

The Michigan Oral Health Program

Increasing Access to Prevention

Now that's something to **SMILE** about!



Michigan Dental Program 2016 - 2017 Annual Report

Background

The Michigan Dental Program (MDP) is a comprehensive dental access program for Michigan residents living with HIV/AIDS. To qualify for the program applicants must: have HIV/AIDS, have an income below 500% of the federal poverty level, applied for public assistance, and live in Michigan.

History

The MDP was first implemented in May of 2000 to reduce the unmet dental need for people living with HIV/AIDS in Michigan. In March of 2005, \$450,000 of the Ryan White Title II funds were allocated to the MDP to meet the increasing demand for oral health care in the Detroit Metropolitan Area and elsewhere in the state of Michigan. With the growing need for dental care, the Ryan White Title II funds have increased to \$700,000.

Partnership

MDP Contract with Delta Dental

- ✚ Effective Date August 1, 2016
- ✚ Agreement to use Delta Dental PPO network dentists and specialists.
- ✚ Approximately 2,000 dentists in network.
- ✚ Access to Delta Dental toolkit for enrollment.
- ✚ All dental claims and pre-authorizations are processed by Delta Dental through the Toolkit database.
- ✚ Developed promotional materials in three languages.
- ✚ Monthly reports of utilization

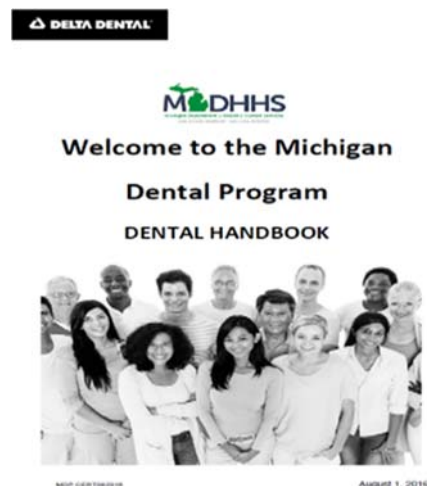
State Wide Reach

There are 2449 providers at 1721 locations throughout the state of Michigan.



Members

Membership I.D. cards are mailed to new enrollees by Delta Dental. MDP sends a welcome letter and a Dental Program Handbook (see image below). Enrolled individuals have access to their dental benefits 24/7 through the Delta Dental Consumer Toolkit website.



Priority Objectives

MDP has 3 main goals: (1) to initiate a standardized approach to oral health care to people living with HIV/AIDS; (2) identify priority areas in policy and education that will lead to standardization and promote quality care; (3) support oral health as part of overall health care for those living with HIV/AIDS.

Evaluation

September 29, 2017, a confidential and anonymous MDP Member Satisfaction Survey was mailed to 1387 enrolled members.

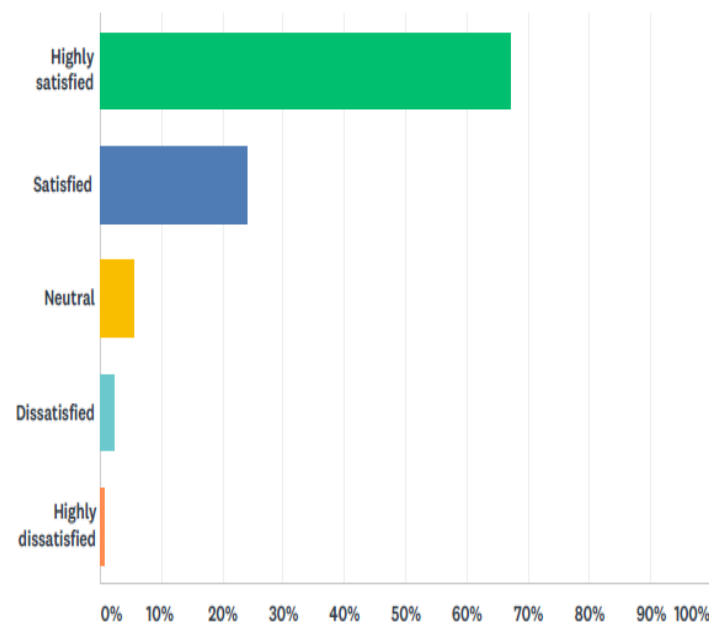
Total of 344 responses were received.

Response rate of 24.8 percent.

Survey consisted of 17 multiple choice questions.

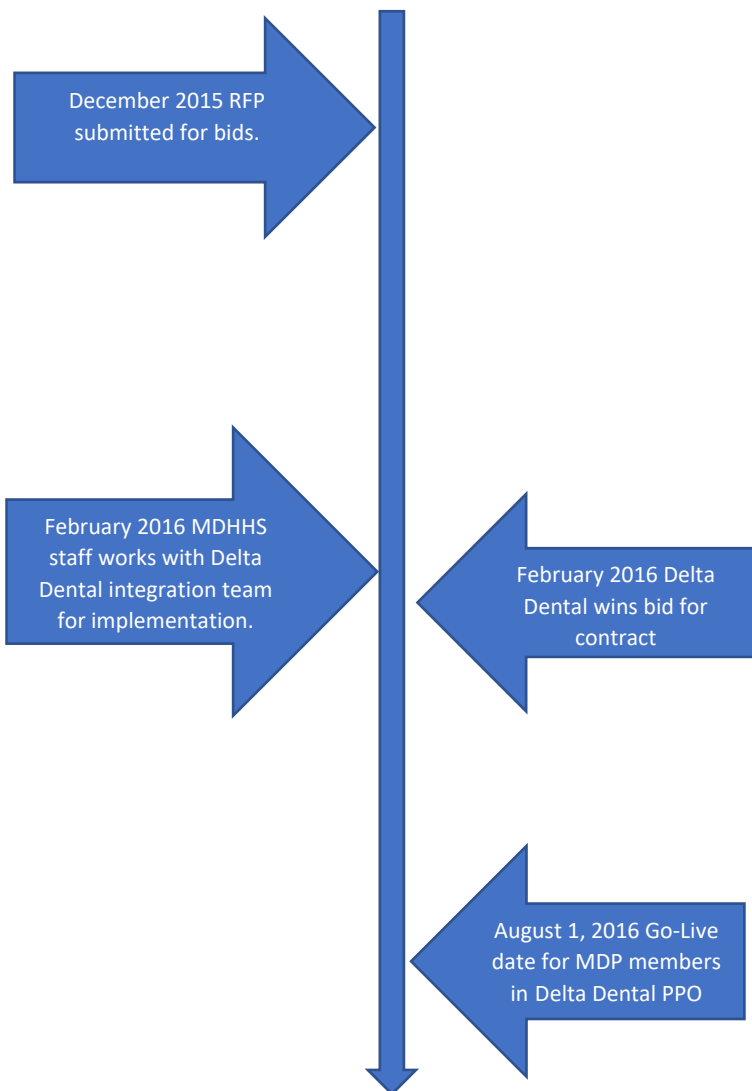
Question #18 was open ended to allow members to write in comments or feedback.

Overall satisfaction with the MDP ranked 91 percent.



2016: Year in Review

The MDP has continued to make strides in preventing and managing oral health. It was a busy year preparing for the partnership with Delta Dental, that began August 1, 2016.





Michigan Dental Program Goals

Increase enrollment to reach more people living with HIV/AIDS (PLWHA) in Michigan.

Increase viral load suppression among the HIV population.

Increase quality of life for PLWHA.

Performance Measures

Oral Health Metric: Applications received and processed within 10 days.

- Metric has been 98 percent-100 percent each month.

Ryan White Part B Metric: Percentage of MDP members who receive services in 2017.

- Total enrollment 1955 members, 50 percent received services.
- Dental claims paid by Medicaid are not reflected in these numbers.

Ryan White Part B Metric: Viral Load Suppression of MDP members.

- Total enrollment 1955 members, 90 percent achieved viral load suppression.

Components

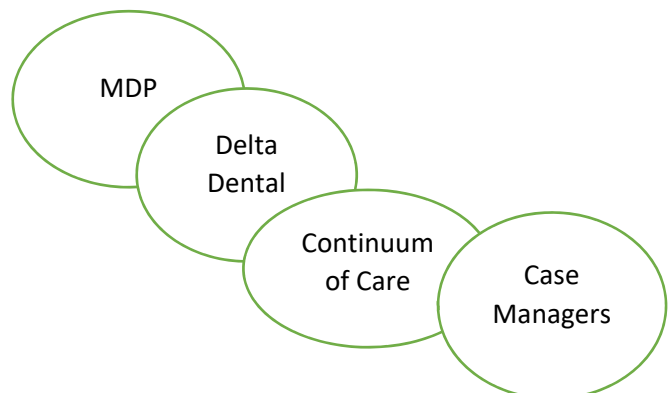


Prevent oral gum disease

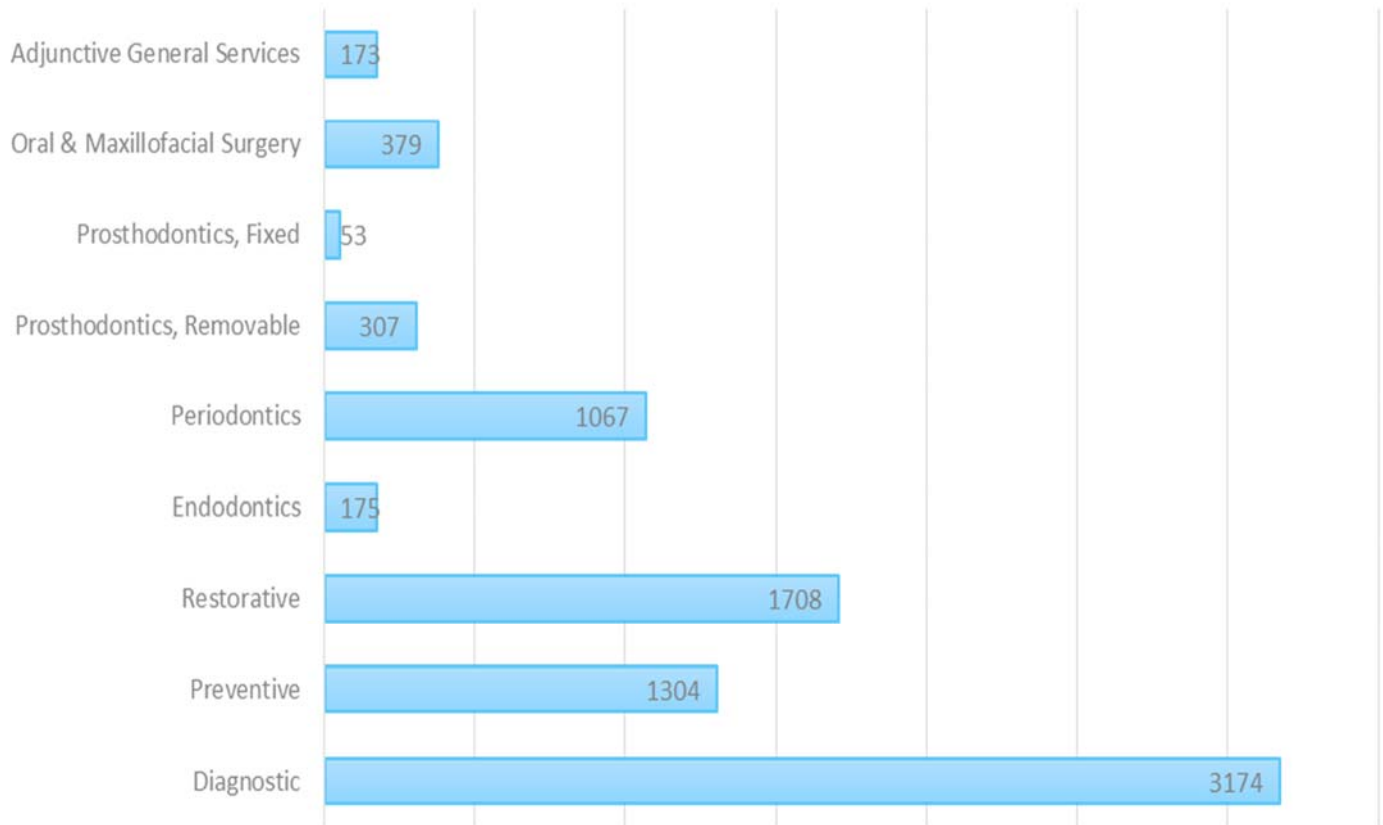
Offer services that will promote care.

Diagnose and treat all patients using the most effective treatment plans.

Assure clients receive the quality care, so they can have the best quality of life.



Service Utilization



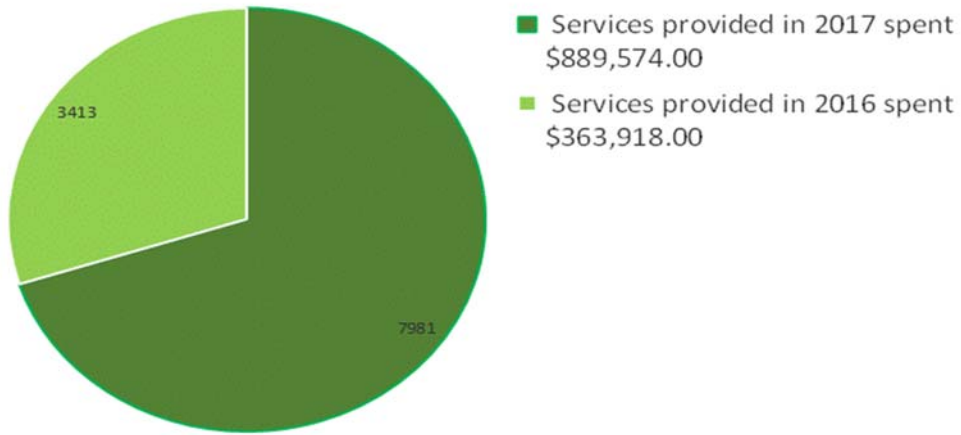
The highest utilization of services falls under the diagnostic category, which include exams and x-rays.

The second highest utilization category is restorative, which include fillings and crowns.

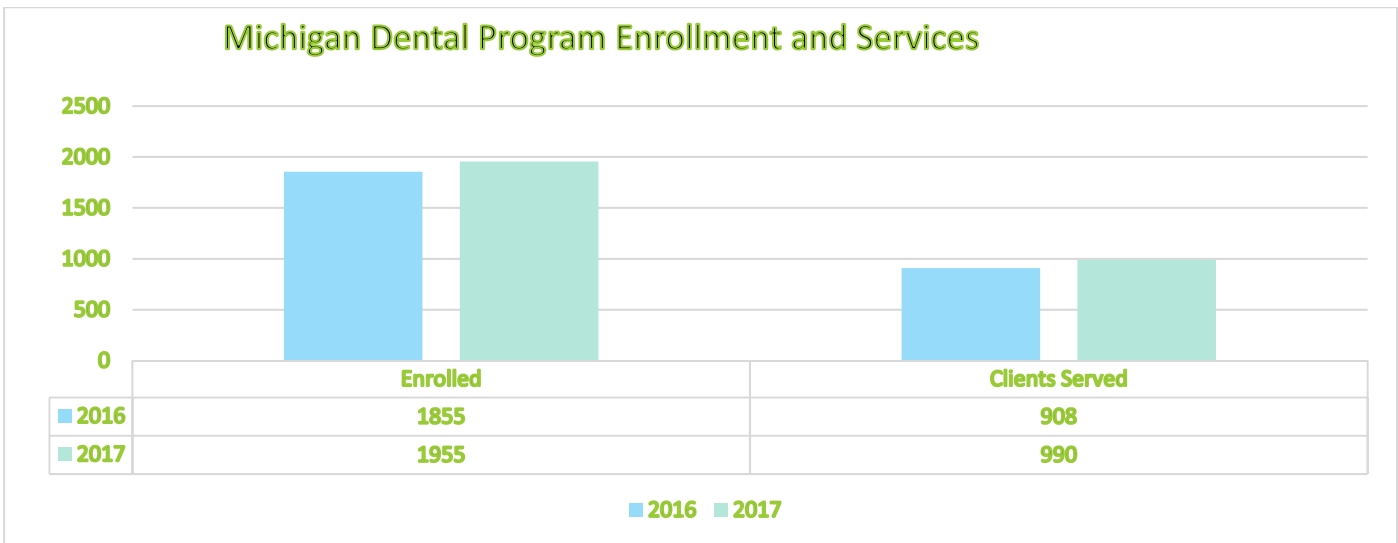
The third highest utilization category is preventive (regular) cleanings and fluoride treatment.

The fourth category is periodontics. This is the maintenance of periodontal disease (deep cleaning).

Funds Spent in 2016 vs 2017

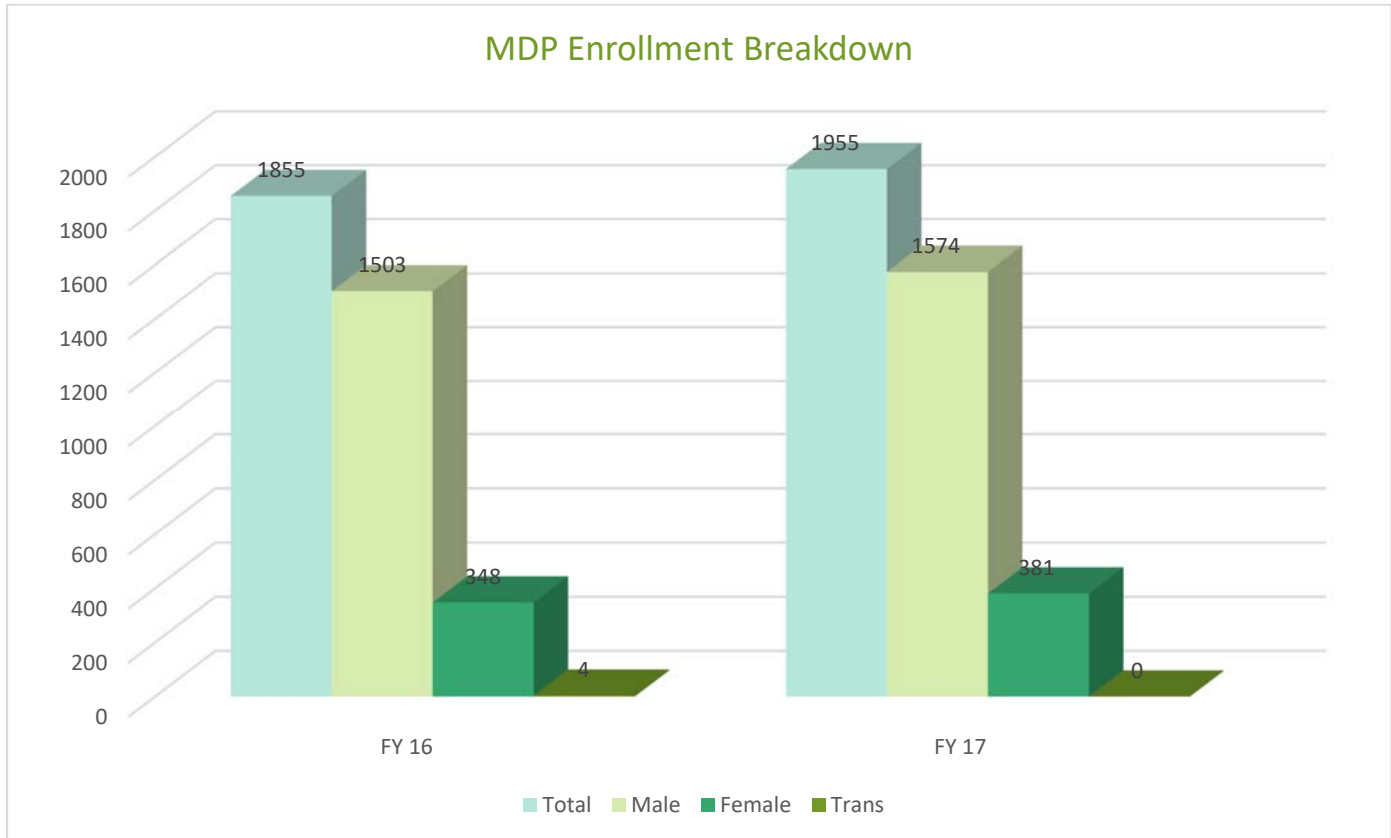


- ✚ 2016 MDP paid \$363,918 covering 3,413 procedures.
- ✚ 2017 MDP paid \$889,574 covering 7,981 procedures.
- ✚ Both total spending and number of procedures more than doubled in 2017.



- ✚ In 2016 MDP had 1855 enrolled members, 49 percent of enrollees received services.
- ✚ In 2017 MDP had 1955 enrolled members, 50 percent of enrollees received services.

MDP enrollment of Men, Women, and Transgender individuals in 2016 (left) and 2017 (right).



Health Equity Social Justice Lens

Applying a Health Equity Social Justice lens to the program will better serve the MDP members. The MDP is looking for the best health and access to effective affordable oral health care. We are trying to make oral health care a right and not a privilege, by making health equity and social justice systematic changes. One method is encouraging members to utilize case managers, so they can be informed of and connected to additional resources within their community.

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