

# PATIENT CENTERED DENTAL HOME

2023



# PCDH Agenda



# 2023 PCDH Manual

What is a Dental Home?

Why do we have a Dental Home?

Who is included in a Dental Home?

How are members included in a Dental Home?

Dental Home Tools & Resources

How do we measure Dental Home Performance?



## PATIENT-CENTERED DENTAL HOME

TENNCARE & COVERKIDS  
DENTAL OFFICE OPERATING MANUAL 2023

Version 2.0 Released January 1, 2023

This operating manual outlines the PCDH program guidelines and policies effective January 1, 2023.

**DentaQuest**<sup>®</sup>



# Annual Requirements



Complete this  
Training during  
each calendar year

Attend a  
session  
Self-Serve  
on the portal



Attest



# Provider Expectations & Focus



## Community Dental Home

Establish relationships of trust with members and their families



## High Performing PDPs

Performance reports show consistent increases in preventive services quarter over quarter



## Utilization

Regular use of Dental Home tools to increase members coming in and receiving services



# Key Tools & Resources

Panel Roster

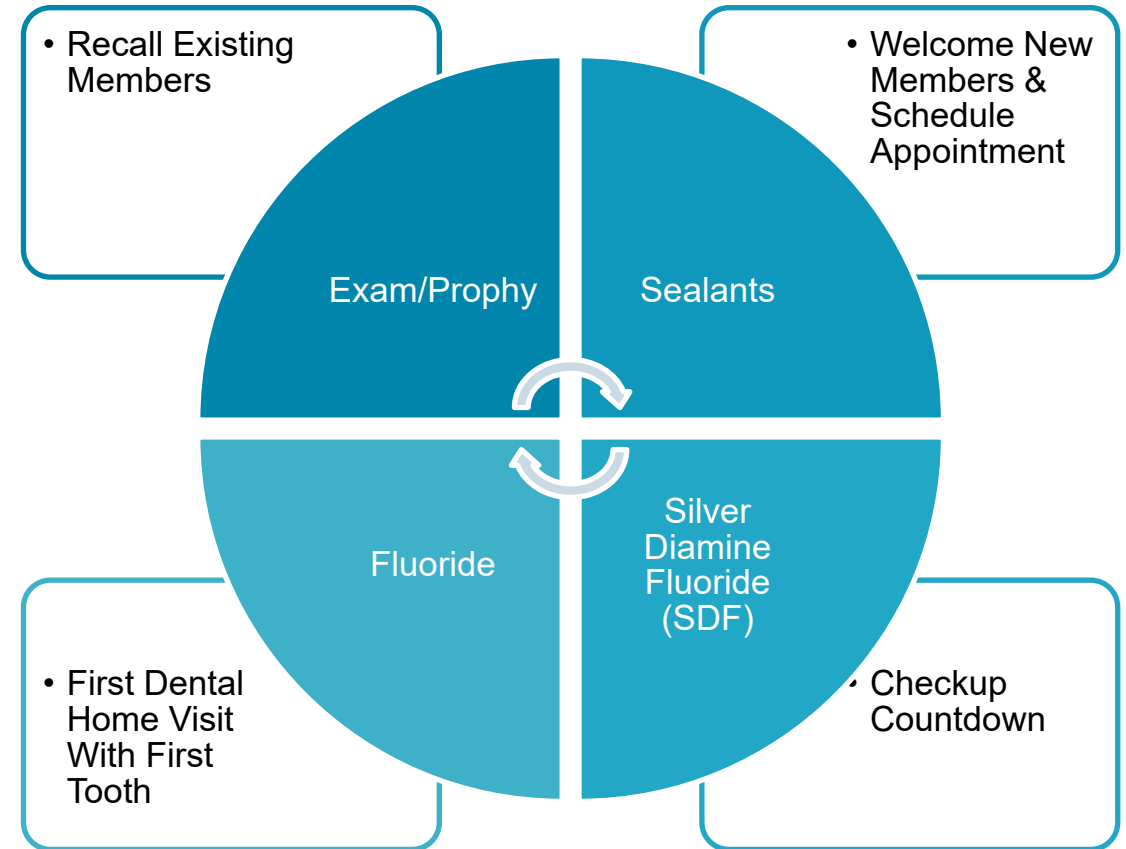
New Member

First Dental Home Visit

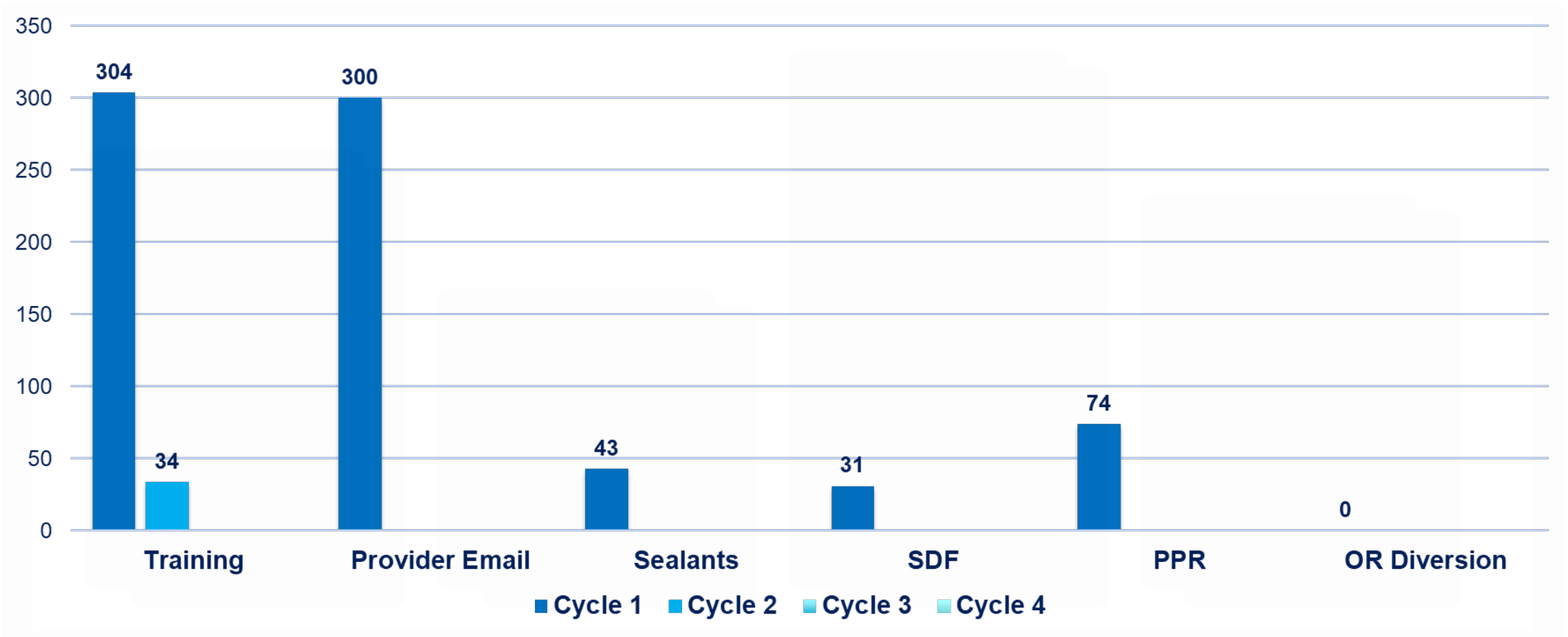
Checkup Due 90 Days

Checkup Due 30 Days

Checkup Past Due



# 2023 Measurements



# Performance and Preventive Services Delivery Metrics



<b>Quadrant 1</b> Performance Index: <b>Good</b> Preventive Services Delivery: <b>Good</b>	<b>Quadrant 2</b> Performance Index: <b>Poor</b> Preventive Services Delivery: <b>Good</b>
Quadrant 3 Performance Index: Good Preventive Services Delivery: Poor	Quadrant 4 Performance Index: Poor Preventive Services Delivery: Poor





# Where is your office on the PPR?

Access Rate Location

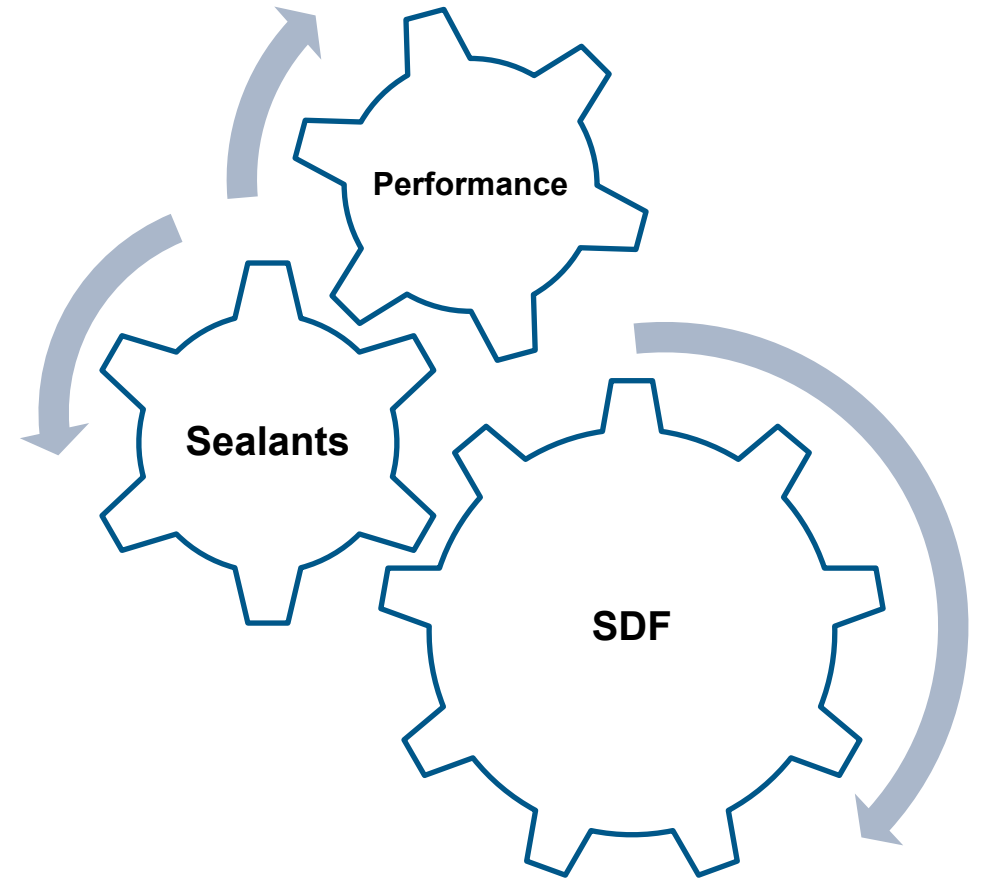
Performance Index

Oral Evaluation

Topical Fluoride

Sealants

SDF



# Provider Performance Report (PPR)

## Sample Access Rate and Performance Index

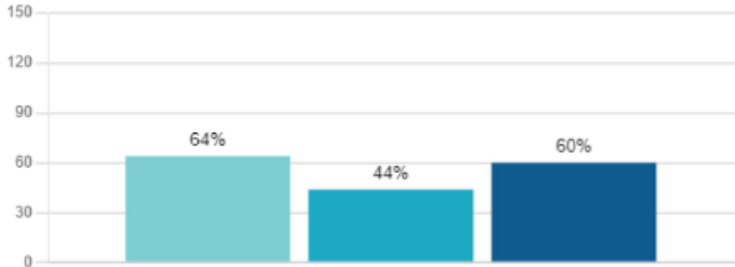
### Access

DentaQuest plays an important role in increasing access to dental care for members/enrollees. The assignment of a dental home to our members/enrollees is a contributing factor to increasing access to care. A practice can contribute to the goal of increasing access to care by tracking an access measure and ensuring that members are scheduled when needed. The access measure is calculated by taking all members who received a dental service at a location divided by total members assigned to the practice. Since unassigned members seen at a location were included in the numerator, the access measure may total more than 100%.

### Performance Index

Although quality is NOT determined by cost or number of services rendered, these factors should decrease over time as high-quality restorative treatment is completed and preventive services, including sealants and fluoride, are utilized at the appropriate time. The bar graph compares a location's performance index level to the overall network's performance index level.

Access Rate  
Network Average



Total Assigned Patients - 2802

- Access Rate Location
- Access Rate Network Average
- 2023 Access Rate Goal



# Improvement Opportunities Meet & Exceed Network Averages

**INCREASE**

## **Preventive Services**

- Cleanings
- Sealants
- Fluoride
- SDF
- Diagnostic Exams

**DECREASE**

- OR / Hospital Visits

**INCREASE**

- Minimally Invasive Treatment
- Member Engagement At Your Office



# Bonus (Incentive) TennCare Children Only

Train/Attest

Use PPR Data to  
Increase  
Services/Utilization

Use Dental Home  
Tools to Increase  
Utilization

# QUALIFY



## New for 2023

Electronic PPR  
With Archive

Updated PCDH  
Manual

Educational  
Series & Self-  
Serve With  
Audio

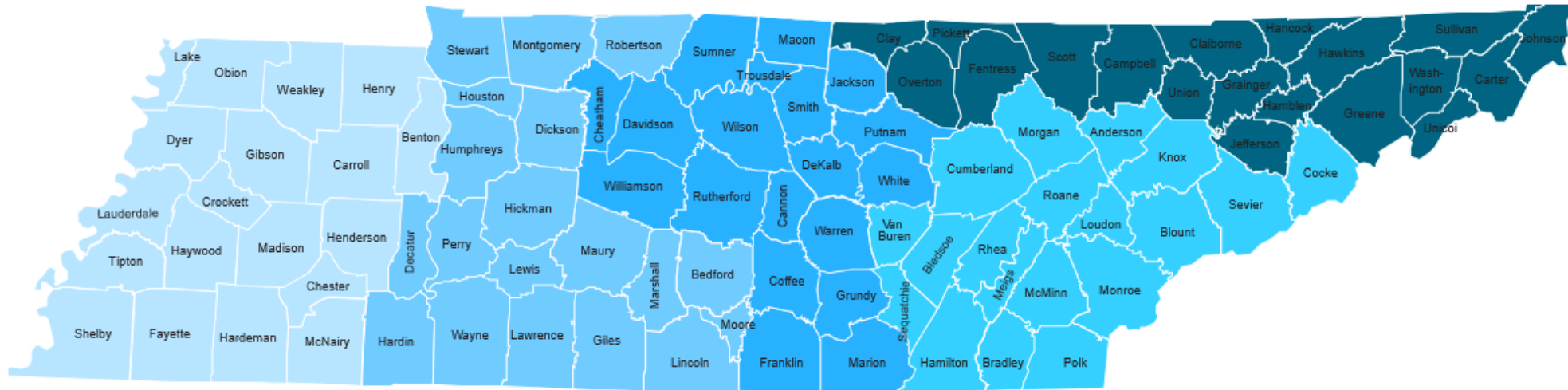
Quarterly  
Clinical Group  
Sessions

Gather Provider  
Feedback

# Your Tennessee Team

## Tennessee

Provider Partner Consultant County Assignments



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# ATTESTATION REQUIRED

<https://www.surveymonkey.com/r/JXYFW3D>





# QUESTIONS

THANK YOU FOR ATTENDING TODAY'S SESSION!

If you have additional questions please email the Tennessee Team at [TennesseeProviders@DentaQuest.com](mailto:TennesseeProviders@DentaQuest.com)

