Taking a Community-Based Approach to Care Coordination

CareQuest Institute Continuing Education Webinar

March 10, 2022

CareQuest Institute for Oral Health®

Housekeeping

- We will keep all lines muted to avoid background noise.
- We will send a copy of the slides and a link to the recording via email after the live program.
- We'll also make the slides and recording available on carequest.org.

To receive CE Credits:

- Look for the evaluation form, which we'll send via email.
- Complete the **evaluation by March 18**.
- Eligible participants will receive a certificate soon after via email.

We appreciate your feedback to help us improve future programs!

ADA C·E·R·P® | Continuing Education Recognition Program

The CareQuest Institute for Oral Health is an ADA CERP Recognized Provider. This presentation has been planned and implemented in accordance with the standards of the ADA CERP.

*Full disclosures available upon request

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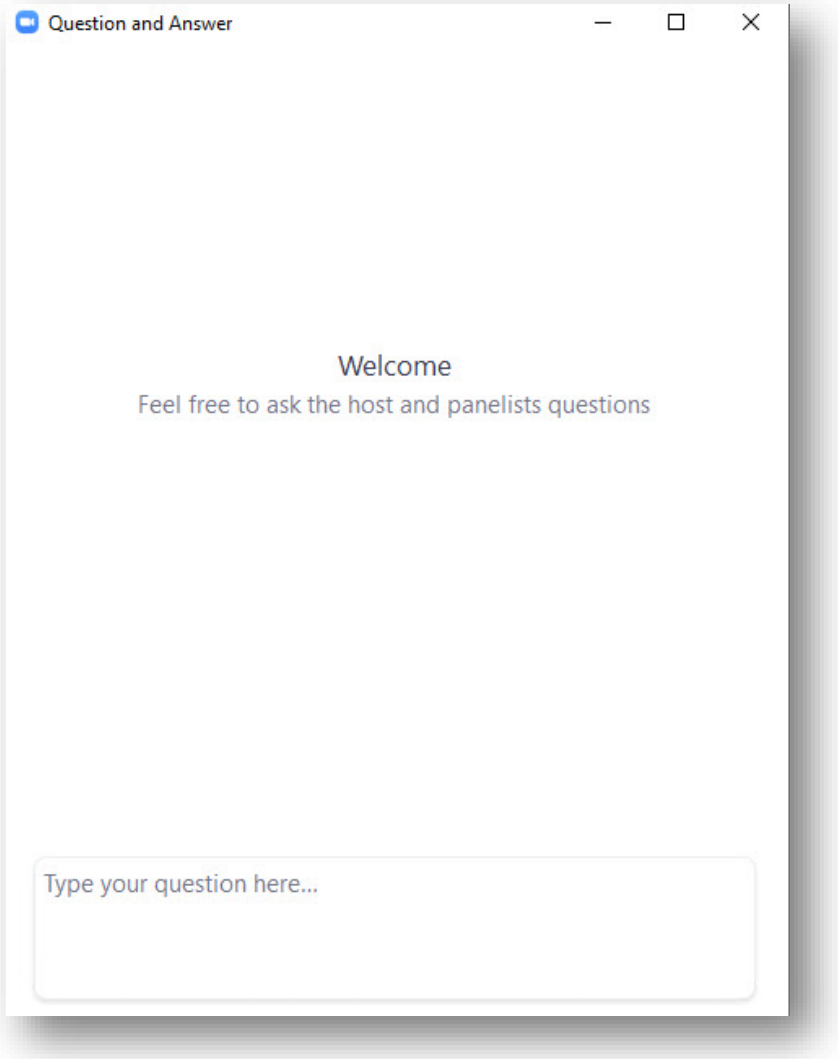
Question & Answer Logistics

- Feel free to enter your questions into the **Question & Answer box** throughout the presentations.
- We will turn to your questions and comments toward the end of the hour.



CareQuest Institute for Oral Health

Learning Objectives

At the end of this webinar, you'll be able to:

- Explain the value of coordinating care within oral health.
- Discuss the challenges and benefits of using a community-based approach to improve care coordination.
- Recognize the benefits of participating in local interprofessional oral health networks.

Our Strategy

Vision

A future where every person can reach their full potential through optimal health

Mission

To improve the oral health of all

Purpose

To catalyze the future of health through oral health

CareQuest Institute for Oral Health®

Today's Presenters

Taking a Community-Based Approach to Care Coordination

CareQuest Institute for Oral Health

WEBINAR | Thursday, March 10, 2022 | 1–2 p.m. ET | ADA CERP Credits: 1

MODERATOR & PRESENTER

Rebekah Fiehn, Manager
Care Coordination and Interoperability,
CareQuest Institute for Oral Health

PRESENTER

Katie Andrew, EdM
Associate Director,
Health, Children Now

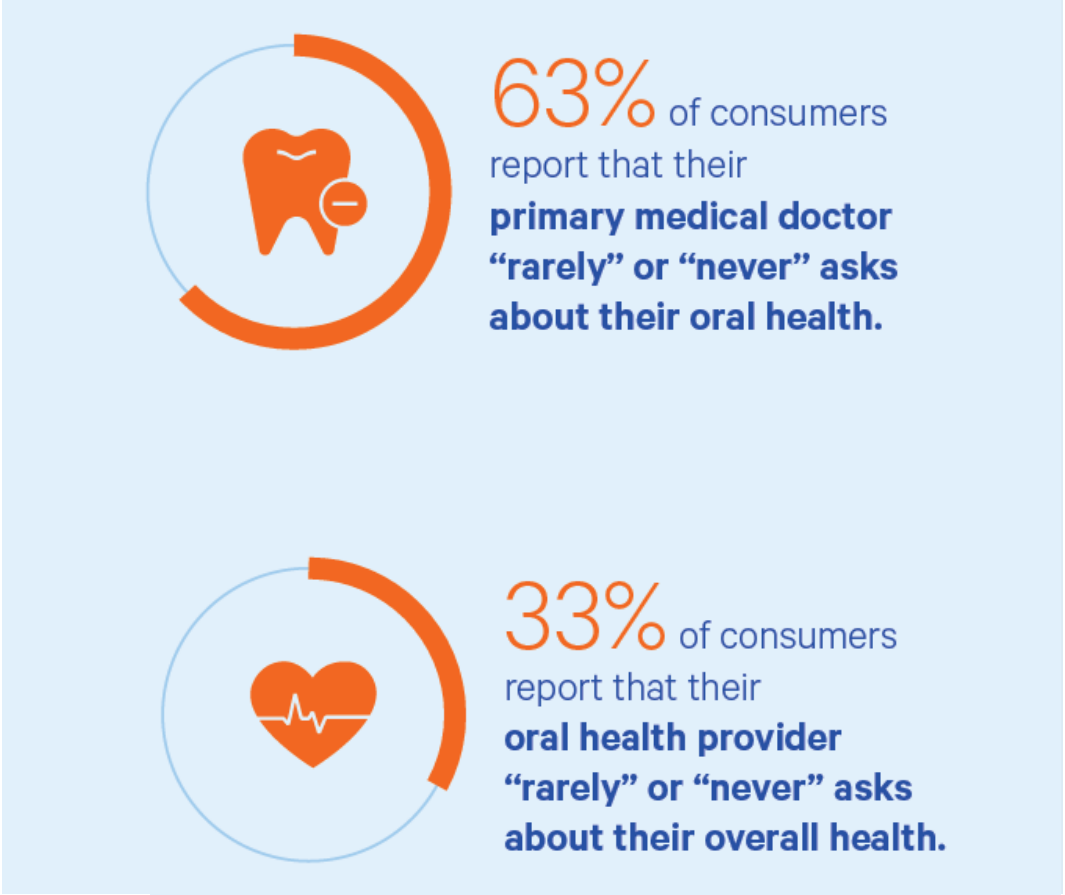
PANELISTS

Matthew Crandall
Vice President of Technology
MDRAN, Oral Health Solutions

Robyn Alongi
Health Program Planner
Sacramento County
Public Health

Medical-Dental Collaboration Is Uncommon

- **Less than a third** of consumers report **receiving general health screening from their oral health provider.**
- **A majority (89%)** of adults report never **receiving a referral from their oral health provider to a non-oral health professional.**
- **Almost a fourth (24%)** of participating oral health providers report **currently implementing interprofessional practice.**



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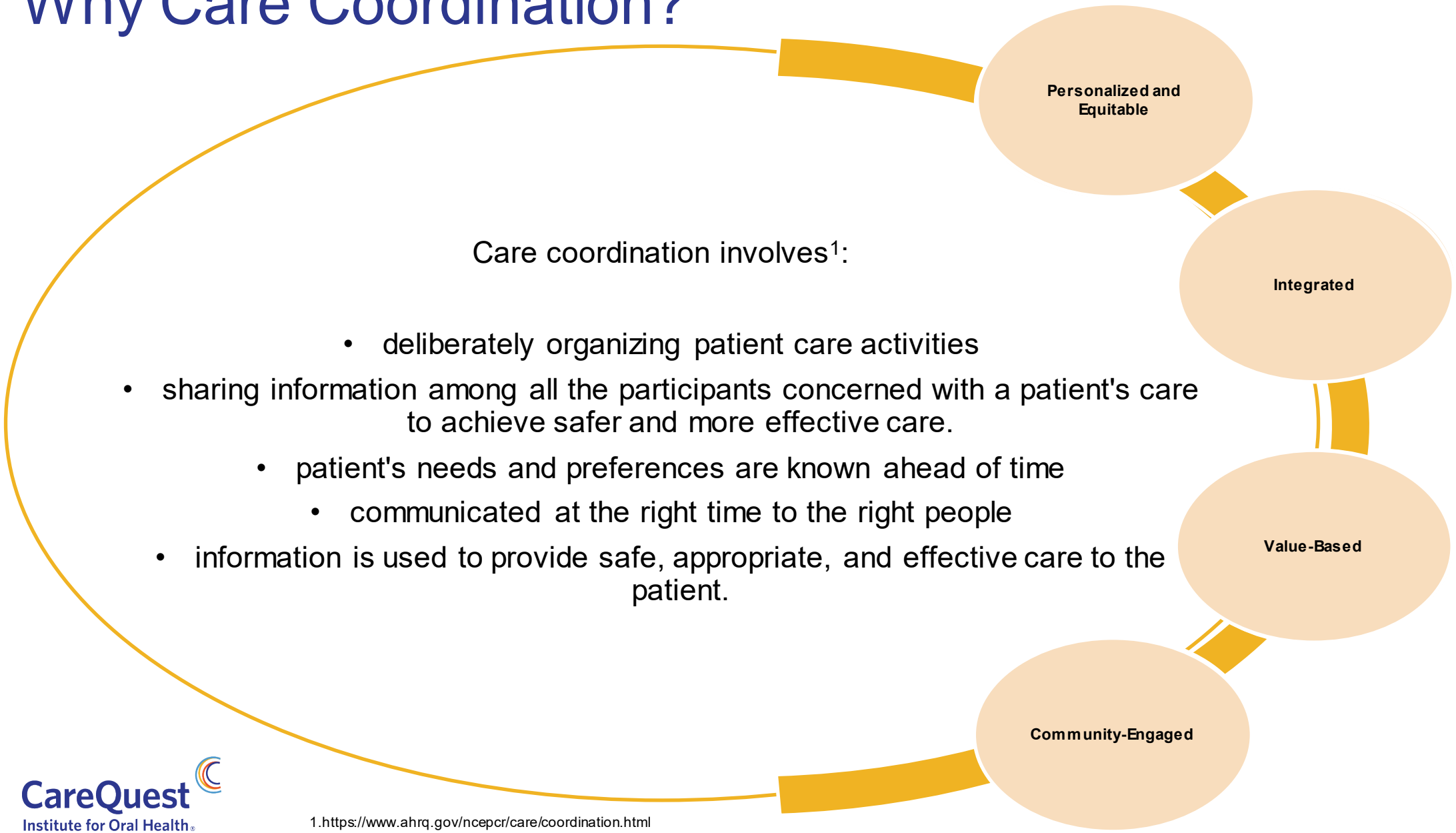
CareQuest Institute for Oral Health. Missed Connections: Providers and Consumers Want More Medical-Dental Integration Collaboration. Boston, MA; February 2022.

Why Care Coordination?

Care coordination involves[1]:

- deliberately organizing patient care activities
- sharing information among all the participants concerned with a patient's care to achieve safer and more effective care.
- patient's needs and preferences are known ahead of time
- communicated at the right time to the right people
- information is used to provide safe, appropriate, and effective care to the patient.



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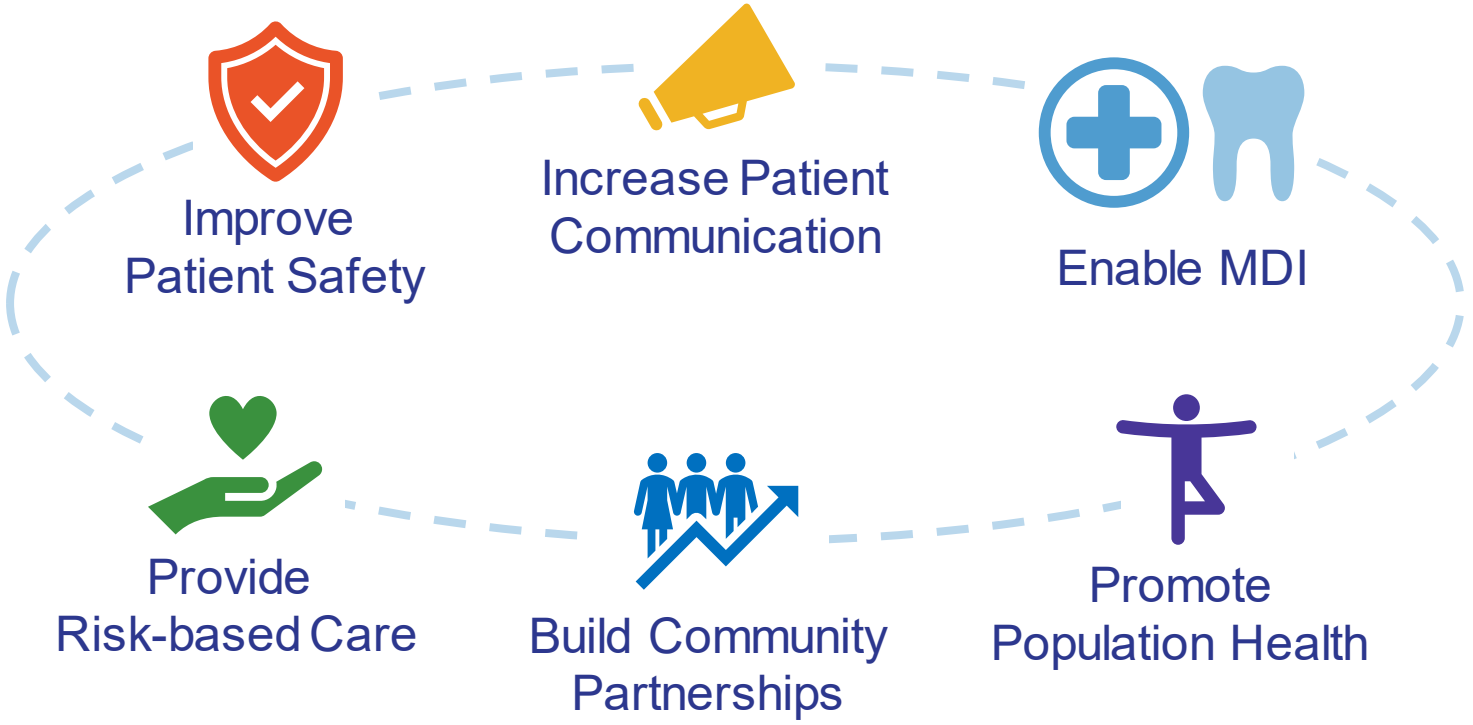
1.https://www.ahrq.gov/ncepcr/care/coordination.html

Improving Health Through Coordinating Care



68.5%

of providers could recall an instance when access to medical or dental information **would have improved care.**

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Simon L, Obadan-Udoh E, Yansane AI, et al. Improving Oral-Systemic Healthcare through the Interoperability of Electronic Medical and Dental Records: An Exploratory Study. *Appl Clin Inform*. 2019;10(3):367-376. doi:10.1055/s-0039-1688832

Medical Dental Referral and Navigation (MDRAN) System

Katie Andrew, EdM
Associate Director, Health
Children Now

CareQuest
Institute for Oral Health™

Medical Dental Referral and Navigation (MDRAN) System

Taking A Community-Based Approach to Care Coordination

March 10, 2022

Children Now

What I'll Cover

Overview of care coordination efforts in California's Dental Transformation Initiative

Origin Story: History of MDRAN & System Overview

Snapshot of Sacramento County

Looking Forward: Piloting MDRAN in a fee-for-service delivery system

The Problem

- Over 50% of CA kindergartners have experienced tooth decay & over 25% have untreated tooth decay
- Over 53% of CA's 9.1 million children are enrolled in Medi-Cal
- Medi-Cal Dental Program has historically experienced poor rates of utilization
- The Medi-Cal Program is complex and difficult to navigate

The Dental Transformation Initiative (DTI)

Part of state's Section 1115(a) Medicaid Waiver, Medi-Cal 2020.

Five-year initiative that ended in December 2020.

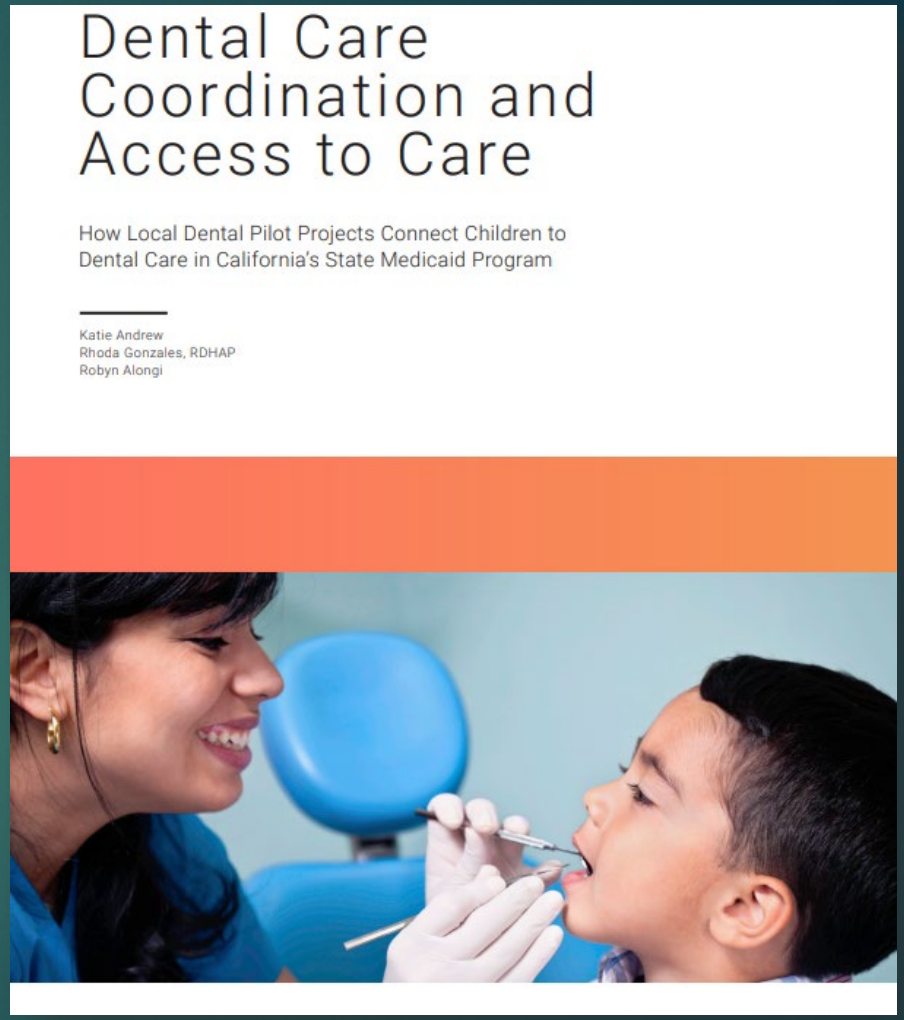
Aim to improve the Medi-Cal Dental Program by investing up to $740 million to increase access to dental care and utilization of preventive dental services for children ages 0-20.

Study Origin & Purpose

- Examine the elements of dental care coordination embedded within 12 of California's Dental Transformation Initiative (DTI) Local Dental Pilot Projects (LDPPs), part of the state's Section 1115(a) Medicaid Waiver.

Key Findings

- Partnerships with community organizations, providers, dental plans, and university and government entities are critical to success.
- Care coordination reduces no-shows, improves patient experience, and increases provider participation and satisfaction.
- System changes such as medical-dental integration and data sharing systems to bridge medical and dental providers are needed to increase access to dental care.
- Care coordination services offered in community settings such as schools, hospitals, WIC and Head Start sites eliminates one barrier to obtaining care.



MDRAN: History, Purpose, and Objectives

MDRAN connects systems of care for Medi-Cal members by facilitating and tracking referrals generated by physicians, school-based programs, and community-based organizations.

1

Increase the number of Medi-Cal members with an established dental home.

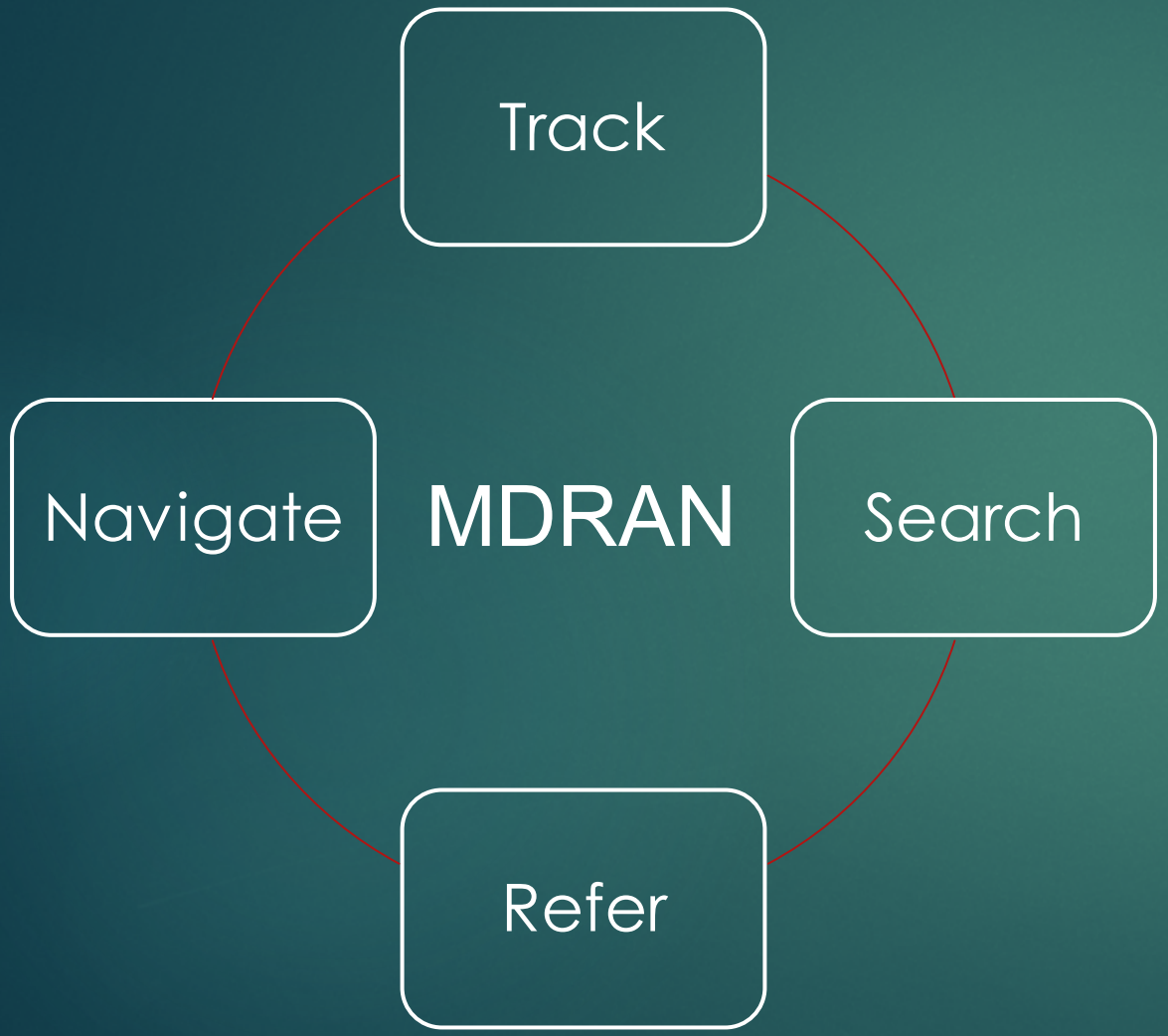
2

Increase the percentage of Medi-Cal members who receive preventive dental services.

3

Increase the number referrals to dentists that result in a dental visit.

MDRAN System Overview



- No cost
- Web-based
- HIPAA compliant
- Simple user enrollment
- Intuitive, user-friendly interface
- Requires minimal data entry

MDRAN System Overview

- Identifies Medi-Cal members who have not utilized their dental benefit in past 12 months
- Identifies the assigned Medi-Cal dental plan and dental provider*
- Can update patient/client contact information and note preferred language
- Shows dental encounter/claims history

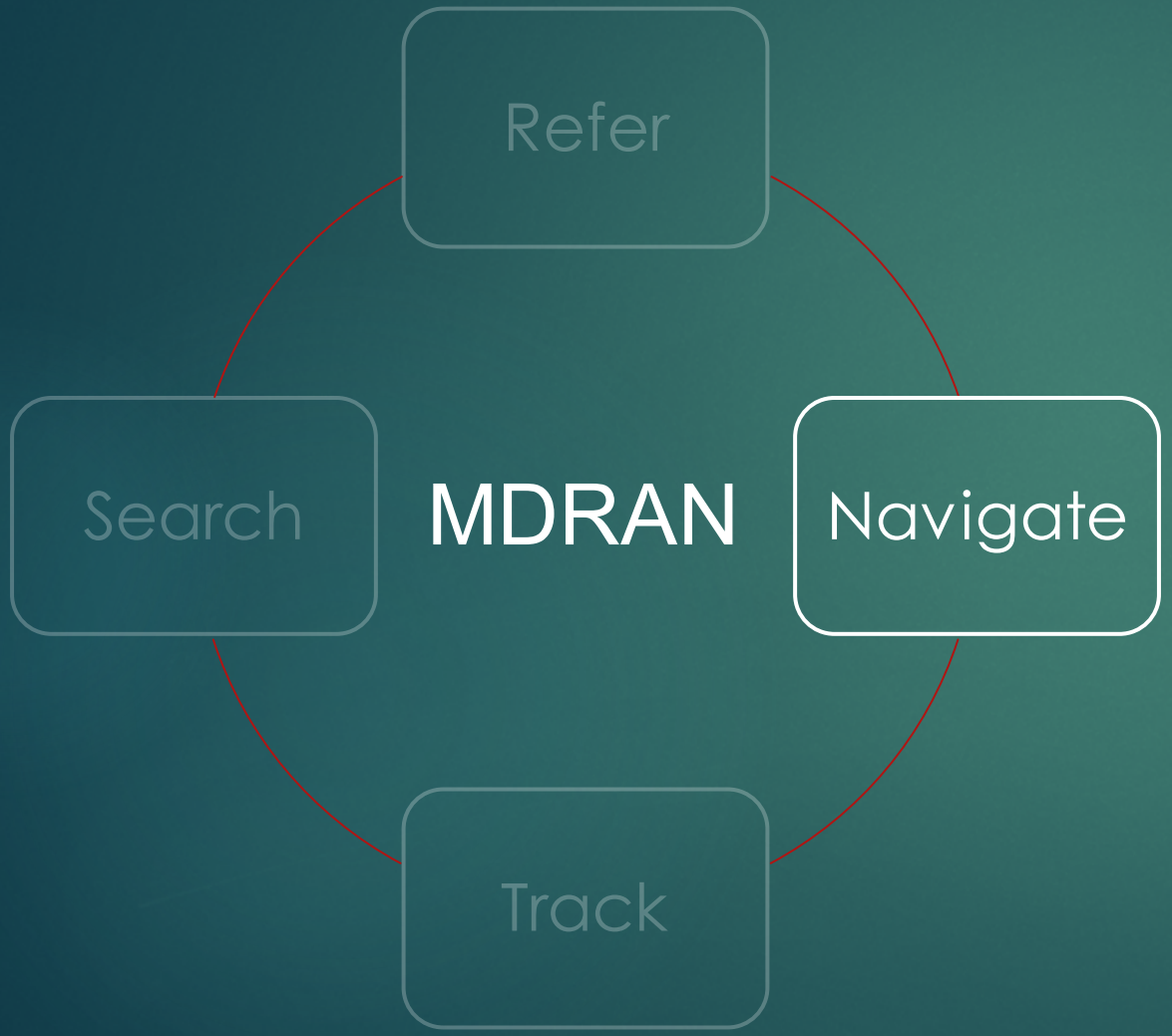
* Specific to dental managed care

MDRAN System Overview

- Uses system data to generate an auto-populated referral form
- Can note within referral:
  - visual assessment/urgency classification (urgency)
  - fluoride varnish application
  - dental sealant recommendation
  - special needs
  - foster youth
- Alerts care coordination team of referral to initiate care coordination supports

One referral = opportunity to connect entire family to care

MDRAN System Overview



Records care coordination supports:

- Appointments
- Translation/interpreter services
- Transportation
- Provider change
- Benefits and coverage assistance

MDRAN System Overview

- Monitors new data uploads for encounter/claims data activity to track referral from initiation to dental visit (i.e., successful referral)
- Notifies referring user of completion of dental visit

SEARCH

Medi-Cal ID

99778989483919

+ Fields

Nc

Search

MEDI-CAL ID	NAME	DOB	ADDRESS	TELEPHONE	UTILIZATION (PAST 12 NTHS)	FEE STRUCTURE
99778989483919	Hyacinth Mcdowell	10/18/2014	201 Sed St. Liévin 28850	8951046049	No	Managed Care

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Navigated by Plan | not set | Stop Tracking

Hyacinth Vernon Mcdowell

Last Updated: October 26, 2020

MedicalID:	99778989483919
Date of Birth:	10/18/2014
Sex:	Male
Telephone:	(895) 104-6049
Telephone:	(895) 104-6050
Address:	201 Sed St. Liévin, CA 28850

Other Patient Information

Best Contact Information

Click in the fields below to update information.

Full Name:	Jack McDowell
Telephone:	(916) 555-1234
Preferred Language:	Farsi

Special Needs

☑ Special Needs ☑ Foster Youth

Patient is autistic

Dental Provider

Dental Provider:	Yen Acosta Noel Richard
Office:	Fusce Company
NPI:	8631441406414
Address:	Ap #962-8710 Diam St. Orlando, CA 94593
Telephone:	(894) 612-1140
Dental Plan:	Hayfa
	Managed Care

Joe Smith | Referral Form

Claims

No claims.

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Save Print

MDRAN DENTAL REFERRAL

DATE: 05/27/2021

Patient Information

Hyacinth Vernon Mcdowell

Other

Best Contact Information

Name: Jack McDowell

Number: (916) 555-1234

Preferred Language: Farsi

Special Needs

- [x] Special Needs
- [x] Foster Youth

Patient is autistic

Dental Provider

Yen Acosta Noel Richard

Fake Clinic
20 Fake Street
Fakeville, CA 55555
(894) 612-1140

Dental Plan

Hayfa

Your Dental Plan can assist you with:

- Transportation arrangements
- Translation/interpreter services
- Changing dental providers
- Questions about benefits and coverage

Oral Health Assessment

- (•) 1) No obvious problem found; routine dental visit
- ( ) 2) Cavity; early dental care recommended
- ( ) 3) URGENT care needed; pain/swelling/possible infection noted

Fluoride Varnish/Sealant

- [ ] Fluoride Varnish Applied
- [ ] Sealants Recommended

Notes

Referring Provider: Joe Smith

Fake Clinic

(555) 555-5555

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TRACKED PATIENTS FOR CARE

Search | Search Table

Download CSV without Pagination

From 03/01/2022 To 03/01/2022

Urgency All | Navigation All | Status All | Utilization All

<< < 1 to 4 (4) > >>

Items per page 100

ID	Patient	Referral Date	Urgency	Referred By	Referred To	Link	Status	Navigation	Appointment	Utilization	Removal
120	Bethel Bins 3581741684560 (063) 109-9205 Keeling-Schultz **Best Contact** French Has special needs.	10/06/2021 11:46 PM	3	Any County, Child Protective Services John Smith, PHN radmin	Althea Rosenbaum Lindgren-Beer 36253 Weissnat Road Apt. 216, Beierside (579) 783-8913		Pending	NAVIGATOR	not set	Non Utilizer	Remove
138	Elnora Barrows 3383867734750 (964) 524-5846 Keeling Group	10/07/2021 04:00 PM	N/A	Rippin-Kuphal Felicity Rau	Jeffery Hoeger Haley, Torphy and Glover 48662 Joseph Lights Suite 153, Generalport (019) 548-0866		Pending	PATIENT	10/07/2021 5:00 PM	Utilizer	Remove
162	Janick Rath 6022109619031 (369) 945-2759 Hamill LLC	10/07/2021 04:00 PM	N/A	Rippin-Kuphal Felicity Rau	Newell Schowalter Monahan and Sons 31677 Jast Spur, North Gilbert (723) 976-4593		Pending	PLAN	10/06/2021 5:00 PM	Non Utilizer	Remove
233	Valentina Kirlin 5106603202157 (034) 930-1236	12/27/2021 10:28 AM	N/A	Blick, Hauck and Keeling Felicity Rau matthewc	Laron Konopelski MD Mosciski, O'Reilly and Padberg		Pending	PATIENT	not set	Non Utilizer	Remove

TRACKED PATIENTS FOR CARE

Search | Search Table

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From 03/01/2022 To 03/01/2022

Urgency All | Navigation All | Status All | Utilization All

<< < 1 to 1 (1) > >>

Items per page 100

ID	Patient	Referral Date	Urgency	Referred By	Referred To	Link	Status	Navigation	Appointment	Utilization	Removal
97	Hyacinth Mcdowell 4703107126890 (456) 188-0721 White-Padberg **Best Contact** Jack Mcdowell (916) 123-8888 Farsi Foster Youth Has special needs.	05/27/21 04:00 PM	N/A	Fake Clinic John Smith	Lewis Reynolds Dare and Sons 604 Gladys Plaza, South Nadia (423) 724-5541		New claims	PLAN	not set	Non Utilizer	Remove

Farsi

Special Needs

Special Needs Foster Youth

Patient is autistic

Dental Provider

Dental Provider:	Yen Acosta Noel Richard
Office:	Fusce Company
NPI:	8631441406414
Address:	Ap #962-8710 Diam St. Orlando, CA 94593
Telephone:	(894) 612-1140
Dental Plan:	Hayfa
	Managed Care

Joe Smith Referral Form

Claims

06/28/2021

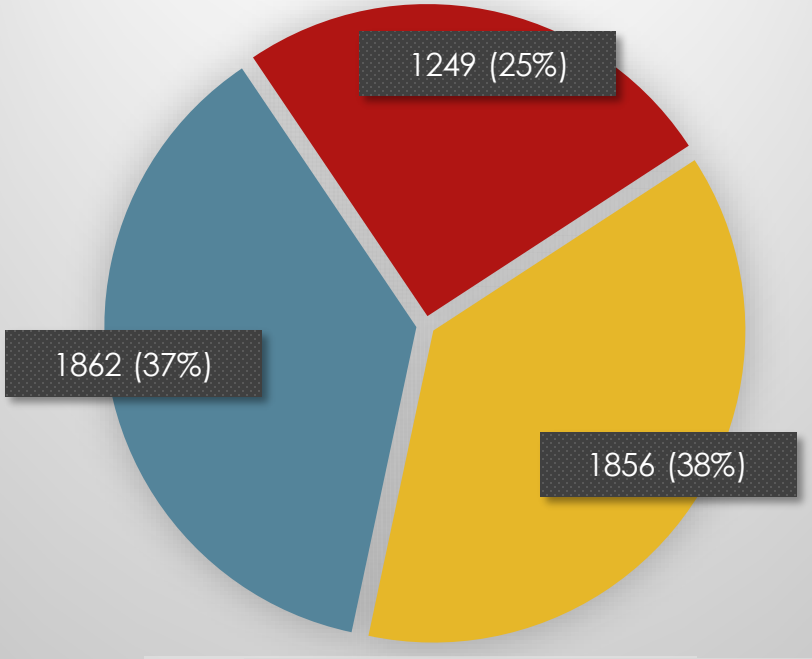
D1120 Prophylaxis (cleaning) - child

Referral in Less than One Minute

Sacramento MDRAN Data

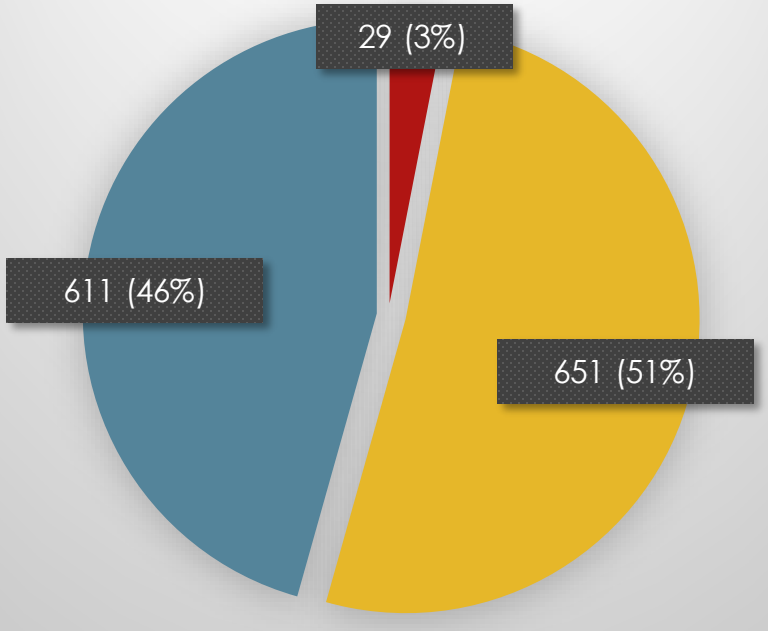
(Sep 2020- Jan 2022)

Referrals (4,968)

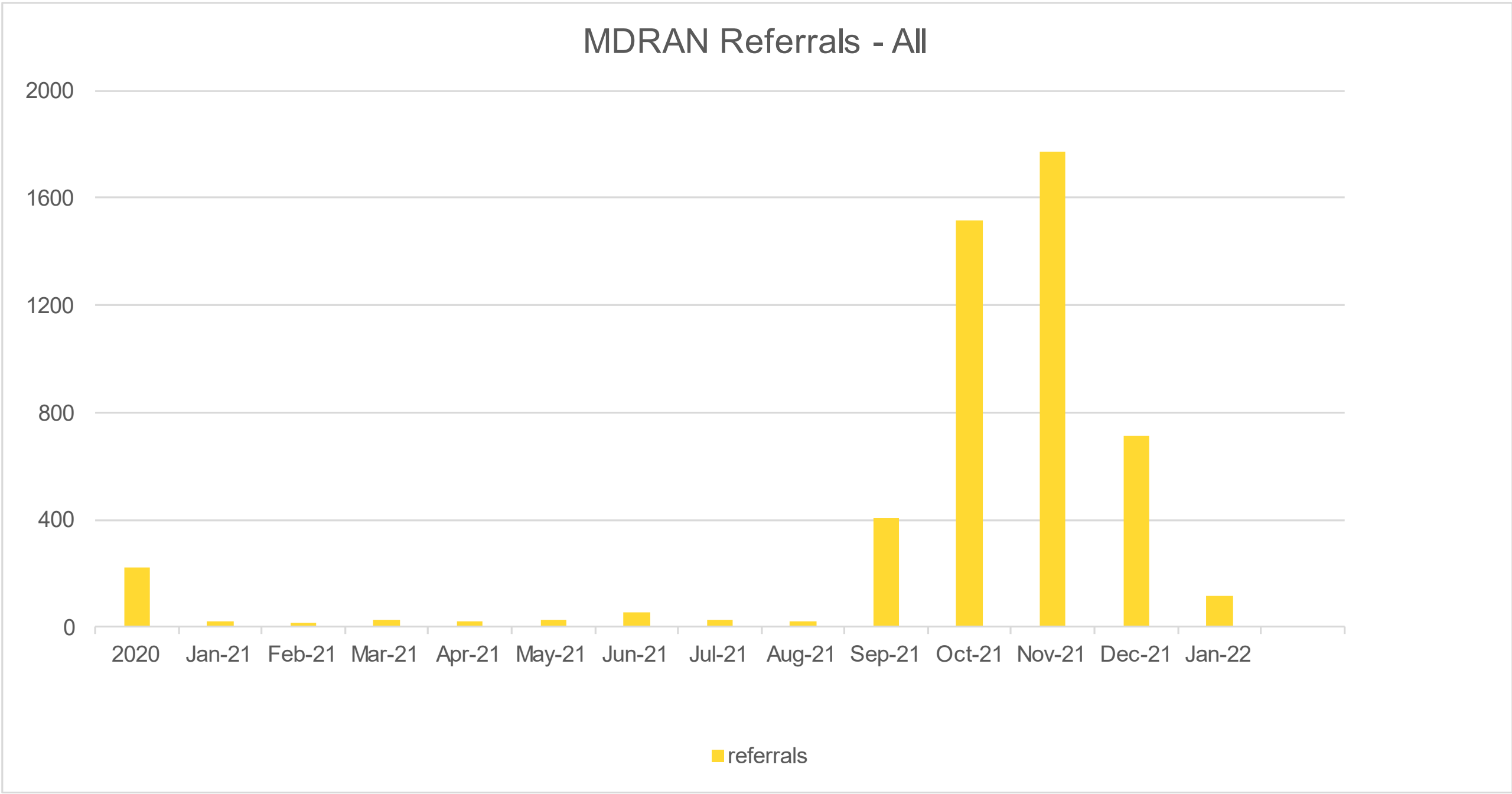


Dental Plan #1
Dental Plan #2
Dental Plan #3

Claims (1,292)



Dental Plan #1
Dental Plan #2
Dental Plan #3

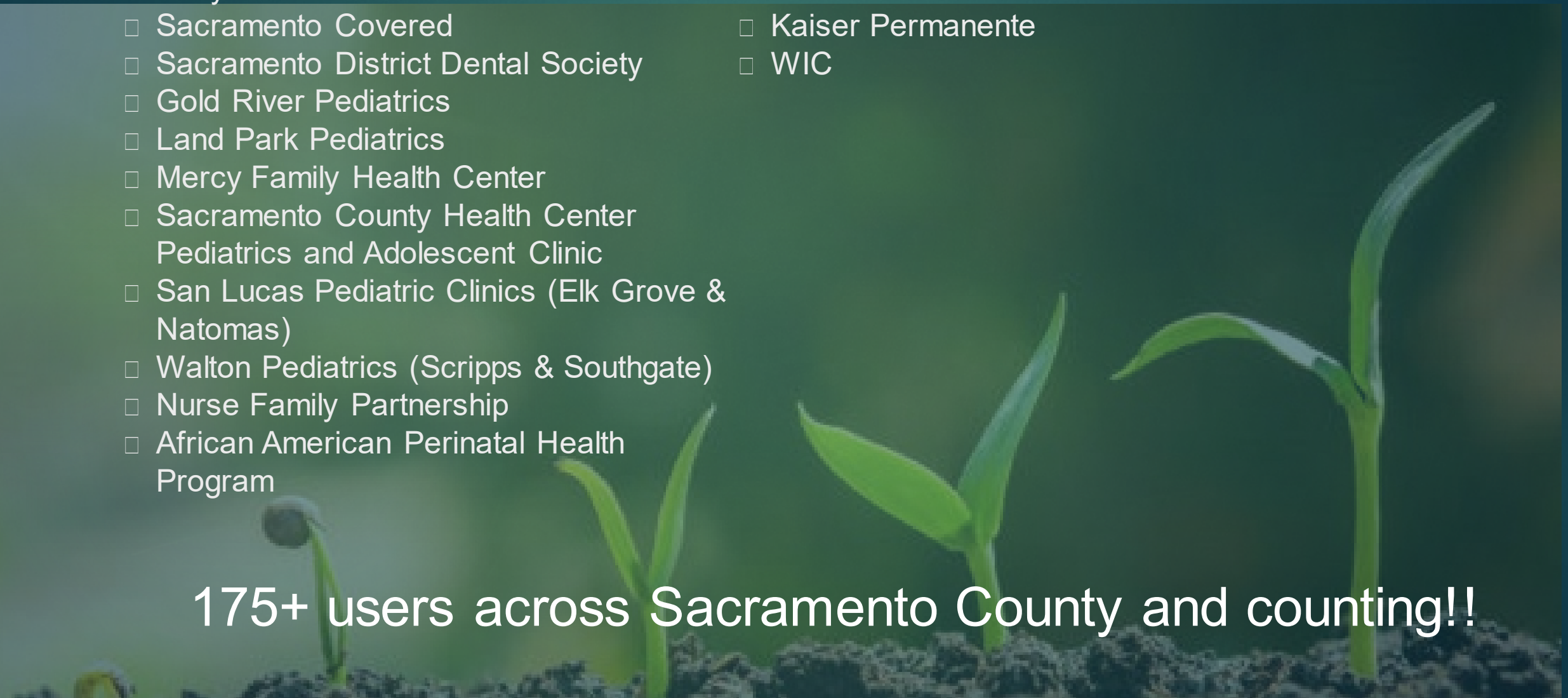

MDRAN Referrals - All
2000
1600
1200
800
400
0
2020
Jan-21
Feb-21
Mar-21
Apr-21
May-21
Jun-21
Jul-21
Aug-21
Sep-21
Oct-21
Nov-21
Dec-21
Jan-22
referrals

Month	Referrals	Claims	Claim % Month	Claim % Running
2020	222	122	56.3%	56.3%
Jan-21	22	11	50.0%	55.7%
Feb-21	18	7	38.9%	54.6%
Mar-21	26	12	46.2%	53.8%
Apr-21	21	9	47.6%	53.4%
May-21	29	14	55.2%	53.6%
Jun-21	56	20	37.5%	51.3%
Jul-21	27	9	33.3%	50.1%
Aug-21	20	4	25.0%	49.0%
Sep-21	406	130	38.9%	44.2%
Oct-21	1516	281	27.6%	33.5%
Nov-21	1775	198	20.9%	28.1%
Dec-21	714	31	17.1%	26.5%
Jan-22	117	8	6.8%	26.0%

Sacramento MDRAN Data: All Plans

Current MDRAN Users in Sacramento Co.

- Early Smiles Sacramento
- Sacramento Covered
- Sacramento District Dental Society
- Gold River Pediatrics
- Land Park Pediatrics
- Mercy Family Health Center
- Sacramento County Health Center Pediatrics and Adolescent Clinic
- San Lucas Pediatric Clinics (Elk Grove & Natomas)
- Walton Pediatrics (Scripps & Southgate)
- Nurse Family Partnership
- African American Perinatal Health Program
- Elk Grove Unified School District
- Kaiser Permanente
- WIC



175+ users across Sacramento County and counting!!

Piloting MDRAN in a FFS Delivery System

- System Modifications for FFS Delivery System
- Obtaining FFS Dental Data
- Engage SJ TEETH Care Coordinators
- Build Community Partnerships and Put Necessary Agreements in Place
- Train All Users and Care Coordinators on System
- Track and Share Data

Thank you!

Contact Information

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Today's Panelists

Rebekah Fiehn
CareQuest Institute for Oral Health

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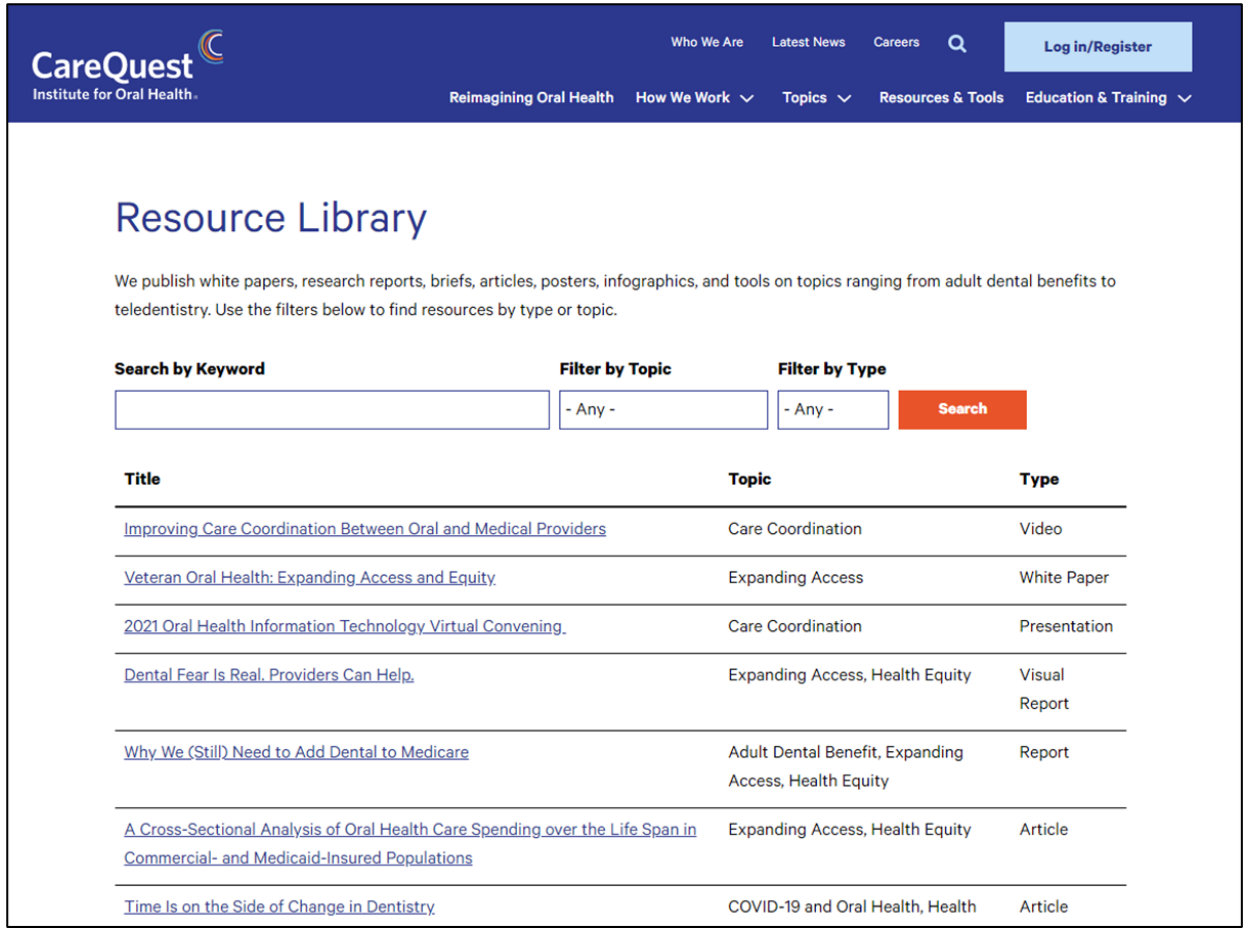
Matthew Crandall
Oral Health Solutions

Robyn Alongi
Sacramento County Public Health

Questions & Discussion

To Explore More Industry-Leading Research



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Webinar Evaluation

Complete the **evaluation by March 18** to receive CE credit.

Upcoming Webinars:

April 7, 2022 – 1 P.M. ET

Lasting Lessons from Pandemic Responses in Safety Net Dentistry

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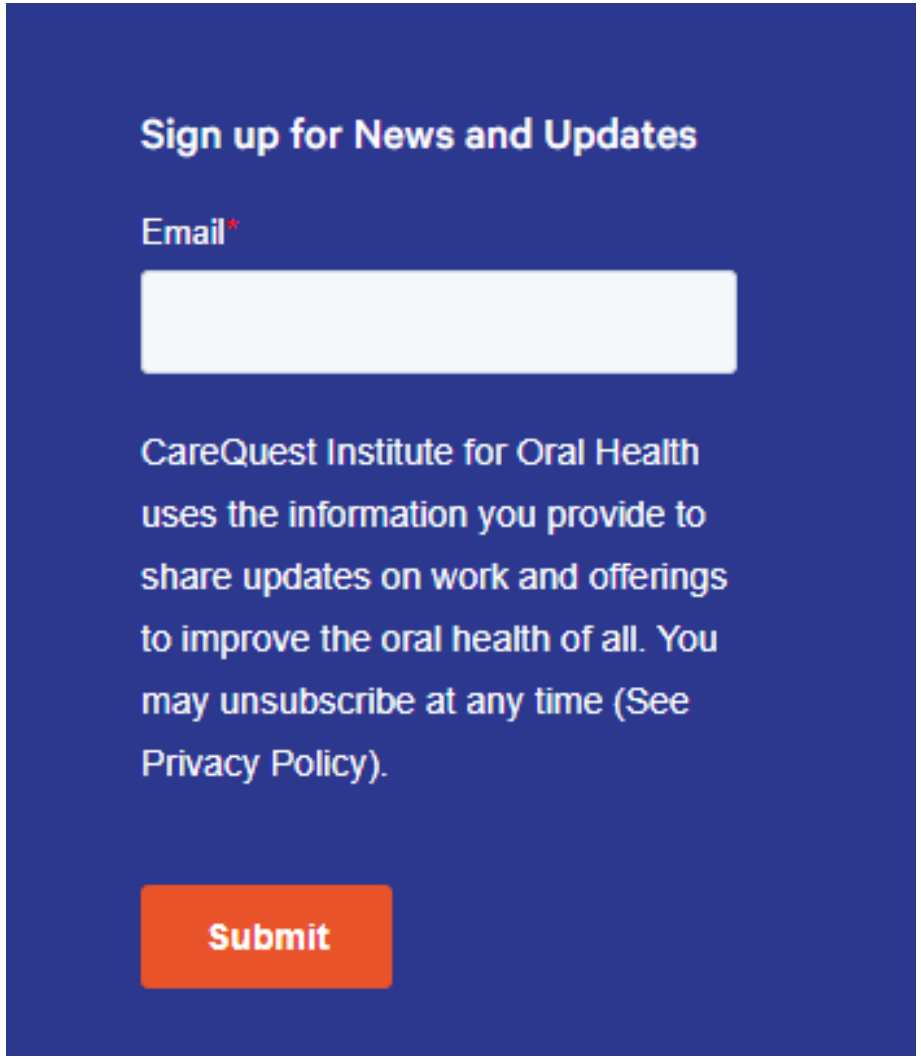

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