



Delivering the Next  
**Generation**  
 of Health Care

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



**CARE IS THE HEART  
 OF OUR WORK™**

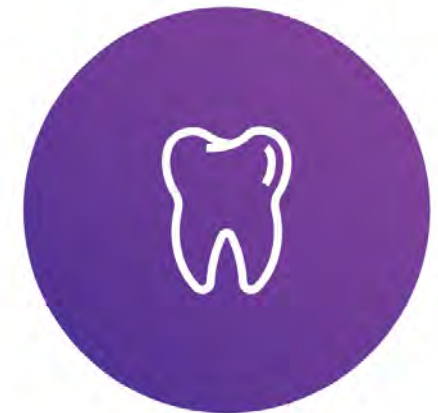
# NH Oral Health Forum Community-based Innovations

Nicole Tower, MSW, CCM  
 Director, Member Engagement  
 AmeriHealth Caritas New Hampshire

# Potential Impact of Untreated Dental Needs

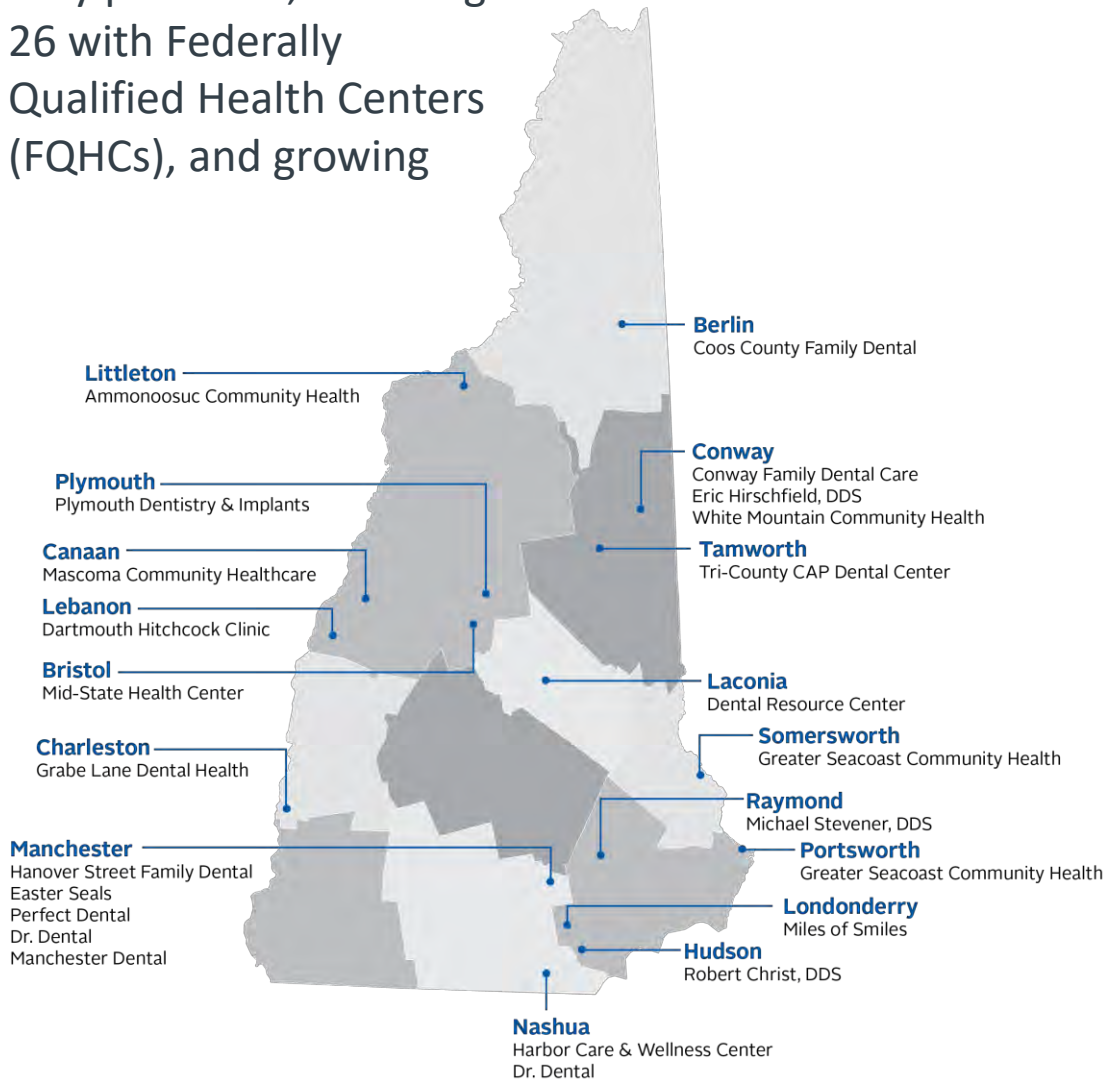
## Dental health is an integral component to whole health

- 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.

---

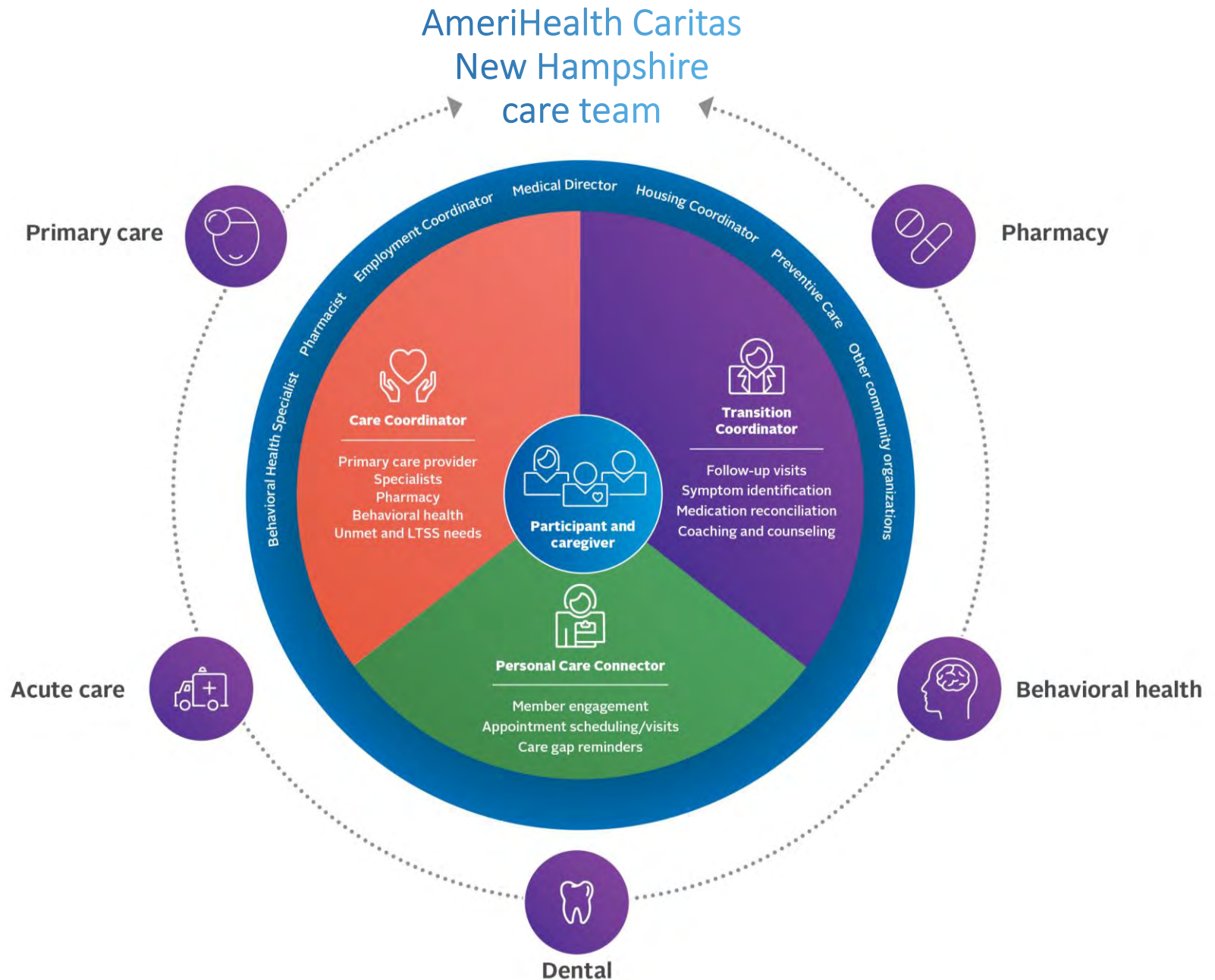
**Kept appointments**

**Identification of social determinants of health  
(SDOH)-driven driven needs**

**Plans to meet care needs that will exceed benefit limits**

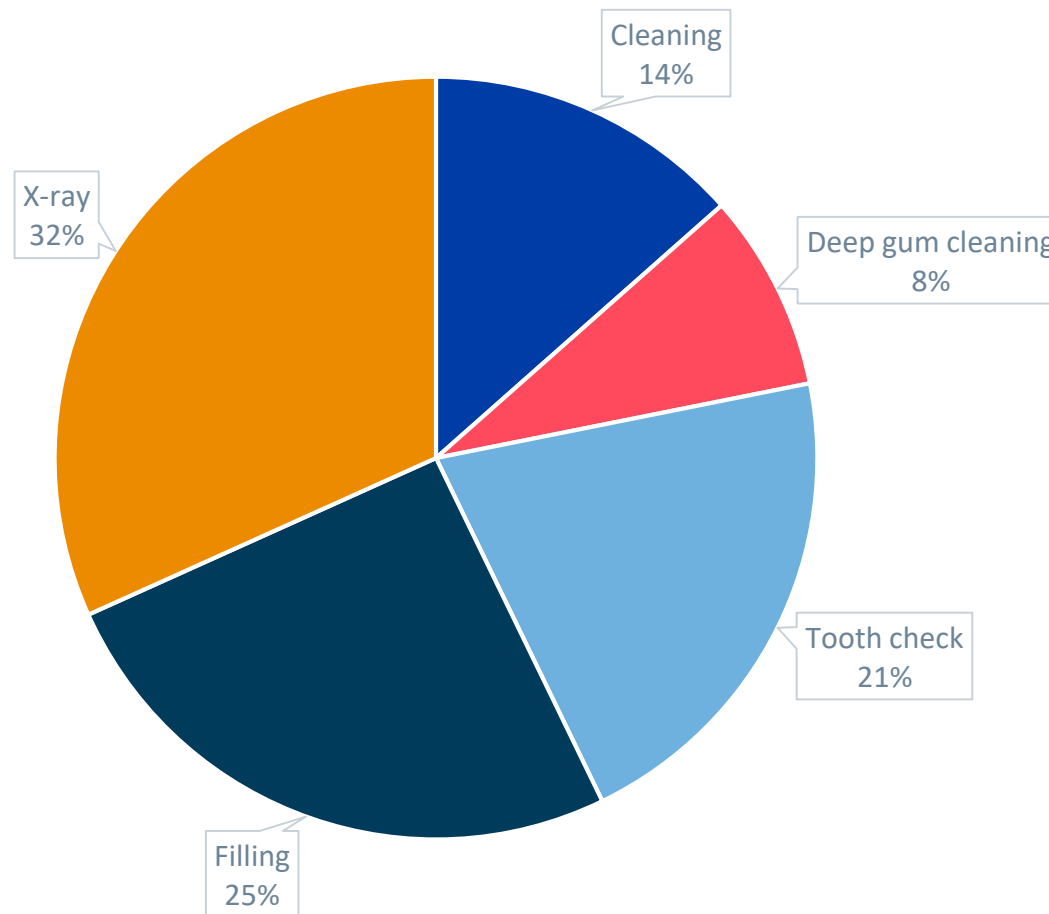
**Managed demand on charitable care**

# Choosing an Approach to Care Management



# Early Claims Experience for AmeriHealth Caritas New Hampshire

## Claims for September 22 – October 22, 2019 (78 members, 127 encounters)



# 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 driven needs**

**Plans to meet care needs that will exceed benefit limits**

**Managed demand on charitable care**





**AmeriHealth** *Caritas*<sup>™</sup>

---

New Hampshire