Florida Oral Health Alliance Result: All Florida children, youth and families have good oral health and well-being, especially those that are vulnerable.

Headline Indicator #1: Percentage of eligible Medicaid children ages 0-20 receiving any dental services

Data Source: Our headline indicator was taken from national and state CMS-416 form. Data for children ages 0-20 was retrieved for item 12a: CMS Total eligibles receiving any dental services. Data was retrieved between the years 2010-2014. For more information on form items: http://www.medicaid.gov/medicaid-chip-program-information/by-topics/benefits/downloads/cms-416-instructions.pdf

Headline Indicator #2: Percentage of eligible Medicaid children ages 0-20 receiving any preventive dental service

Data Source: Our headline indicator was taken from national and state CMS-416 form. Data for children ages 0-20 was retrieved for item 12b: CMS Total eligibles receiving any preventive dental services. Data was retrieved between the years 2010-2014. For more information on form items: http://www.medicaid.gov/medicaid-chip-program-information/by-topics/benefits/downloads/cms-416-instructions.pdf
Secondary Indicator: Number of pediatric preventable ER visits with oral health

Data development agenda: Pediatric ER Medicaid data


Story behind the baseline:

What positive factors have contributed to the baseline?

- Efforts on behalf of community organizations that focus on oral health
- School based services that provide oral care
- FQHC’s that focus on oral health while achieving oral health equity
- An increase in efforts throughout Florida to improve access to dental care
- Increase in awareness of the importance of oral health
- Grassroots efforts directed at improving oral health
- AHCA added an additional billing code so that health access settings can now bill Medicaid.
- The state has recognized poor results in Florida. On April 5, 2016, the court ordered the state to improve access and utilization to all health care services for children on Medicaid in Florida. This affects dental care in the following ways:
  - Study on network adequacy will be completed within three to six months.
  - AHCA will amend managed care contracts based on the study results.
  - Managed care companies will need to become more involved in outreach.
  - There will be increased state involvement in coalitions
  - AHCA will continue to implement State Oral Health Action Plan (SOHAP)
  - AHCA will commit to achieve its targets
- HB5101 that “Extends Florida KidCare coverage to lawfully-residing immigrant children, without a five-year waiting period, beginning on July 1, 2016.” This bill will provide additional enrollment opportunities into the Florida KidCare Program which includes health and dental benefits to children ages birth thru 18 years old. This will increase the number of children eligible for the Florida KidCare Program on July 1, 2016.

What negative factors have contributed to the baseline?

- An exclusion of certain populations, primarily undocumented population in state.
- Insufficient data of ER visits for basic care that did not receive preventative services.
- An increase of local and community initiatives but not many statewide initiatives.
- A limited reimbursement system that pays for treatments but not for preventative services.
• An ineffective and realistic oral health policy focus in the state.
• A lack of integration between physical medicine and oral health
• Health education does not include how oral health connects to overall health
• An isolated approach between private providers and public collaborative efforts.
• A lack of follow up case management systems for patients and members, continuation of care, and post-op.
• Inadequate number of providers in care network and access points.
• There is a lack of consistent collaboration and disparity from partners and stakeholders.
• Low or poor oral health literacy exists. There is a need to increase parental education and overall oral health literacy.
• Available dental services are not being accessed.
• There is a need to work consistently and improve the data.
• Payment to dentists (fees) for preventative services is low which leads to a lack of quality providers.
• Inadequate funding does not provide access to services which leads to a low number of providers, lack of coverage, and benefits.
• Limited pool of money for Medicaid that has to be used effectively and that has led to fraud
• Lack of asset maps that capture known resources and services locations
• Fragmented knowledge especially about advocacy and outreach
• Competing priorities have reduced access to oral health care (example – competing priorities in schools, parents have competing priorities (life getting in the way) – have reduced ability for them to get access).
• Dental office/clinic hours do not meet needs. If closed during evenings and weekends – not seeing a lot of children
• Some dentists will not treat special needs patients because the dentists 1) not trained and 2) no enhanced payment for this through Medicaid. (FQHCs receive an enhanced rate for Medicaid and accept walk-ins and sliding scale fees, but many families cannot afford sliding scale)
• Health plans are required by the state to find dental care for consumers “in a timely manner” which includes 30 days non-emergent and 1-2 days for urgent needs.
• Stakeholders who are involved with oral health consumers do not know how the dental care system works. They need an orientation on how Medicaid system works. Benefits vary from company to company.
• Some parents are fearful of fluoride which is a part of in-school oral health services.
• There is a lack of cultural competency among people working at insurance companies, Medicaid agency and dental offices who are informing people about benefits and making appointments.
• People answering phones for insurance companies and Medicaid do not know the importance of oral health.
• Consumers are not aware of what is available to them (interpreters, transportation to appointments, etc.).
• Confusion exists over mandated requirements for the gross dental exam requirements and forms for health screenings for school entry.
• Preventive care is not considered in some cultures.
• Families are stressed and worrying about fulfilling basic needs such as food and housing, priorities that compete with oral health care.

Story behind the baseline: Prioritized factors
• Lack of understanding of importance of preventive care and value of oral health (parents and legislators)
• Lack of information regarding available services and how to access them
• There are available dental health services that are not being accessed.
• Inadequate funding does not provide access to services which leads to a low number of providers, lack of coverage, and benefits.
• There is a lack of consistent collaboration from partners and stakeholders, including oral health understanding by legislators
• Services are not meeting the needs of the population, including special needs and children needing special procedures
• There is a lack of real time data that can identify which patients need dental care. Data is needed at the patient level.
Partners: Who are the partners that have a role to play to address the prioritized factors?

<table>
<thead>
<tr>
<th>AHCA</th>
<th>Community centers</th>
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<tbody>
<tr>
<td>School boards</td>
<td>Public health education campaigns (FDOH)</td>
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<tr>
<td>School nurses</td>
<td>Parents</td>
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<tr>
<td>HMO/Insurance companies</td>
<td>Pediatrics</td>
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<td>Professional associations</td>
<td>Florida Association of Insurance Plans</td>
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<td>Florida Association of Insurance Plans</td>
<td>Florida School Based Health Alliance</td>
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<td>Medical health plans</td>
<td>Florida Hospital Association</td>
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<tr>
<td>Florida’s Trust</td>
<td>The Children’s Trust</td>
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<td>Children’s services councils</td>
<td>Regional, state or local medical societies</td>
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<tr>
<td>Chamber of Commerce - Employers</td>
<td>Faith-based organizations</td>
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<tr>
<td>Nonprofits</td>
<td>Florida Association of Community Health Centers</td>
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<tr>
<td>United Way</td>
<td>Florida Dental Hygiene Association</td>
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<tr>
<td>Florida Area Health Education Centers</td>
<td>Catholic councils</td>
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<td>NAACP</td>
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</table>

What works to turn the curve?

- Collaboration among stakeholders including legislators
- Use of best practices used by other states
- Implementation of dental programs through advocacy and education
- Grassroots mobilization of community members to develop and promote greater awareness of the importance of good oral health
- Partnerships with FQHC’s providing oral health
- Literacy and education for women with infants.
- All successful school based oral health services
- Martin County 2007 – 2010 school-based screening program
- Emergency department oral health referral programs
- Integration of oral health into primary care
  - Includes having dental hygienist in pediatricians’ offices to provide fluoride varnish and dental care referrals

The group is researching these interventions to determine impact:

- Required dental exams for school entry
- Replicable strategies from other fields (tobacco, breast cancer awareness)

What worked in Texas:

- Medicaid provided transportation
- Dental carve out plan
- Increased reimbursement rates resulted in more dentists accepting Medicaid
- “Buy in” of dental association
- Collaboration between dental association and state department of health
## What do we propose to do?

<table>
<thead>
<tr>
<th>Focus area</th>
<th>Prioritized factor</th>
<th>Strategy idea</th>
<th>What Works: Evidenced-based Best practice</th>
<th>Partners</th>
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</thead>
<tbody>
<tr>
<td>Oral Health Education</td>
<td>Lack of understanding about the importance of preventive care (including legislators)</td>
<td>Improve 2-3 year-old participation by increasing engagement and training of non-dental workforce in placement of fluoride varnish application <strong>Utilize online trainings including but not limited to the American Academy of Pediatrics, the University of Florida School of Dentistry, Nova Southeastern University School of Dental Medicine</strong></td>
<td>Smiles Across Miami is a local effort led by the Nova Southeastern University School of Medicine and funded by the Children’s Trust. <a href="http://media.news.health.ufl.edu/misc/cod-oralhealth/docs/conferences/2015OHF/Present/TP2OHFSmiles.pdf">http://media.news.health.ufl.edu/misc/cod-oralhealth/docs/conferences/2015OHF/Present/TP2OHFSmiles.pdf</a></td>
<td>Nova Southeastern University School of Dental Medicine</td>
</tr>
</tbody>
</table>
| Oral Health Education | Lack of understanding about the importance of preventive care (including legislators) | Increase oral health knowledge in low utilization counties by partnering with community stakeholders to maximize local resources.  
- Focus on counties with both a higher volume of Medicaid-eligible children and low utilization  
- Partner with managed care companies to leverage their outreach to increase oral health education in low utilization counties  
- Partner with schools in order | Incorporation of interprofessional training about oral health: Innovations in Oral Health Toolkit: [http://www.northeastern.edu/oralhealth/toolkit/](http://www.northeastern.edu/oralhealth/toolkit/)  
The Smiles for Life online program is quite extensive and thorough for interprofessional training and CEUs: [http://www.smilesforlifeoralhealth.org/buildcontent.aspx?tut=555&pagekey=62948&cbreceipt=0](http://www.smilesforlifeoralhealth.org/buildcontent.aspx?tut=555&pagekey=62948&cbreceipt=0) | Health Departments Managed care companies School districts |
| Oral health education | Lack of understanding about the importance of preventive care (including legislators) | Create and consistently implement the message in the community for parents and guardians regarding the importance of oral health prevention and how it relates to educational attainment.  
- Explore best practices for successful oral health campaigns (Ex: Children’s Dental Health Project)  
- Identify what exists in Florida and nationally (Ex: MORE Health in Tampa provides oral health education in the schools, HHHH) | Children’s Dental Health Project  
Florida Dental Association  
Workforce Development  
Florida Chamber of Commerce  
Florida Department of Education  
Cell phone carriers  
School based Health Alliances  
MORE Health  
Florida Association of Community Health Centers (FACHC)  
Make Healthy Happen  
Miami-Dade campaign  
Tampa Bay Health Care Collaborative  
Catalyst Miami |
| Oral health education | Lack of understanding of importance of preventive care and value of oral health (parents and legislators) | **Encourage and incentive the provision of inter-professional education regarding oral health. HHHH  
This includes four types of education:  
1. Patients/consumer education: 1) information about the importance of oral health 2) information regarding dental benefits and how to access services  
2. Education for legislators to increase their awareness of oral health.** | Nova Southeastern University (model)  
Academic institutions  
Medical providers (Pediatricians, OB/GYN, nurses)  
The Children’s Trust  
Children’s services councils  
Regional, state or Local medical societies  
Medical health plans  
Smiles Across Miami is a local effort led by the Nova Southeastern University School of Medicine and funded by the Children’s Trust.  
[http://media.news.health.ufl.edu/misc/cod-oralhealth/docs/conferences/2015OHF/Present/TP2OHFSmiles.pdf](http://media.news.health.ufl.edu/misc/cod-oralhealth/docs/conferences/2015OHF/Present/TP2OHFSmiles.pdf)  
Incorporation of interprofessional training about oral health: Innovations in Oral Health Toolkit:  
[http://www.northeastern.edu/oralhealth/toolkit/](http://www.northeastern.edu/oralhealth/toolkit/) |
<table>
<thead>
<tr>
<th>Barriers to care</th>
<th>Services are not meeting the needs of the population</th>
<th>Lack of information regarding available services and how to access them</th>
<th>Develop ER diversion programs</th>
<th>From the ASTDD website: Emergency Department Referral Programs for Non-traumatic Dental Conditions <a href="http://www.astdd.org/emergency-department-referral-programs-for-non-traumatic-dental-conditions">http://www.astdd.org/emergency-department-referral-programs-for-non-traumatic-dental-conditions</a></th>
<th><a href="http://www.astdd.org/bestpractices/bpa-emergency-department-referral-programs-for-non-traumatic-dental-conditions.pdf">http://www.astdd.org/bestpractices/bpa-emergency-department-referral-programs-for-non-traumatic-dental-conditions.pdf</a></th>
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<td><a href="http://www.nnoha.org/events/annual-conference/presentation-archives/presentation-">http://www.nnoha.org/events/annual-conference/presentation-archives/presentation-</a></td>
<td>Local partners as identified by the community which may include:</td>
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<td>Employers</td>
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<tr>
<td>Barriers to oral health care</td>
<td>Lack of information regarding available services and how to access them</td>
<td>Services are not meeting the needs of the population</td>
<td>Improve patient access to dental care (including managed care programs) by:</td>
<td>Partnerships with FQHC’s providing oral health.</td>
<td><a href="http://www.nnoha.org/events/annual-conference/presentation-archives/presentation-">http://www.nnoha.org/events/annual-conference/presentation-archives/presentation-</a></td>
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</tbody>
</table>
| | | | | | Oral health education and training for medical professionals [http://www2.aap.org/commpeds/docs/oralhealth/EducationAndTraining.html](http://www2.aap.org/commpeds/docs/oralhealth/EducationAndTraining.html) | Florida hospital associations Medicaid Health plans Florida Dental Association AHCA Florida Association of Community Health Centers (FACHC)
<table>
<thead>
<tr>
<th>Barriers to oral health care Policy</th>
<th>Services are not meeting the needs of the population</th>
<th>Integrate oral health providers into primary care/pediatricians’ offices so that children can receive medical and dental treatment in the same day.</th>
<th>U.S. Health Resource Services Administration (HRSA) integration of oral health into primary care: <a href="http://www.hrsa.gov/publichealth/clinical/oralhealth/primarycare/">http://www.hrsa.gov/publichealth/clinical/oralhealth/primarycare/</a></th>
<th>Florida Chapter of American Academy of Pediatrics (FL-AAP)</th>
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<tr>
<td>meeting the needs of the population</td>
<td>Lack of understanding about the importance of preventive care (including legislators)</td>
<td>(professional) that train other healthcare professionals.</td>
<td>materials/promising-practice-sessions/</td>
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<tr>
<td>Lack of information regarding available services and how to access them</td>
<td>There is a lack of consistent collaboration from partners and stakeholders, including oral health understanding by legislators.</td>
<td>• Increased utilization among pediatricians, licensed social workers, WIC, Healthy Mothers programs.</td>
<td><a href="http://www.nnoha.org/resources/5607-2/workforce-innovation-to-increase-access-to-dental-care/">http://www.nnoha.org/resources/5607-2/workforce-innovation-to-increase-access-to-dental-care/</a></td>
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<td>• Increasing family, caregiver, and community knowledge of available services and how to access them by creating local “champions” within the education system, faith-based, community health organizations, technology, and medical providers.</td>
<td><a href="http://www.nnoha.org/resources/access-to-care/partnerships/">http://www.nnoha.org/resources/access-to-care/partnerships/</a></td>
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<td><a href="http://www.nnoha.org/events/annual-conference/presentation-archives/presentation-materials/promising-practice-sessions/first-tooth/">http://www.nnoha.org/events/annual-conference/presentation-archives/presentation-materials/promising-practice-sessions/first-tooth/</a></td>
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<td>Heroes Hospitals Faith-based organizations Nonprofits</td>
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<td>AHCA Oral health coordinator (several sites) American Academy of Pediatricians Florida Academy of Pediatric Dentistry Florida Dental Association Florida College of Emergency Physicians Medical Societies Florida Association of Community Health Centers (FACHC) United Way Florida Dental Hygiene Association Florida Area Health Education Centers Catholic councils NAACP Tribal council</td>
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</tr>
</tbody>
</table>
| Barriers to oral health care | Advocates for mandatory oral health exams for school entry  
- Promote use of existing school health form to suggest oral health exams prior to entry  
- Research existing statutes and rules that in other states that require mandatory oral health exams and screening | Advocate for mandatory oral health exams for school entry  
- Promote use of existing school health form to suggest oral health exams prior to entry  
- Research existing statutes and rules that in other states that require mandatory oral health exams and screening | American Academy of Pediatric Dentists (AAPD) recommendations for school oral health exams  
http://www.aapd.org/media/policies_guidelines/p_schoolexms.pdf  
Children’s Dental Health Project:  
https://www.cdhp.org/blog/375-putting-school-screenings-in-context  
2014 Florida Department of Health initiative: “Sealing Sunny Smiles Across Florida”  
Martin County 2007 – 2010 school-based screening program  
Need more information  
School-based dental sealant programs:  
http://www.cdc.gov/oralhealth/dental SEALANT_PROGRAM/index.htm  
http://www.astdd.org/school-based-dental-sealant-programs/  
Florida mobile dental units: |
|---|---|---|
| Services are not meeting the needs of the population, including special needs and children needing special procedures  
Lack of understanding about the importance of preventive care (including legislators) | Services are not meeting the needs of the population, including special needs and children needing special procedures  
Lack of understanding about the importance of preventive care (including legislators) | Services are not meeting the needs of the population, including special needs and children needing special procedures  
Lack of understanding about the importance of preventive care (including legislators) | Florida Department of Health  
Florida Department of Education  
Florida Association of Counties  
Florida Association of Community Health Centers  
County Health Departments  
Florida Dental Hygiene Association  
Florida Dental Association |
| Lack of information regarding available services and how to access them  
There are available dental health services that are not being accessed. | Lack of information regarding available services and how to access them  
There are available dental health services that are not being accessed. | Lack of information regarding available services and how to access them  
There are available dental health services that are not being accessed. | Florida Department of Health  
Florida Department of Education |
<table>
<thead>
<tr>
<th>Need for increased funding for oral health</th>
<th>Inadequate funding does not provide access to services which leads to a low number of providers, lack of coverage, and benefits.</th>
<th>Change reimbursement model by promoting medical management of caries (pay for performance/wellness) in the dental delivery system. HHHH</th>
<th>Pay for performance reimbursement models <a href="http://www.ada.org/~/media/ADA/Science%20and%20Research/Files/Snyder.pdf?la=en">http://www.ada.org/~/media/ADA/Science%20and%20Research/Files/Snyder.pdf?la=en</a></th>
<th>Funders (Medicaid system) Foundations Dental providers DentaQuest Florida Dental Association Elected officials Governor Academic institutions (universities)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Need for increased funding for oral health</td>
<td>Inadequate funding does not provide access to services which leads to a low number of providers, lack of coverage, and benefits.</td>
<td>AHCA change fee schedule to reallocate funds to incentivize prevention HHHH</td>
<td>Briefs on value-based reimbursement: <a href="http://www.nnoha.org/nmoha-content/uploads/2015/12/Role-of-Value-Based-Reimbursement-in-the-Dental-Safety-Net.pdf">http://www.nnoha.org/nmoha-content/uploads/2015/12/Role-of-Value-Based-Reimbursement-in-the-Dental-Safety-Net.pdf</a> <a href="http://www.ada.org/~/media/ADA/Science%20and%20Research/HPI/Files/HPIBrief_0615_1.pdf?la=en">http://www.ada.org/~/media/ADA/Science%20and%20Research/HPI/Files/HPIBrief_0615_1.pdf?la=en</a></td>
<td>Managed care companies Florida Dental Association AHCA</td>
</tr>
<tr>
<td>Improved data collection</td>
<td>There is a lack of real time data that can identify which patients need dental care. Data is needed at patient level</td>
<td>Establish real time data collection system to include sharing between plans, medical and dental, schools. This will support outcome-based payment systems that are being implemented in medical. NOT RATED</td>
<td>Health Choice Network</td>
<td></td>
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</tbody>
</table>