

Medical Dental Referral and Navigation System MDRAN

A large majority of Medi-Cal members do not utilize their dental benefit and many need care coordination support to help them navigate the system. The Medical Dental Referral and Navigation system (MDRAN) is a web-based app developed by Oral Health Solutions to increase access to dental care for the Medi-Cal population. It uses a “No Wrong Door” approach providing Medi-Cal serving community-based organizations, governmental agencies and healthcare providers an easy, **no cost** way to refer Medi-Cal beneficiaries to a dental provider. MDRAN referrals are sent in real-time for **expert care coordination** to facilitate making an appropriate dental appointment as well as providing the support, such as transportation and interpretation services, that many beneficiaries need to receive dental care.

MDRAN has been operating successfully in Sacramento County since late 2020. The latest full year of data (2022) shows that 12,450 MDRAN referrals were made (nearly a 300% increase over 2021). Of those, 69% had a successful referral (completed a dental visit). Notably, in terms of preventive services, 12,272 fluoride applications were made, and 1,944 sealants were placed. In 2023, MDRAN is currently on track to break 16,000 referrals.

MDRAN is a secure, HIPAA compliant, web-based application that allows users to:

- 1 Determine if a Medi-Cal member has had a dental visit within the past year.
- 2 Generate an auto-populated referral form connecting Medi-Cal members to dental care coordination and their dental provider with one click.
- 3 Receive a notification when the referral results in a dental visit and is complete.

For a demonstration of MDRAN and/or for more information contact:

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Medical Dental Referral and Navigation (MDRAN) System Overview

by Oral Health Solutions

