

Illinois Department of Healthcare and Family Services
Dental Policy Review Committee
April 20, 2022

Dental Policy Review Committee Members Present

Dr. Mona Van Kanegan, Illinois Department of Public Health
Dr. Jason Grinter, Delta Dental
Dr. Jim Thommes, DentaQuest
Dr. Randall Markarian, Markarian Orthodontics
Dr. Bill Simon, Illinois State Dental Society
Dr. Danny Hanna, University of Illinois Chicago
Dr. Cyrus Oates, Oates Dental
Dr. Jorelle Alexander, Cook County Health & Hospitals System
Dr. Henry Lotsof, Avesis

Dental Policy Review Committee Members Not Present

Dr. Kathy Shafer, Southern Illinois University
Dr. Kylea Tibbs-Hnizdo, Cass County Health Department

HFS Staff Present

Christina McCutchan, Bureau of Professional and Ancillary Services
Shelly Defrates Bureau of Professional and Ancillary Services
Ryan Dickerson, Bureau of Professional and Ancillary Services
Mary Richey, Office of the Inspector General

Other Interested Parties

LaDessa Cobb, DentaQuest
Shane Patrick, DentaQuest
Dave Marsh, Illinois State Dental Society
Lindsay Wagahoff, Illinois State Dental Society

Meeting Minutes

Call to Order

Mrs. Christina McCutchan, Bureau of Professional and Ancillary Services (BPAS), called the meeting to order at 1:03 pm.

Old Business

Mrs. Christina McCutchan asked the board if there were any changes that are needed to be made from the January 19, 2022, meeting. There was no opposition so the minutes will be posted on our website.

New Business

Board Updates

Mrs. Christina McCutchan instructed the board to make sure they have all completed their 2022 trainings. If anyone has any issues getting into certain trainings, please let us know.

New Format of DPRC Meeting

At the last meeting Mr. Jose Jimenez (BPAS) mentioned the new structure to the DPRC to fully comply with the Open Meetings Act. Mrs. Christina McCutchan stated that the draft bylaws have been sent to the committee. One of the changes will be to have both a Chair and Vice Chair for our board. Mrs. Christina McCutchan asked the board to review the bylaws and have nominations in mind so they can be voted on at our next meeting. There were no questions asked about the bylaws.

DPRC Next Meeting

Mrs. Christina McCutchan asked the board if the next DPRC meeting should be rescheduled since it's coinciding with Mission of Mercy. Dr. Randall Markarian thought it would be smart to reschedule it. The committee agreed to move the meeting to July 27, 2022, at 1:30 pm.

Provider Enrollment/IMPACT Update

Mrs. Christina McCutchan reminded the committee reminded the board that at the end of March HFS changed the way providers can log into their IMPACT accounts. Providers need to migrate their existing IMPACT accounts and any new accounts to the OKTA system. Instructional power points for the new IMPACT sign on can be found on the HFS website under "Presentations and Materials"

Mrs. Christina McCutchan informed the committee that almost 300 Medicaid providers did not renew their licenses. Dr. Bill Simon asked how many of the credentialed Medicaid providers are providing services. Mrs. Christina McCutchan answered that the information has been requested but has not received yet.

Mrs. Christina McCutchan also informed the board of the issue that some providers business eligibility did not change when their license was updated in IMPACT. Provider enrollment staff are working to get the issue fixed. If anyone is getting rejections because of enrollment, please let us know so we can get it fixed.

Dental Program Updates

Dental Fee Schedule-D9230

Mrs. Christina McCutchan explained effective April 1, 2022, code D9230, Nitrous Oxide was increased to \$70. It has been updated in DentaQuest's and the MCO's system. If you are using and billing that code, make sure you are being paid the correct amount.

MCO Provider Resolution Portal

Mrs. Christina McCutchan informed the committee if anyone is having billing issues or complaints with MCO's you can now use the Managed Care Provider Resolution Portal <https://www2.illinois.gov/hfs/MedicalProviders/cc/Pages/ManagedCareComplaints.aspx>. For some reason you are not getting a response, reach out to us and we can follow up with Bureau of Managed Care.

Teledentistry Place of Service

Mrs. Christina McCutchan notified the committee that April 1, 2022 was when the Teledentistry place of service was supposed to be changed from place of service 02 to place of service 10. The April 1st date has been changed to July 1, 2022.

Parallel Billing

Mrs. Christina McCutchan told the board that the Public Health Emergency has not ended so parallel billing is still allowed. Legal council does have all the information to get it permanently in rule. The only change we made in the rule is that a sealant was allowed every two years during the Public Health Emergency will now be allowed every five years per sealant. Originally a sealant was once per lifetime, per tooth.

Public Health Dental Hygienists

Mrs. Christina McCutchan shared that Rule 140.420 pertaining to the Public Health Dental Hygienists has been adopted and are working to get the policy changes set into the DORM and implemented.

Website

Mrs. Christina McCutchan informed that the dental website will soon be reformatted. Once that is completed, the focus will be on having the All Kids School Program page automated for next school year.

Dental Anesthesia

Dr. Bill Simon brought up that he's been receiving communications from other providers that they are having challenges with the preauthorization for anesthesia, most resulting in denials. Adding that the increase to anesthesia is not helping our membership if getting denied.

Dr. Mona Van Kanegan added that that reimbursement for the time to do these services was drastically reduced was brought to her attention as well.

Dr. Jim Thommes asked for examples to review them individually. Adding that often requests may come in without a narrative and it's just the child's age and amount of treatment. There may or may not be anything about behavior or underlying medical conditions. It is true the time could be based on the amount of service and that's on a prior authorization if chosen to send it in that way. However, upon completion of the treatment the anesthesia records showing the amount of time used that would be adjusted and paid accordingly. If any provider disagrees with a denial, they may ask for a post review of the anesthesia records.

Mrs. Christina McCutchan stated that providers should refer to Exhibit A of the DORM for requirements including a narrative of medical necessities and to send any examples to her or the HFS.Dental@illinois.gov mailbox to be reviewed.

Medicare/Medicaid Crossovers

Dr. Bill Simon said that being enrolled as a Medicaid provider has opened him up to being an in-network provider for various Medicare supplemental insurance plans particularly through DentaQuest.

Ms. LaDessa Cobb of DentaQuest stated that when DentaQuest was administering the credentialing, the credentialing included Medicaid and Medicare plans before it rolled out to IMPACT. A lot of providers are seeing that they're coming up on their recredentialing cycle, and automatically responding to those credentialing applications and not fully aware that this is now only including Medicare credentialing administration that DentaQuest does. If that is something that providers would like to opt out of, they should reach out to their provider representative to walk you through that process.

Illinois Department of Public Health Update

Dr. Mona VanKanegan started by asking during the website update if the adult dental page could be updated as well due to outdated information. Mrs. McCutchan agreed and asked the board members to look at the webpage and provide anything they would like to see added.

Dr. Mona VanKanegan showed a power point that wanted to highlight some of the developments since 2018. Illinois has been expanding the adult Medicaid program to better meet the healthcare needs of our covered members. Illinois was the first state to extend the program to 12 months postpartum and most recently the \$10 million infusion into the dental program. IDPH has several workforce initiatives. Lots of programs are doing case management especially targeted to school children with urgent care needs, however these are isolated in the state. We know that care coordination works and as a group we need to figure out how to fund this more widely and in a sustainable way.

A number of entities are doing age-appropriate oral health education because the capacity of treatment is limited. We need to be working at earlier age groups through education and health promotion. The Oral Health Services has been working on a lot of outreach activities to really engage impacted communities around health promotion and accessing timely care. Dr. Mona VanKanegan added that we all need to work together to re-integrate oral diseases and conditions into overall health strategy. Many of the oral diseases are tied to systemic illnesses that have a greater economic and health impact.

Dr. Mona VanKanegan shared the most recent publication from the Journal of American Dental Association says that 20-25% of adults have untreated dental carries. 10% of 30-to-39-year old's have untreated root caries, so that's an indication they have had previously periodontal disease. It's important for us to recognize that adults also have a great need of basic disease control. The following slide shared data on emergency room visits for non-traumatic dental concerns for pediatric, adults, and senior patients

for a three-year average comparing 2016-2018 to 2017-2019. Pediatric ED visit rate went down to 42.53 per 10,000 from 44 for the 2016-2018 reporting period. Adult ED Visit rate went from 97 of 10,000 down to 92 for the 2016-2018 reporting period. The ED rate for seniors went up when comparing ED visit rates for 2016-2018 and 2017-2019.

Dr. Mona VanKanegan also highlighted a HFS program where HFS has set aside \$150 million per year to do health care transformation collaboratives. Last year an organization did get funded where they had a dental part of their transformation. OSF Healthcare said in 2022 they were going to expand dental services through two of their dental facilities. By 2023 they were to reduce emergency department visits by 5%. Mrs. McCutchan thought it was brought up at one of the last meetings and added that there's a couple provider notices about this.

Dr. Mona VanKanegan communicated that using the American Dental Associations Community Dental Health Coordinator we've trained almost over 400 dental hygienists. Most of the dental hygienists provide clinical care, but now trained to do better community advocate, and better outreach to bring patients into a dental care setting. We have supported the training of a total of 22 public health dental hygienists working in FQHC's. We have also trained almost 300 community health workers in the basics of oral health.

Dr. Mona VanKanegan shared the total units of anesthesia services performed in 2019 and 2020. Dr. Bill Simon commented that the Medicaid data is important, but a lot of the anesthesia services are being provided outside of the Medicaid arena by necessity.

Mrs. Christina McCutchan reminded the board that HFS can assist members with transportation to and from appointments. If members are in a managed care plan, they should reach out to their MCO plan or if in fee for service, they should reach out to First Transit.

Illinois State Dental Society

Dr. Bill Simon brought up on the challenges providers are faced with when they can't do certain procedures because of limitations of the program. Specifically, lab fees or multiple appointments. Crowns, partials, dentures require the use of a laboratory which increases the cost of providing the service, they also require multiple appointments. Moving forward this is something this committee should be looking at.

Dr. Bill Simon also added that whenever there is an increase in fees, we need to be diligent to make sure fraud, waste, and abuse is not occurring.

Dr. Bill Simon added that case management codes are important for our program and recommends them being covered by the Medicaid program moving forward.

Dr. Bill Simon also stated that missed appointments are a real issue for Medicaid providers. It's unrealistic that Medicaid will reimburse for missed appointments, but we can educate the patient and have them sign a form at their first visit explaining that if a

certain number of appointments are missed without notice they will be dismissed as patients. That could help mitigate this missed appointment issue.

Mr. Dave Marsh shared that the governor did sign the budget that adds an additional \$10 million to the budget. ISDS did not pass a piece of legislation that specifically spelled out procedures and rates, so hopefully we'll move forward on these rates and put them in the best place possible. Mrs. Christina McCutchan stated she sent out the codes that ISDS proposed to all board members and if any member would like to go be a part of the meeting to let her know.

Mr. Dave Marsh added that during legislation ISDS focused on:

- The big picture on the structure of Medicaid, focusing on getting into nursing homes and trying to move forward with better coverage and utilization of services to Medicaid patients in nursing homes.
- The new and different requirements of the MCO's continues to be an issue.
- Better structure with orthodontics care.
- Workforce issues that passed this year that expands for dentists to use dental hygienists to do more care.
- Insurance for cranial facial abnormalities, such as cleft palate, cleft lip.

Mr. Dave Marsh added that ISDS has a strong presence at the Capitol, and they'll continue pushing these agendas. When there are roadblocks or modifications that are highlighted through dental policy review, that becomes ISDS's legislative agenda for the next year.

Dental School Updates

Dr. Danny Hanna announced leadership changes at UIC. Susan Rowan is now the interim dean, and Dr. Hanna is now the interim assistant dean for clinical affairs.

Dr. Kathy Shafer was unable to attend meeting so did not have a SIU Dental School update.

FQHC Update

Dr. Kylea Tibbs-Hnizdo was unable to attend so no update was available regarding FQHCs. However, Mrs. Christina McCutchan reminded the board she moved from Central Counties to Cass County Health Department.

Other Issues

Dr. Danny Hanna brought up an ongoing issues with IMPACT stating that providers put sensitive information into IMPACT, but when enrolling with another MCO or fee for service through DentaQuest, providers must send out sensitive information again that they have already put into IMPACT. Mrs. Christina McCutchan stated she does not know but she can find out what is on the file that goes from IMPACT to the MCO and DentaQuest for fee for service. Dr. Danny Hanna brought up the purpose of IMPACT was to gather of information from a provider and that's supposed to streamline their

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enrollment where they do not have to give duplicate or sensitive information again. Dr. Danny Hanna requested that HFS review what's coming out of IMACT and what's being asked for on the IAMHP roster for MCOs as there seems to be a great deal of duplication that takes an incredible amount of time and effort on backs of the providers. Mrs. McCutchan said she would take that back to the Department and get back to the group.

Adjournment

Mrs. McCutchan adjourned the meeting at 2:48 pm.

The next meeting will be held on July 27, 2022, at 1:30 pm.