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

Meeting Results:
By the end of this meeting participants will have:
- Shared understanding of updated data on children’s oral health
- Deepened understanding of the Alliance progress to date, partner alignment
- Completed the Florida Oral Health Alliance strategic plan
- Shared understanding of each partner’s role in implementing the Alliance plan
- Decision regarding the Florida Oral Health Alliance subcommittee infrastructure for the next year
- Introduction to program performance measures for the Alliance

<table>
<thead>
<tr>
<th>Meeting participants</th>
<th>Organization</th>
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<tbody>
<tr>
<td>Philippe Bilger</td>
<td>Florida Department of Health (FDOH)</td>
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<tr>
<td>Sabine Dulcio</td>
<td>Children’s Trust</td>
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<td>Juliette Fabian</td>
<td>Children’s Trust</td>
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<tr>
<td>Doug Manning</td>
<td>DentaQuest</td>
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<tr>
<td>Krista Wagner</td>
<td>Dental Health &amp; Wellness</td>
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<tr>
<td>Socrates Aguayo</td>
<td>AmeriGroup</td>
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<td><strong>Tampa Bay virtual participants</strong></td>
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<tr>
<td>Carrie Hepburn</td>
<td>Tampa Bay Healthcare Collaborative</td>
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<tr>
<td>Betty Gilbert</td>
<td>Liberty Dental Plan</td>
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<tr>
<td>Deborah Foote</td>
<td>Consultant</td>
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<tr>
<td><strong>Tallahassee virtual participants (afternoon only)</strong></td>
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<tr>
<td>Jena Grignon</td>
<td>Florida Healthy Kids Corporation</td>
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<tr>
<td>Anne Swerlick</td>
<td>Florida CHAIN</td>
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<tr>
<td>Megan Weiland</td>
<td>Florida Agency for Health Care Administration (AHCA)</td>
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<tr>
<td>Ben Browning</td>
<td>Florida Association of Community Health Centers</td>
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<tr>
<td>Casey Stoutamire</td>
<td>Florida Dental Association</td>
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<td><strong>Project Staff</strong></td>
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<tr>
<td>Deitre Epps</td>
<td>Results Leadership Group, LLC</td>
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<tr>
<td>Christine Hom</td>
<td>FIHI</td>
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<tr>
<td>Danielle Lewald</td>
<td>FIHI</td>
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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

![Graph showing percentage of eligible Medicaid children ages 0-20 receiving any dental services from 2011 to 2015.]

*Source: Florida Form CMS-416 line 12a data retrieved in August 2016 from the Florida Institute for Health Innovation.*

**Headline Indicator #2:** Percentage of eligible Medicaid children ages 1-20 receiving any preventive dental service

![Graph showing percentage of eligible Medicaid children ages 1-20 receiving preventive dental services from 2011 to 2015.]

*Source: Florida Form CMS-416 line 12b minus <1 data retrieved in August 2016 from the Florida Institute for Health Innovation.*

**Turn the Curve™ Thinking: An overview of the FOHA plan**

- Using Results-Based Accountability (RBA) Framework, think about partners that have core groups in other areas; how can the plan be shared with others and how can we come up with local actions to move the work forward across the next year? Think about others who may not be aware of the plan yet.
- These strategies have leverage to improve this data. They’re feasible, affordable and likely to be implemented in the next few years, and fit with the values of the people of FL and the organizations you work with.

**Updates to Data Development Agenda:**

- Indicators that you recognize you would like to have data on because it’s important to your work, but the data doesn’t currently exist.
Number of children that received free dental services (no claims)
- Within Medicaid system you must be a Medicaid provider for the data to count. Number of children that receive Medicaid-eligible dental services that aren’t counted—unaccounted dental services.
  - Update: Number of children that received unaccounted dental services (no claims)

CDT codes (billing codes)
- Looking at the specific/types of services.
  - Update: Number and types of services provided by CDT code (billing codes)

No-show rates (KEEP AS IS)
- Practice management tool that doesn’t really apply to what we’re doing here.
- There’s value in capturing to understand why they are not showing up.

Utilization rates (REMOVE)
- By individual and providers (AHCA provides). Already exists.

Services provided by non-dentist or someone not supervised by a dentist (REMOVE)
- Already exists (CMS 416 data set already collects).

Other non-Medicaid eligible children and youth that received dental services
- Comparison data; how many children in general are receiving services. Already being collected.
- Define non-Medicaid—Private, employee-sponsored. Number and type of specific dental services. Make more consistent to see that it’s a comparison.
  - Update: Other non-Medicaid (eg. Private, employee-sponsored) eligible children and youth that received any dental services

ADD:
- Other non-Medicaid eligible (eg. Private, employee-sponsored) children and youth that received any preventive dental services
- ICD-10 Codes
  - ICD-10 codes/diagnostic codes tell you what the diagnosis was. Can match the diagnosis with the treatment to ensure the child received the treatment according to diagnosis.

Story Behind the Baseline: Review of Prioritized Factors
- A baseline within RBA: What would be the forecast in the next 3-5 years if everything stayed the same as it is now?
  - Slight increase and then plateau. On MMA side, medical plan is at risk if these measures are not met. Innovative strategies being used (e.g. $20 gift cards to family members to bring them in). If investment continues, expect forecast to go up because of attention and investments from plans.

- What % of children do you want to receive care that is eligible in FL?
  - Look at national data: 55-60% nationally (how many children in general are receiving oral health care)

Partner Alignment with the Alliance
What are other existing work that aligns with strategies and the work you just reviewed?

FDOH: Dr. Bilger
Focus areas:
- Trying to increase the number school-based sealant programs in county schools
- Work with school nurses to increase use of fluoride varnishes
Barriers:
- 6-7 counties, 2 have grants looking into ER diversion/accepting patients from ERs
- Outreach: work with MMAs, participating in their outreach efforts; local county-level effort.
- Expand school sealant programs (sealing sunny smiles)
- Looking at different dental hygiene models; working with senior centers, disabled community.

Increased funding for cost efficient models:
- New tech like silver d. fluoride
- Extending teledentistry

Data collection:
- Contracts working with dental hygienists to do surveillance programs; have report online now for HS and third grade; dental disease prevalence based on ASTBB screen protocol.
- Dental hygienists work force reports every 2 years that includes data from a survey to dental hygienists upon licensure

FL Healthy Kids: Jena
FL Kid Care: work with children’s medicaid, medikids, children’s medical services, FL healthy Kids. Make sure all children in state of FL have coverage: health and general care.
- Healthy Kids: in charge of marketing and outreach efforts state-wide
- Nearly 6.4 million children covered by kid care and 377,000+ still uninsured
- Enrollment is open year-round

Community partners:
- Orange County, West Palm, Miami Dade, Duvall, Hillsborough
- Back-to-school grantees work year-round to assist families in completing applications, help find healthcare providers, help schedule routine appointments, ensure they get their medical card; ensure they work with dentists in community, work with providers, bring tooth brushes and tooth paste and floss to events.

Barriers:
- Being able to get to a dentist
- Contract services with USF, working together to get coverage across the state. New dental campaign for CHIP program and Medicaid, Families USA.
- Community calendar includes outreach calendar and events statewide
  - Miami: one of the biggest baby showers; back to school events; Jacksonville: dental van; opportunity to submit an event to post online

How can we ID where uninsured group is?
- New zip code data: Shows kids under 18 who are uninsured in rural and large areas.
- Families don’t know where to go for coverage, don’t know how to make appointments; education is key. Getting kids involved in understanding how important it is.

Questions:
- Dr. Manning: During enrollment process it could help to know which school they go to in order to identify where dental vans should go out and where programs should be implemented.

- Is Miami Dade on the list of your community partners?
  - Jena: Have a back-to-school grantee; also work with coalitions that help find folks in your area.
  - Live Healthy Little Havana is working on getting youth covered with healthcare because of recent changes in statute around kids that can be covered with residency.
  - New law: Lawfully residing immigrant children became eligible July 1. Eliminates 5-year ban for those who are lawfully residing.
    - How will the new law impact children receiving dental services?
      - Include in story behind the data
Florida CHAIN: Anne
- Visit FloridaChain.org
- Focus: Communications network; getting info out to a broad network of policy makers, consumers, providers; email list of 8500 people.

Ways FL CHAIN can help FOHA:
- Getting plan and messaging out and telling people how they can stay plugged in.
- ID interested parents for consumer advisory committee through putting out a solicitation to our communications network.

Florida Medicaid: Megan
Two main initiatives:
- PIP check-ins: Performance improvement project; increase utilization of preventive dental benefits (recognize deficiency in utilization); consulted with CMS to develop 4 teams who met with managed care plans. Developed internal training.
  Results:
  o Established rapport with each of the plans’ quality teams. Got a better understanding of the overall process. Shared ideas that each health plan had with others; organizational conferences; introduced QI tools. Learned that plans are doing a lot more work than what they are documenting in PIP and monitoring data much more frequently (weekly, monthly). Shared with FDOH, health services advisory group, helped to increase more utilization of school-based sealant programs.
- Consumer engagement campaign: recipients are not aware of the dental benefit, how to find a dentist, that transportation is available.
  o Developed a user-friendly webpage. Florida Medicaid, dental care for your health. Launched social media campaign (FB and Twitter); links back to consumer-friendly webpage.
  o Developed a stakeholder social media campaign packet
    ▪ Important that we continue to collaborate and share what best practices are in oral health. Help expand school-based oral health programs. Oral health integration with primary care.
    ▪ Concern with social media campaign tracking. How can we be sure that the messages we’re putting out there are getting to our target audience?
      - Add to performance measures

What do we propose to do?
Form Subcommittees:
- Barriers to oral health care (Krista Wagner; Socrates Aguayo; Doug Manning; Anne Swerlick; Betty Gilbert)
- Oral health education and community engagement (Philippe Bilger; Megan Weiland; Sabine Dulcio; Juliette Fabian)
- Data
  o Include policy as agenda item for each
  o FOHA will have to hold one another accountable to ensure that policy is a part of the conversation.

Commitment to Action:
- Where would your work most fit (after looking at pages 13-15 of the plan)?
- What is your individual role and role as an Alliance partner in moving each of the strategies forward?
  o Example:
    ▪ Possible actions by FL CHAIN: Identify parents for Oral Health Consumer Advisory Council

Homework:
- Pick a strategy idea that best aligns with your work and how you will move it forward.
- Partner with someone to have the biggest impact possible. Could be strategy or action idea.
- Complete between now and next meeting (Sept. 23).
- Reference/review: High Action, High Alignment handout