



## Newsletter

October 29<sup>th</sup>

### Access to Dental Care

Capitol Dental Care is committed to providing timely access to dental care. In order to ensure that our members can access appropriate dental care in reasonable time frames, starting in January 2020, OHA requires that our providers have appointments available for the following appointment types:

- Urgent/Emergent Care: appointments available same day or next day
- Pregnant members: appointments available within 4 weeks
- All members (general dentistry): appointments available within 8 weeks

Over the coming weeks, you may be contacted by a Capitol Dental Care representative who will collect information about your appointment availability.

### Credentialing

In order to ensure the best quality of care and service to our members, Capitol Dental Care must credential all dentists and denturists who provide dental care to our members. All providers must complete the credentialing process prior to providing care to our members. Providers who deliver care before the credentialing process is complete will only be paid at DMAP rates, rather than on Capitol's standard fee schedules. If you are an existing provider, and would like to add a provider to your location, please advise us of the desired changes prior to having the new provider see our members. Our Credentialing Coordinator, Leslie Marshall, is available to assist with any credentialing questions. She can be reached at [providers@capitoldentalcare.com](mailto:providers@capitoldentalcare.com).

### Member Services Emails

PRE AUTHORIZATIONS:

[DMTures@Capitoldentalcare.com](mailto:DMTures@Capitoldentalcare.com) – any type of denture PA

[GA@Capitoldentalcare.com](mailto:GA@Capitoldentalcare.com) – this includes in office GA and Hospital GA requests

[PA@Capitoldentalcare.com](mailto:PA@Capitoldentalcare.com) – this will include any Hygiene, Endo, Crown or OS

SPECIALTY REFERRALS:

[Pedoreferrals@Capitoldentalcare.com](mailto:Pedoreferrals@Capitoldentalcare.com) – All Pedo referrals

[EndoPerioreferrals@Capitoldentalcare.com](mailto:EndoPerioreferrals@Capitoldentalcare.com) – All Endo and Perio Referrals

[OSDenturereferrals@Capitoldentalcare.com](mailto:OSDenturereferrals@Capitoldentalcare.com) – All OS and Denture Referrals

INTERPRETER SERVICES:

[Interpreter@Capitoldentalcare.com](mailto:Interpreter@Capitoldentalcare.com) - All Interpreter Requests

### **Looking Forward to 2020**

Capitol Dental Care thanks its dental partners for the partnership and efforts to meet the dental metrics each year. There are some exciting changes to the metric set for 2020 that we would like you to know about. We will be closely monitoring each of these metrics throughout the year and will be reaching out to our dental partners to ensure that minimal levels of care are being met for members in each of the following categories.

**Prevention metric:** The dental sealant metric is being replaced by a broader prevention metric. This metric measures the percentage of our members who receive a preventive oral health service (CDT codes D1000-D1999) during the 2020 measurement period. There are a lot of different services included in this code set, including sealants, SDF, fluoride varnish, tobacco cessation, and prophylaxis. The target age group includes 1-5 and 6-14 year olds.

**Oral evaluation for Diabetics:** This metric is being carried forward from 2019. This metric measures the percentage of our adult Diabetic members who have an exam during the 2020 measurement period. The codes that count for this metric include D0120 (periodic exam), D0150 (comprehensive exam), and D0180 (exam by a periodontist). This metric is very important because it reinforces the importance of medical-dental integration and highlights the linkage between oral health and systemic health.

**Oral assessments for foster children:** This metric is continuing from 2019. This metric measures the percentage of children placed into DHS custody who have an oral assessment within 60 days of initial placement. The codes that count for this metric include D0100-D0199. We have case workers dedicated to monitoring this metric. You may receive a call from one of our Capitol Dental Care case workers with a request to see a foster child within a short time frame. Please remember that we have a limited window to assess these children and be careful not to cancel or reschedule this important visit once scheduled.

### **Trauma Informed Care CE**

CDC statistics on abuse and violence in the United States are sobering. They report that one in four children experiences some sort of maltreatment (physical, sexual, or emotional abuse). One in four women has experienced domestic violence. In addition, one in five women and one in 71 men have experienced rape at some point in their lives — 12% of these women and 30% of these men were younger than 10 years old when they were raped. This means a very large number of people have experienced serious trauma at some point in their lives. Capitol Dental Care encourages all dental providers to complete Trauma Informed Care training, so that we may all have the skills and tools to work with patients who have experienced trauma in their lives.

We are offering live CE courses on the following dates:

- Monday December 2, 2019 in Medford
- Tuesday December 3, 2019 in Salem

If you would like to attend, please reach out to [ClarkT@interdent.com](mailto:ClarkT@interdent.com).

Alternatively, Trauma Informed Oregon has an Introduction to TIC course available via [Online Training Modules](https://traumainformedoregon.org/tic-intro-training-modules/). <https://traumainformedoregon.org/tic-intro-training-modules/>

### **Crown Coverage**

We receive many questions about the OHP coverage package for full coverage crowns. Full crowns are only covered in the following circumstances:

- The member is pregnant or under age 21,
- There is significant loss of clinical crown and documented evidence that no other restoration will restore function, and
- The crown-to-root ratio is 50:50 or better and the tooth is restorable without other surgical procedures.
- The following limitations apply:
  - A. Covered crowns only include resin-based composite crowns (D2710 and D2712) and porcelain fused to metal crowns (D2751 and D2752).
  - B. Limited to teeth numbers 6-11, 22 and 27 ONLY.
  - C. Only for clients at least 16 years old.
  - D. Prosthetic treatment is limited until caries activity is arrested and a period of adequate oral hygiene and periodontal stability is demonstrated.

Please submit preauthorization prior to performing these services.

Core buildups (D2950) are only covered only when a buildup is necessary to retain a cast restoration due to extensive loss of tooth structure from caries or a fracture (less than 50% of the tooth structure must be remaining). **Buildups are only covered when done in conjunction with an approved crown.**