

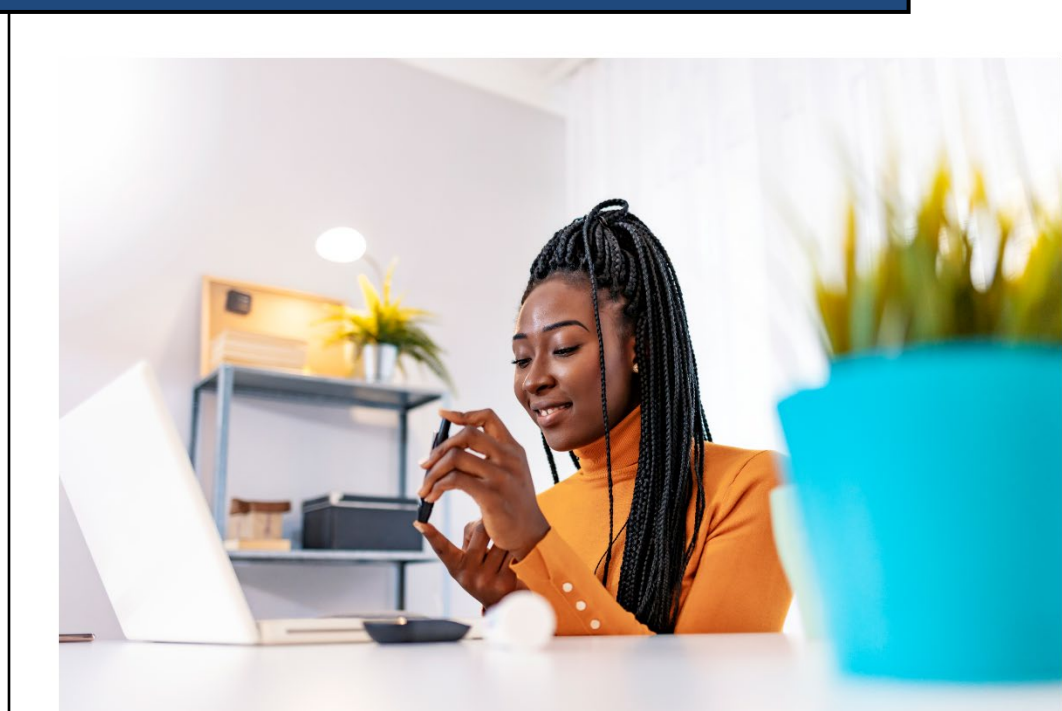


CareOregon®

2024

Diabetes Oral Health Program

Oral Health Integration Toolkit



CareOregon

Version 01.29.2024

Contact: oralhealth@careoregon.org



Diabetes Oral Health Program

Oral health services in physical health settings for patients with diabetes

January 2024

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Chapter 1 Program Background

Summary

Oral health is an important component of routine diabetes management. Diabetes health outcomes are impacted by the bidirectional relationship between glycemic levels and periodontal disease. Diabetes, especially poorly controlled, leads to increased prevalence and severity of periodontal disease, which in itself can lead to tooth loss. Periodontal disease can increase the immune-inflammatory response, therefore negatively affecting HbA1c levels. Studies show that periodontal treatment, a covered dental benefit, can decrease oral inflammation and is associated with improved glycemic control.

Primary care teams have a valuable role in providing key oral health messaging and dental referrals to support diabetes care. All patients with diabetes should establish with their dental home to complete an annual dental exam and any necessary treatment. Patients may be more apt to follow through with this recommendation if given by their diabetes care team.

Oral Health Integration Checklist for Diabetes Care Management

✓ **Site readiness assessment:**

- Leadership buy-in/support
- Understanding of services/codes/documentation requirements
- Identified team roles that support this work
- Oral health champions
- Data review

– *Oral health integration readiness assessment tool*



✓ **Implementation process:**

- Workflow development:
 - Oral health screening tools
 - Key oral health messaging
 - Dental referral pathways/mechanisms
 - Billing/coding

– *Oral Health Screening tool example*



✓ **Post-Implementation sustainability:**

- Data reports/review to understand and support integration efforts

✓ **Available resources:**

- CareOregon’s portfolio of resources includes provider tools for oral health education and messaging, dental referral mechanisms, staff trainings
- Patient resources include dental benefit, navigation and oral health printed and virtual materials

Chapter 2 Oregon Administrative Rules (OARs)

Billing and Coding

CareOregon has enhanced the D0190 Oral Screening code beyond the OAR requirements for non-dental providers. We allow reimbursement for completing oral health screenings for members of any age without the use of an endorsed risk assessment tool. Our intention is to expand the population of members who are eligible for this screening service.

CareOregon has removed frequency limitations for oral screenings (D0190) for any member under the age of 21. Oral assessments and screenings are covered once every 12 months for members 21+.

Associated diagnostic ICD-10 Z codes representing reasons for encounters are required for claims approval. Commonly used ICD-10 Z codes: Z13.84 Encounter for screening for Dental Disorders.

Per the OARs, the FQHC screening encounter rate is inclusive of this service when performed during the medical visit.

Current DMAP rates as of January 2024: D0190 Oral Screening: \$13.01

Chapter 3 Chronic Conditions and Oral Health Program

CareOregon Resources

CareOregon’s evidence-based **Chronic Conditions and Oral Health** program provides several convenient options to help partners integrate oral health.

- We offer a 30-minute provider team training on the importance of oral health services as part of routine diabetes care. This training provides teams with oral health educational and navigational tools to support diabetes care management.
- Also available are the following provider and patient resources in either print or e-versions, at no cost to partners.

Double-click the images below to open CareOregon’s resources:

Diabetes oral health
provider brochure



Patient-facing dental benefit
navigation brochure



Diabetes oral health
patient brochure



Patient-facing dental benefits
overview



Technical Assistance and Support

CareOregon’s Oral Health Innovation Team (OHIT) is available for technical assistance pre, during, and post implementation. This support includes, and is not limited to:

- Workflow development, including screening tools and oral health messaging
- Sharing of best practices and lessons learned
- Dental referral pathway development and care coordination support
- Provider portal dental care request training
- Claims and dental care request data analysis

OHIT’s post-training and implementation support aims to ensure program sustainability. We are available for additional trainings due to workforce issues and staffing changes. Our team is knowledgeable and readily accessible for partners.

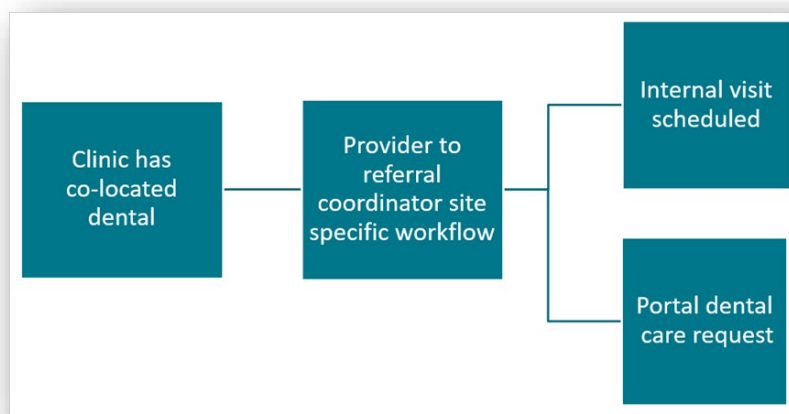
If you would like support or further information, please contact oralhealth@careoregon.org.

Chapter 4 Dental Navigation

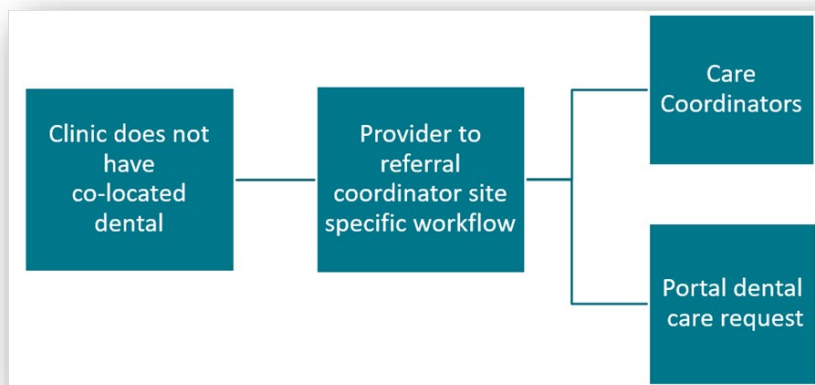
Summary

Navigating the healthcare system can be confusing for both patients and providers. CareOregon provides technical assistance for dental referral pathways and care coordination to simplify connecting a patient to their dental plan for scheduling. Our team can help develop site specific dental referral workflows based on the clinic's structure.

Pathways for co-located sites



Pathways for non-co-located sites



Dental Navigation Tools and Technical Assistance

CareOregon offers a dental care request mechanism accessible via either the OneHealthPort or Connect Provider Portals. We offer a 30-minute site specific training on the use of the portal and the following tools:

- Dental Care Request Easy Guide:
how to connect members quickly and efficiently to dental services via the provider portal. Click image to view.
- Dental Care Request Tutorial:
video (under 2 minutes) demonstrating how to access and complete the request form. Click image to open website. Then click “Dental Care Request Form” to view.



2020 Dental Care Request_Portal Tuto

If you would like support or further information, please contact oralhealth@careoregon.org.

Chapter 5 Data

Overview of available data reports

The following bi-monthly reports by provider are available:

- Dental care requests (CareOregon dental referral mechanism) received via the provider portal
 - Includes CPCCO, JCC, and Health Share members



Oral Health Integration Readiness Assessment

| Culture re: Oral Health | | | |
|---|----------------------|---|--|
| <p>Do staff have an awareness of oral health?</p> <ul style="list-style-type: none"> • Are there oral health prompts during visits? • Any oral health programs already implemented? • How is oral health already integrated into visits? | None | <p>Some</p> <ul style="list-style-type: none"> ○ It's listed as part of the visit ○ There is structure present for oral health | <p>Definitely</p> <ul style="list-style-type: none"> ○ It's a routine part of the visit for all providers |
| <p>Do staff support oral health integration?</p> <ul style="list-style-type: none"> • Are staff comfortable with talking about dental? • Do staff see a need for more oral health? | Not at all | <p>Some</p> <ul style="list-style-type: none"> ○ Staff feel it's important, but have concerns ○ Not all are on-board | Definitely |
| <p>Is there an oral health champion?</p> <ul style="list-style-type: none"> • Is there a person excited about oral health or about integration? • Is there a person or team assigned to oral health integration? | No | <p>Yes, but not an influencer</p> <ul style="list-style-type: none"> ○ Is this person on a leadership team? ○ Is this person assigned to this task? | Yes, in a position of influence |
| <p>How would you describe the general culture regarding oral health?</p> | No awareness/support | Some awareness/support | A lot of awareness/support |

| Workforce Capacity | | | |
|---|--|---|---|
| <p>Do staff perceive capacity to integrate?</p> <ul style="list-style-type: none"> • Staff do not believe they can add another task • Change fatigue | <p>No</p> | <p>Some</p> <ul style="list-style-type: none"> ○ Some staff require buy-in, others are onboard | <p>Yes</p> <ul style="list-style-type: none"> ○ Staff are engaged & motivated |
| <p>Is there support of leadership for all-staff involvement?</p> <ul style="list-style-type: none"> • Will all members of the team be involved with oral health or First Tooth? • Does leadership want this to be a focus of certain positions in the clinic? | <p>No</p> | <p>Potentially</p> <ul style="list-style-type: none"> ○ Unsure of roles | <p>Absolutely</p> <ul style="list-style-type: none"> ○ Team effort |
| <p>Is the site generally on schedule?</p> <ul style="list-style-type: none"> • Do visits end-on time or do visits generally run over? • Do patients routinely arrive late for appts or generally are on –time? | <p>Always behind</p> <ul style="list-style-type: none"> ○ Relaxed culture | <p>Generally</p> <ul style="list-style-type: none"> ○ Occasionally runs behind ○ Follows templates | <p>Always</p> <ul style="list-style-type: none"> ○ Strict guidelines |
| <p>Does the clinic currently utilize data driven reports?</p> <ul style="list-style-type: none"> • Does the clinic track data? • Is there a system in place to pull data for reports? | <p>No</p> <ul style="list-style-type: none"> ○ Difficulty with tracking data or creating reports | <p>Some</p> <ul style="list-style-type: none"> ○ Frequency of reports | <p>Yes</p> <ul style="list-style-type: none"> ○ Dashboards |
| Current workflows | | | |
| <p>Is there an oral health assessment, screening tool or set of questions reviewed with the patient?</p> | <p>No</p> <ul style="list-style-type: none"> ○ No tool or questions about oral health asked/ documented | <p>Unsure</p> <ul style="list-style-type: none"> ○ Some providers may be doing this ○ Not a standard workflow | <p>Yes</p> <ul style="list-style-type: none"> ○ Standard workflow with tool or questions reviewed with patient and documentation |

| | | | |
|--|---|--|---|
| <p>For children: Is there a workflow for fluoride varnish application?</p> | <p>No</p> <ul style="list-style-type: none"> ○ There's no established workflow ○ It's not being done or isn't documented | <p>Unsure</p> <ul style="list-style-type: none"> ○ Not a uniform process <p>Ask what the workflow looks like</p> | <p>Yes</p> <ul style="list-style-type: none"> ○ Established workflow in place for all teams |
| <p>If applying fluoride varnish, is there a dedicated staff member for ordering supplies?</p> | <p>No</p> | <p>Unsure</p> <ul style="list-style-type: none"> ○ Shared responsibility | <p>Yes</p> |
| <p>Are member education resources available and provided?</p> <ul style="list-style-type: none"> ○ Examples include printed materials or added to AVS | <p>No</p> | <p>Unsure</p> <ul style="list-style-type: none"> ○ Up to provider's discretion | <p>Yes</p> <ul style="list-style-type: none"> ○ Endorsed materials are given out |
| <p>Does the site use OneHealthPort or Connect and are able to utilize the Dental Care Request form?</p> | <p>No</p> <ul style="list-style-type: none"> ○ They do not use either portal ○ Are the able to get access? | <p>Unsure</p> <ul style="list-style-type: none"> ○ Not sure which portal they use or who has access | <p>Yes</p> <ul style="list-style-type: none"> ○ They know which portal is used/ roles with access ○ They can access the request form |
| <p>Is there a workflow in place for the dental referral process?</p> <ul style="list-style-type: none"> ● Do you currently refer patients to the dental office? ● How do you coordinate care for a child who needs to see a dentist? | <p>No</p> | <p>Unsure or multiple workflows</p> <ul style="list-style-type: none"> ○ We know it happens, not sure how | <p>Yes</p> <ul style="list-style-type: none"> ○ There's an established workflow |
| <p>Is there a dedicated care coordinator for referrals?</p> <ul style="list-style-type: none"> ● How do dental referrals get processed? ● Is there one person who is in charge of referrals? | <p>No</p> | <p>Unsure</p> <ul style="list-style-type: none"> ○ Shared responsibility between staff | <p>Yes</p> |

| | | | |
|--|--|--|---|
| <p>Is there a process in place to determine the member's DCO assignment?</p> <ul style="list-style-type: none"> • Does the clinic know how to look up a pt's DCO assignment? • Are staff, or the person in charge of referrals, comfortable with looking up the DCO? | <p>No</p> | <p>Unsure</p> <ul style="list-style-type: none"> ○ "Someone" knows how to do that | <p>Yes</p> <ul style="list-style-type: none"> ○ There's an established workflow |
| <p>Does there need to be buy in from a Board or leadership team?</p> <ul style="list-style-type: none"> • How does oral health integration fit into the clinic's strategic plan? • Is there anything that leadership wants to evaluate prior to implementation? | <p>No</p> <ul style="list-style-type: none"> ○ Leadership directs the integration | <p>Unsure</p> <ul style="list-style-type: none"> ○ Need to talk with others first | <p>Yes</p> <ul style="list-style-type: none"> ○ Review specific measures before implementation |
| <p>What is the desired clinic timeline for implementation?</p> | <p>None</p> | <p>Unsure</p> <ul style="list-style-type: none"> ○ Dependent on other factors ○ Dependent on Readiness Assessment findings | <p>Yes</p> <ul style="list-style-type: none"> ○ Discuss the desired timeline for training and implementation |





Oral health screening tool

1. Have you seen a dentist during the past 12 months?
 - a. If you are pregnant, did you have a visit during pregnancy?
 - b. When was your last dental visit?

2. Do you have a dentist?
 - a. If no, would you like help with finding a dentist and scheduling an appointment?

3. Do you have any dental concerns?
(for example: tooth pain, mouth swelling, broken teeth, bleeding gums, no teeth and no dentures)

4. Are you interested in receiving dental care?
 - a. What would help you complete your dental visit?
(dental phobia, transportation needs, interpreter services, new location or dentist, etc)

Diabetes and oral health

Improve patient outcomes



OHP dental benefits

All OHP members have a comprehensive dental benefit package which includes services such as:

- ▶ Exams, X-rays and cleanings
- ▶ Fluoride treatments
- ▶ Deep cleaning for gum disease
- ▶ Fillings
- ▶ Tooth removal
- ▶ Partial dentures
- ▶ Full dentures
- ▶ Crowns
- ▶ Root canals



Limitations may apply.

Thank you for helping patients with diabetes understand the link between physical health and oral health.

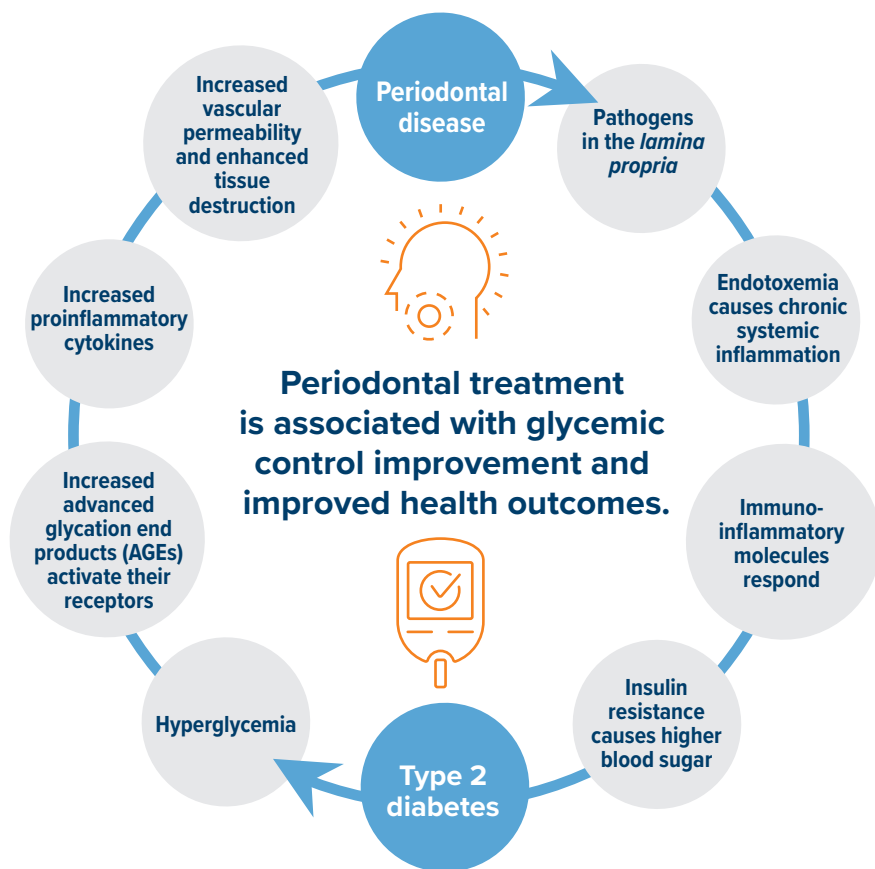
CareOregon
315 SW Fifth Ave
Portland, OR 97204
800-224-4840

careoregon.org



Add an oral health check-in to routine diabetes care

Help patients improve their diabetes management during routine care visits — take a moment to check in about their oral health. Oral health and diabetes have a bidirectional relationship: poorly managed diabetes can increase the prevalence and severity of periodontal disease, and oral health conditions can negatively impact HbA1c levels.



Take two

Two minutes to improve patient outcomes

When you see patients with diabetes, ask:

- ▶ Do you have any concerns about your oral health?
- ▶ When was your last visit to the dentist?
- ▶ Do you know that diabetes can affect your teeth and gums?
- ▶ Do you know why a healthy mouth is an important part of your diabetes management?
- ▶ Do you need help finding a dentist?



CareOregon oral health resources and provider support

We offer resources to support oral health management and connect patients to dental care:

- ▶ Educational curricula and training for provider teams
- ▶ Data and dashboard tools
- ▶ Navigation to dental tools
- ▶ Technical assistance
- ▶ Support for workflow implementation and any questions



Contact oralhealth@careoregon.org for details.

Are you adding dental checkups to your routine diabetes care?

Diabetes and oral health are connected!

If you have diabetes, making oral health part of your routine care can help keep your body healthy. Have you seen your dentist this year? Just like foot, eye and blood sugar exams, you should visit your dentist, too.

A two-way street

When you keep your teeth healthy, your overall health is better. When you take care of your diabetes, your oral health may improve.

There are risks, too:

Gum disease can make diabetes worse, and diabetes can increase the risk of gum disease.

This is why dental checkups are so important!



Questions to ask yourself



When was my last visit to the dentist?



Do I know how diabetes affects my teeth and gums?



Do I have any concerns about my oral health?



Do I know why a healthy mouth is an important part of my diabetes management?

What should you do?

Oral health issues and gum disease can show up in lots of ways, or you may not have any signs or symptoms at all. **Either way, it's still important to see the dentist at least once a year.**

Even if you don't have teeth, it's important to have a dental checkup, which includes an oral cancer screening and a denture check. If you have diabetes, make sure you:

- ▶ Have an annual dental exam: Tell your dentist about your medications and/or medical conditions.
- ▶ Brush and floss regularly: When you're at home, practice good oral health habits.
- ▶ Tell your dentist if you have symptoms of gum disease. Talk with your dentist if you have:
 - » Sore, swollen or bleeding gums
 - » Loose teeth
 - » Bad tastes in your mouth or bad breath
- ▶ Take your diabetes medication. Stay current to stay healthy.
- ▶ Stop smoking. Using tobacco makes gum disease worse.



Your dental benefits

All members have a comprehensive dental benefit package which includes services such as:

- ▶ Exams, X-rays and cleanings
- ▶ Fluoride treatments
- ▶ Deep cleaning for gum disease
- ▶ Fillings
- ▶ Tooth removal
- ▶ Partial dentures
- ▶ Full dentures
- ▶ Crowns
- ▶ Root canals

Limitations may apply.

Need help finding a dentist? We can help

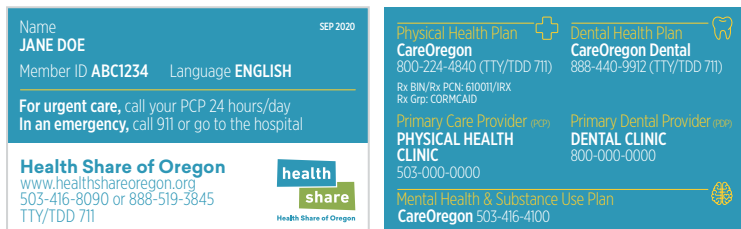
You can find a link to your dental plan's provider directory on our website. Your dental plan is listed on the back of your Member ID card. If you can't find your card, are unsure of your dental plan, need a ride, or need translation or other language services, call CareOregon Customer Service at 503-416-4100, 800-224-4840 or TTY 711.



You can get this document in other languages, large print, braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 800-224-4840 or TTY 711.

Your Member ID card

You can choose a dental plan from one of our five provider partners. Your dental plan information is on the back of your Health Share Member ID card.



When to call your dental plan

Call your dental plan with questions about benefits, or if you want help scheduling an appointment or finding a new dentist. The Customer Service number is listed below and on your Member ID card. You can also search dental providers on your dental plan's website.



Advantage Dental
From DentaQuest
Toll-free: 866-268-9631
advantagedental.com



Kaiser Permanente
Toll-free: 800-813-2000
kaiserpermanentedentalnw.org



Willamette Dental Group
Toll-free: 855-433-6825
willamettedental.com



CareOregon Dental
Toll-free: 888-440-9912
careoregondental.org



ODS
Toll-free: 800-342-0526
modahealth.com/ohp

TTY: 711
(for all dental plans)



Smile!

You've got dental coverage



Good health includes healthy teeth and gums

Taking care of your teeth and gums is an important way to take care of your overall health. That's why your Health Share of Oregon and Oregon Health Plan (OHP) benefits include dental coverage.

Dental care for adults and children

Most of our dental benefits apply to members of all ages. Members who are age 0 to 20 years old, or pregnant, get *extra* benefits.

Need help getting to a dental appointment?

As a Health Share member, you can get assistance with transportation to a dental appointment if you cannot get there on your own. Depending on your needs, you may get transit passes, be provided rides or get help paying for gas. Whatever the assistance, there's no cost to you.

This service is offered through a partner, Ride to Care.
Details: RideToCare.com or call 855-321-4899; TTY: 711

Emergency or urgent dental care

If you need emergency or urgent dental care, it's covered. Always try to call your dentist or dental health plan before going to the emergency room, even if it's at night or on the weekend. A health care provider will help you decide what to do.

Specialty dental care

At times, your dentist may decide you need specialty dental care. Usually it is covered only if you get a dentist's referral and pre-approval from your dental plan. Your dental plan can help you with this.

Great dental health includes a yearly check-up

Even if you have no teeth, the dentist will:

- Look for signs of oral cancer
- Check your dentures' health, or discuss dentures

Your dental benefits

Exams, X-rays and cleanings

Sealants
(protective coating for molars; members 15 years old and under)

Fluoride treatments

Deep cleaning for gum disease

Fillings

Crowns (limited)

Tooth removal

Partial dentures, generally every five years

Full dentures, generally every 10 years

Root canals (limited)

Note: Some benefits have limits or need pre-approval from your dental plan. Questions? Ask your dentist. Or contact your dental plan. The phone number is on your Member ID card and the back of this brochure.

Seeing your dentist once a year is a great way to take care of yourself

Dental check-ups and good at-home care (brushing and flossing) will help you avoid gum disease. Gum disease is the most common cause of tooth loss in adults. We care about your teeth and gums!



Get to know **ALL** of your benefits



Focus: Dental care benefits

Taking care of your teeth and gums is an important way to take care of your overall health. That's why dental care is covered as part of your Health Share/CareOregon benefits.

Your dental benefit package includes services such as:



Exams, X-rays and cleanings



Sealants for members 15 and under



Fluoride treatments



Deep cleaning for gum disease



Fillings



Tooth removal



Crowns (limited)



Root canals (limited)



Partial and full dentures (limited)

Restrictions may apply and/or preapproval may be required.

Finding a dentist

We partner with local dental plans so you can see the dentist with no cost to you. Your dental plan is listed on your Member ID card. They work with you to take care of your dental needs. Call them when you need dental care or have questions about oral health, before you seek emergency or urgent care.

Your dentist:

- ▶ Is your first contact when you need dental care, except in a life-threatening emergency like uncontrollable bleeding.
- ▶ Arranges for specialty dental care, if you need it.
- ▶ Keeps your dental records and knows your oral health best, so they can offer the best advice even in an emergency.



Who should see the dentist?

Everyone! But regular dental care is most important for people who are pregnant, have diabetes or other chronic conditions, and children.

Questions? If you need help finding a dentist or have questions about dental benefits, contact your dental plan. Their number is on your Member ID card. If you need to change your dental plan or need any other help, call **Health Share Customer Service at 888-519-3845 or TTY 711**, or send us a secure message at careoregon.org/portal



Health Share of Oregon



Get to know CareOregon

Dental benefits and services are covered by CareOregon, your Medicaid health plan. Learn more about us here.

When people talk about Medicaid in Oregon, you may hear them say a lot of different names or letters. That's because there are many organizations involved in making sure you get the care you deserve. How can you make sense of it all?

It helps to think of Medicaid in Oregon like a pyramid

Oregon Health Authority (OHA) runs the Medicaid program for the entire state of Oregon, which is called the Oregon Health Plan (OHP).



Oregon Health Authority

Health Share of Oregon (HSO) is what's called a coordinated care organization (CCO). Health Share of Oregon works under OHA to serve OHP members in the tri-county area.



health share
Health Share of Oregon

CareOregon is one of several insurance providers in the tri-county area that help Health Share CCO deliver care. We also help coordinate oral health services for our members through our dental partners: CareOregon Dental, ODS Community Dental, Advantage Dental Services and Willamette Dental Group.



CareOregon®

Your dentist — or primary dental provider (PDP) — coordinates your oral health care with your dental plan and CareOregon. They also work with other medical team members like your primary care provider, pharmacists and others.



CareOregon provides services like these for Medicaid (OHP) members:

- ▶ Physical health care
- ▶ Mental health care
- ▶ Substance use treatment
- ▶ Dental care
- ▶ Medicare through CareOregon Advantage
- ▶ Hospice and palliative care through Housecall Providers

You'll also be able to use important services like these:

- ▶ Care coordination
- ▶ Pharmacy
- ▶ Prenatal and infant care
- ▶ Transportation options
- ▶ Language interpreter services
- ▶ ER and urgent care

You can get this in other languages, large print, braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 800-224-4840 or TTY 711.

careoregon.org

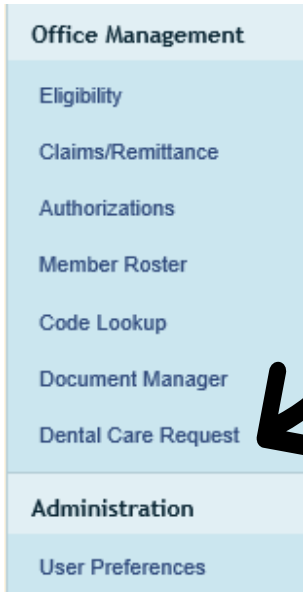


Provider Request for Dental Care

The quick, easy, and efficient way to connect your Health Share of Oregon patients to dental services.



From OneHealthPort or Connect Portal



1. Click Dental Care Request

**2. Enter Routine or Urgent need/
Patient & Clinic info**

Request for Dental Services

Today's Date: 9/13/2018

- Non-Urgent/Routine
- Urgent (pain, managed infection or swelling)

For Dental emergencies (unusual swelling or infection of the face/gums, tooth avulsion) please call Dental Care Coordination at 503-488-2812 Monday thru Friday from 8am to 5pm PST.

Referrals submitted online are processed once daily.

| Patient Information | |
|--|---|
| *Patient First Name: | <input type="text"/> |
| *Patient Last Name: | <input type="text"/> |
| *DOB: | <input type="text"/> |
| *Medicaid ID: | <input type="text"/> |
| *Patient Phone: | <input type="text"/> |
| Parent/Guardian, if minor: | <input type="text"/> |
| *Is the patient aware you are submitting this request on their behalf? | <input checked="" type="radio"/> Yes <input type="radio"/> No |

| Referring Provider Information | |
|--------------------------------|----------------------|
| *Clinic/Program Name: | <input type="text"/> |
| *Provider Name: | <input type="text"/> |
| *Phone Number: | <input type="text"/> |
| Fax for Correspondence: | <input type="text"/> |
| Email for Correspondence: | <input type="text"/> |
| *Person submitting this form: | <input type="text"/> |

3. Enter if patient has diabetes, is pregnant or any pertinent clinical info & Click Submit

| Clinical Presentation |
|---|
| <input type="checkbox"/> Dental caries/Dental decay |
| <input type="checkbox"/> Swelling/Abscess |
| <input type="checkbox"/> Oral Pathology |
| <input type="checkbox"/> Pain |
| <input type="checkbox"/> Other <input type="text"/> |

| Health Conditions |
|---|
| <input type="checkbox"/> Pregnancy |
| <input type="checkbox"/> Diabetes |
| <input type="checkbox"/> Cardiovascular Disease |
| <input type="checkbox"/> Other significant medical conditions |
| <input type="text"/> |

| Comments about the condition |
|------------------------------|
| <input type="text"/> |

We will make every attempt to identify the member's coverage and dental organization for coordinating dental care services. We, however, are not liable for members we are unable to identify or if the member no longer has coverage.

Submit

Easy **1-2-3** steps and we'll do the rest!

Patients can expect to hear from their dental plan for care coordination.