



# **DENTAL PROVIDER MANUAL**

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**Connecticut Dental Health Partnership (The dental plan for Husky Health)**

**The Connecticut Department of Social Services**

**BeneCare Dental Plans**





## Welcome to the Connecticut Dental Health Partnership

Dear Doctor:

We are pleased to announce that the State of Connecticut's publicly funded dental care programs, HUSKY A, HUSKY B, HUSKY C (Traditional Medicaid Title XIX Fee For Service) and HUSKY D (Medicaid For Low Income Adults-formerly State Administered General Assistance "SAGA"), now have been combined into one dental plan with a new name: the **Connecticut Dental Health Partnership (CTDHP)**. CTDHP oversees the dental plan for the Department of Social Services (DSS) dental care programs which cover more than 600,000 residents in Connecticut. Participants in the program include the aged, blind and disabled, low income families and adults as well as the state sponsored insurance plan known as SCHip. The number of beneficiaries is approximately evenly split between children and adults.

DSS is the lead agency for the State of Connecticut which provides a broad range of services to the elderly, people with disabilities, families and individuals who need assistance in maintaining or achieving their full potential for self-direction, self-reliance and independent living. DSS administers over 90 legislatively authorized programs and operates on one-third of the state budget. DSS also administers the Medical Assistance Program which includes the Connecticut Dental Health Partnership.

BeneCare Dental Plans was selected by DSS, in 2008, as the Administrative Service Organization (ASO) to manage the Connecticut Dental Health Partnership for the State of Connecticut. BeneCare is a dental benefit management company that operates dental benefit programs for fully insured and self-insured clients in the Northeast and Mid-Atlantic regions under a wide array of State, County and Municipal government, multi-employer welfare fund and commercial employer sponsored plans.

Please review the material in this manual carefully. The manual is an addendum to the contract you have with the state of Connecticut Medical Assistance Program. Item 10 of the Provider Enrollment Agreement states in part: "To abide by the DSS' Medical Assistance Program Provider Manual(s), as amended from time to time, as well as all bulletins, policy transmittals, notices and amendments that shall be communicated to the Provider, which shall be binding upon receipt unless otherwise noted". Please pay particular attention to the section entitled Connecticut Dental Health Partnership Policy/Standards of Care which contains information on marketing guidelines as well as appointment scheduling guidelines and other important information. The CTDHP will be sharing a variety of programmatic updates and notices with you in the future, so please be on the look-out for communications from the CTDHP and place them in your manual which has been provided in a three ring binder for your convenience.

Thank you for your continued participation in the CTDHP programs and support of Connecticut's neediest residents.

Sincerely,  
Connecticut Dental Health Partnership

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## **Chapter 7 Care Coordination and Outreach**

## Care Coordination and Outreach

One of the components that make the Connecticut Dental Health Partnership (CTDHP) unique is its state-wide Care Coordination and Outreach unit. A team of seven Dental Health Care Specialists (DHCS) cover the state. Six live and work in specific regions of the state and one focuses on clients with special health care needs.

### Care Coordination



Dental providers may refer patients who face significant barriers in receiving dental services to the Care Coordination unit. Significant barriers include medical, behavioral, logistical or cultural barriers that restrict the patient's ability to obtain needed dental care. This includes clients with social issues such as complicated language and transportation obstacles. Care Coordination does not deal with issues that are regularly handled by a dental office such as missed appointments or compliance with the Americans with Disabilities Act (ADA). DHCS work one-on-one with these clients and the dental office to help them overcome the barriers they face.

### Case Management

Clients with severe medical issues that require close coordination between their dental and medical providers may be eligible for intensive Case Management. In these situations the DHCS works with the dental provider to develop a treatment plan in conjunction with the client's medical care provider(s). Providers may refer CTDHP clients for this service.



### Focused Outreach



Focused outreach to specific client populations is also conducted. Such initiatives include prenatal clients, children with special health care needs, clients who use the emergency room for dental care and non-utilizers of dental services. These clients are contacted by telephone, mail and other methods in an effort to get them into regular care in a dental home.

### Community Outreach

DHCS work in their regions to increase awareness about the program. They visit dental provider offices and are available to assist them in becoming dental homes for our clients. The DHCS also visit with community agencies like



Head Start, Community Action Programs, schools, early child care programs, health departments and others in order to increase awareness of the program and to encourage referrals of their clients to the CTDHP. Medical offices are also visited and encouraged to discuss oral health with their patients and to make referrals for dental care. DHCS also participate in regional collaborative meetings with providers and agencies so that they can work together to improve the oral health of our clients. They distribute posters, fliers and other materials about the program and make presentations to various groups.

## **Clients with Special Health Care Needs**

The Connecticut Dental Health Partnership encourages our enrolled providers to supply dental care to our clients with special health care needs (CSHCN). Good oral hygiene and regular dental care are particularly important to these clients as poor oral health may complicate their conditions.

There are a range of medical diagnosis included in the broad definition of 'special health care needs' (SHCN) used by the federal government. Most of these clients do not need any special changes for you to provide dental care. Some require minor, reasonable accommodations that can be easily be provided. Only a few will need special modifications for them to access care. While all health providers are prohibited from discrimination against patients with SHCN, you do not need to treat anyone outside of your expertise. However we encourage you to work with our CSHCN to ensure that they get the care that they need.

Good resources on SHCN include the National Maternal & Child Oral Health Resource Center (<http://www.mchoralhealth.org/highlights/cashcn.html>) and the National Institute of Dental and Craniofacial Research (<http://www.nidcr.nih.gov/OralHealth/OralHealthInformation/SpecialNeeds/>).

In some cases you may be able to be reimbursed for certain procedures that are necessary to treat CSHCN. Some services for children may be covered under Early, Periodic, Screening, Diagnosis and Treatment (EPSDT). In these cases, see **Chapter 4: Medical Services Policy** and **Chapter 6: Processes and Procedures** in this manual. In general it will be necessary for you to contact the client's physician to obtain written confirmation of the medical diagnosis including the ICD 9 diagnostic code.

CTDHP can assist you in caring for CSHCN by providing referral information for specialists and by providing benefit information. Contact our call center, Monday to Friday, 8:00 AM to 5:00 PM at **855-CT-DENTAL**.

In some cases you may receive assistance from our team of Dental Health Care Specialists (DHCS) who can assist clients in coordinating their care. Referral is through the call center. DHCS assist clients who face significant barriers to accessing care. They will work with you, the client and other providers to ensure that the client gets the dental care that they need.

While treating CSHCN may require some accommodation, it is a rewarding experience to be able to provide essential dental care to our neighbors in need. The CTDHP is here to help you ensure that your patients receive timely and appropriate care.

## **Making Referrals**

Dental Offices, other medical providers, community agencies and clients can call our toll-free client services line to make a referral for the above services:

### **855-CT-DENTAL**

Monday to Friday • 8:00 AM to 5:00 PM

Excluding major holidays • Answering service available off-hours