

HEDIS® News You Can Use

Aetna Better Health® of West Virginia

November 2024



Let's Improve Dental Care Together!



The Power of the PCP

The PCP has a vital role in the ability to impact Dental care. Addressing dental care, dental visits and benefits during well-child visits can be the catalyst for members or their caregivers to take the next step and schedule a dental visit.

Parents/caregivers may not be aware of dental benefits, and/or the need for children to start dental visits by age two or earlier. Older adolescents (including 18-20 years of age) also may not be aware of dental benefits.

The PCP office might be the only opportunity for parents, caregivers and older adolescents to receive timely dental referrals, education and assistance in establishing a dental home.

Parents consider you their most trusted source of information. You make a difference!

ABHWV works with Liberty Dental to provide adults and children with dental and oral health care.



Dental benefits are covered under Liberty for all ABHWV members ages **0-20**. Contact Liberty Customer Service at **1-800-267-6610** for more information.

Oral Evaluation, Dental Services (OED)

i Measure Requirements:

Members under 21 years of age who received a comprehensive or periodic oral evaluation with a dental provider during the measurement year.

Topical Fluoride for Children (TFC)

i Measure Requirements:

Members 1-4 years of age who received at least two fluoride varnish applications during the measurement year.



Coding Information:

CPT: 99188





Common Reasons for Gaps in Care

- Although fluoride can be applied by the PCP office, a visit to a dentist for appropriate care **must** occur to make the OED measure compliant.
- Lack of understanding of dental benefits.
- Lack of understanding the importance of an annual dental 'well visit.'
- Fear going to the dentist.
- Dental providers who don't see patients until age 3 or older.
- Parents/Caregivers unaware of recommendations of age to begin dental visits (within six months of first tooth eruption or by age 1).
- Logistic issues such as busy schedules, balancing demands with other children or family members.
- Lack of transportation.



Great Resources

<https://www.aetnabetterhealth.com/westvirginia/dental-benefits.html>

<https://client.libertydentalplan.com/AetnaWV>

<http://www.dhhr.wv.gov/HealthCheck/providerinfo/oralhealthtoolkit/Pages/default.aspx>

https://dhhr.wv.gov/HealthCheck/providerinfo/Documents/2021_HC_PeriodicitySchedule.pdf

<https://www.ada.org/>

<https://dhhr.wv.gov/oralhealth/projects/Children%27s%20Projects/Pages/default.aspx>



Patients trust you:

Patients consider you their most trusted source of information when it comes to their health. When talking to patients, encourage and allow time for questions.



Here for you!

Thank you for the care you provide to our members!

For questions or for more information, please contact **Alana Hoover** at ABHWVHEDIS@aetna.com.



Best Practices

- **The PCP has a vital role in the ability to impact the OED measure.** Parents/caregivers may not be aware of dental benefits, and/or the need for children to start dental visits by age one or when the first tooth erupts, especially for children at risk for dental problems.
- Older adolescents (18-20 years of age) also may not be aware of dental benefits.
- Addressing dental care and benefits during well child visits can be the catalyst for members having a dentist visit.
- Assess for dental home and last dental appointment at each well-child visit and refer members to see dentist twice a year.
- Fluoride can be applied at the PCP office, but visit to a dentist for appropriate care must occur to be compliant for the OED measure.
- Certified primary care practitioners may receive a reimbursement for fluoride varnish application if they have completed a certified training course with WVU School of Dentistry prior to performing and billing ABHWV for this service.
- Consider dental care just as important as an annual well visit with PCP.
- Assist member with establishing a dental home, if needed.
- Remind parent/caregivers/older adolescents of ABHWV benefits for twice a year dental check ups.