

# DENTAL CARE COORDINATION

## OVERVIEW

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Dental Care Coordinators provide care coordination services to South Dakota Medicaid recipients experiencing difficulties in accessing dental services or understanding and utilizing their South Dakota Medicaid dental benefits. Care coordination includes providing education, advocacy, and assisting patients to overcome barriers to care. Care coordinators work with South Dakota Medicaid recipients, dental providers, medical providers, community agencies, parents, caregivers and other stakeholders. Goals of the program include:

- Increase utilization and access of child and adult dental benefit, specifically preventive services;
- Increase application of sealants on children ages 6-9 and 10-14; and
- Increase number of Medicaid recipients who have a dental home.

## CARE COORDINATION TEAM

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The Dental Care Coordination Team can be reached at [sdmedicaid@deltadentalsd.com](mailto:sdmedicaid@deltadentalsd.com) or at the numbers below:

- Sioux Falls
  - 605-494-2488 or 605-494-2489
- Rapid City
  - 605-494-2484

Care coordinators may assist a provider or recipient in any county or city in South Dakota regardless of the location of the care coordinator.

## CARE COORDINATION FUNCTIONS

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The functions of the Dental Care Coordination team include, but are not limited to:

### Informing

Care coordinators disseminate information about the South Dakota Medicaid dental benefit to Medicaid recipients, dental providers, and other professionals working with the South Dakota Medicaid population.

### Educating

Care coordinators help South Dakota Medicaid recipients understand their Medicaid dental benefits and how to utilize them. Care coordinators also connect Medicaid recipients to oral health resources.

### Connecting to Resources

Care coordinators connect South Dakota Medicaid recipients with resources to eliminate the barriers preventing the individual from going to the dentist or receiving dental services.

### Liaison to Dental Offices

Care coordinators work with dental offices to address challenges of serving the South Dakota Medicaid population and identify best practices to improve office efficiency and experience for patients.

## AT RISK REFERRAL

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The Dental Care Coordination team assists dental providers with “at risk” individuals. Dental providers or other providers may use the [At Risk Referral Form](#) to refer Medicaid recipients to the Dental Care Coordination team for dental care coordination services. The At Risk Referral Form is submitted to the Dental Care Coordination team by email. The Care Coordination team follows a protocol to address each referral.

Providers may submit an At Risk Referral Form for the following reasons:

- Patient at risk of dismissal from dental office due to missed appointment history;
- Patient has barrier(s) to keeping 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); or
- Other (text box for description).

Providers may also obtain an electronic, fillable version of the At Risk Referral form by e-mailing a request to the Dental Care Coordination Team at [sdmedicaid@deltadentalsd.com](mailto:sdmedicaid@deltadentalsd.com).

## DEFINITIONS

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1. “Dental Home,” an ongoing relationship between a dentist and a recipient, encompassing all aspects of oral health care including health education, dental screenings, preventative services, comprehensive dental services, and emergency services.
2. “At Risk,” a situation where a recipient has significant health concerns and is in need of immediate or extensive dental care, is burdened with substantial barriers to receiving treatment, or has a history of missed appointments which may lead to being dismissed from the dental clinic.

## QUICK ANSWERS

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1. **I have a patient who has missed several appointments. He/she may also benefit from additional resources outside of dental services. Would care coordination be able to assist this person through the at risk referral process?**

Yes, to initiate the process contact one of the care coordinators listed above or e-mail [sdmedicaid@deltadentalsd.com](mailto:sdmedicaid@deltadentalsd.com) to receive the At Risk Referral form with instructions.

**2. Who can help find a dental home for a recipient?**

Medicaid recipients can be referred to the Delta Dental of South Dakota contact center at 1-877-841-1478 for assistance in locating a dental home.

**3. How can I help my Medicaid patients better understand their dental benefits?**

A one-page resource is available for offices to distribute with an overview of South Dakota Medicaid Dental coverage for both Adults and Children. The one-page documents are available online on South Dakota Medicaid's [website](#). Providers may also contact [sdmedicaid@deltadentalsd.com](mailto:sdmedicaid@deltadentalsd.com) to request copies of this resource. Information about covered benefits including dental are available in the [Recipient Handbook](#).