



**Behavioral Health Partnership Oversight Council
Coordination of Care Committee**
July 27, 2011

Improving the Oral Health of our Clients ...



History



- Connecticut Dental Health Partnership (CTDHP)
- Began on September 1, 2008
- CTDHP is run by an Administrative Services Organization (ASO)
- Provider relations and customer services - by BeneCare Dental Plans
- Provides services to approximately 575,000 children and adults
 - The largest dental plan in Connecticut

CTDHP Today

- Provider network has 1,300 unique providers with excellent retention
- Responsive one - stop call center offering:
 - Provider referrals, appointment assistance, transportation coordination and translation services and client education

Provides information for

- Benefit Information
- Assistance with accessing care
- care coordination and more



CTDHP Today

- Community Outreach
 - More than 1,500 community visits, including all DMHAS listed programs
 - More than 5,000 posters, and educational materials distributed
- Targeted Outreach
 - Prenatal Initiative
 - Special Health Care Needs
 - Non-utilizers
- Focus is on the Dental Home



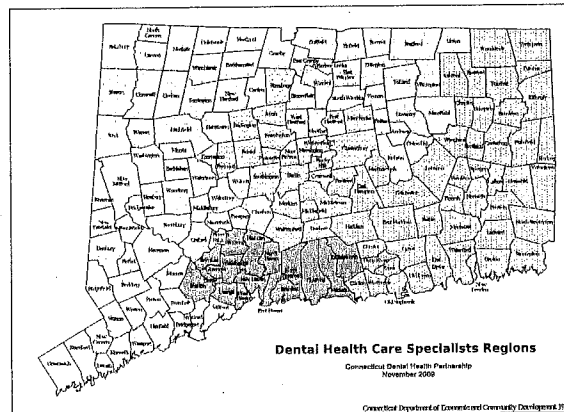
Care Coordination

Seven Dental Health Care Specialists (DHCS) strategically placed in 6 regions of CT

- Work with clients to overcome barriers to care
- Work with providers to facilitate referrals
- Work with community agencies to facilitate outreach activities
- One DHCS is focused on special health care needs



DHCS Regions



Care Coordination

Client Cases:

Assistance is provided to referred clients who need to overcome barriers in receiving dental care and maintaining oral health

– Referrals come in from:

- CTDHP Call Center
- State Agencies (DSS, DDS, DCF, Legislators, etc.)
- Community Agencies
- Providers



Care Coordination

Targeted outreach to clients include:

- Prenatal Initiative
- CSHCN
- Non-utilizers
- Special Projects

Care Coordination

DHCS work one-one-one to:

- Reach out to clients
- Identify individual barriers to care
- Develop workable **one on one** solutions with clients
- Provide referrals, appointment assistance, benefit information, transportation coordination, translation assistance, coordination with medical and other providers, advisement and more



Care Coordination

DHCS work one-one-one to (cont.):

- Reinforce hygiene practices, dietary habits and good practices
- Follow-up with clients and providers
- Success measured as client in regular preventative care
- *Over 5,400 cases to date*



Care Coordination

- Outcomes:
(5,395 closed cases)
 - 49% in regular preventive care
 - 36% couldn't reach client
 - 12% didn't follow through
 - 3% other



Care Coordination

- Trying three new approaches to care:
 - Automated Calling - time & cost efficient, about as effective as mailing
 - Intensive community outreach
 - PCP outreach activities



Intensive Community Outreach



- Intensive Community Outreach (ICO)
 - Small pilot in Norwich
 - Intensive training and cooperation with five community agencies that serve pre-natal clients
 - Agencies promote oral health, assist in reaching clients
 - Significantly increased the number of women in care
 - Presently replicating results, favorable so far. If successful will expand and improve on methods of outreach

	ICO Pilot ⁱ		Telephone Outreach ⁱⁱ	
Total Subject to Intervention	43		1,713	
Number in Care (Successes)	19	44%	181	11%

i. Intensive Community Outreach Initiative pilot conducted 7/1/2010 to 2/4/2011
 ii. Telephone Outreach Program 6/1/2010 to 2/4/2011

PCP Outreach

- Pilot outreach to PCCM offices
 - Train medical staff about the importance of oral health
 - Provide materials (CTDHP 'prescription pad', posters, toothbrushes, etc.) that support physician encouraging patient to visit a dentist
 - DHCS available to assist office activities
 - If successful, will expand to non-PCCM offices

Connecticut Dental Health Partnership
 1000 Main Street, Suite 1000
 Hartford, CT 06103
 (866) 420-2924
 www.ctdhp.org

R

Name: [Client Name]
 ID: [Client ID #]

Patient should schedule
 a Dental Appointment
 immediately

Call 866-420-2924
 for help in
 finding a dentist
 M - F 8AM - 5PM

DATE: 11/11/2011

PCP Outreach

- PCCM outreach pilot preliminary results:
 - 22 offices participating in PCCM
 - Intro letter from Drs. Balaski & Zavoski
 - DHCS ask to meet with medical staff
 - 60% of offices: successfully presented to some/all staff
 - In 31%: achieved minimal contact and impact
 - Two offices (9%) presentation scheduled
 - Successful presentations were enthusiastically received
- “This is the first time in the 12 years I’ve been here that anyone spoke to us about oral health” – PCCM physician



Results

Connecticut one of only six states to receive top grade from Pew

- The Pew Center on the States Pew assessed and graded states and the District of Columbia on eight policy solutions that ensure dental health and access to care. A 50-state report card shows that just six states earned an “A” and that 36 states received a “C” or lower.
- Only six states merited A grades: Connecticut, Iowa, Maryland, New Mexico, Rhode Island and South Carolina





Results

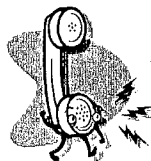
- Connecticut given a second "A" grade by Pew in 2011
- Connecticut named as one of the top ten states for dental utilization by children under 18 by the Commonwealth Fund Scorecard
- CDC reports that Connecticut has the lowest incidence of tooth decay in the nation (40.6%)
- CT ranked #1 in adult dental visits (80.2%)



The Future

- Provide oral health education with one message
- Instill the concept of a "Dental Home" and a primary care dentist model (PCD)
- Create linkages between the Person Centered Medical Home and Person Centered Dental Home
- Reduce incidence of oral disease

Phone Numbers



Client Call Center

866 - 420 - 2924

(M-F 8 AM – 5 PM)

Questions?



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