

Dental Policy Review Committee Minutes
Illinois Department of Healthcare and Family Services
November 7, 2007
1:00 p.m.

Members Present: (7), Dr. Gerald Dismer, Dr. Henry Lotsof, Dr. Ronald Mizer, Dr. Sheldon Rosenstein, Dr. Richard Perry, Dr. Michael Stablein and Dr. James Thommes

Members Absent: (4), Dr. David Clark, Dr. William Goebel, Greg Johnson and Dr. Larry McBride

A quorum is present for business purposes.

HFS: Dave Spinner, Patti Kimmel, Colleen Kane, Rebecca Spinner
Doral: Lori Howley, Sarah Tobias, Mary Murack, Nick Barnette, Kelly Pulliam, Krista Smothers
IDPH: Julie Janssen
IDCFS: Deborah Kinsey

Guests: Mary Pat Burgess, CDPH
Judy Redick, IFLOSS
Dr. Clifford Brown
Kathy Chan, Illinois Maternal and Child Health Coalition

The meeting was called to order at 1:00 P.M. and introductions were made.

The minutes were corrected for typographical errors and accepted.

Membership Changes

- Dr. Larry McBride had resigned from the Dental Policy Review Committee, as he has retired after 42 years of practicing dentistry.
- Dr. James Wahl, Dental Director for the Champaign-Urbana Public Health District, has been appointed to the Dental Policy Review Committee. Dr. Wahl recently received Healthy Smiles Hero Award from Lt. Governor Pat Quinn for his commitment to underserved communities.

Reports

HEALTHCARE AND FAMILY SERVICES (HFS)

Dental Clinic Grant Program Update

- Eleven local health departments (Bureau, Edgar, Kane, Lake, Macoupin, Southern Seven, Egyptian, Oak Park, Whiteside, Will and Winnebago) have participated in the grant program and successfully established 12 dental clinics.
- Current grantees are Vermilion County Health Department, in the first year of its grant, Jasper County Health Department and Hancock County Health Department, both in the second year of the program.
- Cass County Health Department and DeWitt-Piatt Bi-County Health Department have submitted proposals for funding that are under Department review. Other local health departments have requested information about the grant program.

Dental Referral Note Pad

Doral Dental Referral Notepads have been mailed out to providers who serve children for EPSDT services as well as schools and community agencies. This will hopefully facilitate more referrals for dental care.

Quit Smoking Notepad

- HFS is developing a Quit Smoking Notepad, designed with easy tear-off pages with the toll-free telephone number of the Illinois Tobacco QuitLine, for distribution to dentists' offices.
- The Notepad will be translated into foreign languages.
- Discussion was positive, and Dr. Mizer spoke in support of the notepads, indicating that he had seen a recent study showing that smoking reduced muscle and caused fat to form around all of the organs.

Dental Office Reference Manual (DORM) Review

- Dr. Lotsf reported that clinical guidelines used by Doral to process claims have been added to the 2008 DORM to give providers information on how Doral determines payment and standard-of-care issues. This information should help providers understand the process and attain a higher rate of claims paid.
- The DORM review and discussion points are presented in Attachment A.
- The 2008 DORM was approved pending accepted changes.
- The DORM is scheduled for delivery by January 1st and will also be available online.
- It was requested that school providers be provided with a copy of the DORM for recommended changes for 2009. HFS encourages school providers to obtain a copy of the DORM from the Web site and make recommendations for changes to the HFS Dental Program.

HFS School-based Dental Program

- Quality assurance onsite visits are being made to school providers.
- Collaborative activities among HFS, the Chicago Department of Public Health (CDPH), and Illinois Department of Public Health (IDPH) to assist in quality assurance are being explored.
- Early findings suggest approximately 14 percent of children in the School-Based Dental Program have been rated with scores of three or four, indicating a need for follow-up treatment or restorative care.

DORAL DENTAL SERVICES OF ILLINOIS

Statewide Dental Provider Enrollment

- The Rolling Trend report for Dental Provider Enrollment period covering January 2006 through June 2007 indicates an increase in the actual provider count of 38 general dentists. There were 2,152 dental providers, with 1,933 providers submitting at least one claim in the previous 18 months and 1,401 submitting at least seventy claims in the past 18 months.
- Doral's Provider Outreach staff members contact interested dental providers within 24 hours.
- Most of the growth in provider enrollment was in Chicago, but a few enrollments were downstate. Doral has also enrolled a Pediatric Dentist in Kentucky and one in Indiana this month.

Participant Outreach Initiative

- The status of the HFS/Doral Participant Outreach Initiative was presented.
- This project targets parents and caretakers of All Kids beneficiaries who have been enrolled in the HFS Dental Program for over 12 months and have not received any dental services during their enrollment period.

- During Phase 1, Doral sent out 135,028 Outreach Mailings between July 31 and August 1, 2006; 119,152 recipients received the English version and 15,876 received the Spanish version.
- During Phase 2, Doral sent out 107,637 Outreach Mailings on December 15, 2006. To date, 75,183 children have received dental treatment, which represents a 34 percent overall success rate for the outreach mailing campaign.
- During Phase 3, Doral has made phone calls to those families who did not receive a dental visit in response to the first two mailings.

Doral Provider Recruitment Project

- The Doral Dental Provider Recruitment Project was presented and the Dental Champion initiative was discussed.

ILLINOIS DEPARTMENT OF PUBLIC HEALTH (IDPH)

Early Childhood Caries Prevention Program

- The Health Research and Services Administration (HRSA) has awarded IDPH a competitive grant to expand the Early Childhood Caries Prevention Program.
- IDPH staff members have provided training to various organizations, including the Special Supplemental Nutrition Program for Women, Infants and Children (WIC), Head Start, Family Case Management and Teen Reach programs regarding education/screening/referrals for children seen in these environments.
- IDPH is targeting the education to families with the poorest oral health IQ.
- The grant funding will be used to expand the Early Childhood Caries Prevention Program to train physicians to provide dental screenings and referrals. IDPH plans a Division of Specialized Care for Children (DSCC) focus to provide training and education for serving special needs children.

IDPH Dental Sealant Program

- IDPH has awarded 60 dental sealant grants, mostly to local health departments, with some schools and non-profit agencies also participating.
- IDPH staff members have also worked with school providers to get registration provisions in place for the school year.
- Dental Sealant Grantee workshops have been completed to ensure that grantees are in compliance with HFS requirements.
- Administrative funds are also being offered to grantees to support the use of the SEALS software program offered by the Centers for Disease Control and Prevention for tracking program cost effectiveness and amount of averted disease.

Local Health Department Study

IDPH has requested assistance in conducting a study of local health departments to determine what factors are preventing health departments from developing an oral health program.

State Board of Education Oral Health Examinations

- The oral health school examination data indicate that in 2006, there was a 78 percent compliance rate compared with an 80 percent compliance rate for 2007. These percentages do not include data for the City of Chicago.
- Mary Pat Burgess will provide a supplemental report for the City, so that data will be included in a calculation of the overall compliance rate. Religious exemptions increased in 2007.

DEPARTMENT OF CHILDREN AND FAMILY SERVICES (DCFS)

Dental Access Issues

- DCFS reports some problems with accessing dentists for DCFS wards, especially in central and southern Illinois.
- It was requested that the Rolling Trend report display the number of dentists available in each region or county. Doral and HFS agreed to investigate the possibility of producing the report by region.

CHICAGO DEPARTMENT OF PUBLIC HEALTH (CDPH)

Chicago Department of Public Health Sealant Program

- CDPH started the school program in mid-October, when more than 400,000 consent forms were sent out to parents or guardians. There has been an increase in the number of consent forms returned.
- Colgate has offered to provide oral health education through their dental van to the CPS students.
- The State of New York has requested information about setting up a school program similar to the Chicago program.

Program Expansion

CDPH is investigating providing the school-based oral health program to the students of the Chicago Archdiocese. The Archdiocese has 115 schools, of which 70 to 80 would be eligible to participate.

ILLINOIS MATERNAL AND CHILD HEALTH COALITION (IMCHC)

Kathy Chan reported that IMCHC is working with an access to care group in Southern Illinois to try to increase dental care access in the southern part of the state. The next meeting of the group will be scheduled in January 2008.

ILLINOIS STATE DENTAL SOCIETY (ISDS)

Dionne Haney stated that two oral health bills that were passed by the legislature were later vetoed. One bill increased HFS dental grants from \$35,000 to \$100,000 per year, and totaled \$1M. The other bill added to the IDPH budget to support four awards of \$25,000 per dentist to help pay school loans if the dentist would agree to practice in underserved areas of the state. This initiative was reduced to two grants totaling \$50,000 in the final budget.

CHICAGO DENTAL SOCIETY

Dr. Michael Stablein suggested that Lake County and Chicago Department of Public Health apply for grant money from the Chicago Dental Society. There is a formal application process and the Chicago Dental Society may be contacted for application details.

IFLOSS

Judy Redick reported that 150-175 people attended the Oral Health Conference in Bloomington on October 17 -18, 2007.

OTHER BUSINESS

Answers to Questions

- More than one million children are enrolled in the All Kids program.
- Approximately 36 percent received an exam and prophylaxis.
- ISDS reported that approximately 56 percent with private insurance receive the same services. Dr. James Thommes, Doral Dental Director, reported that the national percentage is approximately 50 percent.

Next Meeting

The tentative 2008 meeting schedule is as follows:

- March 12, 2008
- July 16, 2008
- November 12, 2008

Adjournment

The meeting was adjourned at approximately 3:30 p.m.

Attachment A: Dental Office Reference Manual (DORM) Changes and Discussion Points

Changes:

- On Page 2 of Attachment P, the procedure code 1206 for fluoride varnish has been added to approved school codes. This was already in the edits this year for payment, just not listed in DORM.
- The provider registration application on Page 5 of Attachment P now asks for an entity e-mail.
- The Page 6 signature line designation of Attachment P has been changed to “entity” and no longer states “principle” as people thought the Principal of the School had to sign the form.
- The School name and address is now required on the schedule of events on Page 7 of Attachment P.
- Attachment Q, Page 1, is a new attachment that contains a sample letter for providers to send to potential referral sources.
- Attachment R, Page 1, follow-up care form, has changed the oral health assessment rating to only three categories with easier-to-understand wording.
- The Spanish translation of the follow-up care form is from the 2007 DORM but will be correct in the 2008 DORM.
- The date of service will now be required on Attachment T, Page 1.
- Attachments U and V are new forms. The forms are samples for providers to use for the permission and health history and the charting for the provider to retain for their records.
- Attachment W, Page 1, provides a comparison of covered services for children and adults.
- Attachment X, Page 1, has been revised to include both adult and child fee schedules.

Discussion Points:

- Dr. Dimer asked whether or not dentists could charge for missed appointments. Dave Spinner verified that they could not.
- Julie Janssen questioned whether there is monitoring or oversight for school providers and their referral system. She stated that she has received complaints from health departments due to their name being placed on the follow-up form sent home to parents without the health departments' permission. When the health department is unable to treat the child, this causes problems. After discussion, it was determined that this is an issue between the health department and the school-based provider not properly using the school-based referral process. The health department should contact the provider misusing their name and request their name be removed from the follow-up form.
- Dr. Richard Perry questioned whether space maintainers still required prior approval. Dave clarified that the prior authorization for space maintainers was removed with the 2007 DORM.

- Dr. Dismer questioned if the final film after a root canal had been completed needed to accompany the claim. Dr Lotsof stated the final film is not required for the root canal, but would be needed to preauthorize the crown.
- Julie Janssen offered several comments, as follows:
 - The name of the program appears differently throughout the DORM and titles of the forms are not consistent throughout the document.
 - Information on page 31 near the bottom should be moved to page 30 under #4.
 - It is unclear whether the proof of school exam form is to go to both the parent and the school or only the school. Sarah Tobias indicated that it should only go to the school and said this would be corrected in final version of DORM.
 - If the permission slip is only valid for 365 days, this time frame is not adequate to do sealant retention checks. Dave Spinner stated that this policy was established last year in the 2007 DORM based on HFS OIG audits of school-based providers who were reusing the parental consent form. Julie suggested that the 365-day permission policy on Page 31 should indicate it is the policy of HFS and not IDPH. It was agreed that the wording would be changed.
 - Guidelines for the school program forms should promote consistency. Sarah stated that all school program forms that are different than the sample format in the DORM must be approved by HFS before they can be used. This is documented in the DORM. HFS and Doral are conducting on-site random reviews of the school providers. If a non-complaint school based provider form is found, HFS and Doral will stop payments until the provider complies by receiving a HFS variance form approval.
 - Directions for the roster are not clear as to which children should be listed on Attachment T--all children seen or just All Kids members? Dave stated that the form has a column for Recipient Identification Numbers and that there has been no confusion so far on the part of school providers. HFS can only follow up on children enrolled in the HFS Dental Program.
 - Inconsistent wording of the prophylaxis description in Attachment X—Julie suggested the attachment should indicate that prophylaxis removes calculus and stain instead of scaling and polishing in the top paragraph of Page 5 in the Benefits Covered Section. Dave Spinner stated this language has been in the DORM for many years, but he will contact the Illinois State Dental Society to get a review and recommendation.
 - Procedure codes 1203 and 1206 have the same description on Page 5 in the Benefits Covered Section. Sarah Tobias stated that the description has already been corrected.
 - Debby Saunders asked Julie to work on the follow-up care form that would be sent home to the parent/guardian and Julie had health educators and a focus group of mothers review it. They agreed that parents want to know: 1) What the program did for the child; 2) What was found at the screening; 3) What needs to be done for the child; and (4) What is the next thing for the parent to do. With this in mind, she recommended that Doral change the form to explain what sealants are and list what teeth have been sealed, move the Doral and HFS logos to the bottom of the form so that the school provider can put their logo on the top and lower the reading level. Dave suggested

these changes could be incorporated in a change request to the Peer Review Committee.

- Nick Barnette questioned the need for copies of the increased number of HFS eligibility cards to be listed individually in Attachment B of the DORM. Sarah Tobias stated she feels they should be in the DORM. Kathy Chan stated that all of the cards are pictured on the All Kids Website. Becky Spinner stated that Doral can obtain the pictures of the cards for the 2008 DORM and she will provide Doral with the All Kids Website link along with the description of the medical cards which cover dental services as provided by the Department's Policy section.
- Dionne Hanley asked about the possibility of four prophylaxis treatments being provided every year, questioned whether school providers were going into the school for just that second treatment, and if so, asked if general supervision was being provided as outlined in the Illinois Dental Practice Act. Dave stated program monitoring results do not indicate that school providers are performing the second treatment.