



Columbia Pacific CCO™

Part of the CareOregon Family

2024

Maternity Oral Health Program

Oral Health Integration Toolkit



CareOregon

Version 01.29.2024

Contact: oralhealth@careoregon.org



Maternity Oral Health Program

Oral health services in physical health settings for pregnant members

January 2024

Contents

Chapter 1 Program Background	2
Summary	2
Oral Health Integration Checklist for Prenatal Care	2
Chapter 2 Oregon Administrative Rules (OARs)	3
Billing and Coding	3
Chapter 3 Two Bright Smiles Curriculum	4
CareOregon Resources	4
Technical Assistance and Support	4
Chapter 4 Dental Navigation.....	5
Summary	5
Care Coordination Tools and Technical Assistance	6
Chapter 5 Data.....	6
Overview of available data reports.....	6

Chapter 1 Program Background

Summary

Maternity oral health supports improved health outcomes for both the patient and developing child. Periodontal therapy can reduce oral inflammation and bacterial levels, and is associated with a decreased incidence of spontaneous preterm birth during pregnancy. Maternity oral health is also an upstream approach in reducing early childhood caries. Decreasing the oral bacterial burden lowers the bacterial transmission rate from pregnant person to infant, helping to lower the child’s caries risk.

Prenatal care health professionals may be the “first line” in assessing pregnant patients’ oral health, reinforcing preventive messages, and referring to dental professionals.

Oral Health Integration Checklist for Prenatal Care

✓ **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 Two Bright Smiles Curriculum

CareOregon Resources

CareOregon’s evidence-based **Two Bright Smiles** program supports the importance, safety, and ease of receiving oral health services during pregnancy.

- We offer a 30-minute provider team training on the importance of oral health services as part of prenatal care. This training provides teams with oral health educational and navigational tools to support pregnant patients and their families.
- Also available are the following patient-resources are available in print or e-versions, at no cost to partners. Double-click the images below to open CareOregon’s resources:

Two Bright
Smiles patient
brochure



Patient-facing
dental benefit
navigation
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/or implementation of care coordination mechanisms
 - Establishing Secure File Transport Process (SFTP) for maternity list sharing
 - Provider portal dental care request training
- Claims and dental care request data analysis

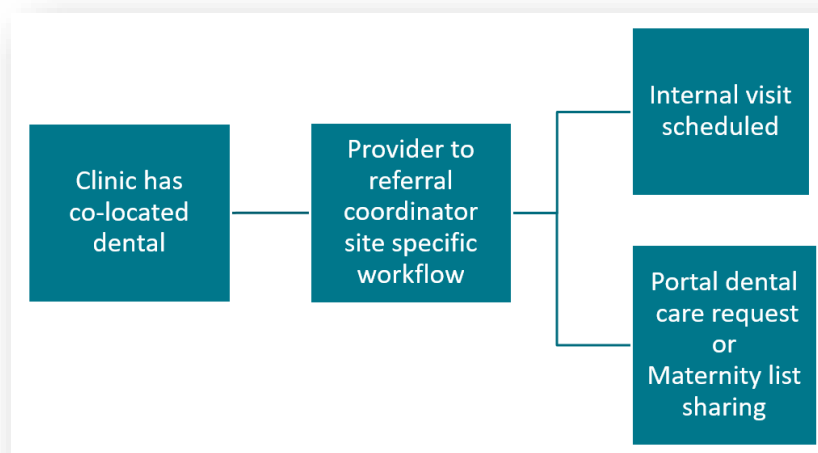
If you would like support or further information, please contact oralhealth@careoregon.org.

Chapter 4 Dental Navigation

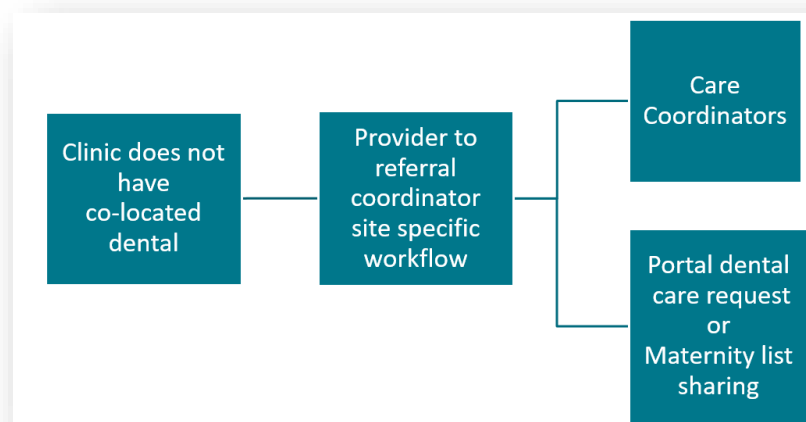
Summary

Due to the encountering structure for bundled prenatal service claims, CareOregon is often notified of a patient’s pregnancy status after delivery. This results in a gap for providing timely access to key prenatal benefits that may help improve health outcomes for both the pregnant patient and developing child. 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



Care Coordination Tools and Technical Assistance

Our team can help develop site specific dental care coordination workflows based on the clinic’s structure. We also work with dental plan care coordinators to support timely access to dental care during pregnancy. Providers may opt for external dental referral mechanisms, such as maternity list sharing or use of CareOregon’s dental care request mechanism.

For partners interested in a secure and automated process for maternity list sharing, we can collaborate to build a secure file transport protocol (SFTP) between our organizations. The SFTP site requires a one-time build out for automated data transfer that allows maternity care coordination efforts.

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 report- 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)

Two Bright Smiles



Dental care during pregnancy? Yes!

The good news is, dental care is safe for pregnant people!

And, you are covered for many dental services under the Oregon Health Plan.

We are happy to help you find a dentist and make an appointment.

Dental care is safe for you and your baby!



Pregnancy and your oral health

Pregnancy affects your body in many ways, even your mouth. Some people have sensitive, swollen and bleeding gums during pregnancy.

If this happens to you, it can put your baby at risk for being born early. Premature birth can cause many health problems for your child.



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Home care for a healthy mouth

You can take steps every day to protect your dental health:

- Brush morning and night.
- Floss your teeth every day.
- Choose healthy food and snacks.
- Rinse with baking soda and water after vomiting.
- Drink water between meals and snacks.



Eating healthy of my favorite fruits. These are a few



The awesome Carrot!!!

Healthy mouth, healthy baby

Now that you're pregnant, you want to take extra good care of yourself. Even your teeth.

Pregnancy can affect your dental health. And taking care of your teeth now can affect your baby's health for life.

See your dentist

Routine dental care is safe at any time during pregnancy. You can get dental X-rays, cleanings and fillings.

When you call for an appointment, tell the office you're pregnant and your due date.

Call the dental health provider listed on your Columbia Pacific CCO Member ID card. We can also help:

Call: 503-488-2822

Toll-free: 855-722-8206 TTY: 711




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 855-722-8206 or TTY 711.

Your Member ID card

Your dental plan will be one of our four plan partners. Your dental plan information is on the back of your Columbia Pacific CCO Member ID card.

 <p>Plan: OHP Plus Case ID: ABCDEFG RxBIN: 610011 RxPCN: IRX RxGrp: CORMCAID</p>		<p>20170519B03 Str: 0 Bin 1 JD65 Emv [17] CSes 1 of 1</p>	<p>Send claims to:</p> <p>Columbia Pacific CCO PO Box 40328 Portland, OR 97240-0328</p>	<p>ODS 1-800-342-0526</p>
<p>Member: MEMBER NAME</p>	<p>Member ID: Primary Care Provider: XXXXXXXX OHSU FAMILY HEALTH CENTER</p>		<p>Electronic Payer ID: 93975</p>	<p>Member and Provider Customer Service 1-855-722-8206 TTY/TDD 711</p> <p>Mental health services 1-800-493-0040 Pharmacy provider line 1-866-843-5126</p>
<p>This card is for identification only and does not certify eligibility. For admissions and out-of-network care, please call Customer Service.</p>				
<p>For urgent care, call your clinic 24 hours a day. In an emergency, go to the nearest hospital or call 911. Call your clinic for follow-up care the day after you get emergency care.</p>				

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

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

ODS

ODS
Toll-free: 800-342-0526
odscommunitydental.com/members

TTY: 711 (for all dental plans)

Columbia Pacific CCO: 855-722-8206

CareOregon Dental

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

Willamette Dental Group

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

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 Columbia Pacific CCO 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 Columbia Pacific CCO 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, NW Rides.

Details: nworegontransit.org/nw-rides or call 503-861-0657 or toll-free 888-793-0439; TTY 711

Emergency or urgent dental care

Don't wait until you have an emergency — make regular trips to a dentist before urgent issues arise. 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. Often 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 Columbia Pacific CCO 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 **Columbia Pacific Customer Service at 855-722-8206 or TTY 711**, or send us a secure message at colpachealth.org/portal

Get to know Columbia Pacific CCO

Dental benefits and services are covered by Columbia Pacific CCO, 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

Columbia Pacific CCO is what's called a coordinated care organization (CCO). Oregon's CCOs exist to provide health insurance and much more. We look at the broad picture of your health and help with other services you wouldn't expect from a health care company. We also help coordinate oral health services for our members through our dental partners.*



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



***Clatsop and Columbia Counties:**
Advantage Dental Services, ODS Community Dental and Willamette Dental Group

***Tillamook County:**
CareOregon Dental and Willamette Dental Group

Columbia Pacific CCO provides services like these for Medicaid (OHP) members:

- ▶ Physical health care
- ▶ Mental health care
- ▶ Substance use treatment
- ▶ Dental care

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 855-722-8206 or TTY 711.

colpachealth.org

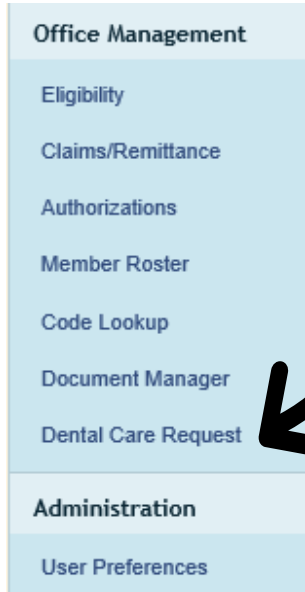


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Provider Request for Dental Care

The quick, easy, and efficient way to connect your CPECO patients to Dental services.

From OneHealthPort or Connect Portal



- Office Management
- Eligibility
- Claims/Remittance
- Authorizations
- Member Roster
- Code Lookup
- Document Manager
- Dental Care Request
- Administration
- User Preferences

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:
*Patient Last Name:
*DOB: 
*Medicaid ID:
*Patient Phone:
Parent/Guardian, if minor:
*Is the patient aware you are submitting this request on their behalf? Yes No

Referring Provider Information

*Clinic/Program Name:
*Provider Name:
*Phone Number:
Fax for Correspondence:
Email for Correspondence:
*Person submitting this form:

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

Clinical Presentation

Dental caries/Dental decay
 Swelling/Abscess
 Oral Pathology
 Pain
 Other

Health Conditions

Pregnancy
 Diabetes
 Cardiovascular Disease
 Other significant medical conditions

Comments about the condition

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.