

UPMC HEALTH PLAN

Dental *Advantage* Newsletter

Volume 7



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Chief Dental Officer

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in the communities we serve

For Commercial and Medicare Dental Providers

Products:

- UPMC Dental *Advantage* Group Commercial & Discount Plans
- UPMC Dental *Advantage* Small Group Essential Health Benefits
- UPMC Dental *Advantage* Medicare Individual and Group (excluding University of Pittsburgh Retirees)

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Quarterly provider directory updates

UPMC Dental *Advantage* administered through SKYGEN requires all providers to verify their provider directory information at least every 90 days (quarterly). This includes indicating if the provider is taking appointments at a location vs. coverage, or some other affiliation. This allows us to comply with CMS/DHS/PID requirements to maintain accurate directories—as well as the federal No Surprises Act (effective Jan. 1, 2022). Accurate directories are the primary way our members find in-network care.

Ways to keep your information current

At the beginning of each quarter, LexisNexis will be reaching out through one or more of its three communication channels (phone, fax, or online) to verify that your provider information is accurate. You can visit the provider directory to ensure that your provider information and office details are up to date and accurate. Information that must be reviewed/updated/verified:

- Ability to accept new patients
- Street address
- Phone number
- Office hours
- Hospital privileges
- If you would like to indicate in the provider directory that your practice offers telehealth services
- Any other information that affects your availability to our members

You can view your information by searching the online directory for your name at upmchealthplan.com/find. You can make updates to your information at upmchealthplan.com/providers/change.html. If you have any questions, need help with your updates, or need to change your contact information, please contact your provider account executive or email hp dental@upmc.edu for commercial and Medicare. Thank you for your support in this ongoing effort! LexisNexis cannot change your product participation, or the services contracted by your practice. If you have questions or concerns regarding product participation or contracted services, contact your provider account executive.

Management of provider directory information is an ongoing process and includes the following:

1. CMS forms are sent to every provider office each quarter for verification of practice information.
2. Appointment availability calls are made to every provider office over the course of a calendar year, which includes network validation information.
3. A SKYGEN Field Representative makes an annual visit that includes review of directory information.
4. Ongoing directory updates are made from information self-reported by provider offices.

Providers may review their directory information on the PWP at upmcpwp.skygenusystems.com/PWP/Landing.



Message from the Chief Dental Officer of UPMC Health Plan:

UPMC Health Plan to begin contacting select dental providers per DHS requirement in the 2024 HealthChoices contract

UPMC Health Plan will soon begin contacting certain dental providers to meet Pennsylvania Department of Human Services (DHS) requirements aimed at increasing access to oral health care for UPMC *for You* (Medicaid) and UPMC Community HealthChoices (CHC) members. Our goal is to inform providers about this requirement and corresponding efforts to support compliance with it.

Which dental providers will UPMC Health Plan contact?

Our chief dental officer/dental director will contact:

- **High-volume participating network dental practices** in each Pennsylvania county annually or more frequently as needed. Practices are identified as high volume based on utilization data compared to the Physical Health Managed Care Organization (PH-MCO) membership in the area surrounding the practice.
- Selected **nonparticipating dental practices** in each Pennsylvania county. During these calls, discussion may include reasons for nonparticipation and any strategies to help overcome barriers. These strategies may include potential alternative payment arrangements or seeing if the practice could see a limited number PH-MCO members in the area surrounding their practice.
- **High-volume Federally Qualified Health Centers and primary care providers**, in coordination with the PH-MCO's medical director. Contacting these providers will help assure that all children receive a referral to a dentist for a comprehensive visit, particularly those who may receive limited dental services, such as fluoride varnish, from a medical provider.

What are discussion topics?

During each call, discussions may include range of topics, such as:

- Relevant incentive payment programs.
- Clinical concerns around treating infants, children, or adults with developmental disabilities.
- Coordination of comprehensive dental care for members receiving services, such as fluoride varnish from medical providers.

Who can providers contact with questions on this matter?

UPMC Health Plan aims to provide you with as much information as possible on this initiative. If you have questions, please call **1-877-648-9609** or email providerservices@skygenusa.com.

Richard Celko, DMD, MBA
Chief Dental Officer, UPMC
Adjunct Assistant Professor, University of Pittsburgh School of Dental Medicine

UPMC *for You* 2024 Dental Pay for Performance (P4P) Program

As a dental provider participating in the UPMC *for You* Medical Assistance program, you are eligible to receive incentive payments based on completed preventive visits for UPMC *for You* members ages 6 months to 20 years old.

UPMC *for You* seeks to close preventive dental gaps for members who are not receiving dental care on an annual basis, especially for members age 5 and younger. The Pay for Performance (P4P) program has been designed in alignment with this objective.

Program highlights

- Providers receive higher P4P payments for preventive visits with “new and overdue” patients as opposed to visits with returning patients.
- A “new” patient is one who did not receive preventive services in the previous calendar year.
- Payments are slightly higher for patients younger than 5 years old as opposed to patients 6 years old and older.
- Payments are calculated and distributed on a monthly basis. The first payment is received in April/May for claims billed in January.

Payment structure

	6 months-5 years old	6-20 years old
New and overdue patient	\$30	\$25
Returning patient	\$10	\$5

Qualifying codes

- For patients ages **6 months to 15 years old**, an eligible episode of care = **1 examination code + 1 prophylaxis code + 1 fluoride code**
- For patients ages **16 to 20 years old**, an eligible episode of care = **1 examination code + 1 prophylaxis code**

To receive the P4P payments, episodes of care should be coded appropriately using a combination of the codes below based on the member’s age.

Examination codes	Prophylaxis codes	Fluoride codes
D0120, D0145, or D0150	D1110 or D1120	D1206 or D1208

**Fluoride is not required for patients 16 to 20 years old.*

Additional details

In order to be considered for payment, claims must be billed under UPMC *for You* and received within 60 days of the date of service. Claims and P4P payments will be paid only if the member was eligible for the service on the date the service was received. The provider of care is ultimately responsible for providing accurate and compliant information on all submission of claims and/or billing information.

We reserve the right to change and cancel these incentives without notice.

Questions?

All questions regarding this incentive program can be directed to the SKYGEN Provider Call Center at **1-855-806-5193**.

Provider is responsible for clinical decisions and appropriate billing.



Remote Area Medical (RAM) a major nonprofit provider of free pop-up clinics

RAM is a major nonprofit organization that operates pop-up clinics that deliver free, quality dental, vision, and medical services to individuals in need who do not have access to, or cannot afford, a doctor.

Founded in 1985, RAM has treated more than 910,000 individuals with \$189.5 million worth of free healthcare and veterinary services. Since its foundation, more than 196,000 volunteers—comprised of licensed dental, vision, medical and veterinary professionals, as well as general support staff—have supported RAM’s mission. RAM fulfills this by traveling the country, setting up pop-up clinics in gymnasiums, conference centers, fairgrounds and event centers, and it relies on the generosity of volunteers to make these clinics possible. Each year, Remote Area Medical hosts more than 60 pop-up clinics across the U.S. In 2024, RAM has numerous clinics slated for Pennsylvania, including:

Sharon, Pa. (June 8-9, 2024).
Philadelphia, Pa. (Aug. 24-25, 2024).
Erie, Pa. (Sept. 7-8, 2024).
Allentown, Pa. (Oct. 19-20, 2024).

Volunteers interested in signing up for a clinic can do so by visiting ramusa.org. At the top right corner, a “Volunteer” button is available to register for any open clinic. For more information about volunteer opportunities, please contact 865-579-1530 or email volunteers@ramusa.org.

Reminder of dental policy updates

UPMC Dental *Advantage* recently updated a few of our policies. To view the latest versions, and to view the newly added Medicare Dental Polices, please click [here](#).



Collaborating to improve completion of well-child and dental visits

To support our members and provider partners in scheduling well-child and dental visits, UPMC *for You* and UPMC *for Kids* will continue our outreach campaign to parents and guardians of our pediatric members throughout 2024.

Our goal for these calls is to help families stay up to date on annual preventive visits. Additionally, these calls may support your office in closing gaps in care for key quality and/or pay for performance measures.

We have engaged Clark Resources outbound call center to connect members with providers to schedule well-child and dental visits.

Clark Resources provides the following services to Medical Assistance and CHIP households:

- An agent reminds the caregiver of the need for well-child and/or dental visits for all children in the household.
- The agent attempts to schedule needed appointments with provider of choice via a recorded three-way call. If the member doesn't have a primary care provider (PCP) or primary dental provider (PDP), the agent will help the caregiver find a participating provider near their home address.
- Agents confirm with the caregiver that they do not have any concerns with transportation to and from the scheduled appointment(s). If needed, the agent

will connect the member with the Medical Assistance Transportation Program (MATP) to arrange transportation to the scheduled appointment(s). (This is only offered for members enrolled in Medical Assistance, as it is not a service available from DHS for CHIP members.)

- Upon completion of call with family/caregiver, Clark Resources schedules an appointment, the agent will note it in our system. The member will receive reminder calls in advance of the appointment in addition to any reminders from your office.
- Agents can assist members with updating their PCP selection and requesting new ID cards, as needed.
- During flu season, agents offer to assist families with scheduling their flu shots.

To support this effort, please let your office staff know about these outreach calls. A positive experience with scheduling can build cooperation and solidarity among members, your staff, and UPMC *for You* and UPMC *for Kids*. We hope this collaboration between UPMC Health Plan, dentists, PCPs, and members will have a positive effect on the completion of both well-child and dental visits for our members ages 2-21.

Spotlight on Pennsylvania Department of Health Dental Leadership team

Get to know the Dental Leadership team: Jonise McDaniel, DDS, Public Health Dental Director, Department of Health Oral Health Program

Jonise McDaniel, DDS, is the Public Health Dental Director within the Department of Health Oral Health Program. Prior to assuming this role, Dr. McDaniel was the School Based Director of Dental Services at Hamilton Health Center. Dr. McDaniel is a dedicated public health dentist with a passion for improving the oral health of underserved communities.



Dr. Jonise McDaniel
Public Health Dental Director

With 20 years of experience in the field, Dr. McDaniel has worked tirelessly to address oral health disparities among vulnerable populations, promote oral health awareness, and advocate for equitable access to dental care.

Dr. McDaniel has played a pivotal role in developing community-based oral health programs and initiatives, collaborating with local schools and community organizations to provide oral health education.

She earned her Doctor of Dental Surgery (DDS) degree from Howard University College of Dentistry and later completed her residency at St. Elizabeth's Hospital of Washington, D.C.

Outside of her professional pursuits, Dr. McDaniel enjoys traveling and spending quality time with her family.

2024 CDT Procedure Code Changes technology

The American Dental Association (ADA) has released the 2024 version of the Current Dental Terminology (CDT) dental procedure code manual.

As a dental carrier, UPMC Dental *Advantage* is required to adapt to these changes. To learn more about these changes, please visit this link [here](#).



Addressing dental health needs in the communities we serve

Regular dental care is an important part of health maintenance. Our Public Health Dental Practitioner Dental Care Managers—also simply known as dental care managers (DCM)—collaborate with community organizations where UPMC *for You* and UPMC *for Kids* members live, to help meet the dental needs of those members and their families.

WHOM WE SUPPORT

Our members

The DCM team:

- **Connects UPMC *for You* members with a dental home.** The team keeps up-to-date referral lists of participating dental providers across the state.
- **Assists UPMC *for Kids* members.** We work with Children’s Health Insurance Program (CHIP) families who have UPMC *for Kids* coverage to get appropriate oral health care.
- **Helps adult UPMC *for You* members with special needs.** Our case manager supports our adult UPMC *for You* members who have special needs. The case manager can assist with complex case referrals, including collaboration with our maternity and diabetes care managers.

- **Collaborates with other UPMC Health Plan care management teams.** Departments within UPMC Health Plan complete an electronic dental referral form to communicate the member’s information and needs. The DCM receives an email notifying them of the new referral and proceeds from there.

The communities that we serve

UPMC *for You* dental days

We partner with mobile dental providers to offer events that include dental education, cleanings, and more. These events can be held at locations like these and others in the community:

- Provider offices
- Preschools

- Churches
- Community/Family centers
- Shopping malls

Please contact us to learn about dental events happening in your community or to schedule a dental day at your organization.

Community education events

DCMs attend events to provide oral health education and resources and connect families with local dentists through these touchpoints:

- Health fairs
- Diaper banks
- Community baby showers
- Kindergarten registration
- Community events

Networking

Getting to know the communities we serve helps us discover new ways to reach more people. Our goal is to provide oral health education to all entities in the community through these and other avenues:

- Early childhood classrooms
- Preschools
- Daycare programs
- Summer camps
- After-school programs
- Parent groups

We are always looking for more ways to connect. If you think your organization or program could benefit from oral health education, please contact your local DCM.

Primary care providers

Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) referrals. Pediatric primary care providers submit referrals electronically to the DCM team. Dental providers can use the EPSDT list to begin outreach to UPMC for You and UPMC for Kids members who are noted by their provider as having a gap in care or a dental need. You can learn more about EPSDT clinical and operational guidelines by visiting upmchp.us/EPSDT-Guidelines.

Continuing education. Our DCM team offers free continuing medical education (CME) and continuing education (CEU) credits for medical and dental providers through these opportunities:¹

- Continuing education courses created by our team
- Topical fluoride training for office providers through the Healthy Teeth Healthy Children Program

Contact your local DCM to schedule a time for either of these educational offerings.

WE'RE HERE TO HELP

Contact the DCM in your area to learn more about our program and how we can help you.

Find your local DCM:

upmchp.us/dental-resources

Contact us:

UPMCforYouDental@upmc.edu

Take advantage of learning opportunities

Visit these websites to get more education on oral health:

- The Pennsylvania Coalition on Oral Health: paoralhealth.org
- American Dental Association: ada.org
- American Pediatric Dental Association: aapd.org/resources/parent
- American Academy of Pediatrics: aap.org
- Medicaid—Dental Care Department of Human Services—Dental Services: dhs.pa.gov/Services/Assistance/Pages/Dental-Services.aspx

¹Provider is responsible for verifying continuing medical education (CME) eligibility.



Continuing Education (CE) webinar: Maternal and Infant Oral Health

Please join us for a live, CE-accredited webinar on Wednesday, May 15, from noon to 1 p.m., that will provide an overview of early childhood oral health.

During this presentation, experts will:

- Describe the importance of prenatal oral health.
- Reflect on pregnancy outcomes related to oral health.
- Describe infant oral care and ways to prevent dental caries.

Presenters:

Dana Shaffer, RDH, PHDHP, MEd, Dental Care Manager

Jasmine Morales, RDH, PHDHP, Dental Care Manager

[Register now.](#)

This course has been approved by the Pennsylvania Academy of Dental Hygiene Studies. "Academy Approval" indicates that a continuing education course appears to meet selected criteria. It is the responsibility of each participant to determine if a particular course is acceptable for license renewal. However, applicants should be aware that not all courses offered and approved by the Academy are approved for Continuing Education credits by the State Board of Dentistry. The Academy does not endorse or recommend any individual continuing education course and is not accountable for the quality of any course content. Certificates of Attendance should be retained by licensees in their own personal professional file.

The advertised presentation is a live webinar format according to the regulations of the SBOD.

Provider is responsible for verifying CE eligibility.

PHDHP dental care managers: Bridging the gap between community and dental chair

UPMC *for You* team presented at AIDPH 2024 Colloquium

The American Institute of Dental Public Health (AIDPH) 2024 Colloquium convened from March 25 to 27 in Chicago. This year, Barb Hammerschmitt, BSHRP, MPH, PHDHP, and Dana Shaffer, PHDHP, MEd, both dental care managers with UPMC *for You*, attended and presented in support of this year's theme: Community Collaboration in Oral Health: Advancing Person-Centered Outcomes. The team outlined how they support improved outcomes across the oral health continuum of care through the UPMC *for You* Clinical Dental Intervention Program. As Public Health Dental Hygiene Practitioner (PHDHP) dental care managers, they are a bridge for oral health through interventions—making this collaboration essential to improved oral health outcomes. These interventions are aimed at supporting stakeholders, patients, and communities by targeting:

- Families/Members/Children.
- Physical health providers.
- Oral health providers.
- Behavioral health providers.
- Communities.
- Insurance/Managed care organizations.

The program's primary goal is to elevate oral health IQ through same and similar messaging paired with strategic approaches to addressing social indicators of health. It focuses on dental care management, which has created a new frontier for the PHDHPs and their roles in impacting UPMC Health Plan and community members.

The team discussed these points during their roundtable presentation:

- Outreach through member family/child engagement
- Oral health education with an emphasis on community education
- Coordination of community-based dental care service provisions
- Provider engagement that bridges service types through trainings, development and continuing education courses, and care management for members
- Fostering connectivity in interagency coordination
- Collecting data for regulating bodies (i.e., Pennsylvania Department of Human Services, HEDIS®, Pennsylvania Insurance Department, Centers for Medicare & Medicaid Services, etc.)
- How their program design aligns with PA State Oral Health Plan goals and aims to assist with actualization of the plan

By the end of the session, attendees were able to:

- Define how PHDHP dental care management differs from clinical dental hygiene.
- Brainstorm ideas on how oral health can help foster win-win scenarios that join providers, members, and communities.
- Develop an understanding of how parallel messaging can foster collaboration between disciplines.

In addition to presenting at the conference, Barb and Dana earned a "Certificate in Community Collaboration and Leadership."

Contact us

UPMC HEALTH PLAN

Children's Health Insurance Program: UPMC *for Kids* (CHIP) Dental *Advantage*

Federal Employees: Federal Employees Health Benefits Program (FEHB) Dental *Advantage*

Medical Assistance:

- UPMC *for You* Dental *Advantage*

UPMC Community HealthChoices (CHC): Dental *Advantage*

Medicare: UPMC *for Life* Dental *Advantage* (University of Pittsburgh retirees only)

Medicare Special Needs Plans: UPMC *for Life* Dental *Advantage*

UPMC | DENTAL ADVANTAGE

Products:

- UPMC Dental *Advantage* Group Commercial & Discount Plans
- UPMC Dental *Advantage* Small Group Essential Health Benefits
- UPMC Dental *Advantage* Medicare Individual and Group (excluding University of Pittsburgh Retirees)

Provider Services UPMC Dental *Advantage* Advisory Team: **1-877-648-9609**

UPMC Dental *Advantage* Medicare Provider Services: **1-844-761-0081**

UPMC Dental *Advantage* Portal
upmchealthplan.com/providers

Network Management and Provider Relations
HPDental@upmc.edu

UPMC *for Life* has a contract with Medicare to provide HMO, HMO SNP, and PPO plans. The HMO SNP plans have a contract with the PA State Medical Assistance program. Enrollment in UPMC *for Life* depends on contract renewal. Enrollment in UPMC *for Life* depends on contract renewal. UPMC *for Life* is a product of and operated by UPMC Health Plan Inc., UPMC Health Network Inc., UPMC Health Benefits Inc., and UPMC Health Coverage Inc.

Provider is responsible for appropriate billing of services.

SKYGEN

Provider Web Portal located at upmcpwp.skygenusystems.com

Portal Services Team
dentalproviderportal@skygenusa.com
1-844-621-4576

Provider Call Center
1-855-806-5193

Contracting
1-800-508-6965
Navigate to skygenusaproviders.com and enter code **UPMC**.

Credentialing
1-855-812-9211

Provider Relations
providerservices@skygenusa.com

UPMC HEALTH PLAN

upmchealthplan.com

