being in attendance. He started with “old business” and discussed the fact that scaling and root planning issues that we discussed at the last May DAC (May 2023) seem to have declined. Dr. Hairston explained that he is not receiving phone calls with regards to scaling and root planning from providers. Dr. Hairston then discussed that the issues with root canals have also seemed to decline since we updated the language in the Office Reference Manual (ORM). Dr. Hairston briefly mentioned that he has received a few phone calls with respect to orthodontia denials that he is currently keeping his eye on. Dr. Hairston then discussed the new codes that we have brought onto the program and the new budget items that were introduced on January 1, 2024. He discussed how these items, specifically the removal of the current limitation on the number of times a dentist can bill for the behavioral management code can improve the program.

Dr. Hairston then briefed the group on the work that he, Dr. Terry Dickinson and Justin Gist are currently doing with respect to expanding codes for adults. Dr. Hairston explained that this overhaul will bring on periodontal codes D0180, D4260 and D4261. Dr. Hairston explained that these codes were mentioned by Dean Cooper when he spoke at the last DAC. He also explained that the code expansion will also focus on prosthodontic codes that address realigns and repairs.

Dr. Hairston then transitioned to discuss another initiative that includes the Virginia Dental Association (VDA). Dr. Hairston explained that DMAS dental and the VDA are working together to help ensure that providers are paid for tough cases and situations. He explained that DMAS dental has a dedicated email box where providers can submit concerns and consideration for complex cases that need additional review. He stated that there are certain parameters that need to be met (for example, the member must be active). Dr. Hairston mentioned that this email box and partnership does not exclude DentaQuest. He mentioned that he still works hand in hand with DentaQuest for approvals. The last things that Dr. Hairston discussed was the DAC membership attendance. He reiterated that we are successful in part because of the work from the DAC. He explained that there is much synergy that occurs when the members are present at these meetings either virtual or in person. Dr. Hairston identified that there had been members that had not attended either virtually or in person in some time. He stated that moving forward, if a member misses 2 or 3, Justin Gist and Dr. Hairston will reach out to ask if the DAC member still wants to be a member of the DAC. Dr. Hairston mentioned that he understands life circumstances occur; however, he wants to ensure that members are present.

Dr. Hairston then opened the floor for questions. Dr. Roger Palmer stated that in response to the VDA collaboration, if DMAS would like to place this information in the next VDA

journal, the dental team could work with him (Dr. Palmer) to do so. Justin Gist thanked Dr. Hairston for the updates. Justin Gist then discussed the goals for the dental program over the next 12 months. He explained that it is imperative that he and Dr. Hairston continue to move the program forward, remain present in the dental community and understand that their work impacts 2 million members. Justin ended with making a commitment to remain forward thinking about the program and discussed his connections with the Medicaid State Dental Association and how he takes best practices from other states and implements what he can into the Virginia Medicaid program. Justin Gist then introduced Kristen Gilliam, Associate Director for DentaQuest.

DentaQuest SFC Updates

Kristen Gilliam of DentaQuest thanked all for their work in Virginia dental services and provided the following updates on the SFC program:

- Approximately 199,000 adults have received treatment since 7/1/2023 (SFY 2024)
- Adult member claims for SFY 2023 (200,000+ adults) exceeded those from SFY 2022 (165,000+ adults)
- Adult utilization for cleanings has remained steady with increases seen in March and April of 2024.
- Restorations continue to exceed extractions.
- Total claims paid in SFY 2023 equal approximately 172 million.
- Total claims paid year to date in SFY 2024 equal approximately 161 million.
- As of April 30, 2024, there are 2,153 dentists participating in the SFC program.
- 38% of Virginia's practicing dentists participate in the SFC program.
- 86% of network providers treated members in SFY 2023

Ms. Gilliam then discussed the network development team and the activities that they have conducted since the last DAC. Ms. Gilliam indicated that the network development team is actively recruiting providers for the program. She explained that feedback continues to show the majority of providers declining participation with the program due to low fees, offices at capacity, and offices under-staffed. Ms. Gilliam then discussed the Dental Champions Committee and how one of the most impactful ways to attract new providers to the network, especially in rural areas, is through recommendations from providers who are actively participating. She discussed the Dental Champions Committee which helps recruit providers by identifying potential partners to help spread the word on the value of servicing Medicaid members in their communities through engagement with this committee. Kristen explained that DentaQuest is looking for this committee to assist as they develop innovative solutions to aid in recruitment and maximize existing provider participation. Ms. Gilliam concluded the updates on the provider engagement team by discussing their activities with VCU, Old Dominion Dental Society and their work around the adult network validation project which involves reviewing all providers current in the adult network for directory accuracy.

Ms. Gilliam then transitioned to discuss DentaQuest's Case Management program. Ms. Gilliam explained that DentaQuest Case Management strives to improve the oral health of our most vulnerable members through a person-centered process that includes exceptional, compassionate, one-on-one support, education, and care planning, while engaging with the community at large to promote the value of Preventistry and a systemic approach to oral health. Ms. Gilliam explained that their case management program will provide engagement with at-risk members and increase collaborations between DentaQuest and the MCO's.

Ms. Gilliam then transitioned to discuss the member outreach activities that DentaQuest had recently conducted. She highlighted the fact that DentaQuest had recently attended Baby Shower programs hosted by the MCO and participated in the monthly MCO virtual roundtables. Ms. Gilliam also discussed the member outreach and their collaboration to strengthen the Partnership for Petersburg. She explained that DentaQuest recently attended the Westview Learning Center at the Petersburg Public Library and participated in with Aetna's Loads of Love.

Ms. Gilliam then transitioned to pediatric utilization and explained that utilization between our members aged 0-20 had increased three percent from 45% in Q3 of SFY 2023 to 48% in Q3 of SFY 2024. She explained that the largest utilization percentage came from the 6-9 age group. Ms. Gilliam also discussed the pregnant members with a claim and the trend upward in utilization between 2020 and 2024.

Ms. Gilliam concluded the presentation with an update on the rebranding of Smiles for Children to CardinalCare Smiles. She explained that DentaQuest is extremely excited that our program will now reflect the population that we serve. Ms. Gilliam shared renditions of the new rebranding material that included the new CardinalCare Smiles logo. Ms. Gilliam thanked the attendees for listening and then transitioned the meeting back to Justin Gist.

Justin Gist thanked Kristen Gilliam for her presentation and then proceed to introduce Dr. Shillpa Naavaal.

Medicaid Dental Benefit Policy in Virginia

Dr. Naavaal began her presentation by discussing how the Medicaid dental benefit plays a role in the oral health of members enrolled in the Commonwealth. Dr. Naavaal indicated that studies have shown that Medicaid enrollees make up a disproportionately higher share of ED visits for non-traumatic dental conditions. Furthermore, she explained that dental insurance is a strong predictor of dental care use, but dental coverage is optional for adults in many states. Dr. Naavaal then detailed the adult dental benefit in Virginia and described the benefit pre-expansion and post-expansion of comprehensive benefits.

Dr. Naavaal then transitioned to discuss her research study that will examine the impact of the Medicaid dental benefit policy on dental care access and uptake of dental care services among adults. Dr. Naavaal described her study objectives which dealt with evaluating the impact of the comprehensive adult dental benefit on the use of the emergency department

(ED) for dental visits. She hypothesized that ED use for dental problems among Medicaid enrollees in Virginia will decline overtime in the post-policy period.

Dr. Naavaal also mentioned that two of her other study objectives aim to examine the demand of dental services following the benefit expansion and examination of the adult comprehensive benefit on children's dental care usage. Dr. Naavaal explained to the group that she will be using all payers claim data, Medicaid claims data and additional publicly available data as the data sources for her study.

Dr. Naavaal then expanded upon her first research objective on emergency department usage. Dr. Naavaal explained her reasoning behind the examination of the adult comprehensive dental benefit on the use of the emergency department for dental visits. She explained the data that she will use for the project and how additional variables such as race, chronic conditions, hospital level characteristics and community characteristics will be used to assist with her analysis.

Dr. Naavaal then explained her preliminary analysis of ED visits from the year 2021. Her hypothesis for this time period was that there would be no change or an increase in the dental ED visits by Medicaid-enrolled adults in the first year after the policy implementation. This analysis used six months of data before and after the policy. Dr. Naavaal explained that any new policies take time to mature and show their effect, especially for dental care, as individuals need time and resources to address dental issues and establish a dental home. She then explained that once new data is available, her next steps include using 2022 and 2023 data, covering ten quarters of the post-policy period. This will allow her to examine the effects of policy over time. Dr. Naavaal then thanked the group for allowing her to present.

Virginia Dental Association (VDA) Updates

Dr. Cynthia Southern provided updates from the VDA. She began by discussing the dental workforce in Virginia. She explained that the VDA is beginning to see movement in Northern Virginia by way of expansion of programs that will hopefully help with the workforce issues that we see in Virginia. She also explained that the VDA is pushing for funding for the new dental school as well. Dr. Southern explained that the VDA has a workforce council that is working to create more collaborations with community colleges to address the workforce shortage.

Dr. Southern then explained that there is a shortage of hygienist in Virginia. This shortage has led to dentists not being able to see more Medicaid patients because they can barely keep up with their own schedule. She explained that some dentists are doing their own cleanings because of lack of staff. Dr. Southern then explained that the transparency bill had passed so there can be transparency for the citizens of Virginia.

Dr. Southern then transitioned to thanking Dr. Hairston and Justin Gist for their continued collaborations and support. Dr. Southern explained that she is thankful for the collaboration to help providers that have trouble with claims that are submitted to DMAS. She ended by reiterating her thankfulness for the partnership between DMAS and the VDA.

Virginia Health Catalyst (VHC) Updates

Ben Barber, Virginia Health Catalyst's Policy Director, provided updates in place of Sarah Holland who was absent from the meeting. Ben Barber began his updates with a save the date for the VHC annual summit that will take place on October 18, 2024. Ben mentioned that the Catalyst is still accepting applicants for speakers for the annual summit. Ben then continued with the workforce theme and explained that the catalyst has conducted research to understand and address the workforce crisis. Ben explained that the Catalyst had published the workforce oral health gap assessment in December which is comprehensive, and it serves as the starting point to transition into action. Ben explained that they are using this to accelerate their efforts to address the workforce. Ben thanked the group for the opportunity to share updates.

Public Comments/Questions

Justin Gist thanked all the presenters for their contributions and opened the meeting up for public comment. No attendees had any additional comments. Mr. Gist announced that the next full DAC will be held on November 15, 2024. Mr. Gist thanked all for attending. With no further questions or additional items for discussion, the meeting was adjourned at 1:13PM.