Delta Dental of South Dakota

• The SD Department of Social Services contracts with Delta Dental of SD for Medicaid Dental Claims Adjudication and Administrative Services.

• Delta Dental of SD processes all SD Medicaid dental claims for patients with Medicaid coverage.

• Claims come from IHS service units, tribal dental clinics, Community Health Centers, and private dental offices.

• IHS began submitting Medicaid dental claims to Delta Dental of SD on September 1, 2017.
South Dakota Medicaid Orthodontic Benefit
South Dakota Medicaid Orthodontic Benefit

Orthodontic coverage is available for children under age 21 and is based on ARSD 67:16:11:03.06:

Orthodontic treatment is subject to prior authorization. The authorization is based on the results of an orthodontic evaluation and assessment completed by the treating dentist or orthodontist. In addition, the following requirements must be met:

1) The treatment is medically necessary to correct a handicapping malocclusion;

2) There are reasonable assurances that the teeth are in good condition and will remain in good condition for a considerable length of time; and

3) There is reason to anticipate that the recipient will be compliant with scheduled appointments and the treating dentist’s or orthodontist’s treatment plan.
South Dakota Medicaid Orthodontic Benefit

Former Coverage Policy:
• Required a score greater than 40 on the Salzmann Handicapping Malocclusion Assessment Record Index. Scoring is currently performed by DDSD Orthodontic Consultants.
  o Approximately 40% of orthodontic pre-determinations were approved by DDSD in SFY 2020 (July 2019 – June 2020).

Rationale for Change:
• Concern about subjectivity of the Salzmann Index;
• Pre-determination process did not assess the current condition of the recipient’s teeth or that the recipient will be compliant with treatment in accordance with Administrative Rule;
• Feedback from Orthodontists regarding the lack of patient responsibility within the current process;
• Referrals to Medicaid Dental Care Coordinators regarding orthodontic treatment.
South Dakota Medicaid Orthodontic Benefit

• South Dakota Medicaid and DDSD collaborated with orthodontists to develop recommended changes to the Medicaid Orthodontic Benefit.

• Effective July 1, 2020, the following changes took effect:
  o Transition to the HLD Index
  o Addition of new criteria related to oral hygiene and patient compliance
Policy Change: HLD Index

• Transition to Handicapping Labio-Lingual Deviations Form (HLD Index) from the Salzmann Index.
  o Treatment now must be medically necessary as determined by a score of 30 or higher on the HLD Index.
  o The HLD index can be completed objectively by an orthodontist as part of the orthodontist assessment.
  o South Dakota Medicaid and DDSD piloted the HLD and dual scored 52 treatment plans with both the HLD and Salzmann Index. There was no change in the number of treatment plans meeting the required score.

• The treating provider completes the HLD index and submits with the orthodontic treatment plan for review.

• The HLD Index is available online on both the DDSD and Medicaid websites.
Policy Change: HLD Index

- HLD Index includes specific instructions for how to complete, allowing the treating provider to score in real time.
- HLD allows for automatic approval for some conditions, such as cleft palate.
- HLD Index will be completed by the treating provider.
- DDSD orthodontic consultants will review HLD Index scoring, photographs, films, and other supporting documentation to verify patient’s score.
Policy Change: Oral Hygiene and Patient Compliance

Addition of three (3) new criteria related to oral hygiene and patient compliance. Criteria must be met before the patient can receive Medicaid-covered orthodontic treatment.

1) Completion of a new Pre-Orthodontic Certification Form by the patient’s general dentist attesting:
   • Patient had at least 1 preventive exam and other recommended preventive services in the last 12 months
   • Patient exhibits good oral hygiene practices at home
   • Patient is up to date with restorative work

If the patient does not meet these criteria, the general dentist should discuss what the patient needs to do to be compliant and schedule a timeframe to reassess compliance.
Policy Change: Oral Hygiene and Patient Compliance

2) Parent/legal guardian of the patient must complete an Orthodontic Education Session with a Medicaid Dental Care Coordinator prior to being approved for treatment.

- After HLD Index is reviewed and patient is found to meet the eligibility score, the patient will be sent Tentative Approval Letter.
- The letter will ask parent/guardian to contact one of the Medicaid Care Coordinators to discuss orthodontic patient responsibilities.
- The letter will provide the name, phone number, and deadline for contacting the Medicaid Care Coordinator.
Orthodontic Education Session with the Medicaid Care Coordinator

Review Patient Responsibilities

- Keeping scheduled appointments
- Contacting office in advance if unable to keep an appointment
- Following treatment instructions
- Maintaining good oral hygiene

Review Potential Patient Barriers to Treatment

- Transportation
- Length of treatment
- Potential for relocation
Policy Change: Oral Hygiene and Patient Compliance

3) Parent/legal guardian of the patient sign a summary of the patient’s responsibilities discussed in the Oral Health Education Session

- Following conversation with Medicaid Care Coordinator, parent/guardian is sent a Statement of Orthodontic Service Agreement acknowledging they understand the patient responsibilities.
- Parent/guardian signs and returns Statement of Orthodontic Service Agreement.
- Upon return of Statement of Orthodontic Service Agreement, patient is approved for orthodontic treatment by DDSD.
- Approval letter is sent to treating provider and patient.
Ortho One Pager

South Dakota Medicaid Orthodontic Benefit

Eligibility
Braces are only covered when a child has an extreme need due to difficulty eating, chewing, speaking, or breathing. All braces must be pre-approved by South Dakota Medicaid. You must also be receiving regular cleanings and exams from your dentist, take care of your teeth at home, and not have any cavities that need to be treated.

Approval Process
1. Visit your dentist.
2. Your dentist will complete the Pre-Orthodontic Certification Form.
3. Take the certification form to an orthodontic provider who accepts Medicaid.
4. The orthodontic provider will assess your need for braces.
5. South Dakota Medicaid will review and determine if braces are medically necessary.
6. If you're approved, South Dakota Medicaid will send you a letter to schedule an Orthodontic Education Session over the phone and ask you to sign an agreement.
7. After you complete the call and agreement, you can start orthodontic treatment.

How to Find a Dentist or Orthodontic Provider

Orthodontic coverage is a once in a lifetime benefit.
For more information about your South Dakota Medicaid Dental Benefits contact 1-877-841-1478 or sdmedicaid@deltadentalsd.com

Patient responsibilities
- Schedule and keep appointments.
- Let the orthodontic provider office know if you can't make it to an appointment.
- Follow the instructions the orthodontic provider gives you about taking care of your braces.
- Continue to go to your regular dentist for cleanings.
- Let the orthodontic provider know if you have to move before your braces come off.

Every appointment is important
- Having braces takes around two years and lots of appointments.
- Going to appointments as scheduled gets you done on time.
- Treatment might take longer if you miss an adjustment.
- Going to appointments helps your orthodontic provider detect potential problems.
- The only way for your orthodontic provider to know if things are going as planned is to see your mouth.

Taking care of teeth with braces
- Teeth with braces can still get cavities and have other problems.
- Brush after every meal and floss as instructed to avoid decay and stains - you don't want food getting caught under your braces!
- Avoid sticky foods.
- Eat rare or crunchy foods in smaller, bite size pieces.
- Call your orthodontic provider right away if you have a loose or broken bracket or wire.

https://dss.sd.gov/medicaid/recipients/dental.aspx
South Dakota Medicaid Coverage for Pregnant Women
Pregnancy Coverage Policy Clarification

• Effective August 1, 2020, women eligible for Medicaid through pregnancy aid categories 47, 77, and 79 have full dental benefits under the Medicaid program.

• With this policy clarification, DSS clarified that oral health is an important component to maternal and child health.

• Women who are pregnant or post-partum can seek dental services treatment as part of their Medicaid benefit while they have active coverage.
South Dakota Medicaid Dental Care Coordination
Dental Care Coordination

• Three Medicaid Dental Care Coordinators

• Work directly with SD Medicaid recipients to overcome barriers to oral health through education and advocacy:
  o Assist those experiencing difficulties
  o Access to dental services
  o Provide education about their SD Medicaid Dental benefits

• Work with medical providers, community agencies, state partners, and other stakeholders
  o Educate others who work with Medicaid recipients

• Act as a liaison for dental providers
Dental Care Coordination Current Initiatives

• Dental by 1 calls
  o Care Coordinators contact family of each child during their 13th month to remind of Medicaid dental benefit and recommendation to see dentist at age 1.

• At Risk Referrals
  o Dental offices submit referrals for patients considered “at risk”

At Risk reasons:
• Patient at risk of dismissal from dental office due to missed appointment history
• Patient has barrier(s) to keeping an upcoming Operating Room appointment
• Patient has approved Ortho treatment plan but is not compliant with appointments and/or office is unable to contact
• Patient has approved pre-determined treatment plan but is not compliant with appointments and/or office is unable to contact
• Patient has outstanding account balance and office will not see patient until balance is paid in full
• Patient move during a treatment plan (ortho or other)
• Other (text box for description)

Care coordinators outreach patients and provide support/resources
Delta Dental of South Dakota

1-877-841-1478

sdmedicaid@deltadentalsd.com
Thank You