



HUMAN  
SERVICES  
DEPARTMENT



## DENTAL UPDATE

LEGISLATIVE HEALTH AND HUMAN SERVICES

SEPTEMBER 16, 2021

NICOLE COMEAUX, DIRECTOR, MEDICAL ASSISTANCE DIVISION, HSD

*INVESTING FOR TOMORROW, DELIVERING TODAY.*

# BEFORE WE START...

On behalf of all colleagues at the Human Services Department, we humbly acknowledge we are on the unceded ancestral lands of the original peoples of the Apache, Navajo and Pueblo past and present.

With gratitude we pay our respects to the land, the people and the communities that have contributed to what today is known as the State of New Mexico.



PHOTO COURTESY: HSD Employee



# MISSION

*To transform lives. Working with our partners, we design and deliver innovative, high quality health and human services that improve the security and promote independence for New Mexicans in their communities.*

---

# GOALS



## We help NEW MEXICANS

1. Improve the value and range of services we provide to ensure that every qualified New Mexican receives timely and accurate benefits.



## We communicate EFFECTIVELY

2. Create effective, transparent communication to enhance the public trust.



## We make access EASIER

3. Successfully implement technology to give customers and staff the best and most convenient access to services and information.



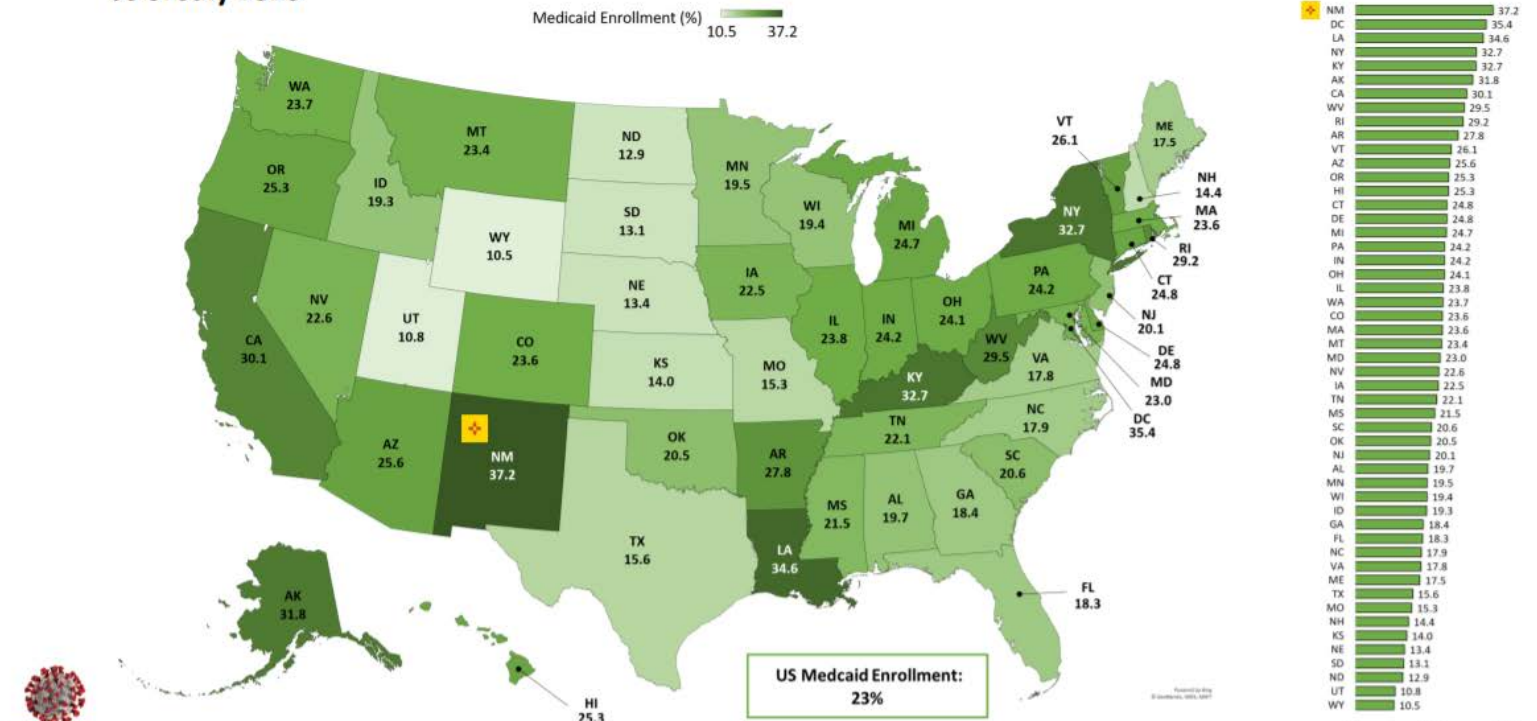
## We support EACH OTHER

4. Promote an environment of mutual respect, trust and open communication to grow and reach our professional goals.

# GUIDING MEDICAID PRINCIPLES

- NM has the highest population percentage covered by Medicaid, which creates a greater NM HSD responsibility to our healthcare market and to fair payments.
- The overwhelming majority of federal CMS dollars must be spent on providing direct services to Medicaid beneficiaries.
- HSD aims to optimally leverage federal funds to improve the health of New Mexicans, while maintaining strict compliance with the law.

**U.S. Medicaid and CHIP Recipients (Comprehensive Coverage Only) as a Percentage of Population by State as of July 2020**

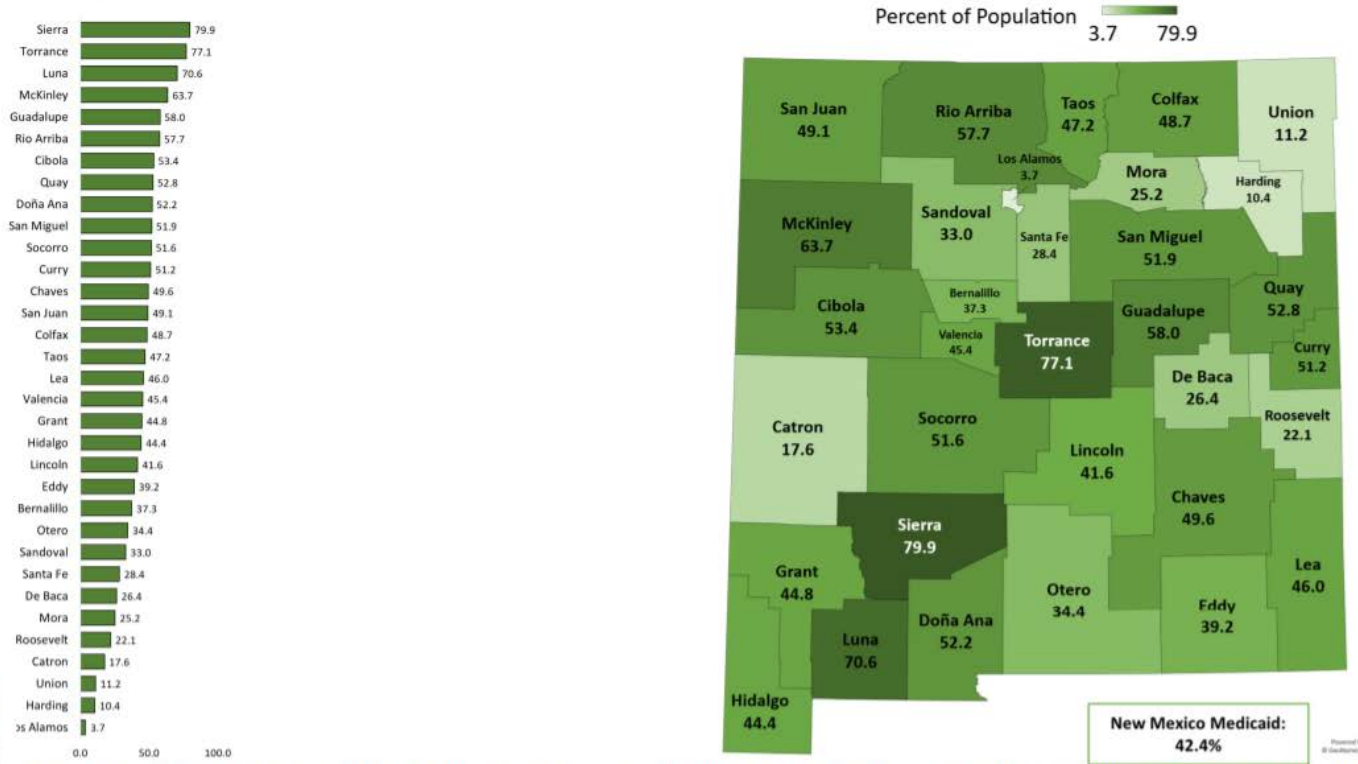


Source: Medicaid & CHIP Monthly Enrollment: July 2020 (preliminary). Retrieved from <https://www.medicaid.gov/medicaid/program-information/medicaid-and-chip-enrollment-data/report-highlights/index.html>, November 19, 2020. U.S. Census Bureau, Population Division, Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2019. Retrieved from US Census <https://www.census.gov/data/datasets/time-series/demo/popest/2010s-state-total.html>, November 10, 2020.  
 Note: Numbers represented here are point estimates and do not account for retro eligibility over the months that may follow.  
 Section 3 | Program Enrollment

# MEDICAID ENROLLMENT PROJECTION IN CONTEXT

- 937,200 total beneficiaries in June 2021
- 957,600 anticipated by December 2021
- 899,000 anticipated by March 2022
- 82% are enrolled in managed care
- 45% (up from 40% pre-COVID) of all New Mexicans are enrolled in Medicaid
- 43% of beneficiaries are children
- 58% (up from 56% pre-COVID) of New Mexico children are enrolled in Medicaid
- 71% of all births in New Mexico are covered by Medicaid

New Mexico Medicaid & CHIP Recipients as a Percentage of Population by County as of October 2020



Source: New Mexico Human Services Department, Income Support Division. Recipients as of October 2020. U.S. Census Bureau, Population Estimates Program (PEP), Vintage 2019, QuickFacts. Retrieved from <https://www.census.gov/quickfacts>, December 10, 2020.

Note: Data may not match other HSD publications due to the way data are pulled for this report. Data is by county of residence or by field office where a county of residence is not specified.

Section 3 | Program Enrollment

# NEW MEXICO MEDICAID DENTAL BENEFIT

- New Mexico Medicaid provides dental coverage to children and adult members, but coverage can vary by age and enrollment category

Covered Service	Under 21	21 and Over
Dental services in a hospital	X	X (for individuals with Intellectual & developmental disabilities)
Emergency Services	X	X
Fillings	X	X
Fixed space maintainers	X	
General anesthesia and IV Sedation including nitrous oxide	X	
General anesthesia and IV Sedation not including nitrous oxide		X
Incision and drainage of an abscess	X	X
One cleaning	X (every 6 mos.)	X (every 12 mos.)
One complete oral exam	X (every 6 mos.)	X (every 12 mos.)
One complete series of x-rays	X	X
One fluoride treatment	X (every 6 mos.)	X (every 12 mos.)
One sealant for each permanent molar	X	
Orthodontic services (braces)	X	
Periodontic scaling and root planning	X	X
Reimplantation of permanent tooth	X	
Therapeutic pulpotomy	X	
Tooth extractions	X	X
Two denture adjustments	X	X

# HSD/MAD DENTAL INVESTMENTS IN 2019

Effective Date of Changes	HSD/MAD Dental Investment	Total Computable Annual Fiscal Impact
7/1/2019	Began covering topical fluoride varnish (6mos-20yrs)	\$2 Million
7/1/2019	Restored 2% reduction in dental reimbursement implemented in 2016	\$4.6 Million
10/1/2019	Established a new minimum encounter rate for Federally Qualified Health Centers (FQHC) dental services of \$200.00 based on the national average cost of a dental encounter as established by the Health Resources and Services Administration (HRSA) Uniform Data System for 2017.	\$4.4 Million

# PROVIDER ENROLLMENT & ACCESS

- As of August of 2021, New Mexico Medicaid has 1,886 Dental providers enrolled in our program.
- As of 2018 New Mexico Medicaid only had 1,073 enrolled providers - a 75 percent increase in provider enrollment.
- HSD continues to work with our MCO partners to ensure network adequacy across all parts of the state.

Geographic Access by County Type – Percent with Access by County Type						
Geographic Location	Urban (30 miles)		Rural (60 miles)		Frontier (90 miles)	
	Members	Native American	Members	Native American	Members	Native American
MCO 1	100%	100%	100%	100%	100%	100%
MCO 2	100%	100%	100%	100%	100%	100%
MCO 3	100%	100%	100%	100%	100%	100%



# DENTAL UTILIZATION DATA FOR FFY2019: MEMBERS 0- 20 YEARS OF AGE\*

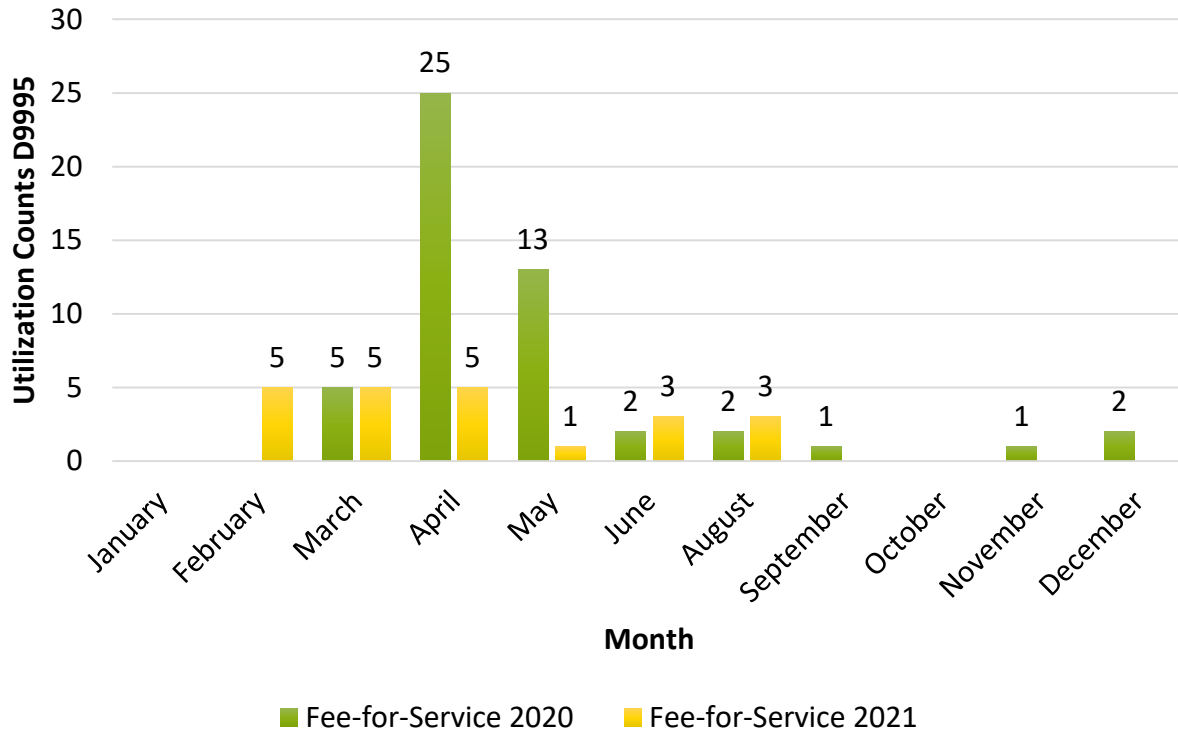
Service Type	2019 Total Eligible Members Receiving Service	Preliminary 2020 Total Eligible Members Receiving Service
Any Dental Services	218,564	186,911
Preventive Dental Services	199,064	168,069
Dental Treatment Services	217,716	76,004
Sealant on a Permanent Molar Tooth	25,258	19,511
Dental Diagnostic Services	202,902	179,942
Oral Health Services provided by a Non-Dentist Provider	2,192	6,379
Any Dental Or Oral Health Service	219,780	171,880

\*Data for 2020 is pending finalization of the CMS416 report and will become available in November

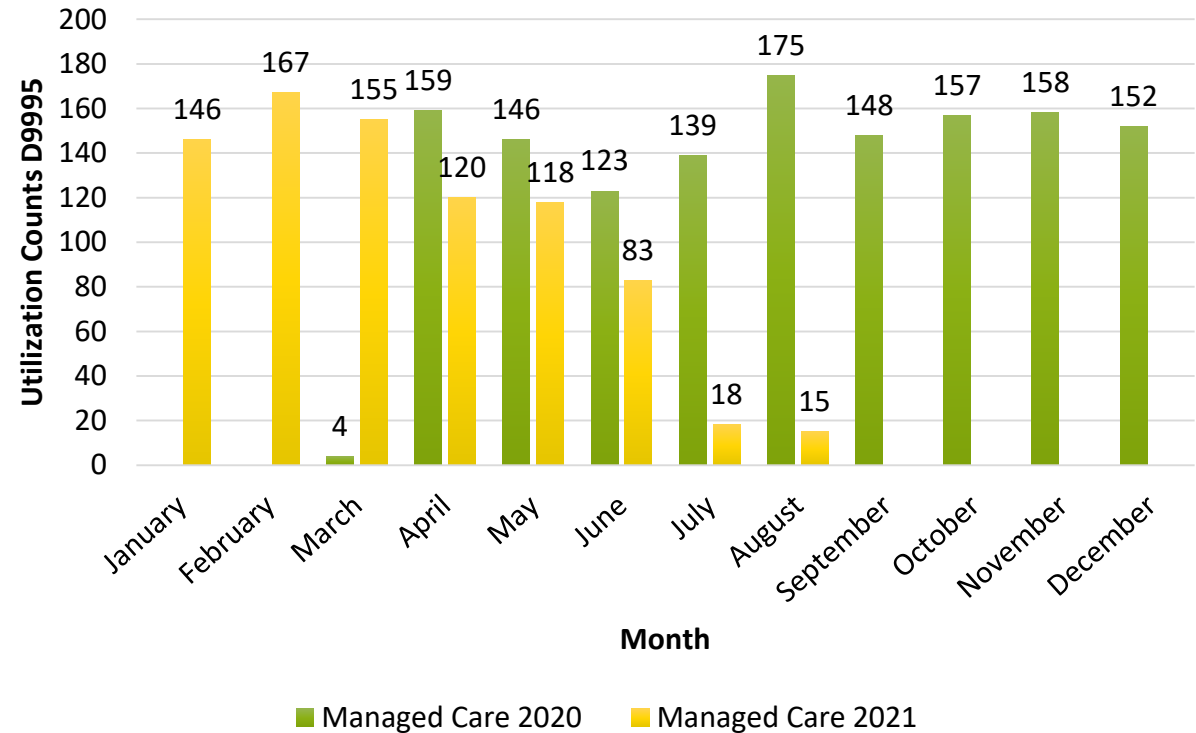
\*EPSDT numbers cover unduplicated Medicaid eligible members 0- 20 years of age

# IMPROVING ACCESS THROUGH TELEDENTISTRY

## Fee-for-Service D9995 Utilization 2020 vs. 2021



## Managed Care D9995 Utilization 2020 vs. 2021



# OTHER DENTAL SERVICES ENGAGEMENT

- July 2021 - Targeted text and email campaign to encourage parents to take kids to dental check up before start of school
- Ongoing Centennial rewards for adult and child dental visits

## 2021 ENGAGEMENT MULTIMEDIA CAMPAIGNS



### COVID Vaccine Campaign

Text & email campaign in Q1 encouraged unvaccinated members to get the COVID Vaccine. Relunched in June to include members 12+ & temporary reward increase.



### Childhood Immunization Campaign

Ongoing quarterly texts & emails encourage parents/guardians to "call, don't cancel" their well-baby visits and complete the entire series to earn \$40 bonus reward.



### Child Dental Campaign

Targeted text & email campaign to encourage parents to take kids to their dental checkup before the start of the school year. Scheduled to launch in late July.



### Adolescent Immunization Campaign

Texts & emails 2x year (Apr. & Jul.) to encourage parents of children ages 9-18 to "call, don't cancel" their well-adolescent visit. Updated from Apr. & Oct. & ages 9-15.



### Redemption Campaign

2x per month text and email campaign to members with points to encourage them to use rewards to shop for essentials & other healthy items from the CR catalog.

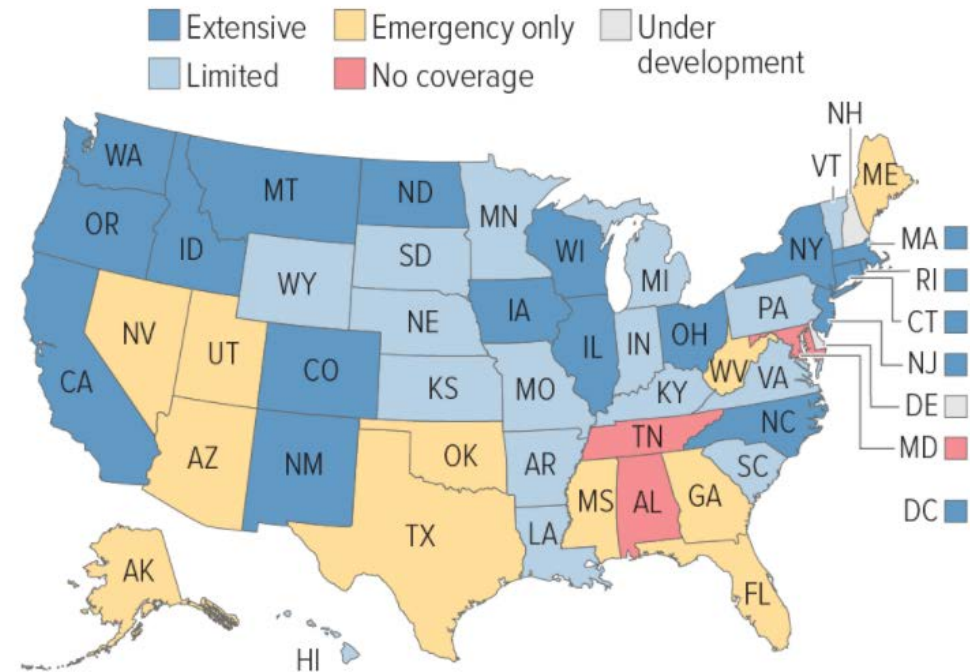
**In 2021, multimedia campaigns are focused on HSD's top priorities and have evolved throughout the year to meet HSD goals.**

# FUTURE INVESTMENTS IN DENTAL SERVICES

- New Mexico Medicaid is currently analyzing the following future investments in dental services
  - Coverage of Silver Diamine Fluoride
    - An advanced form of fluoride used to destroy harmful bacteria.
    - Curtails the spread of decay and lessen the need for fillings or extractions.
    - Reimbursement will be an additional way for providers to reduce costly treatment of tooth decay among children enrolled in Medicaid.
  - Changing Orthodontia Coverage Requirements
    - This coverage is score based.
    - Assessing the financial impact of lowering the score required for Medicaid to cover this service for members under 21.

## Most States Provide Only Limited or Emergency-Only Dental Coverage

State Medicaid coverage of adult dental benefits, September 2019



Note: North Dakota does not offer dental benefits to those who gained Medicaid coverage under the Affordable Care Act's Medicaid expansion. Delaware planned to expand its dental coverage as of October 2020. Maryland covers treatment in emergency situations but does not cover emergency surgery.

Source: Center for Health Care Services, "Medicaid Adult Dental Benefits: An Overview," September 2019



HUMAN  
SERVICES  
DEPARTMENT



# QUESTIONS

*INVESTING FOR TOMORROW, DELIVERING TODAY.*

# APPENDIX

# CENTENNIAL REWARDS

- Centennial Rewards (CR) provides a portable statewide engagement & quality improvement solution for NM
- ✓ The State included CR in its initial 1115 waiver, which was approved by CMS for federal match funding
- ✓ The State worked with MCOs to select a single vendor
- ✓ Finity was selected & has run CR successfully since Jan. 2014
- ✓ Governance is headed by the State & supported by MCO champions
- ✓ The State included program language in MCO contracts
- ✓ MCOs pay CR fees & the State adjusts MCO rates based on ROI

The screenshot shows the Centennial Rewards website homepage. At the top, there is a navigation bar with links for Home, Learn, Health Center, Rewards, Challenges, Track, and Shop. The main header features the Centennial Rewards logo and a navigation menu. Below the header is a large banner image of a family walking in a park. The main content area is titled "2021 Centennial Rewards" and includes a call to action: "Check out all the 2021 Centennial Rewards!". Below this is a grid of 18 reward categories, each represented by an icon and a text label: 1st Trimester Prenatal Care Visit, Adult Dental Checkup, Adult PCP Checkup, Asthma Medication Mgmt., Bipolar Medication Mgmt., COVID-19 Vaccine, Child Dental Checkup, Diabetes HbA1c Test, Diabetes Nephropathy Exam, Diabetes Retinal Eye Exam, Flu Shot, Postpartum Visit, Schizophrenia Medication Mgmt., Step-Up Challenge, 8-Week Step-Up Challenge, and Well-Baby Checkups. At the bottom, there is a section titled "Get Healthy. Earn Rewards." with a sub-headline: "Your wellness program is designed to reward your healthy choices. Earn reward points and use them to go shopping!". A "VIEW CATALOG" button is located at the bottom right, and a large "0" icon is visible in the bottom right corner.

Home Learn Health Center Rewards Challenges Track Shop

WELCOME! Login or Register

2021 Centennial Rewards

Check out all the 2021 Centennial Rewards!

1st Trimester Prenatal Care Visit Adult Dental Checkup Adult PCP Checkup Asthma Medication Mgmt. Bipolar Medication Mgmt. COVID-19 Vaccine

Child Dental Checkup Diabetes HbA1c Test Diabetes Nephropathy Exam Diabetes Retinal Eye Exam Flu Shot Postpartum Visit

Schizophrenia Medication Mgmt. Step-Up Challenge 8-Week Step-Up Challenge Well-Baby Checkups

Get Healthy. Earn Rewards.

Your wellness program is designed to reward your healthy choices. Earn reward points and use them to go shopping!

VIEW CATALOG

# CENTENNIAL REWARDS

## 2021 REWARD ACTIVITIES

Adult Dental Checkup (\$25)

Adult PCP Visit (\$25)

Asthma Med. Mgmt. (\$5/\$60 max.)

Bipolar Med. Mgmt. (\$5/\$60 max.)

Child Dental Checkup (\$35)

COVID-19 Vaccine (\$20)

Diabetes HbA1C Test (\$20)

Diabetes Nephropathy Test (\$20)

Diabetes Retinal Eye Exam (\$20)

Flu Shot (\$5)

Postpartum Visit (\$25)

Prenatal Visit (\$25)

Schizophrenia Med. Mgmt. (\$5/\$60 max.)

Step-Up Challenge – 3-Weeks (\$25)

Step-Up Challenge – 9-Weeks (\$25)

Well-Baby Visits (\$5/\$40 max. + \$40 bonus)

**CR offers a variety of preventive health and condition management reward activities that align with HSD priorities.**



## MOST POPULAR ITEMS TOP 10 ITEMS IN Q2 2021

Digital Forehead Thermometer
24-piece Container Set
Elite Cuisine Personal Blender
Conair® Home Haircut Kit
Magic Bullet® Blender
Toastmaster® Toaster Oven
Suisse Sport Dome Tent
Cuisinart® Food Chopper
Wrist Blood Pressure Monitor
16-piece Container Set

Essentials, personal care items, and kitchen items topped the most popular items list for Q2.

