# Slide 1: HCFA Health Care For All Massachusetts

**Oral Health and One Care:**   
*Opportunities for improvement*

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# **Slide 2:** Introductions

* Samantha Jordan, *Oral Health Director*
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# Slide 3: Health Care For All

* **Direct Service**: Free consumer HelpLine
* **Community**: Outreach and organizing
* **Policy**: Advocacy and coalitions

[Health Care For All website](http://www.hcfama.org/)

Health Care for All (HCFA) advocates for health justice in Massachusetts by working to promote health equity and ensure coverage and access for all.

# Slide 4: Oral Health Advocacy Taskforce (OHAT)

* Created in 2002 in response to state budget cuts to MassHealth adult dental services
* Broad-based statewide coalition of consumers, advocates, health care professionals, academics, and insurers
* **Improve oral health for all persons in the Commonwealth**

# Slide 5: Oral Health Care is Not Accessible

Reasons for Not Visiting the Dentist More Frequently, Among Those Without a Visit in the Last 12 Months

Cost is the top reason regardless of income, age, or source of dental benefits.

Trouble finding a dentist is a close second among adults with Medicaid dental benefits.

**Note**: the following percentages are shown on bar graphs on this slide.

* Cost - 55%
* Afraid of Dentist - 28%
* Inconvenient Location or Time - 14%
* Trouble Finding a Dentist - 10%
* No Original Teeth - 22%
* No Perceived Need - 7%
* No Reason - 4%
* Other - 6%

**Source**: American Dental Association, Health Policy Institute, MA Data, 2015

# Slide 6: Oral Health Care is Not Affordable

Unmet Health Care Need Due to Cost in the Family Over the Past 12 Months  
2021

**Note**: the following percentages are shown on bar graphs on this slide.

* Any unmet need due to cost of care - 31.2%
* Unmet need: dental care - 19.2%
* Unmet need: specialist care - 10.5%
* Unmet need: vision care - 10.2%
* Unmet need: doctor care - 9.7%
* Ever went without prescription drugs - 9.4%
* Unmet need: mental health care or counseling - 8.3%
* Unmet need: NP/PA/midwife care - 5.9%
* Unmet need: medical equipment - 5.4%
* Unmet need: substance use care or treatment - 1.3%

Dental care is the **most common unmet health care need** among Massachusetts residents.

Higher than specialist care, vision care, and prescription drugs

**Source**: CHIA Massachusetts Health Insurance Survey, July 2022

# **Slide 7:** Pandemic worsened dental access disparities

**Note**: The following information is shown in a bubble diagram on this slide.

The Frequency (bubble width) and Cost of the Behavioral Management Code for Dental Medicaid Members with Intellectual and Developmental Disabilities

Year (measured by March 1 of year – end of February of next year) *and* Amount of Paid D9920 Claims in Millions

2015 22,037

2016 20,426

2017 18,497

2018 18.780

On 10/1/18, the Medicaid reimbursement for this code was increased from $43 to $86.

2019 18,973 “Pre-COVID” Year 3/1/19 – 2/29/20

2020 1,934 COVID Impact Year 3/1/20 – 2/28/21

2021 7,908 Recovery Year: 3/1/21 – 2/28/22

2022 10,908

As of 6/1/22, Medicaid allows up to 12 units of D9920 to be prior authorized and used with 36 months.

**Source**: MA Department of Public Health, Office of Oral Health

# Slide 8: MassHealth Dental Providers – 1,620 Locations

**Note**: this slide shows a map of Massachusetts and portions of the surrounding states with purple dots indicating the 1,620 locations of the MassHealth dental providers. Most of the providers are in the greater Boston area and on the North Shore and South Shore of Boston. The other providers are in Southeastern, Central and Western regions, and on Cape Cod and the Islands.

**Source**: MassHealth, 2022

# Slide 9: Community Health Center Dental Clinics – 56 locations

**Note**: this slide shows a map of Massachusetts and portions of the surrounding states with purple dots indicating the 56 locations of the Community Health Center Dental Clinics. Most of the clinics are in Boston with another concentration in the Springfield area. The remainder of the clinics are spread out throughout the state from Western Massachusetts to Cape Cod. There are no clinics on the Islands.

**Source**: MassHealth, 2022

# Slide 10: HelpLine Oral Health Concerns

* Difficulty finding a MassHealth Dentist
* Particularly for consumers who are best served in a language other than English or have an accent
* Special needs adults

# Slide 11: Coalition and Community Concerns

* **\*\*Cost\*\***
* Need for **more MassHealth dental providers**
* **Accessibility** of dental care
* Need for increased **language access and cultural humility** among providers
* Desire for **oral health integration**
* Need for more oral health **outreach and education**
* Meeting community members **“where they are”** at churches, schools, and in the community

# Slide 12: MassHealth 1115 Waiver renewal

* Includes new oral health integration efforts
* Primary care requirements for:
  + **Oral health screening and referral** for all attributed members
  + **Fluoride Varnish** for pediatric patients under the age 6
* **Quality measure**: Fluoride varnish application 2x/year for children under the age 21

# Slide 13: Considerations for One Care

* Oral health training for care coordinators
* Encourage primary care to integrate oral health
  + Screening, referral, education
  + Interventions: FV, SDF
  + Home visits
* Network adequacy
  + Time until next available appointment, routine and urgent
  + Accessibility
* Quality measurement
  + D9920 Behavior Management code utilization
  + Dental visit utilization (any dental visit, preventive dental visit)
* Enhanced preventive dental benefits based on caries risk assessment or medical diagnosis
  + 3-4 dental cleanings a year
* Outreach to members and providers
  + Partner with community-based organizations

# Slide 14: Thank you

**Note**: this slide contains a photo of rustic wooden boards nailed to a post with a blue sky and fluffy clouds in the background. Each board has an arrow-shape at one end – one has the word “Questions” pointing to the right and the other has the word “Answers” on it and is pointing to the left.