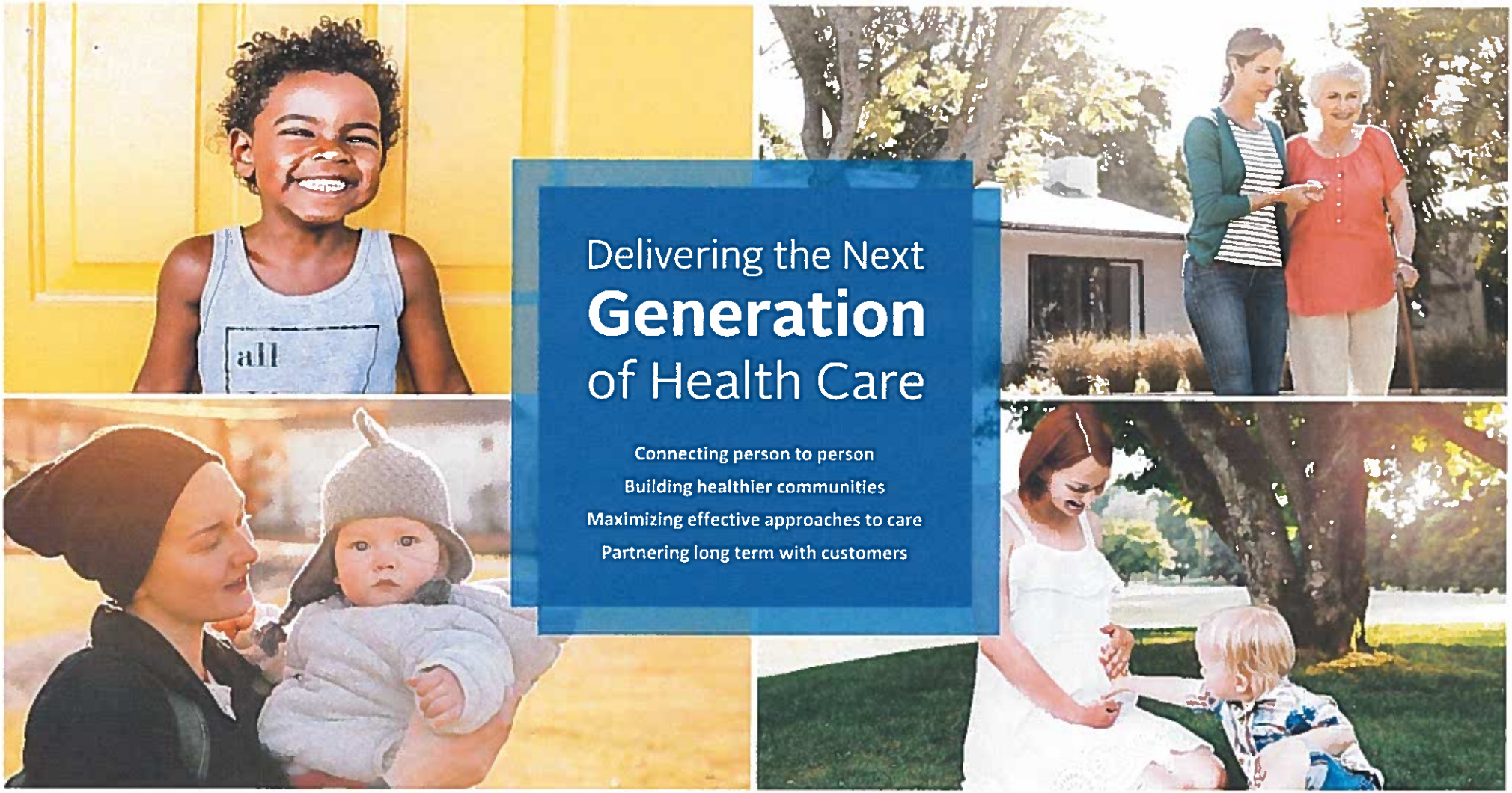

AmeriHealth Caritas New Hampshire

HB 692 Medicaid Adult Dental Benefit Planning

AmeriHealth Caritas
New Hampshire

CARE IS THE HEART OF OUR WORK™

Scott Westover, President,
AmeriHealth Caritas New Hampshire
Nicole Tower, MSW, CCM Director, Member Engagement
AmeriHealth Caritas New Hampshire

Potential Impact of Untreated Dental Needs

AmeriHealth Caritas
New Hampshire

Dental health is an integral component to whole health

- Untreated dental disease increases dental-related medical costs, including emergency room (ER) visits, pain management, and infection control.
- Periodontal disease has been found to be associated with cardiovascular and cerebrovascular disease, diabetes, and adverse pregnancy outcomes.
- Oral health problems have a negative impact on behavioral and social health status and employment.

Helpful Strategies to Increase Engagement

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Support and engage
members

- Care coordination:
  - Removes barriers such as transportation.
  - Motivational interviewing to encourage preventive care.
- Rewards and incentives.
- Member education:
  - Member information
  - Public health.

+

Support and engage
providers

- Provide enhanced support to accommodate for limited administrative capacity.
- Support providers' requests for care coordination.

Kept appointments

Identification of social determinants of health (SDOH)-driven driven needs

Plans to meet care needs that will exceed benefit limits

Managed demand on charitable care

Experience Building the Network

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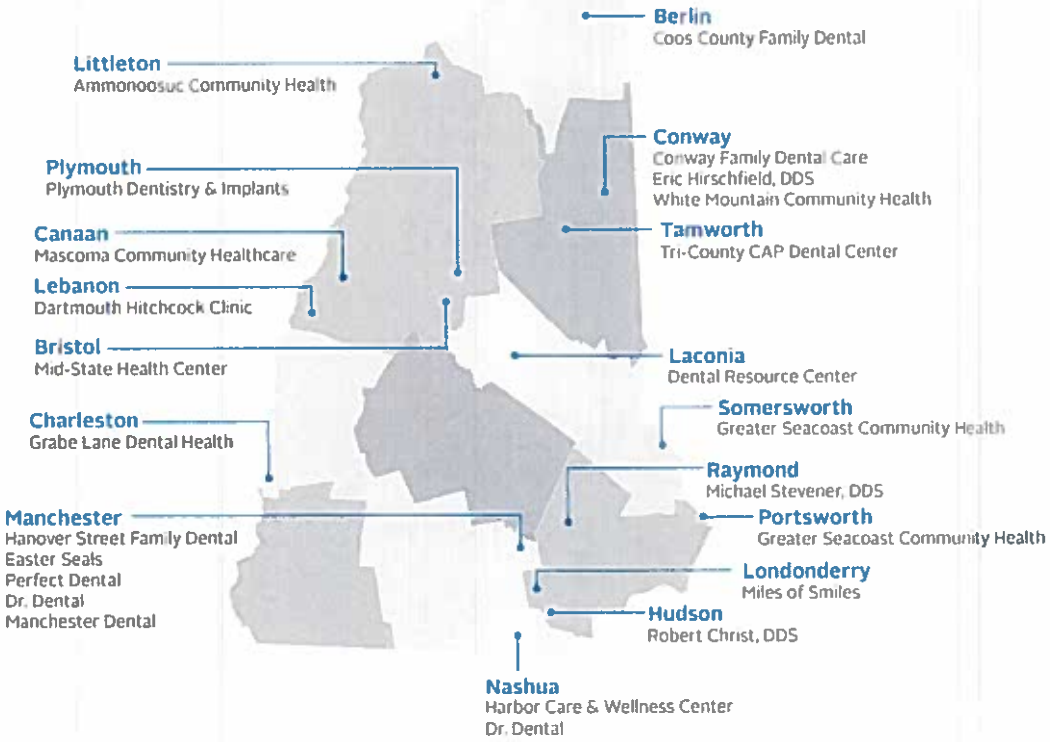
Fifty providers, including 26 with Federally Qualified Health Centers (FQHCs), and growing



Successes

- Health centers, including FQHCs, are already caring for some of the population. Now they can be compensated.
- For FQHCs, dental is another door — just like medical, behavioral health, etc. Programs are in place to address SDOH.

Barriers

- Rates (Medicaid Fee Schedule).
- Network participation will increase volume (all comers).
- Lack of SDOH wrap programs (private dentists).
- Lack of administrative support (FQHCs and CHCs).

Choosing an Approach to Care Management

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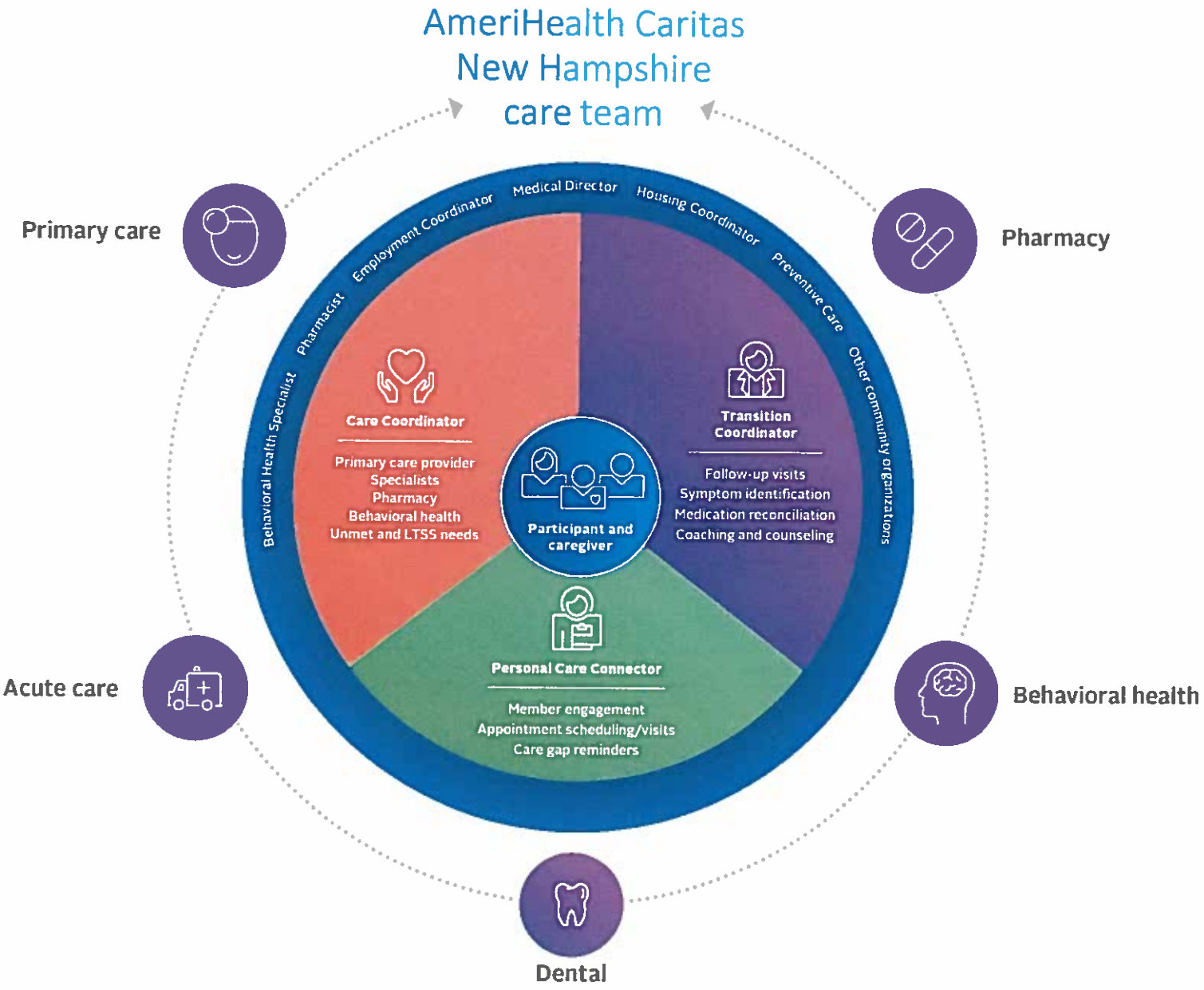
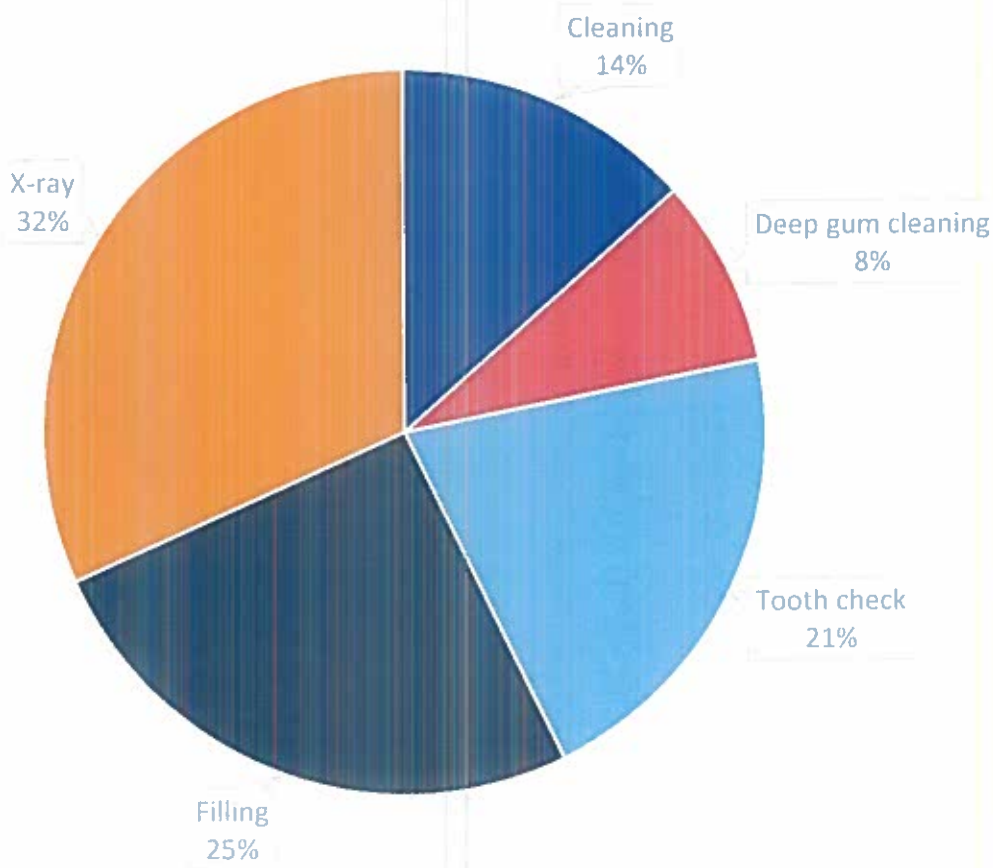


Early Claims Experience for AmeriHealth Caritas New Hampshire

AmeriHealth Caritas
New Hampshire

Claims for September 22 – October 22, 2019

(78 members, 127 encounters)



Recommendations for Success When Serving People Enrolled in Medicaid

AmeriHealth Caritas
New Hampshire

Table stakes

- Coordination to support unique member and provider needs.
- Provider support — individualized, with an ability to facilitate connection with resources across the care continuum.
- Connections with community support services.
- Collaborative learning.
- Willingness to allocate non-dental savings to fund dental services.

AmeriHealth Caritas New Hampshire commitment moving forward

- Sharing data in real time.
- Sharing our learnings — fail fast.
- Continuous quality improvement.
- *What else does New Hampshire need?*

ACNH_19/01274

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