



CT Dental Health Partnership's Member Care and Community Connection Team in Action

MAPOC Quality and Access Committee Meeting

Kate Parker-Reilly, LMSW Director of Member Care and Community Connection Team
Oral Health Navigation Team
Community Engagement Team
Communications & Oral Health EquityTeam

January 25 2023

Areas We'd Like to Cover Today

1. **Quick Overview of HUSKY Health Dental**
2. **How CTDHP's Member Care and Community Connection Team Works in the Community...Our Team in Action.**
3. **Tools and Resources for Community-Based Organizations and Partners**

Areas We Likely Don't Have Time For, But We'd Like to Another Time!

1. In-depth data review of utilization, outcomes, and performance
2. Full benefits overview
3. Discussing Individuals' specific needs or experiences
4. Oral health equity roadmap and member survey results
5. Member input on oral health messages and campaigns

HUSKY Health Dental Overview

CT DENTAL HEALTH PARTNERSHIP

Mission

Enable all HUSKY Health members to achieve and maintain good oral health. We work to ensure all members have equitable access to oral health services.

General Benefits

The HUSKY Health dental plan covers the following at no charge (small co-pays may apply to HUSKY B recipients) when you see a participating dentist:

- Oral Exams
- Cleanings
- X-Rays
- Fillings
- Extractions
- Partial and Full Dentures
- Root Canals
- Crowns
- Oral Surgery

Prior Authorization may apply and some services may have qualification restrictions

BeneCare/CTDHP Member Engagement Model[®]

Inform members of available benefit

Educate members on
importance of oral health

Navigate dental care
delivery System

Address accumulated
neglect & pent-up demand

Obtain and maintain
good oral health

Lower cost and improve population health

CTDHP Member Care & Community Connection Team

Oral Health
Navigation

Community
Engagement

Oral Health
Equity

ABC Program

Communications



Meet Merceades Gonzales – Oral Health Navigator

Meet Luis Miguel Ayala – Community Engagement Specialist

Meet Awilda Maldonado – Oral Health Equity Officer

Meet Sandy Rodriguez – Communications Manager

CTDHP Communications in The Community

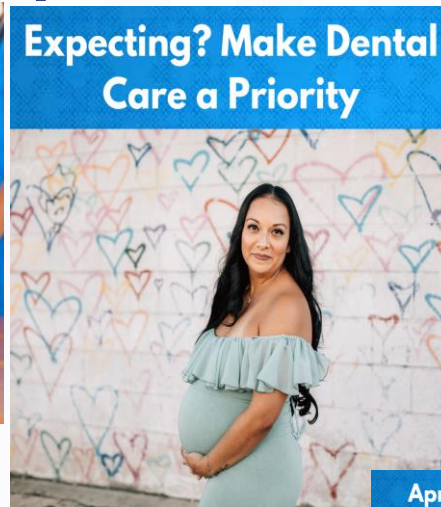


On the Road in Waterbury, Stamford, Norwalk, Meriden, New London, Norwich

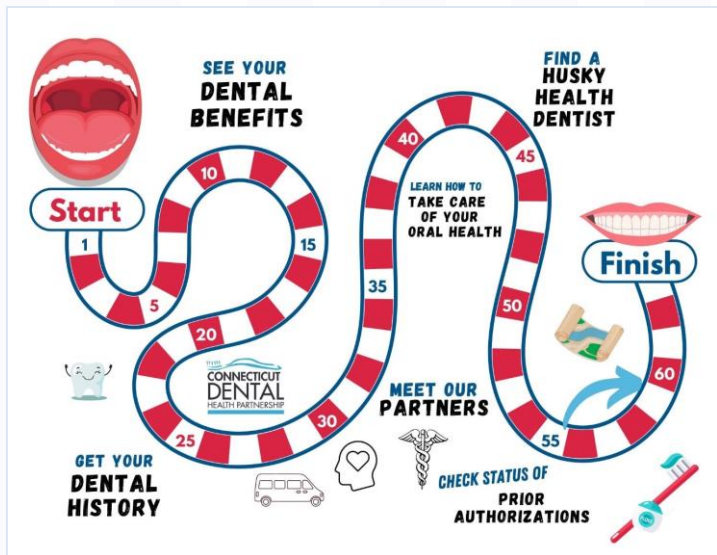
CTDHP Communications in The Community



CTDHP in Social Media



CTDHP Communications in The Community



Find a Dentist

Want to Find a Dentist Online?

While dental provider availability changes daily, this search tool can be used to find general dentists or pediatric dentists in your area.



Can't Find What You are Looking For?

For additional information about your plan, dentists and specialists in your area, and your plan services to date, simply login to our secure portal with Your HUSKY Health ID Number.

* Prior Authorization requires a dental provider to submit documentation justifying the medical necessity for the recommended treatment versus an alternative treatment.

[Member Login](#)

Your Benefits

[Benefits For Children 0-20](#)

[Benefits for Adults](#)

[Covered CT](#)

[Find a Dentist](#)

Improvements in website to make it more Member-Friendly

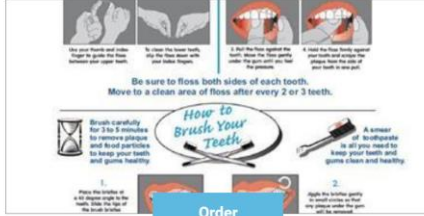
"We Care About Your Dental Health"

Resources for and Referrals

**As a CTDHP Community Partner,
Community Based Organizations Can.....**


Access Free Resources (View, Download, Order)

**BRUSHING AND FLOSSING TIPS (ENGLISH – SIDE 1 /
SPANISH – SIDE 2)**



Order

**LANGUAGE ASSISTANCE BROCHURE FOR
HUSKY HEALTH MEMBERS**



View / Download

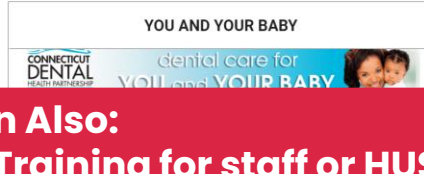
YOU AND YOUR INFANT



**When Should I Start Taking
My Baby to the Dentist?**

• A visit to the dentist should be done within 6 months after your first birthday.

YOU AND YOUR BABY



**dental care for
YOU and YOUR BABY**

**Refer Members to the Oral Health Navigation
Team (on our website or through Unite Us)**



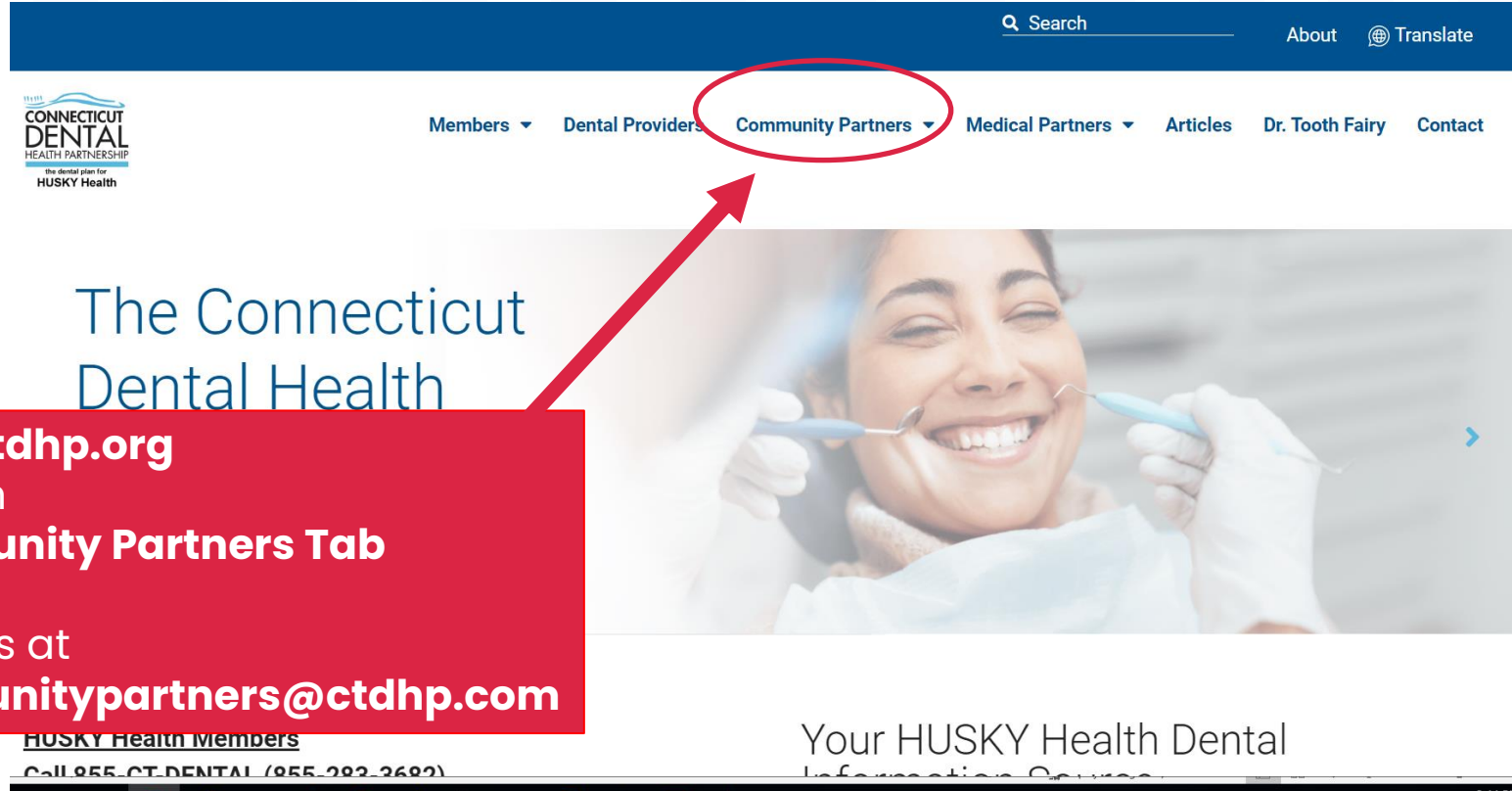
There are two pathways to get support:

- Call our Member Services Center at [855-CT-DENTAL](tel:855-CT-DENTAL) to speak with a representative who can match your client to a dentist, help set up an appointment or assist with transportation or language interpretation.

Partners Can Also:

- ✓ Request Training for staff or HUSKY Health Members
- ✓ Host a “Pop-Up Resource Center” at your location
- ✓ Engage in a data sharing agreement (via MOU)
- ✓ Certify and get performance improvement support for ABC Program Services

Resources for Community Based Organizations and Partners



The screenshot shows the website for the Connecticut Dental Health Partnership. The navigation bar includes a search icon, 'About', and a 'Translate' button. The main navigation menu has links for 'Members', 'Dental Providers', 'Community Partners' (circled in red), 'Medical Partners', 'Articles', 'Dr. Tooth Fairy', and 'Contact'. A red arrow points from a text box to the 'Community Partners' link. The main content area features a large image of a smiling woman being examined by a dentist, with the text 'The Connecticut Dental Health' overlaid. Below the image, there is a section for 'HUSKY Health Members' with contact information.

CONNECTICUT DENTAL HEALTH PARTNERSHIP
the dental plan for HUSKY Health

Members ▾ Dental Providers ▾ **Community Partners ▾** Medical Partners ▾ Articles Dr. Tooth Fairy Contact

The Connecticut Dental Health

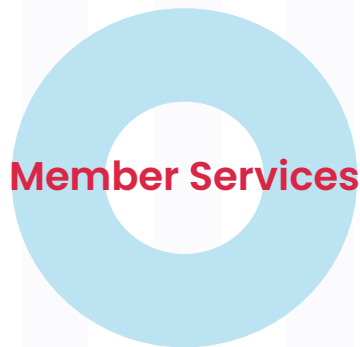
Go to ctdhp.org
Click on
Community Partners Tab

Email us at
communitypartners@ctdhp.com

HUSKY Health Members
Call 855-CT-DENTAL (855-282-2682)

Your HUSKY Health Dental Information Center

CTDHP Member Services



855-CT-DENTAL

- M-F 8:00am-5:00pm
- Live Representatives – CT Based with Dental Practice Experience
- Multiple Languages
- Help Members Locate a Dentist
- Help with Appointment Assistance
- Answer general and specific Benefits Questions



**855-CT-DENTAL
(855-283-3682)**

www.ctdhp.org

CT Dental Health Partnership