

# SFY25 Quality Improvements

Delta Dental of Iowa



# MISSION

We are dedicated to  
improving the health  
and smiles of the  
people we serve

# Care Coordination

# Emergency Room Project

**Goal:** To deter members from utilizing the emergency room for oral health concerns, pain, and/or emergencies.

- Agreements with all of the MCOs to get data about which of our members are going to the Emergency Room for oral health problems.
- Care Coordinator who specializes in ER follow-up and Emergent Services.
- Members can receive the following from a care coordinator:
  - Education about after-hours procedures with your dental home
  - Education about teledentistry.com
  - Care coordination and case management for follow-up treatment plans
  - Care coordination to establish a dental home

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# Emergency Room Project

## Member Success Story

After being seen in the Emergency Room, the member had a tooth pulled that was causing him pain by a local dental office. A care coordinator followed-up with the member and provided education about receiving routine preventive care from the provider and received additional information about his benefits. The member was connected with a provider to create a treatment plan to finish extractions and receive dentures.

## Have you been to the emergency room for an oral health problem?

We're here to help you find follow-up care! Contact Delta Dental's Member Services.

**Phone:** 1-888-472-2793

**TTY:** 1-888-287-7312

**Email:** [dwpmembers@deltadentalia.com](mailto:dwpmembers@deltadentalia.com)

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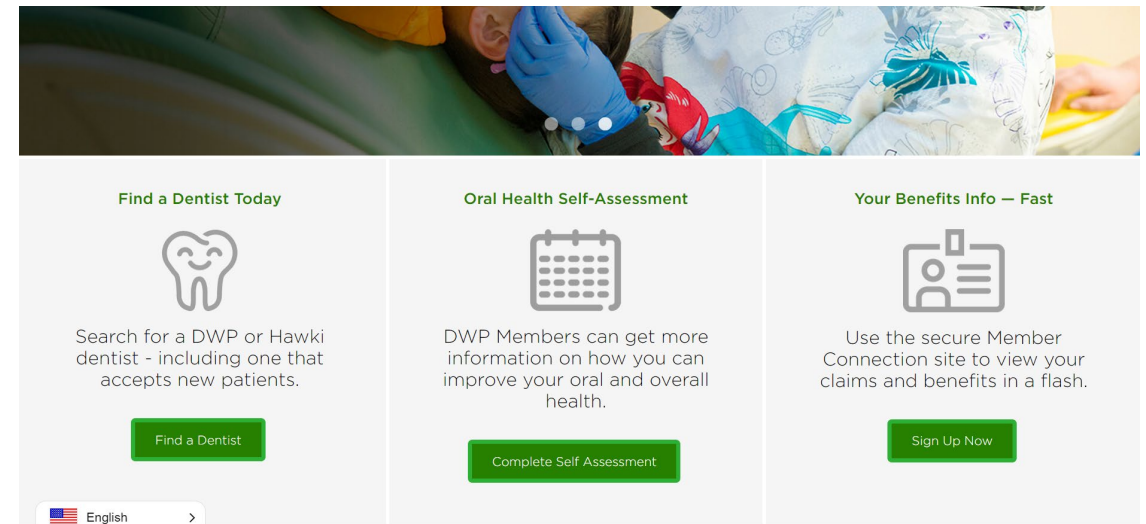
# Teledentistry.com

- Teledentistry.com connects members with an Iowa licensed dentist for a virtual appointment.
- The dentists can help with pain and infection management, and identifying potential services needed.
- Available 24/7 for all of Delta Dental's DWP, DWP Kids, and Hawki members.
- No cost to the member – included as a benefit.

**Learn More Here: [deltadentalia.com/dwp/virtual](https://deltadentalia.com/dwp/virtual)**

# PreViser Oral Health Survey


- Used as a tool for care coordination.
- Look at results to understand our members and what changes we can make to our program to help them.
- Trying to get more members to complete their survey.
- You can complete your survey now on our website: [dwpiowa.com](http://dwpiowa.com)



# Oral Health Survey Follow-Up

- Members have the option to receive resources on additional items they need help with.

## Support Service

 Would you like additional support services? Check all that apply.

Please enter your response

Make an appointment with a dentist

Get more information about my dental health

Contact me about other questions I have

Find Food or Meal Services

Find Shelter

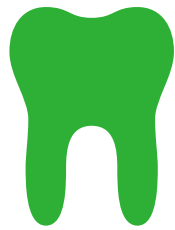
Find Child Care

Access Transportation

Find Home Health Care

No, thank you! (all other options will be unavailable)





## Oral Health Survey Follow-Up

- Delta Dental care coordinators reach out weekly to members who:
  - Are experiencing dental pain
  - Need help making an appointment
  - Request to be contacted
- Care coordinators can help members:
  - Establish a dental home and make an appointment
  - Identify same day appointments for emergencies
  - Make a virtual dental appointment with [teledentistry.com](https://www.teledentistry.com)
  - Provide education about member's benefits and DWP

# Collaborations with Key Stakeholders

# Expanding Collaborations for Care Coordination

- No Wrong Door Approach.
- We collaborate with the three MCOs: Iowa Total Care, Molina, and Wellpoint.
  - Work with care coordinators and case managers to coordinate oral health with whole health.
- We work with our in-network dentists to make sure members get the care they need.
  - Teaching Institutions: U of I, Creighton Dental School, and UNMC
  - FQHCs
  - Broadlawns
  - Dental Connections

## Dental Connections: Mobile Dental Unit

- Dental Connections expanding mobile dentistry services with new, state-of-the-art Mobile Dental Unit.
- Provides services to Des Moines metro-area schools, onsite care for homeless youth, women's shelters, veterans' events, and more.
- Aim to provide more equitable access to oral healthcare in Iowa.
- Delta Dental of Iowa Foundation gave a \$450,000 grant during Dental Connection's 2023 fundraiser for the mobile unit.



# I-Smile

- I-Smile provides screenings, fluoride, education, and care coordination services to lowans under 21 years in WIC clinics, childcare centers, preschools, schools, and Head Start centers.
- I-Smile Silver piloting in 10 counties and modeled after I-Smile but serves adults.
- All I-Smile coordinators can refer members and work collaboratively with Delta Dental.
- The Delta Dental of Iowa Foundation continues to provide funding and oral health supplies.

**Learn More and Find a Coordinator: [I-Smile | Health & Human Services](#)**





## SFY25 Outreach

- Attended 12 outreach events – 4 professional events and 12 member focused
- Partnerships with Iowa Total Care, Molina, FQHCs, Neighborhood Associations, Waukee Schools, UnityPoint, Iowa DD Council, EveryStep, IMOM, and the Iowa State Fair
- Estimated oral hygiene items and education were given to about 12,000 individuals so far during SFY25.