Special Smiles in Pennsylvania

National Oral Health Conference
Pre-session Medicaid Caucus
Omni William Penn Hotel
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Milestones

1995 -- Pedodontic Residency established by Pediatric Dental Associates at Episcopal Hospital in Philadelphia

1997 -- Mandatory Managed Care implemented in the Southeast Zone of Health Choices

1999 -- First DPW sponsored Dental Summit in Pennsylvania

2000 -- Proposal to create a dedicated dental facility to treat Special Needs patients proposed by Pediatric Dental Associates
Negotiation/Contracting Phase

- Required negotiations with the four Managed Care Organizations operating in *SE HealthChoices*
- Global budgeting was proposed with capacity to be divided between MCOs according to market share
- Venture capital was provided by Pediatric Dental Associates
- Universal participation by MCOs required for operational status
MA Managed Care in Pennsylvania

- NorthWest
- SouthWest: 1999
- SouthWest Expansion
- Central
- Lehigh/Capital: 2002
- NorthEast
- Southeast: 1997
MA Managed Care in Pennsylvania

State Administered and MCO Voluntary Managed Care

Mandatory Managed Care

Mandatory Managed Care
Location of Special Smiles, Ltd.

September 2001

HealthChoices
SouthEast Zone
Location of Special Smiles, Ltd.

September 2001

Special Smiles, Ltd.
Temple University Hospital
Episcopal Campus

Philadelphia County
Demystifying the Process

- **Opportunity**
- **Relationships**
- **Perseverance**
Opportunity

- Managed Care Implementation
- Focus
- Flexibility
- Provider Initiative
- Expertise
- Availability
Relationships

- State Government (DPW)
- MCOs
- Provider Community
- Membership (Patients)
- Advocacy Community
Perseverance

- Concept Development
- Negotiations/Contracting
- Implementation
- Continuation
Replication Attempts

2004 -- Request for Applications to create a second dedicated facility based on the Special Smiles model

- Grant funds received through the *State Action for Oral Health Access Program (RWJF)*
- Modified program application accepted for funding

2005 -- Collaborative effort with PA Department of Health Primary Care Community Challenge Grants

- No applications received in 2005 cycle
Special Smiles, Ltd

A Center of Excellence Approach to Special Needs Dentistry

Presented by
Emilee Langer, MPH
Mark Goldstein, DDS
Who We Are

- Comprehensive, Cost Effective Outpatient Dental Care
- Improved Access to Care
  - Intellectual and Physical Disabilities
- Education and Outreach for Parents and Direct Care Staff
Our Patients

- **Individuals Who Require Anesthesia to Complete Routine Dental Care:**
  - Age 12 and Older
  - Intellectual Disabilities
  - Physical Disabilities
  - Maladaptive Behaviors
  - MR/MH Dual Diagnosis
Patient Demographics

- 68% Community Supported
- 18% Intermediate Care Facilities (ICF)
- 15% Parent Supported
- > 50% Severe to Profound Disabilities
- 20% Non-MR Patients

Referral Sources

- 68% Lives at Home
- 18% CLA
- 14% ICF/MR

MR Classification

- 28% MR Mild
- 18% MR Moderate
- 20% MR Severe
- 7% MR Profound
- 27% None Specified
What We Do

- Full Mouth Rehabilitation
  - Comprehensive Oral Exam, Prophylaxis, Fluoride, Sealants
  - Full Mouth X-Ray
  - Amalgam and Composite Fillings
  - Endodontics
  - Periodontal Scaling and Root Planing
  - Minor Oral/Periodontal Surgery
    - Excision and Biopsy of Lesions
    - Gingivectomy/Alveoloplasty
    - Extractions
- 100% of care delivered under IV or General Anesthesia
Treatment Break Out

Procedures by Treatment Category

- Preventive: 13,277
- Restorative: 8,852
- Perio: 11,668
- Endo/Oral Surgery: 2,416
- Extractions: 4,024
How It Works

• Two Appointments
• Screening
  • Lifetime Medical and Dental History
  • Physical Exam from Primary Care Physician
  • Diagnostic Lab Tests as Directed by Anesthesia Protocol
  • Consent for Dental Treatment and Anesthesia
• Full Mouth Rehabilitation
Milestones

- Over 40,000 Procedures Completed!
- 3,600 Full Mouth Rehabilitations
- Education and Outreach to 400 Parents and Agency Personnel
- Reduced Cancellation Rate from 47% to 18% over 2 years
Relationships

- **Ongoing contracts with Health Choice HMOs**
  - Americhoice of Pennsylvania
  - Health Partners
  - Keystone Mercy Health Plan
  - ACCESS

- **Established Collaborative Partnerships**
  - Philadelphia Coordinated Health Care
  - Philadelphia Citizens for Children and Youth
  - Over 100 Advocacy Agencies
Perseverance

- Administrative Competencies
- Advocacy
- Continuous Quality Improvement

Cancellation by Reason Code

- Missing Parental Consent: 30%
- No show/Other: 3%
- Patient not cleared for surgery: 12%
- Selected Another Dentist: 3%
- Patient Not NPO: 33%
- No Transportation: 19%
## Cost Analysis

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<th>Dental Services -</th>
<th>Anesthesia -</th>
<th>SPU/Facility Cost</th>
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* Based on estimated average for SPU/Facility costs in Philadelphia market