



# VIRGINIA

2006 National Oral Health  
Conference

May 1, 2006

Little Rock, Arkansas

# Program Highlights

- Dental benefits for Medicaid/SCHIP children include:
  - Diagnostic, preventive, restorative/surgical procedures and orthodontics
- Medicaid children: 346,000; SCHIP children: 74,000
- Dental benefits are not covered for adults except for limited oral surgery

# Program Highlights (cont'd)

- ***Smiles for Children*** program consolidated dental services for all children (FFS and MCOs) in one program
  - Effective July 1, 2005;
  - Single vendor (Doral); streamlined credentialing; reduced authorization requirements; dedicated call center; industry-standard billing and claims processing
  - 30% increase in fees!



# Program Goals

- Implement effective case management services to ensure children and their parents are aware of the importance of receiving timely dental care, and to facilitate appropriate follow-up to help children find a dentist and keep their dental appointments

# Program Goals (cont'd)

- Increase the number of dental specialists participating in the ***Smiles for Children*** program to provide specialty care
- Increase the utilization of oral health services by pregnant women under age 21 to improve their personal oral health and reduce the number of pre-term/low birth weight babies



# Building the Infrastructure

- Case management program coordinated by new dental program administrator
- Network development programs and strategies to recruit specialists
- Outreach and educational programs to encourage pregnant women to access dental care



# Using Continuous Quality Improvement

- Utilize Doral's data systems to track access, improve utilization, and address appointment "no-shows"
- Develop provider and client survey protocol to monitor program satisfaction



# Measuring Progress

- Utilization rates
- Appointment “no-shows”
- Number of participating dentists & specialists
- Satisfaction survey results