



Quality Outcome Improvements

Delta Dental of Iowa



MISSION

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

Dental Quality Strategy

Delta Dental creates programs that aligns with the Iowa Medicaid Dental Quality Strategy.

The goals are to...

1. Improve network adequacy and the availability of services
2. Increase recall and preventive services
3. Improve oral health equity among Medicaid members
4. Improve coordination and continuity of care between dental and medical

PreViser Oral Health Survey

PreViser Oral Health Survey

- Iowa Medicaid, Delta Dental, and MCNA all worked together with PreViser to create one survey for Medicaid adults.
- Used as a tool for care coordination and to understand the needs of our members so we can make changes to our program to help them.

dwp **DELTA DENTAL** Language

Tell us about yourself...

Please complete the survey below. Your responses will help us find the perfect resources to help you improve your health and brighten your smile.

You must be at least 18 years old to submit this survey.

General Member Information

Enter your Medicaid ID located on your Dental Wellness Plan card.

Please enter your response

1234567A

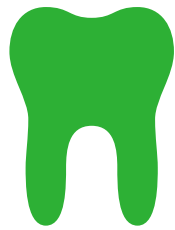
Select your race and ethnicity.

Please enter your response

American Indian or Alaskan Native Asian or Pacific Islander Black or African American

Hispanic or Latino White / Caucasian Prefer not to answer (all other options will be unavailable)

Other (please specify)



Oral Health Survey Follow-Up

- Follow-up created to increase use of preventive services, improve oral health equity, and improve coordination of care.
- Delta Dental care coordinators reach out weekly to members based on answers.
- 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
 - Collaboration with or warm hand-off to MCOs when other needs are identified.

Emergency Room Project

Emergency Room Diversion

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

- Agreements with the MCOs to get data about Delta Dental members who are using the emergency room for oral health emergencies.
- Care Coordinator who specializes in ER follow-up and Emergent Services follows up with the member.
- Reviews claims data and reaches out to members on a weekly basis.
- If the member has a dental home... provides education about how to contact your dentist after hours and receive emergency care.
- If the member does not have a dental home... helps to find a provider to address current dental needs and then find a long-term dental home.

Teledentistry.com

- Delta Dental partners with teledentistry.com to expand access to care and availability of services.
- Can be used if you don't have a dental home, or if members cannot go to the dentist.
- 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

We're Here to Help!

Contact Delta Dental's Member Services:

Phone: 1-888-472-2793

TTY: 1-888-287-7312

Email: dwpmembers@deltadentalia.com

Website: DWPlowa.com