

TennCare Year 2: Partnering to Improve Oral Health

2016 DentaQuest Report for the Community

Dear valued members of the community,

As part of our commitment to transparency and accountability, we are pleased to report that the second year of DentaQuest's leadership of the TennCare dental program reached even more children statewide. Roughly 810,000 enrolled children had access to high-quality, preventive care. And, due to process improvements and preventive services, we achieved record savings.

This report highlights the key successes in our second year with TennCare, demonstrating our dedication to this partnership and the community. These outcomes underscore achievements in **access, participation** and **outreach**—but we couldn't do this alone.

Our providers live the same mission that we do every day—improving the oral health of all. Our providers, partners and even parents share our interest in securing a bright, healthy future with support from multiple stakeholders. The focus of our spotlight in this report, Amari Adams represents the collective work all of us do together.

Thank you for continuing to partner with us on this journey. We look forward to achieving greater success together in years to come.

Sincerely,



A handwritten signature in black ink that reads "Steven J. Brady".

Steven J. Brady
Tennessee Project Director,
DentaQuest



A handwritten signature in black ink that reads "Brent D. Martin".

Dr. Brent D. Martin
Tennessee Dental Director,
DentaQuest



Member Spotlight



Amari Adams had never been to the dentist before becoming a TennCare member. He, like many kids, was afraid of the dentist and all that comes with going and sitting in that chair. But Amari's mother Quiana knew the importance of getting her son to see a dentist for his overall health. "I needed

guidance to get Amari to the right dentist who would take care of my son and help him through this," she said.

She recently went to a community event at Hull Jackson Elementary in Nashville. TennCare and DentaQuest experts were on hand to help. "Interacting with Ashley from DentaQuest made me more aware of how important it is to stay on top of taking care of my kid's teeth," Quiana said. DentaQuest worked on finding the right provider to treat and guide Amari, Quiana and others through their oral health care needs and even set up their first appointment.

Being a single mother of two children, Quiana said she appreciates the extra help to ensure her children are cared for by others. She credits TennCare with providing her some relief as a mom, but also improving the lives of her children.

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Our dedication and collaboration with this community led to significant gains in access, participation and outreach.

Participation

+8%



■ Percent increase in enrollees

60,000 new enrollees means more children received oral health care.

100%



Total enrollees with patient-centered dental homes that provide accessible, comprehensive, coordinated care.



We continue to offer our patients access to care more quickly and closer than the benchmark, ensuring greater and more cost-efficient access for all.

Access to Care

Routine | Urgent | Emergency



Routine Appointments

8

 DAYS FASTER than the benchmark

Urgent Care Appointments

25

 HOURS EARLIER than the benchmark

Emergency Care Appointments

11

 HOURS EARLIER than the benchmark

Access to Providers

Average distance to 1 provider in miles



3.7 MILES



30 MILES

■ TennCare

■ Benchmark

Community Outreach

80

screenings and oral health events held statewide



Cost Savings

Prevention + Process Improvements

= \$27.5M Savings

under the baseline in 2013



DentaQuest