



Dental Newsletter

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Resolve to improve children's oral health in the new year

Happy New Year to our OHCA dental family! As we embark upon 2015, we look forward to promoting National Children's Dental Health Month (NCDHM) in February.

Children make up the majority of our SoonerCare population, so it is only fitting that we make plans to communicate the importance of children's oral health throughout the month. OHCA encourages parents and caretakers to make sure the children in their lives get the crucial care they need to maintain a lifetime of healthy teeth and gums.



This year's NCDHM campaign slogan is "Defeat Monster Mouth," which certainly speaks to the alarming local statistics surrounding children's oral health. In 2013, a study of Oklahoma third graders revealed that 60 percent had experienced some form of tooth decay, 19 percent of which had gone untreated.* Children covered under SoonerCare do not have to suffer. The program pays for routine preventive and diagnostic dental services such as oral examinations, topical fluoride applications, sealants and x-rays. SoonerCare also covers emergency examinations and emergency extractions for the relief of pain or treatment of acute infection.

NCDHM is sponsored by the [American Dental Association](#) (ADA), which offers an abundance of [free resources](#). OHCA also has a variety of dental-focused activity sheets for children available for download in our online [Kids Corner](#). I encourage you to utilize them while promoting the benefits of the [SoonerCare dental program](#) to caretakers of pediatric members. As providers, doing our part can help create healthy smiles for a lifetime.

Leon Bragg, DDS, MEd

Chief Dental Officer

* Oklahoma State Department of Health, Dental Health Service, Oklahoma Oral Health Needs Assessment of 2013.



Dental audit findings summary

Recent OHCA Payment Accuracy audits and State Auditor and Inspector audits have found errors within SoonerCare dental services. In addition, the Office of Inspector General (DHHS OIG) has included dental services in their 2013 and 2014 work plans. Combined with referrals that were received, the Program Integrity & Accountability Unit determined it to be in the best interest of the agency to include dental services in its 2013 and 2014 work.

OHCA conducted clinical record and data analytic audits during this time period. The audits were assessed and approved to be opened by a case selection committee.

Some results of the review are below:

- As of October 2014, OHCA had opened 72 dental audits, at which time
 - 45 were in open status
 - 27 were completed
- Dental audits represent 8.71 percent of audits conducted by OHCA Program Integrity & Accountability
- 26 dental providers were audited in 2013, representing 1.69 percent of total contracted dental providers
- 46 dental providers were audited in 2014, representing 3.66 percent of total contracted dental providers

- expenditures
- Current recoveries represent 0.43 percent of total dental expenditures

PROGRAM INTEGRITY DENTAL AUDITS SUMMARY			
	CY2013	Jan. 2014- Oct. 2014	Total
Number of Dental Audits by Program Integrity	26	46	72
Reason for Starting			
Referrals	13	9	22
Data Analysis	8	32	40
Exception Processing	5	5	10
Explanation of Benefits (EOMBs)	0	0	0
% of Dental Audits to Other Audits			
Total Audits	259	568	827
Dental Audits	26	46	72
	10.04%	8.10%	8.71%
% of Dental Audits to # of Dentist			
Number of Dentists Reviewed by Program Integrity	26	46	
Number of Dentists	1542	1258	
	1.69%	3.66%	

Findings consisted of insufficient documentation, inaccurate procedure coding, policy violation, medical necessity not established, and no documentation (details below). These findings are consistent with those of other provider types.

Most common audit findings/exceptions

Insufficient documentation

To be noted as insufficient documentation, the documentation provided did not substantiate the service(s) billed were rendered and/or the medical necessity could not be determined because the documentation was lacking the necessary details to validate the services.

Inaccurate procedure coding

Billing for higher CDT/CPT procedure codes than were actually performed, or upcoding. This results in higher reimbursement to providers by OHCA.

Policy violations

Policy violations vary based on the documentation received and may include but are not limited to: radiographs not of diagnostic quality, exams not appropriate (i.e., limited exams being billed during visit for treatment planned services, comprehensive exams being billed before allowed, fluoride/prophylaxis being billed before allowed), and smoking cessation not documented according to policy with separate note.

Medical necessity not established

In many instances of “Insufficient Documentation”, medical necessity also overlapped with the finding. Because the documentation was insufficient, medical necessity could not be determined.

No documentation

In the instances of on-site reviews, it is verified by the staff that the documentation is not in existence during the on-site; therefore, “no docs” are not accepted during the reconsideration process.



OHCA support for dental providers

Although OHCA Provider Services is not able to direct providers on how to code claims, we do assist with claim submissions and provide support when claims deny or pay differently than expected. When dental providers request assistance with coding, we direct them to policy and refer to the Current Dental Terminology (CDT) manual which OHCA uses.

Here are some examples of support that Provider Services makes available:

- The Provider Services Dental team assists with approximately 650 calls

- Out of the 7,016 total provider visits made by Provider Services from January 2013 through October 2014, 904 (13 percent) were made to dental providers.
- In addition to providers being able to request onsite support at any time, the travel team schedules visits with providers to assist with upcoming or recent policy changes. Visits are also scheduled based on referrals for educational opportunities made by other teams or departments. While in the area, the team also “checks-in” with providers to obtain feedback and offer any assistance that might be needed.
- During the 2013 and 2014 provider trainings, 521 attendees registered from dental practices. Postcards requesting that providers “Save the Date” are mailed in advance of the trainings. Global messages promoting the trainings are also posted on the providers’ portals.
- Ninety-three participants attended dental-specific webinars that were conducted in 2013 and 2014. Global messages are also used to promote the webinars.

New SoonerCare dental poster



The SoonerCare program has a new dental poster available to order or download for your practice. The poster explains the dental services available for children and is available in both English and Spanish (the poster is two-sided).

You can access the poster on the [OHCA publications page](#). You'll also find useful publications on the SoonerRide program, our Child Health Checkups Handbook, the newly released 2014 OHCA Annual Report and more.

Resources for you

- [Provider Letters](#)
- [Global Messages](#)
- [News Releases](#)
- [OHCA Public Meetings Calendar](#)
- [OHCA Quick Reference Guide \(PDF\)](#)

- **Dental Prior Authorization Unit: 405-522-7401**



Dental FAQs

1. Are extractions for adults covered?

Per policy 317:30-5-696:

(A) Dental coverage for adults is limited to:

(i) medically necessary extractions and approved boney adjustments. Surgical tooth extraction must have medical need documented if not apparent on images of tooth. In the SoonerCare program, it is usually performed for those teeth which are damaged to such extent that no tooth is visible above the gum line, the tooth fractures, the tooth is impacted, or tooth can't be grasped with forceps.



2. What if my adult SoonerCare member wants their teeth extracted to obtain dentures?

The removal of teeth for dentures without meeting the criteria above is not compensable.

3. Does SoonerCare limit the number of teeth extracted in one appointment (for adults)?

There is no limit as long as the criteria in policy are met.



Tell us your story

OHCA loves to share stories from current and former SoonerCare members about the positive impact that access to quality dental care has had in their lives. These stories are featured in print and/or video on our website and social media networks.

If your patient has a significant story to tell, please have them contact us via the [public website](#). It is an excellent opportunity to show the difference that good oral health can make.



Pass it on!

OHCA works to keep providers and their staff informed about the latest happenings in SoonerCare. Be sure to check that all dental providers, administrative staff, business departments and other appropriate parties have access to this E-newsletter by forwarding it today!

Information contained within is subject to change. Be sure to check OHCA Provider Letters, Global Messages and [Web Alerts](#) at www.okhca.org for the most up-to-date information.

Questions or comments about this newsletter?

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