

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.
- Generate an auto-populated referral form connecting Medi-Cal members to dental care coordination and their dental provider with one click.
- Receive a notification when the referral results in a dental visit and is complete.

Medical Dental Referral and Navigation (MDRAN) System Overview

by Oral Health Solutions

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Search

- User can search by Medi-Cal ID or first name, last name, DOB
- Member profile will show
 - Plan and Provider information
 - Dental/medical utilization
- User can add:
 - Best contact information
 - Special needs

Referral-making Users

 Auto-populated referral form connects member to dental Care Coordination

• Care Coordination receives referrals in real time

• Can note Oral Health Assessment Urgency, Fluoride Varnish, Sealants Recommended

Other assessments can be added

Data Upload

- Plan uploads member and claims data to MDRAN at least monthly
- MDRAN matches referrals to claims
- Closing the Referral Loop Successful referrals are flagged and referral-making user and Care Coordination are notified

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Care Coordination

Navigate

Refer

- Care Coordination can log activities including:
 - Provider assignment
 - Appointment set
 - Translation services
 - Transportation assistance

Track

Managed Care plas

- Users can track Care Coordination activity of each referral by milestone
 - Care Coordination started
 - Appointment set
 - Successful referral
- Referrals can be sorted, filtered and searched

