

# Share & Learn: Highlighting LOHP Care Coordination Models

November 21, 2024

## **Speakers**

Lisa Berens & Khadijat Alli, COHTAC at UCSF

Erika Oseguera, Harleen Sethi & Maria Ortiz-Padilla, Contra Costa LOHP

Carmen Cuevas, Ventura LOHP

Arash Aslami & Nandita Yasmin, Alameda LOHP

Adrianna Alcala-Beshara & Dana Durham, Department of Health Care Services

## **Facilitator**

Aubri Kottek, COHTAC at UCSF

# Housekeeping

- Meeting is being recorded and will be posted on the COHTAC website and YouTube channel – follow up materials and recording link will be emailed
- Questions, comments, and resource sharing are welcomed in the chat box and will be answered at the end of the presentations – please stay muted until called on
- As always, we appreciate your feedback – please take a minute at the end to complete our evaluation survey
- **Disclaimer: The presentations today are the content of the speakers and do not necessarily represent the views or opinions of the California Department of Public Health, California Health and Human Services Agency, Office of Oral Health, or the California Oral Health Technical Assistance Center (COHTAC)**

# Learning Objectives & Agenda

## Objectives

- Learn real-world best practices from LOHPs implementing dental care coordination strategies in their counties
- Understand how to utilize the Medi-Cal Dental care coordination referral form and CHW dental benefit (D9994)
- Consider how to adopt strategies, tools, and resources to strengthen dental care coordination locally

## Agenda

- Welcome and overview – [Aubri Kottek](#)
- COHTAC care coordination overview – [Lisa Berens & Khadijat Alli](#)
- LOHP care coordination models
  - Contra Costa – [Erika Oseguera, Harleen Sethi & Maria Ortiz-Padilla](#)
  - Ventura – [Carmen Cuevas](#)
  - Alameda – [Arash Aslami & Nandita Yasmin](#)
- Medi-Cal Dental care coordination resources – [Adrianna Alcalá-Beshara & Dana Durham](#)



# LOHP Care Coordination Models

Lisa Berens & Khadijat Alli

# Dental Care Coordination

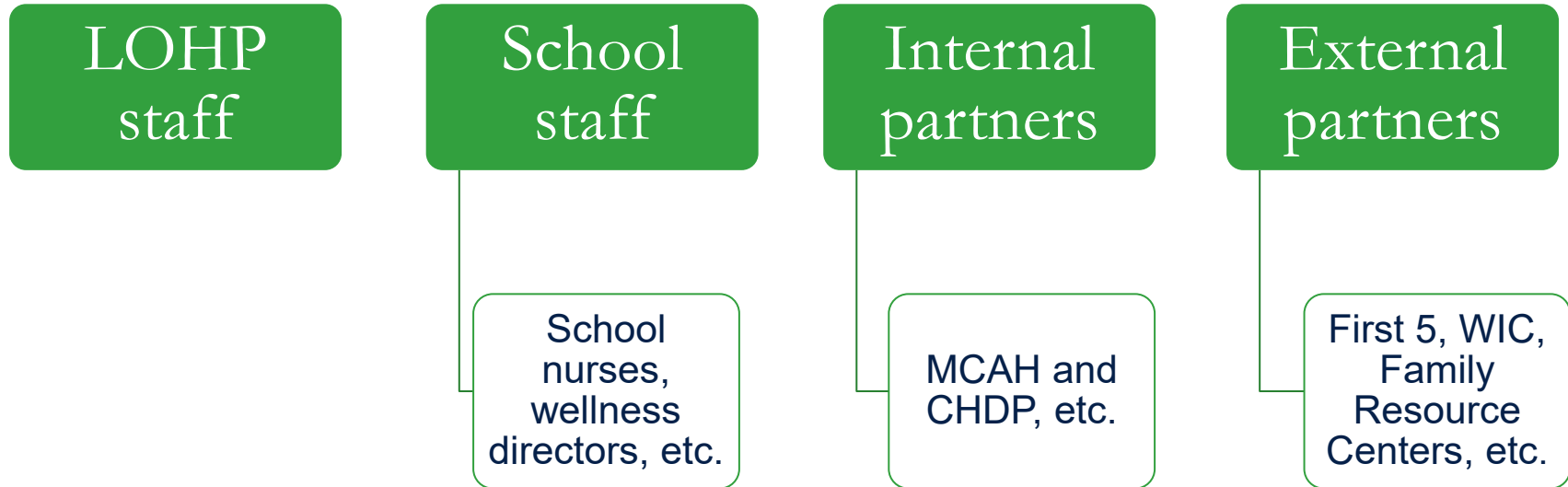
## **AHRQ definition:**

Care coordination is the deliberate organization of patient care activities between two or more participants (including the patient) involved in a patient's care to facilitate the appropriate delivery of health care services.

# Dental Care Coordination

- Important in school-based screenings
- From LOHP work plan:
  - 2.3 Implement a dental screening program with a robust community-clinical linkage system using a referral management electronic platform for connecting with parents/caregivers and linking children to a source of dental care, tracking the progress of care from referral to completion of treatment plan.

# Dental Care Coordination Models



# COHTAC's Objectives

- Identify successful care coordination models that
  - Leverage internal LHJ partners
  - Leverage external partners
- Identify strategies to strengthen partnerships and build new partnerships for care coordination



# Our Approach

- Interviewed 14 LOHPs and asked questions including:
  - What is the official title of the care coordinator?
  - How is the position funded?
  - What is the population served?
  - What is your referral closure rate?
  - What are some challenges and successes?

# Key Findings

- Internal partners
  - MCAH is the most common partner
  - Partnering internally allows for better and direct access to data specific to care coordination
  - Transformative transitions from paper/spreadsheets to an electronic tracking system for programs that have integrated into their EHR

# Key Findings

- External partners
  - FQHCs are the most common partner
  - Relationship building is a very crucial component
  - Relying heavily on partners to provide care coordination data and referral closure rate

# Key Findings

- Strategies to strengthen and build new partnerships
  - Regular communication and engagement
  - Utilizing data to drive partnerships
  - Engaging with community figures
  - Transparency and follow-through
  - Leveraging existing resources and networks



# Contra Costa

Erika Oseguera, Harleen Sethi, & Maria Ortiz-Padilla

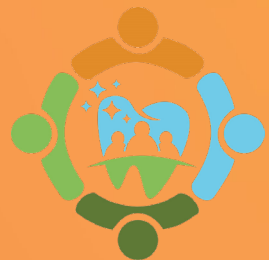
CONTRA COSTA  
**HEALTH**



# Community Oral Health Program (COHP)

**Erika Oseguera, RDA**  
**Harleen Sethi, Dentist**  
**Maria Ortiz-Padilla, Program Manager**

**November 21, 2024**



Community Oral Health Program

# Contra Costa County Profile

- Located in San Francisco Bay Area
- Covers around 716 square miles, 19 incorporated cities, numerous unincorporated areas
- Population – 1,147,439 ; increasing racial and ethnic diversity

## Contra Costa Health

- Department of county Government
- Community Oral Health Program
  - Family, Maternal and Child Health Program

## School Snapshots:

- 18 School districts
- 160 Elementary Schools
- Enrollments over 170,00 children
- Over 13,000 Kindergartener’s enrolled

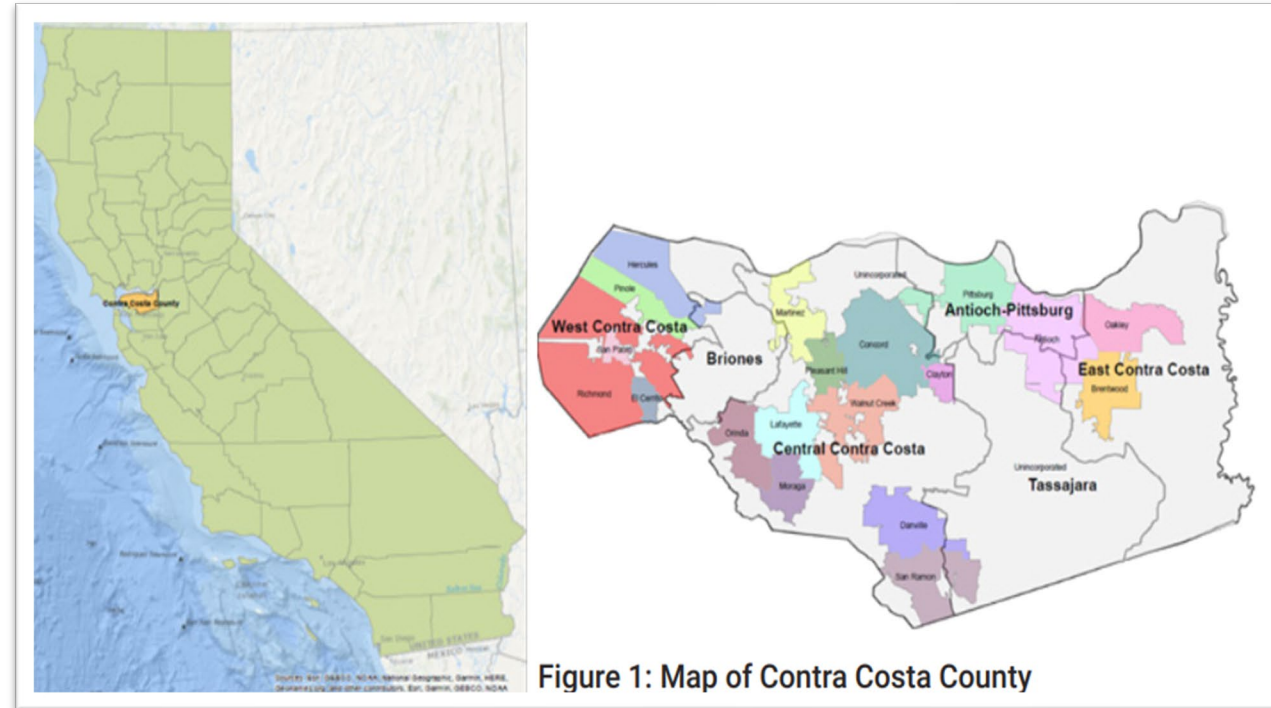


Figure 1: Map of Contra Costa County

# Overview: Community Oral Health Program

*Family, Maternal, Child Health Dept. Public Health*

- **LOHP**
- **Children's Oral Health Program**
  - **Established in 1977 and has evolved over the years**
  - **5 school districts, between 17-23 high priority elementary schools (pre-K -6<sup>th</sup> grade)**
  - **Licensed team (Dentist and RDA's)**





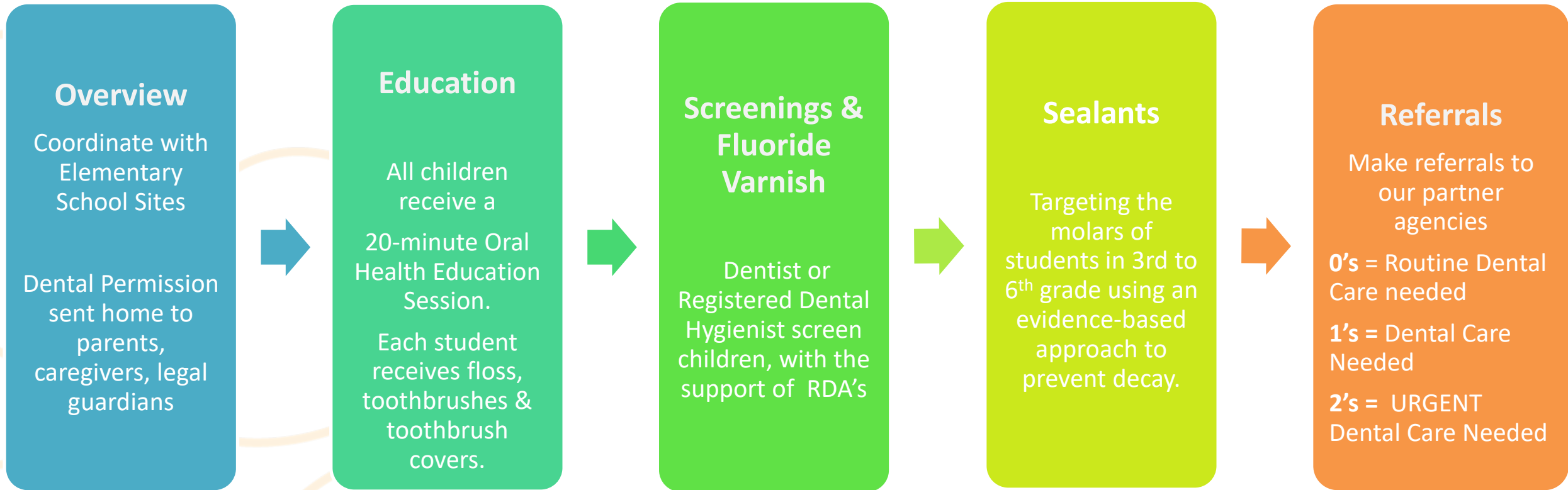


# Overview: Community Oral Health Program

*Family, Maternal, Child Health Dept. Public Health*

- **Annual impact:** Over 8,000 students educated
  - Pre-K- 6<sup>th</sup> grade students receive preventive services
  - Referrals / Resources provided
- **Strengths :** Long-standing relationships, evidence based preventive services, workforce development
- **Opportunities:** Leverage technology to ensure care coordination and expand services to additional schools

# Community Oral Health Program Overview



# 2023-2024 School Year Report

	Total
Number of children participating	8687
Number of children educated	8471
Dental Assessments	2103
Fluoride	2046
Emergency/Urgent Referrals	201 (10%)
Non-Urgent/Early Dental Care Referrals	512 (25%)
Total referrals received	713 ( 34%)
Number of Principals educated	16

# Successful Care Coordination



Office of Oral Health, Smile California



Essential support from CCH



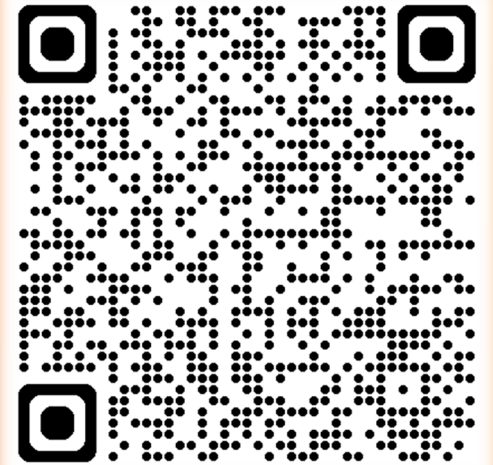
Effective Partnerships



# CONTRA COSTA HEALTH



# THANK YOU!





# Ventura

Carmen Cuevas



VENTURA COUNTY  
**PUBLIC HEALTH**

A Department of Ventura County Health Care Agency

*Protecting Health - Promoting Wellness*

November 21, 2024

# EXTERNAL CARE COORDINATION VENTURA COUNTY

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**Carmen Cuevas**  
Oral Health Program Coordinator

# Building Healthy Smiles Collaborative



## Who We Are

- Collaborative addressing oral health gaps in services and access to care barriers

## Our Goal

- Reduce tooth decay in children



# Building Healthy Smiles Collaborative

Screenings Conducted by Local FQHC: Clinicas del Camino Real

- Active consent & fluoride varnish application
- Oral Health Education
- Care Coordination

## Community events: Volunteer dental providers

- Active consent & fluoride varnish application
- No care coordination initially
- Care Coordination added later

# Local Oral Health Program

## 2019 California Smile Survey - Ventura County

- Enabled LOHP opportunities to partner with schools
- Four schools selected for participation
- State hygienist provided screenings for Kindergarten Students
- Opportunity to screen third grade students as well
- School screening model transitioned to volunteer dental providers (Sugarbug Dental & Orthodontics)
- Care coordination managed by LOHP staff

# LOHP Care Coordination

## Challenges

- Time-consuming process
- Incorrect contact information
- Difficulty reaching parents
  - Unanswered phone calls
  - Unreturned phone calls
- Lack of Engagement
  - Parents not taking the information seriously

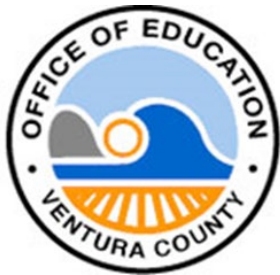
## Strengths:

- Ensured all families were contacted

# Building Healthy Smiles Collaborative's Partners



United Way of  
Ventura County



Children's  
Dental



# Volunteer Dental Providers

## Sugarbug Dental and Orthodontics

- Community-focused ownership
- Four dental offices across the County
- Staff participation in passive school screenings
- Teledentix License
- Trained patient call center staff
- Multiple communication methods
  - Text messages, phone calls, emails, etc.
- Majority of referred students are existing Sugarbug patients

# Passive Consent Form with Release

Building Healthy Smiles, a program of the United Way of Ventura County is bringing Sugarbug Dental to **Hathaway Elementary on Thursday, February 8<sup>th</sup>**, to provide free visual dental screenings and fluoride varnish. Fluoride is a natural mineral in water that helps prevent cavities by making the entire tooth surface stronger and should be applied every 3 months for the best protection. Please complete this form and return it to your child's teacher as soon as possible so they can get fluoride varnish applied to their teeth for free.

**\*If you do not return this form, your child will ONLY receive a visual dental screening.**

## CHILD INFORMATION:

Child's Name: \_\_\_\_\_ Teacher: \_\_\_\_\_

Does child have allergies?  Yes, list \_\_\_\_\_  No Grade:  Kinder  3<sup>rd</sup>

Child's insurance:  Medi-Cal  Gold Coast  Covered CA  Private \_\_\_\_\_  None

Does your child have a Dental Provider?  Yes, list \_\_\_\_\_  No

When was the last time your child saw a dentist?  In the last 6 months  In the last 1 year  
 more than 1 year

## CONSENT FOR SERVICES:

**Yes!** I want my child to receive free fluoride varnish, a visual dental screening and coordination for follow-up care if needed.

Release to: Sugarbug Dental

I request and authorize that Building Healthy Smiles, a program of United Way of Ventura County, to release the information specified below to Sugarbug Dental, the organization named on this request. I understand that the information to be released includes Findings and Recommendations from school screening and transfer of records for coordination of care.

# Consent Form

No. I do not want my child to receive free fluoride varnish and a visual dental screening.

Photo Release: I give permission for the use of voice, photo, or name of my child for educational or promotional purposes without limitation, reservation or any compensation by Building Healthy Smiles and school.  Yes  No

**AUTHORIZATION:**

I certify that this request has been made voluntarily and that information given above is accurate to the best of my knowledge. I understand that I may revoke this authorization at any time, except to the extent that action has already been taken to comply with it. With my express revocation, this consent will automatically expire upon satisfaction of the need for disclosure, but in any event: on Dec 31, 2024; or if revoked in writing by patient.

**REQUIRED PARENT/ GUARDIAN INFORMATION:**

Name: \_\_\_\_\_ Language:  English  Spanish  Mixteco  Other \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Preferred contact:  Phone call  Text  Email: \_\_\_\_\_

Relationship to child: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Sugarbug Dental and Orthodontics – Referral Process

- **Eligible Students**
  - Students with signed consents and release forms
- **Recommended Services**
  - Sealants
  - Urgent Cases
- **Referral Process via Teledentix**
  - Create a patient profile (Name, DOB, gender)
  - Assign student to a school
  - Send images of screening and consent form
- **Tracking and documentation**
  - LOHP tracks referrals using an Excel sheet




# Teledentix patient profile

Home / All Patients / Add New Patient

## Add New Patient

**Patient Info**

  No file chosen

**Responsible Party \***  
 Self  Other

**Patient Type**  
Select Patient type

**Patient Status**  
Select Patient Status

**Assign Office \***  
Parkview Elementary School

**Chart No**  
Chart No

Patient Portal Access

**First Name \***  
John

**Middle Name**  
Middle Name

**Last Name \***  
Doe

**Email**  
Enter email

**Phone Number (XXX)-XXX-XXXX**  
Phone Number

**Password**  
Enter Password

**Receive Text**  
 Yes  No

**Gender \***  
 Male  Female  Other

**Date of Birth \***  
01 / 01 / 2017

**Origin**  
Teledentix

**Address 1**  
Address1

**Address 2**  
Address2

**Navigation:** Dashboard, Appointments, Patients (All Patients, Patient Invitations, Responsible Party, Referred Patients, Upload Requests, Patient Reviews), Treatment Rec, Community, Manage Account, Message Center, Reports, Claims, Help & Support

# School Staff - Referral Process

- Students who did not return a consent forms
  - Only urgent cases referred
- Referral Process
  - Excel sheet sent via encrypted email
  - Send scans of screening forms
- Tracking and documentation
  - LOHP tracks referral using an Excel sheet
- Verbal Consent
  - School staff can contact parents for verbal consent to release information to Sugarbug Dental

# Referral List

Name of Child	Grade	Teacher	Gender	DOB	School	Sealants, Urgent, Both	Date referral sent
John Doe	Kinder	Mrs. Teacher	M	1/1/2017	Parkview	Urgent	2/1/2024

# Sugarbug Dental & Teledentix

## Benefits:

- Electronic & Secure
- Fast & Easy
- Trained call center staff
- Optimizes LOHP Staff time
  - Allows focus on advancing other objectives

## Drawbacks:

- Limited access
- Report delays
  - Need to wait for report completion
- Staffing changes
- Extensive data requests
  - Initially required large amounts of data
  - Data requests were later reduced

# School staff referrals

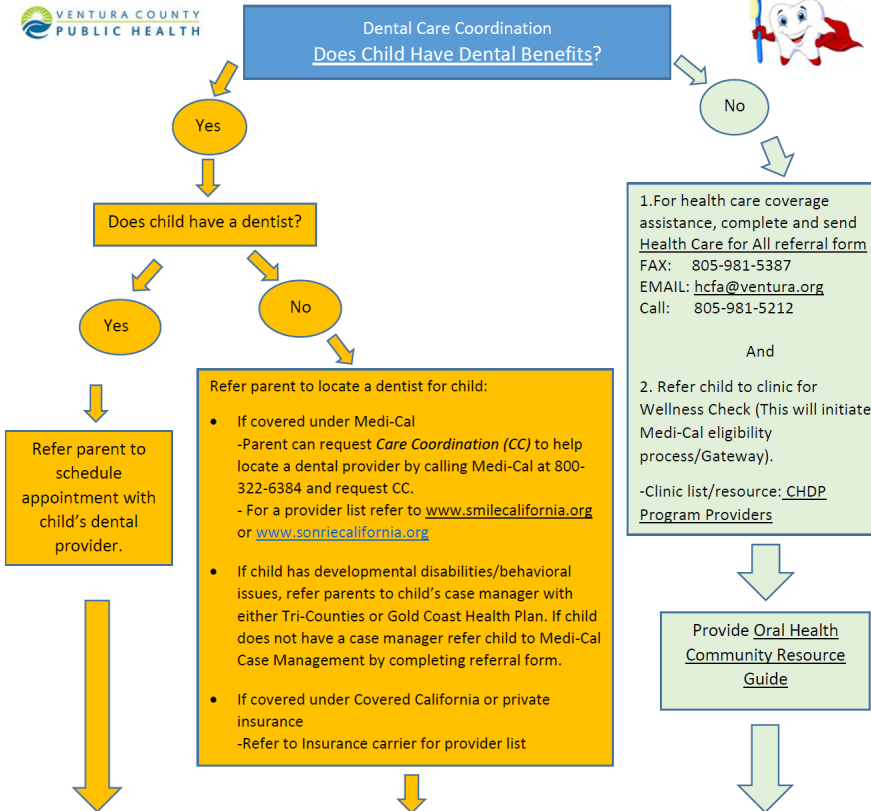
## Benefits:

- **Higher parent engagement**
  - Parents are more likely to answer calls when coming from the school
- **Updated contact information**
  - Ensures accurate communication with families
- **Increased Urgency**
  - Advice from the school makes dental visits feel more pressing to parents

## Drawbacks:

- **Need for school staff buy-in**
- **Delayed follow-up**
  - Most school staff do not make the phone calls within 24-48 hours
- **Slow reporting**
  - Results take a couple of months to return
- **Lack of complete reporting**
  - Some school staff only report leaving messages

# Support offered: KOHA & Care Coordination Training



## KOHA:

- Emphasizing the Importance of Oral Health
- KOHA reporting
- Decreasing KOHA waivers

## Care Coordination:

- Identify potential barriers
- Provide resources to overcome barriers
- Tools for tracking Care Coordination efforts

# School Screenings 2023-2024 Data

	<b>Passive Consent (BHS-Sugarbug)</b>	<b>Active Consent (Clinicas)</b>
Total # of schools	7	4
Total # of Students	945	162
Urgent referrals	69	2
Sealants referrals	186	Unknown

## Care Coordination Cases

<b>Urgent case referrals</b>		
Sugarbug Dental	School Staff	Clinicas
38	31	2

<b>Urgency addressed/In process</b>		
Sugarbug Dental	School staff	Clinicas
10	10	2

# Thank you!

Ventura County Public Health  
Oral Health Program  
[vcoralhealth@ventura.org](mailto:vcoralhealth@ventura.org)



Carmen Cuevas, Program Coordinator  
(805) 981-5255

Jaquelin Alamillo, Program Assistant  
(805) 981-5312







# Alameda

Arash Aslami & Nandita Yasmin



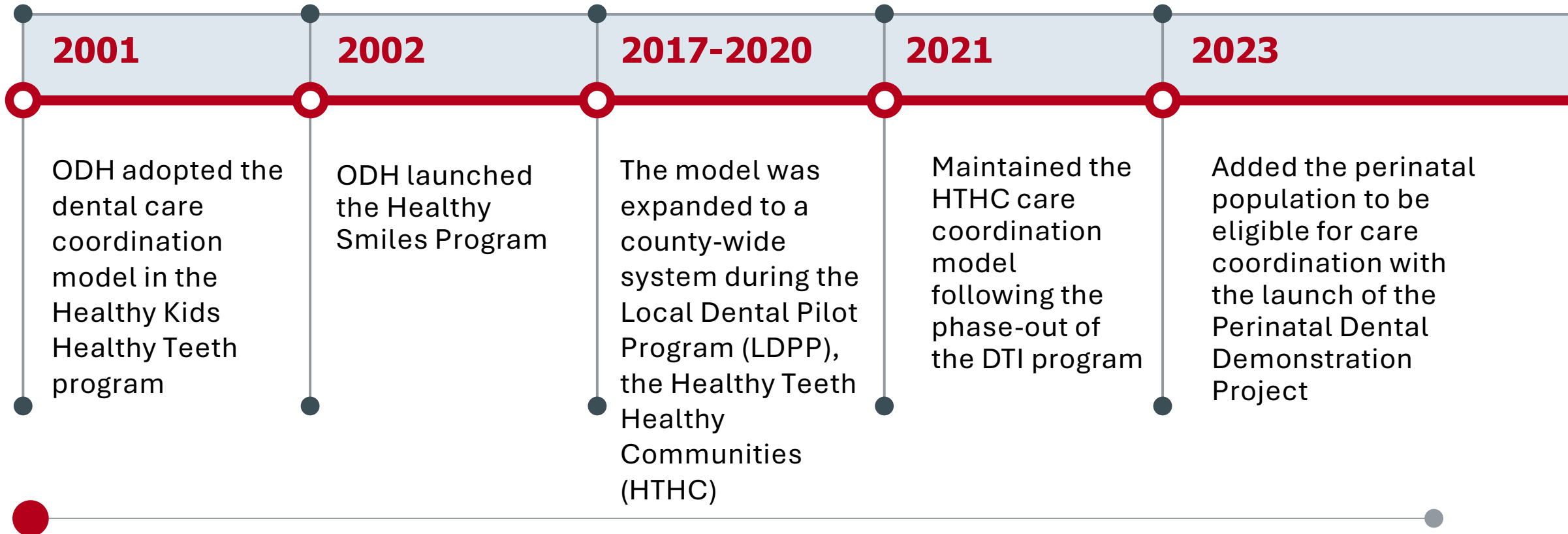
Dental Care Coordination Program  
Office of Dental Health  
Alameda County

Presented by  
Arash Aslami, Interim Director  
Nandita Yasmin, LOHP Manager  
November 21, 2024

# Overview

- ✓ Historical Background of the Office of Dental Health (ODH) Care Coordination Program
- ✓ Program Partners and Process
- ✓ Program Impact
- ✓ Key Accomplishments
- ✓ ODH Resources

# Historical Background



# LDPP Alameda County: Healthy Teeth Healthy Communities Overview

- ❑ 19.7 M Dental Transformation Initiative (DTI), Local Dental Pilot Program (LDPP) Grant, designed through a community-collaborative process
- ❑ Created and trained a cross-agency workforce of 27 Community Dental Health Care Coordinators (CDCC) who were linguistically and culturally responsive to the community need.
- ❑ Leveraged existing infrastructures for outreach and care coordination: First 5, School Districts, WIC sites, Federally Qualified Health Clinics (FQHC), and Community Clinics.
- ❑ Developed a Web-based Care Coordination Management System (CCMS) to link families to dental appointments and support continuity of care.
- ❑ Created a Community of Practice (COP) to engage dental providers.

# Dental Care Coordination after DTI

- ❑ Alameda County Office of Dental Health maintained 2 Family Support Care Coordinator (FSCCs) positions, which were created internally as part of the HTHC program
- ❑ Expanded and integrated their work within the existing and new programs

# Strategies and Core Values

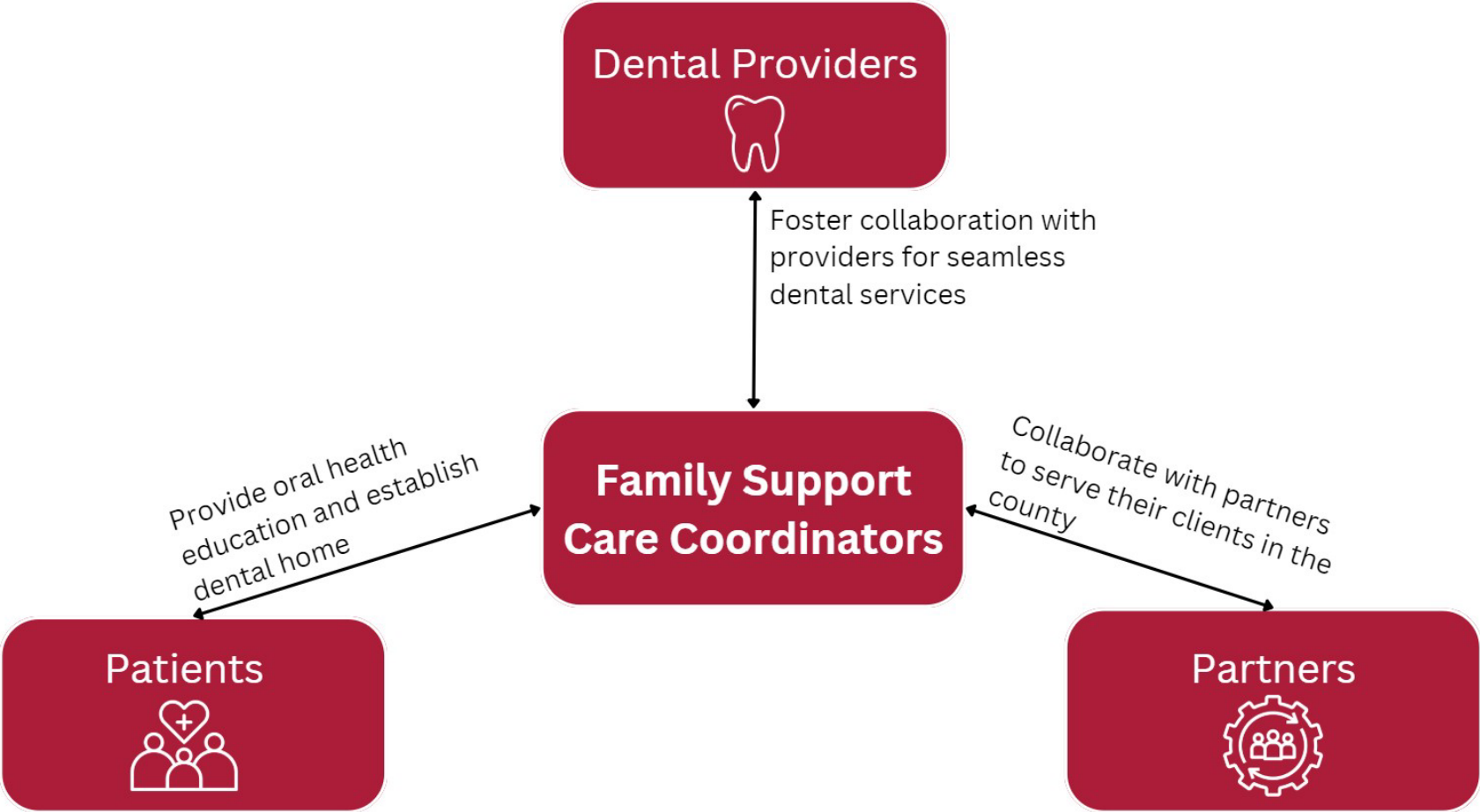
## □ Strategies

- ✓ Prevention: Increase the utilization of preventive dental services for children and youth ages 0-20 years & perinatal population
- ✓ Access to Care: Increase the number of actively participating dental providers who serve ODH priority populations
- ✓ Continuity of Care: Increase the number of children continuously enrolled in the Medi-Cal Dental Program who receive services performed by the same provider

## □ Core Values

- ✓ Early intervention
- ✓ Family-centered
- ✓ Flexibility
- ✓ Relationship-based
- ✓ Warm hand-off

# Elements of Dental Care Coordination

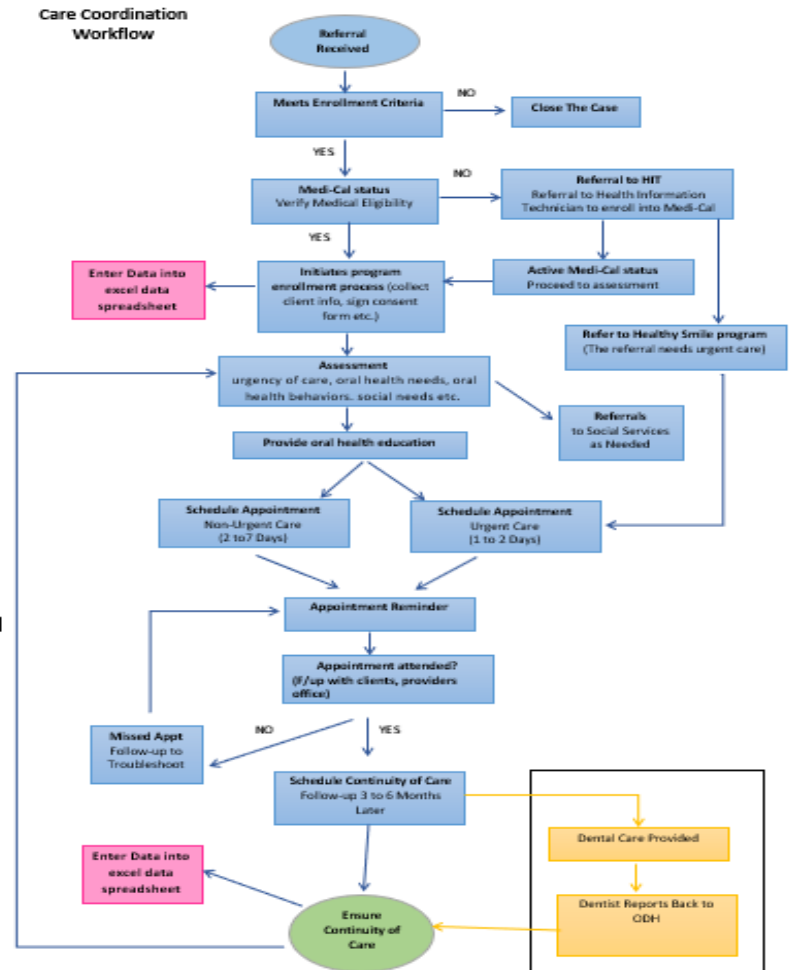


The process is supported by effective communication between partners & continuous data driven quality improvement



# Dental Care Coordination Process

- ✓ Initial contact
- ✓ Enrollment of client in program
- ✓ Set up appointment with dental offices
- ✓ Remind client about appointment
- ✓ Follow-up after dental appointment with dental office and client and collect data
- ✓ Continuity of care by scheduling recall appointments
- ✓ Maintain collaborative relationship with the dental offices
- ✓ Close the referral loop with referral sources



# Culturally & Linguistically Appropriate Program

- ✓ Two bilingual FSCCs
- ✓ Using County language line services
- ✓ Educational materials in different languages
- ✓ Clients get connected to culturally and linguistically sensitive providers
- ✓ Prioritize community outreach events catered to serve diverse populations of Alameda County
- ✓ Participate in the Spanish WIC pregnancy days

# Program Partners

## ❑ Internal Program Partners

- ✓ Women Infant Children (WIC) program
- ✓ Nutrition Services
- ✓ Asthma Start Program
- ✓ Home Visiting Programs
- ✓ Health Care Program for Children in Foster Care
- ✓ Center for Healthy Schools
- ✓ Maternal, Paternal, Child, and Adolescent Health (MPCAH)

## ❑ External Partner Agencies

- ✓ Head Start
- ✓ Early Head Start
- ✓ Alameda County School Districts
- ✓ First 5 Alameda County
- ✓ Kidango
- ✓ Local Family Resource Centers
- ✓ Alameda Health System Wellness Centers
- ✓ Local dental providers

# Stakeholder Engagement and Collaborative Partnerships

- ✓ ODH convenes three active workgroups and two advisory committees
- ✓ Collaborates with community partners & programs to inform the partners about the care coordination program and provides TA to the staff
- ✓ Has a dental providers' network accepting Medi-Cal-eligible children, pregnant clients, and Healthy Smiles clients
- ✓ Community of Practice (COP) - offers free Continuing Education (CE) courses

# Community Outreach Events & Education

ODH FSCC Staff :

- ✓ Participate in Health fairs and community events throughout the year
- ✓ Distribute oral health educational materials and dental kits for community members of all age groups
- ✓ Link community residents to ongoing dental care
- ✓ Provide on-site or virtual oral health presentations to community-based organizations (CBOs)

# ODH Care Coordination Referral Forms



## Dental Care Coordination Referral

Fax or email this form to the Office of Dental Health

Please encrypt any email that contains any personal health information including Medi-Cal number

FAX: (510) 208-5933 Email: dentalhealth@acgov.org  
Questions? Please call ODH @ 510-208-5910

Date of referral (MM/DD/YY): \_\_\_\_\_ Medi-Cal ID# (if applicable): \_\_\_\_\_

1. Patient: Last name: \_\_\_\_\_ First name: \_\_\_\_\_ Gender: M  F  Other

Date of birth (MM/DD/YY): \_\_\_\_\_ Phone #: \_\_\_\_\_

Address: \_\_\_\_\_ Apt#: \_\_\_\_\_ City: \_\_\_\_\_ Zip code: \_\_\_\_\_

2. Parent or guardian: Last name: \_\_\_\_\_ First name: \_\_\_\_\_

Email: \_\_\_\_\_ Phone #: \_\_\_\_\_

3. Language spoken: \_\_\_\_\_ Translation needed

4. Transportation support needed: No  Yes

5. Special Health Care Needs: No  Yes  (If yes, please elaborate below.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Perinatal/Postpartum x 12 months: No  Yes

7. Referred by: Contact person: \_\_\_\_\_ Name of organization: \_\_\_\_\_

E-Mail: \_\_\_\_\_ City: \_\_\_\_\_ Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

8. Reason for referral:  Routine dental care

Urgent (tooth pain, broken tooth, swelling)

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Alameda County Office of Dental Health			
1100 San Leandro Blvd., 4th Floor, San Leandro, CA 94577			
Phone (510) 208 - 5910   Fax (510) 273 - 3748   <a href="http://dental.acphd.org/">http://dental.acphd.org/</a>			
Healthy Smiles Referral Form			
Dentist referred:	Appt Date:	Time:	<input type="checkbox"/> Show <input type="checkbox"/> No show
<b>1. Patient:</b>			
Last Name:	First Name:	Gender:	
DOB (MM/DD/YY):	Phone #:	<input type="checkbox"/> Special Needs	
Address:	Apt#:	City:	Zip Code: Language:
<b>2. Parent/Guardian:</b>			
Last name:	First Name:		
<b>3. Ethnicity: (check one)</b>			
<input type="checkbox"/> White	<input type="checkbox"/> Black/African American	<input type="checkbox"/> Hispanic/Latino	<input type="checkbox"/> Asian <input type="checkbox"/> Native Hawaiian/Other Pacific Islander
<input type="checkbox"/> American Indian/Alaska Native	<input type="checkbox"/> Multiracial	<input type="checkbox"/> Other	
<b>4. Dental Referral is:</b>			
<input type="checkbox"/> Urgent	<input type="checkbox"/> For Examination		
Explain:			
5. Family Size	Family Income \$		
Family's Primary income (check only one)			
<input type="checkbox"/> 1-Employed: Professional/Technical	<input type="checkbox"/> 4-Employed: Service/Sales	<input type="checkbox"/> 7-Disability Income	
<input type="checkbox"/> 2-Employed: Agriculture	<input type="checkbox"/> 5- Unemployment Compensation	<input type="checkbox"/> 8-General/Public Assistance	
<input type="checkbox"/> 3-Employed: Labor/Production	<input type="checkbox"/> 6-Retirement Income	<input type="checkbox"/> 9-Other/Unspecified	
FOR ALAMEDA COUNTY OFFICE OF DENTAL HEALTH & HEALTH INSURANCE TECHNICIAN USE ONLY			
Date of Authorization (MM/DD/YY)	Medi-Cal ID# (if Applicable):	HS ID#	
HS TX Outcomes	<input type="checkbox"/> Eligible (2 months)	Start: _____	End: _____ Extension: _____
	<input type="checkbox"/> Ineligible	<input type="checkbox"/> 1-Time HS Appt	<input type="checkbox"/> HTHC <input type="checkbox"/> Courtesy Medi-Cal Appt.
Health Insurance?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Program Name:	Expired:
<b>ODH Staff:</b>			
	Tel:	Email:	
<b>Notes:</b>			

# Programmatic Evaluation/Quality Improvement

- ❑ Data collection and reporting
  - ✓ Track our progress towards achieving the objectives
  - ✓ Adjust strategies for QI when needed
  
- ❑ Follow Results-Based Accountability (RBA) Framework
  - ✓ How much did we do ?
  - ✓ How well did we do?
  - ✓ Is anyone better off?

# Programmatic Evaluation/Quality Improvement

- ❑ Use MS Teams forms for client data at outreach events to protect the privacy of the client information
- ❑ Assess perinatal clients' satisfaction by administering online surveys
- ❑ Annually increase our target numbers by 10% for key program objectives



# Program impact in the FY 2023-24

- ❑ Dental Care Coordination Program
  - ✓ Scheduled 655 appointments, 68% of the clients attended their appointments
- ❑ Women, Infants & Children (WIC) Dental Days
  - ✓ Served approximately 110 young children, 33 pregnant and postpartum clients
  - ✓ Participated in all WIC Pregnancy Days
- ❑ Perinatal Dental Demonstration Project (PDDP)
  - ✓ The FSCCs scheduled 235 appointments, 76% of the clients attended their appointment
- ❑ Participated in approximately 27 health fairs and community events
- ❑ Provided on-site/virtual oral health presentations to 20 CBOs

# Key Accomplishments of ODH Care Coordination

- ✓ ODH has successfully sustained and expanded the Care Coordination program since its inception
- ✓ Maintains collaborative relationships with the dental providers, community partners and the referral sources to receive referrals and close referral loop
- ✓ Supports dental providers to decrease the no show rate. The FSCCs strive to maintain and exceed a target of 65% show up rate for the children and perinatal population
- ✓ Continuously recruit dental providers to be part of the Healthy Smiles Program that provide gap coverage for the uninsured or underinsured children.

# Dental Care Coordination Resources

HTHC Evaluation Report

<https://dental.acphd.org/media/programs/resources/alameda-county-healthy-teeth-healthy-communities-2017-2020-report.pdf>

Curriculum on Dental Care Coordination

<https://dental.acphd.org/media/programs/resources/curriculum-dental-care-coordination-guide-for-trainers-2020.pdf>

Alameda County ODH Medi-Cal providers list

<https://dental.acphd.org/media/programs/resources/dental-providers-by-city-sep2024.pdf>

# Acknowledgements

Dr. Bahar Amanzadeh, DDS, MPH

Thank you!

For more information:

Arash.Aslami@acgov.org

Nandita.Yasmin@acgov.org

ODH Website: <https://dental.acphd.org/>





# Q & A



# Medi-Cal Dental Care Coordination Resources

Dana Durham & Adrianna Alcala-Beshara

# Medi-Cal Dental: Care Coordination and Community Health Workers





# **Adrianna Alcala-Beshara and Dana Durham**

Medi-Cal Dental Services Division

# Care Coordination

» Medi-Cal Dental Telephone Service Center (TSC) agents assist Medi-Cal members with accessing dental and care coordination services, including:

- Locating a general dentist, specialist dentist, or clinic that offers dental services.
- Accessing appointments.
- Arranging language assistance and American Sign Language service.
- Providing transportation assistance.



**Members can access care coordination services by calling the TSC at (800) 322-6384.**

# Impact: Dental Care Coordination Referral Form



Can replace multiple local oral health program software systems.



School nurses are now able to leverage a system.



Results can report on outcomes for members, including Annual Dental Visits (ADV) and preventive treatment.

# Care Coordination Requestors

General Dentist	RDH/RDHAP/RDHEF	LOHP
Dental Specialist	Community Health Worker	School Nurse
Physician	Medical Emergency Department	Member/Member Representative
FQHC/IHC/IFQHC/RHC	Medi-Cal Managed Care Plan	Others

# Required Form Information

- » **Member's Name**
- » **Member's Legal Guardian (if applicable)**
- » **Member's Medi-Cal ID (BIC Number), if known**
- » **Date of Birth**
- » **Specify the Needs Tier Level (1, 2, 3, or 4)\***
  - Tier 1 – Orthodontic Referral - Member Has a Dental Home
  - Tier 2 – No abnormalities Noted - Member Needs a Dental Home
  - Tier 3 – Appearance of Caries and/or Other Periodontal Issues Noted
  - Tier 4 – Member is in Pain Due to Dental Needs and/or Profound Urgent Needs Visible



# Required Form Information *(Continued)*

## What dental treatment does the member need?\*

- Diagnostic and Preventive (procedures such as x-rays, exams, and routine cleanings)
- Restorative Care (procedures such as cavity fillings)
- Endodontics (procedures such as root canals)
- Periodontics (procedures such as scaling and root planning and periodontal maintenance)
- Prosthodontics (procedures such as full and partial dentures)
- Emergency Services (emergency services if the member is in pain or immediate need of a dentist)
- Orthodontics
- Pediatric Dental
- Oral Surgery (procedures such as extractions)

## Is this a member with special healthcare needs that may require general anesthesia?\*

- Yes
- No

**If you believe this is a member with special healthcare needs that may require general anesthesia, please list the reason(s)\***

Items with an asterisk are not necessarily required when the member or member representative is requesting. However, the request will need to include dental needs.

# Community Health Workers (CHW)

## State Plan Amendment (SPA) 22-001

- Effective **July 1, 2022**

## What are CHWs?

- Promotors
- Community Health Representatives
- Public health workers
- Violence Prevention Professionals
- Navigators
- Others non-licensed

## What are CHW Services?

- Prolong life
- Promote physical and mental health
- Preventive health services preventing:
  - Disease
  - Disability
  - Other health conditions or their progression

# Medi-Cal Dental: CHW Benefit

## State Plan Amendment (SPA)

- SPA #24-0016

## DHCS Policy to Pathway

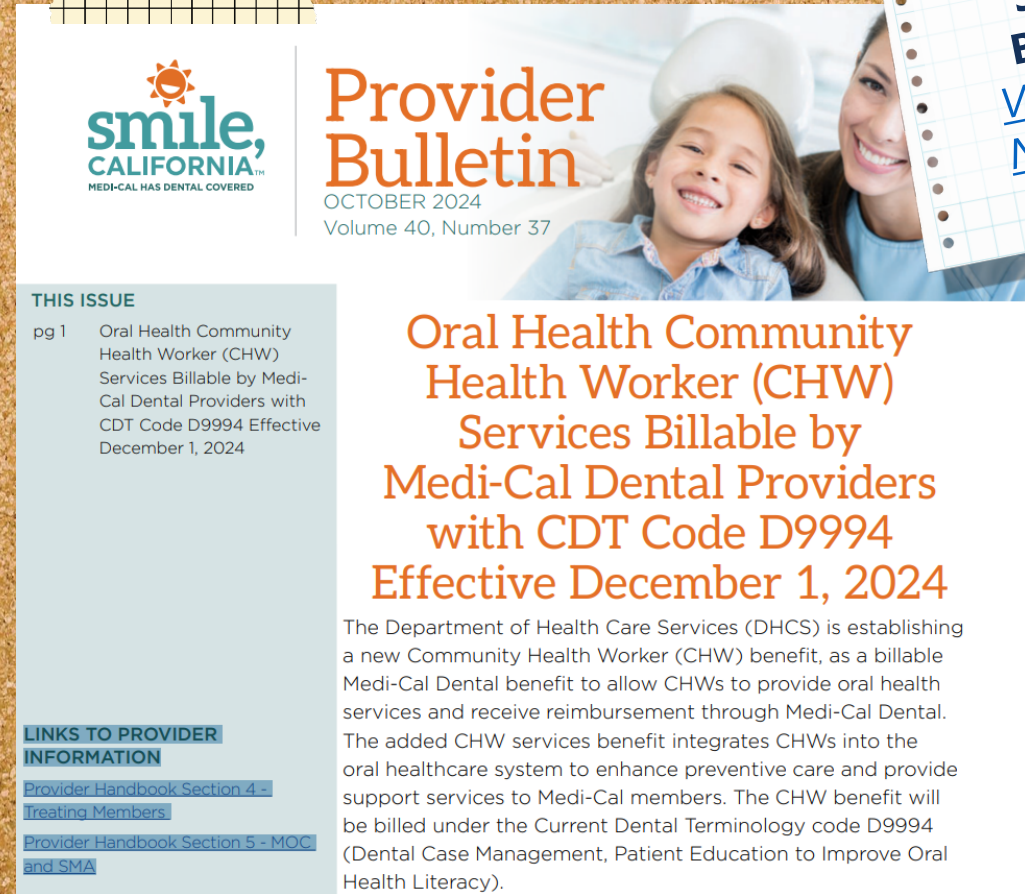
## Oral Health Education & Navigation

- CDT Code: D9994



# CHW Provider Updates

- Draft of Provider Handbook updates included in Provider Bulletin
- Updates to:
  - **Section 4** – Treating Members
  - **Section 5** – Manual of Criteria (MOC) and Schedule Maximum Allowances (SMA)



**smile CALIFORNIA**  
MEDI-CAL HAS DENTAL COVERED

## Provider Bulletin

OCTOBER 2024  
Volume 40, Number 37

**Special Bulletin:  
Volume 40,  
Number 37**

**THIS ISSUE**

pg 1 Oral Health Community Health Worker (CHW) Services Billable by Medi-Cal Dental Providers with CDT Code D9994 Effective December 1, 2024

**LINKS TO PROVIDER INFORMATION**

[Provider Handbook Section 4 - Treating Members](#)

[Provider Handbook Section 5 - MOC and SMA](#)

### Oral Health Community Health Worker (CHW) Services Billable by Medi-Cal Dental Providers with CDT Code D9994 Effective December 1, 2024

The Department of Health Care Services (DHCS) is establishing a new Community Health Worker (CHW) benefit, as a billable Medi-Cal Dental benefit to allow CHWs to provide oral health services and receive reimbursement through Medi-Cal Dental. The added CHW services benefit integrates CHWs into the oral healthcare system to enhance preventive care and provide support services to Medi-Cal members. The CHW benefit will be billed under the Current Dental Terminology code D9994 (Dental Case Management, Patient Education to Improve Oral Health Literacy).

# Covered CHW Dental Services



## Oral Health Education

- Promote members' oral health
- Address barriers to dental care
- Provide information aligned with recognized oral health care standards



## Oral Health Navigation

- Assist members in accessing oral healthcare
- Connect members to resources
- Dental translation/interpretation and transportation services
- Serve as a cultural liaison or assist in creating a care plan
- Facilitate outreach & resource coordination



## Screening and Assessments

- Non-licensed assessments that connect members to appropriate services for improving oral health

# **CHW services are deemed medically necessary for members who:**

**Have one or more chronic health condition (including behavioral health).**

**Have experienced violence, trauma, or are at risk of chronic conditions or environmental health exposure.**

**Face barriers to meeting oral health or oral health-related social needs.**

**Would benefit from oral health preventive services.**

# The recommending provider determines if a member meets the criteria based on one or more of the following:

**Diagnosis or suspicion of a chronic health condition, mental disorder, or substance use disorder**

**Medical indicators of rising risk for chronic disease (e.g., elevated blood pressure or glucose levels)**

**Positive screening for Adverse Childhood Events (ACE)**

**Social drivers of health screening indicating unmet needs (e.g., housing or food insecurity)**

**Frequent emergency department visits, inpatient stays, or risk of institutionalization**

**2 or more missed dental appointments within past 6 months**

**Need for support with oral health system navigation**

**Need for recommended oral health preventive services**

# Supervising Provider Responsibilities

## Oversee CHW Qualifications

Ensure CHWs meet necessary qualifications.

Oversee the delivery of services either directly or indirectly.

## Day-to-Day Supervision

Management and supervision of CHWs can be delegated but must comply with all regulations.

Supervising Providers are not required to be physically present when CHWs provide services.

# Open Forum

- For questions, please use the hand raising function.
  - When you are called upon to speak, please unmute your microphone and introduce yourself.



You may also email [dental@dhcs.ca.gov](mailto:dental@dhcs.ca.gov)

# Closing Remarks

Please provide feedback at  
[Dental@dhcs.ca.gov](mailto:Dental@dhcs.ca.gov)



**Medi-Cal Dental**

# Thank You!







# Q & A



# Announcements

# School Open Hours

- COHTAC is recruiting for upcoming cohorts of **School Open Hours** in 2025
- **What?** Small group learning to facilitate implementation of school dental programs
- **How?** Fill out form if interested in joining our next cohort (scan QR code or click link in chat)



# National Children's Dental Health Month

February 2025

- <https://oralhealthsupport.ucsf.edu/ncdhm>
- <https://oralhealthsupport.ucsf.edu/our-programs/education#dentalthmonth>
- Join office hours with COHTAC to workshop ideas:  
**Dec 11, 10-11am & Jan 13, 3-4pm**
- Other upcoming NCDHM resources:
  - *Smile, California* – materials (social media, carousel pictures, email banners, etc.) will be available in January
  - Children Now
  - ADA – new posters expected



Thank You