Connecting person to person
Building healthier communities
Maximizing effective approaches to care
Partnering long term with customers

NH Oral Health Forum
Community-based Innovations

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Potential Impact of Untreated Dental Needs

Dental health is an integral component to whole health

• Untreated dental disease increases dental-related medical costs, including emergency room (ER) visits, pain management, and infection control.

• Periodontal disease has been found to be associated with cardiovascular and cerebrovascular disease, diabetes, and adverse pregnancy outcomes.

• Oral health problems have a negative impact on behavioral and social health status and employment.
Experience Building the Network

Fifty providers, including 26 with Federally Qualified Health Centers (FQHCs), and growing

Successes

• Health centers, including FQHCs, are already caring for some of the population. Now they can be compensated.

• For FQHCs, dental is another door — just like medical, behavioral health, etc. Programs are in place to address SDOH.

Barriers

• Rates (Medicaid Fee Schedule).

• Network participation will increase volume (all comers).

• Lack of SDOH wrap programs (private dentists).

• Lack of administrative support (FQHCs and CHCs).
What is covered?

Adult members (21 and older) are covered for a range of dental services by in-network providers including:

- preventive services (cleanings)
- diagnostic services (exams and x-rays)
- restorative services (fillings)
- some periodontal services (root planning & scaling)

The NH Department of Health and Human Services will continue to cover extractions, and that is a separate program.
Helpful Strategies to Increase Engagement

Support and engage members

- Care coordination:
  - Removes barriers such as transportation.
  - Motivational interviewing to encourage preventive care.
- Rewards and incentives.
- Member education:
  - Member information
  - Public health.

Support and engage providers

- Provide enhanced support to accommodate for limited administrative capacity.
- Support providers' requests for care coordination.

Kept appointments
Identification of social determinants of health (SDOH)-driven needs
Plans to meet care needs that will exceed benefit limits
Managed demand on charitable care
Choosing an Approach to Care Management

AmeriHealth Caritas
New Hampshire
care team

Primary care
Pharmacy
Acute care
Behavioral health
Dental

Participant and caregiver

Care Coordinator
- Primary care provider
- Specialists
- Pharmacy
- Behavioral health
- Unmet and LTSS needs

Medical Director
Housing Coordinator
Preventive Care
Other community organizations

Transition Coordinator
- Follow-up visits
- Symptom identification
- Medication reconciliation
- Coaching and counseling

Personal Care Connector
- Member engagement
- Appointment scheduling/visits
- Care gap reminders
Early Claims Experience for AmeriHealth Caritas New Hampshire

Claims for September 22 – October 22, 2019

(78 members, 127 encounters)

- X-ray: 32%
- Filling: 25%
- Tooth check: 21%
- Deep gum cleaning: 8%
- Cleaning: 14%
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