



2021  
2022

# MICHIGAN DENTAL PROGRAM

Biennial Report

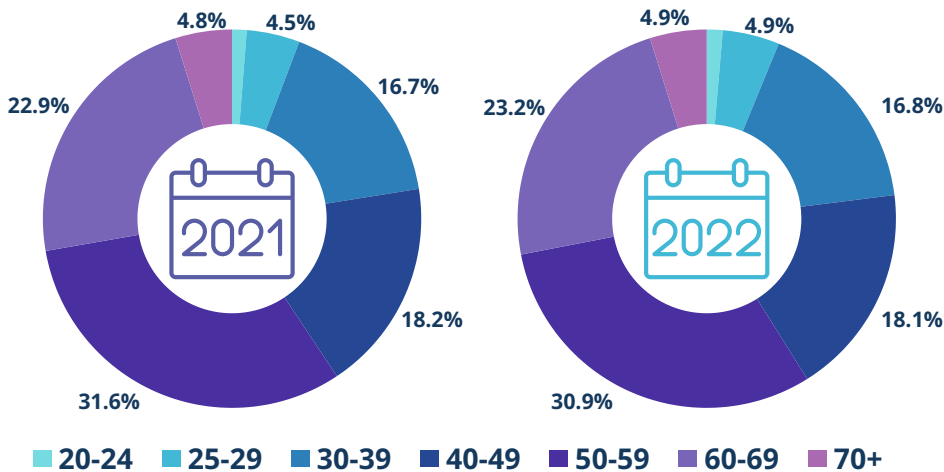


# THE NUMBERS

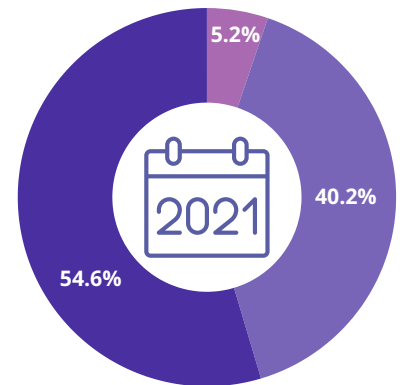


**1,398      1,534**  
**SERVICES RENDERED**  
**2,647      2,720**  
**ENROLLEES**

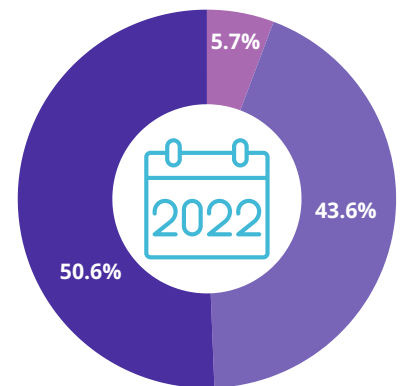
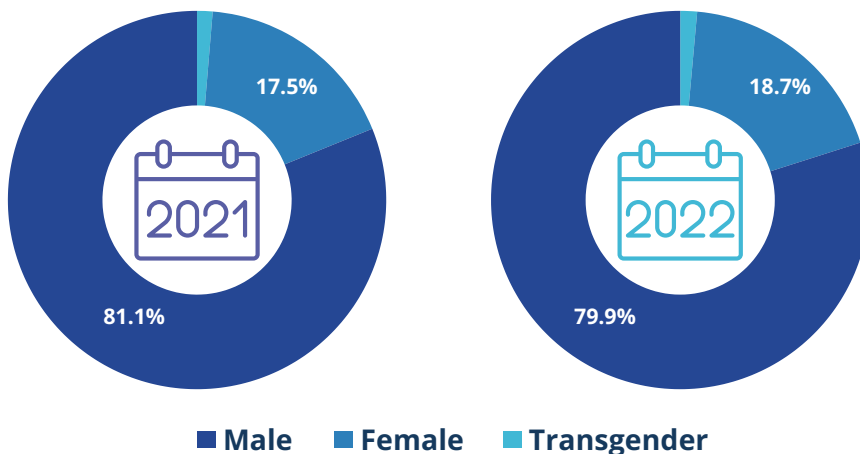
## AGE OF ENROLLEES



## RACE/ETHNICITY OF ENROLLEES



## GENDER OF ENROLLEES

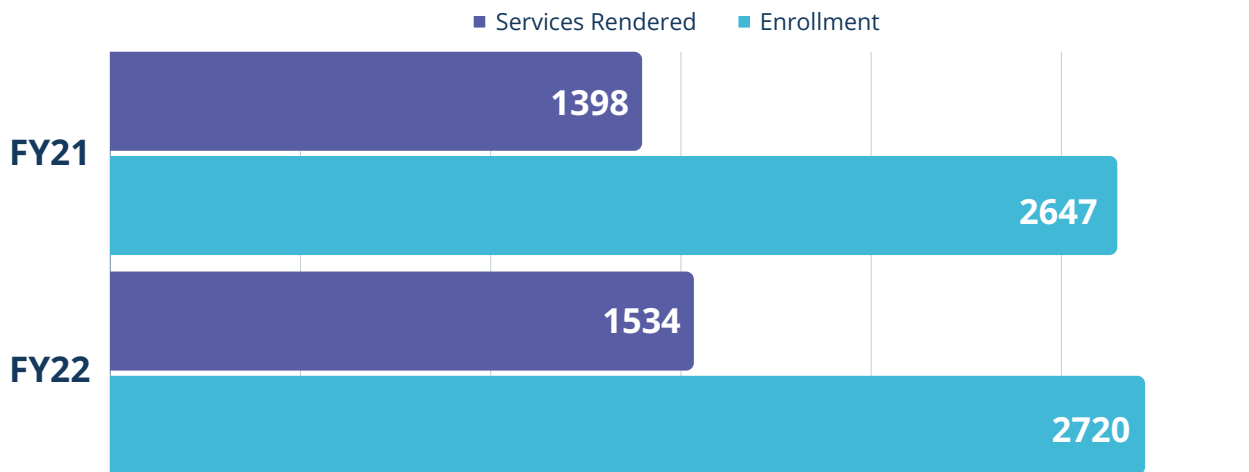


■ White  
 ■ African American  
 ■ Hispanic



# ENROLLMENT & SERVICES

Despite the challenges faced in 2021 and 2022, the Michigan Dental Program (MDP) persevered. The MDP has continued to expand and positively impact the community, prioritizing the oral health of our consumers above all else. One of our core values is the promotion of diversity, equity, and inclusion, and we have continued to develop a supportive program that provides equitable services to all consumers.



## ELECTRONIC APPLICATION

In March 2022, the Michigan Drug Assistance Program (MIDAP) incorporated the Michigan Dental Program (MDP) into their online application. This platform is linked with the State of Michigan's single sign-on process (MiLogin) and is hosted by the State of Michigan.

Opting for the online application mechanism enables MDP users to receive swift responses. Individuals with HIV can now apply for programs using their smartphone or computer, allowing for the electronic upload of documents instead of faxing or mailing paper copies. This system allows users to apply for coverage and renew it through an easy-to-use online interface.



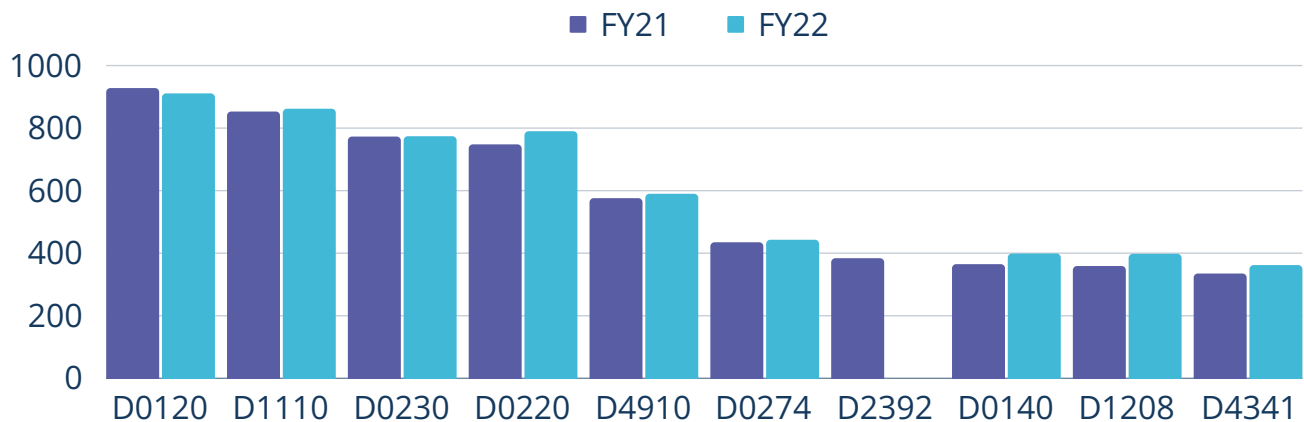


## TOP 10 DENTAL PROCEDURES

Throughout both 2021 and 2022, MDP patients received nearly 3,000 procedures. The majority of these procedures were diagnostic in nature, and preventative services made up the second highest utilized service. Restorative treatment was the 7th highest most utilized service, and periodontic services make up both the 5th and 10th most utilized services. Periodontal maintenance is a benefit offered up to three times in a calendar year.



**Diagnostic codes make up 50% of the Top 10 Procedures and Preventative Services are the second highest utilized service with Adult Teeth Cleanings & Fluoride.**



1. D0120 - Periodic Oral Evaluation - Established Patients
2. D1110 - Adult Teeth Cleaning (Prophy)
3. D0230 - X-ray of a Single Area Each Additional Tooth
4. D0220 - X-ray of a Single Area, First Image
5. D04910 - Periodontal Maintenance Follows Treatment in 4-month Intervals
6. D0247 - X-ray to Detect Decay (Bitewings)
7. D2392 - Tooth Color Filling Covering Two Surfaces of a Tooth
8. D0140 - Limited Oral Exam for a Problem Reported by the Patient
9. D1208 - Fluoride Application
10. D4341 - Periodontal Scaling and Root Planing, Initial Therapy of Periodontal Disease

# EDUCATING THE WORKFORCE

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The second HIV Dental Symposium, organized by the Michigan Department of Health and Human Services (MDHHS), took place virtually on May 14th, 2021. This event granted five dental continuing education credits to participants, with a total of 115 registered attendees from diverse locations including the United States, Canada, and other countries.

James Winkler, DDS, PhD, served as the keynote speaker, addressing the etiology and management of HIV-related oral lesions and offering insights into treating individuals living with the virus.

Sheyonna Watson, CTTS, delved into the physical implications of tobacco use for people living with HIV/AIDS (PLWHA) and provided practical guidance for dental professionals to use chairside to assist patients in reducing tobacco consumption.

David Hardy, MD, provided an update on HIV treatment medications and emphasized the crucial role of dental professionals in combating the HIV epidemic in the United States.

The symposium concluded with a panel featuring experts in the HIV field, who discussed strategies for addressing unconscious bias and fostering compassionate engagement with individuals. This interactive session was moderated by Mary Rose Forsyth, BS, MA, MSN, from the Midwest AIDS Training and Education Center (MATEC).

The third HIV Dental Symposium hosted by MDHHS is set to be held in 2023.



# MICHIGAN DENTAL PROGRAM SATISFACTION SURVEYS 2021 & 2022

The Michigan Dental Program (MDP) Member Satisfaction Surveys (MSS) were conducted to evaluate two primary areas of interest: the satisfaction levels of consumers with the MDP, including the quality of customer service provided by staff and their satisfaction with the Delta Dental Plan of Michigan (the dental benefit provider).

These surveys consisted of a series of multiple-choice questions addressing various aspects such as satisfaction with program services, the Delta Dental Plan, accessibility to local dental service providers, the ease of scheduling new patient or emergency care appointments promptly, and any obstacles encountered when attending a dental appointment.

In 2021, the MSS was distributed to 2,177 individuals enrolled between October 1, 2019, and September 30, 2020, with 466 individuals completing the survey. The responses indicated a satisfaction rate of 89% for the MDP and 90% for the Delta Dental Plan.

In 2022, the MSS was sent to 1,970 individuals enrolled as of May 14, 2022, and 437 individuals responded. Utilizing a 5-star rating system for program satisfaction, respondents awarded the MDP 4.5 stars and the Delta Dental Plan 4.4 stars. Notably, this year marked the first instance where the survey was available in three languages: English, Spanish, and Arabic.



**89% SATISFACTION**

Michigan Dental Program 2021

**90% SATISFACTION**

Delta Dental Plan of Michigan 2021



Michigan Dental Program 2022



Delta Dental Plan of Michigan 2022



## KEY INFORMANT INTERVIEWS

In 2021, case managers and dental providers were interviewed to describe the greatest dental needs of people living with HIV/AIDS and any barriers faced by MDP members as they attempt to access the full range of dental benefits available to them.

Our partners at Michigan Public Health Institute (MPHI) conducted seven interviews with a total of eight case management agency staff. In addition, two dental providers and one dental office staff person participated in the key informant interviews. All interviews were conducted by the MPHI evaluator via Zoom due to the ongoing COVID-19 pandemic.

Five main themes emerged from this discussion, including barriers related to:



**MDP Application, Enrollment,  
and Renewal**



**Understanding Dental Benefits,  
Treatment Options, and Cost**



**Delays in Receiving Dental Care**



**Transportation**



**The COVID-19 Pandemic**



## MDP Application, Enrollment, and Renewal



Case managers voiced a desire for an electronic option for completing the enrollment and renewal paperwork. Some compared it to applications for other health programs, that have a virtual option for uploading documents, as well as a timeline for renewal deadlines and proof of approval. NOTE: As of March 2022, an online application became available for MDP members.

## Understanding Dental Benefits, Treatment Options, and Cost



Interviewees noted that MDP members may not be aware of the full scope of dental benefits available to them, or the coverage provided for various treatment options, which can lead to MDP member concerns about the cost of receiving dental care or MDP members delaying or forgoing care. One case manager said, "I think for a lot of these people, it gets so overwhelming for them because they don't understand how the insurance works."

## Delays in Receiving Dental Care

### *Finding a Dental Provider*

There are many reasons provided by both case managers and dental providers about why a program member may delay seeking dental care. As indicated by all case managers and dental providers interviewed, consumers may delay dental care due to difficulty finding a dental provider, especially one who helps consumers feel comfortable.



### *Stigma & Fear*

Due to the vulnerable nature of this population and the history of stigma both in and out of a medical setting, navigating this and fear of stigmas associated with HIV, the consumer's current overall health, and general fear of the dentist, are all reasons consumers may delay seeking dental care. Of those interviewed, four case managers and one dental provider mentioned stigma as a potential barrier for accessing dental care.

## Transportation



In all key informant interviews, there was discussion of transportation as a potential barrier for program members. Throughout these discussions, it was clear the COVID-19 pandemic impacted many efforts to provide transportation to consumers. This is different between rural and urban areas. One case manager in rural Michigan was struggling with finding a way to alleviate transportation while a case manager in an urban setting indicated transportation was not a barrier.

## The COVID-19 Pandemic



The interviewees described a variety of ways that the COVID-19 pandemic impacted access to dental care. One common issue many clinics faced was an overall backlog of appointments due to closures at the beginning of the pandemic, and the initial recommendation to only attend emergency appointments. While the two dental providers interviewed did not identify this as an issue in their offices, some case managers experienced a backlog in scheduling appointments a year after the COVID-19 pandemic.





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