ADULT DENTAL MEDICAID CARVE-OUT

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DELTA DENTAL

Northeast Delta Dental

DentaQuest

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Northeast Delta Dental & DentaQuest Partnership

Two mission-driven organizations focused on improving the oral and overall health of the public through strategic partnerships, initiatives, and delivering industry-leading dental benefits solutions.

Northeast Delta Dental Quick Facts

- Provides dental coverage for nearly 920,000 people throughout New Hampshire, Maine, and Vermont
- Region's largest dental provider network, 92% of dentists participating in New Hampshire
- Headquartered in Concord, NH, a long-time community partner employing approximately 200 people
- Strong operational performance, with 1.8 million claims processed last year, with an average speed of 1.71 days to adjudicate
- Providing evidence-based dental benefits through the Health *through* Oral Wellness[4] (HOW®) risk assessment tool
- Administered the NH Healthy Kids Dental Program (CHIP) from 1996-1999 and 2008-2012

DentaQuest Quick Facts

- Second largest dental benefits administrator in the nation with over 25 million members
- 60 years of commercial benefits experience
- 38,000+ in-network providers with locations in all 50 states
- Largest dental payor in the Medicaid space
- Aligned Medicaid strategy through both benefits and care delivery segments
- Manage eight state carve-outs
- Over $1.7 billion in DentaQuest revenues in 2018
- Operating in five states with over 2200 employees

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Carve-In

A carved-in Medicaid dental program is when the medical managed care companies (MCOs) are responsible for providing and administering dental covered services to enrollees of their respective plan(s).

Carve-Out

A carved-out Medicaid dental program is when the administration of dental benefits is not included in the covered services of the medical managed care companies (MCOs) and the state contracts with a dental benefits administrator to provide covered dental benefits to all Medicaid enrollees.

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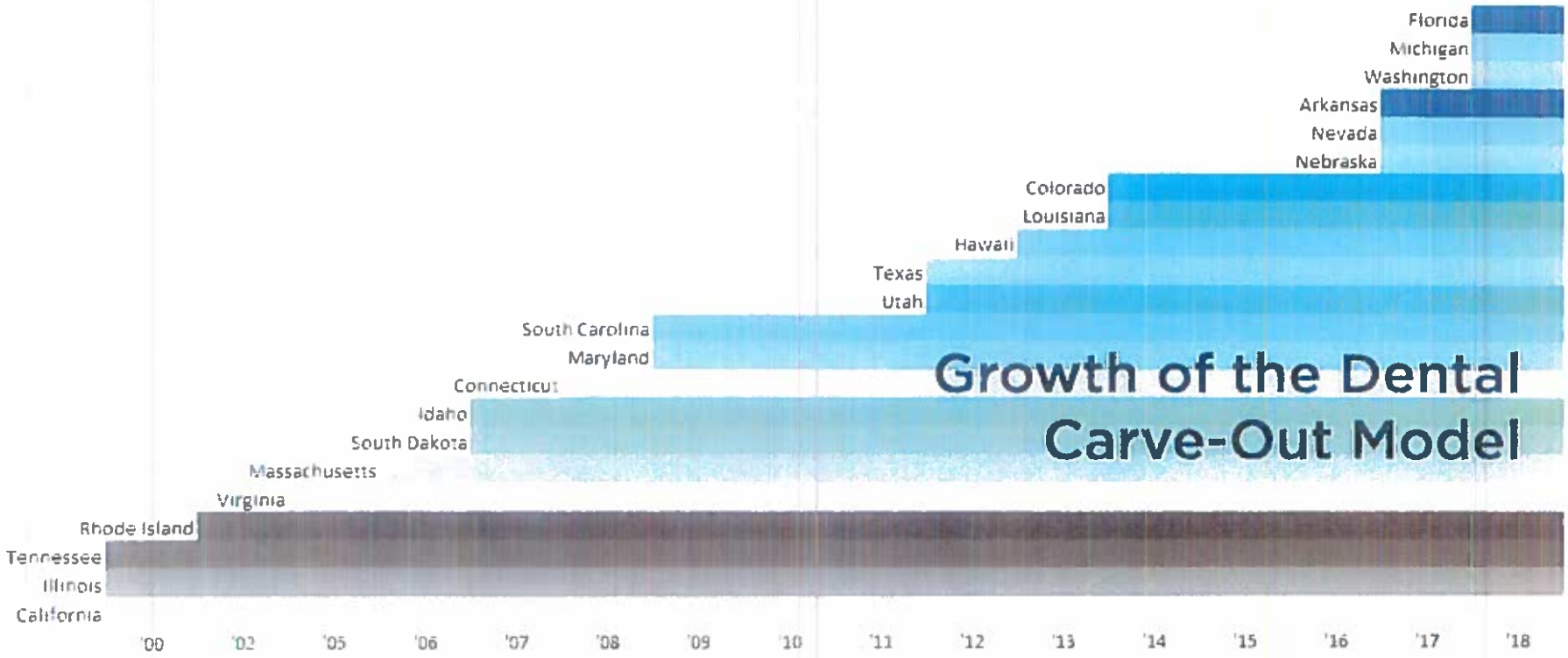
State Carve-Out Growth



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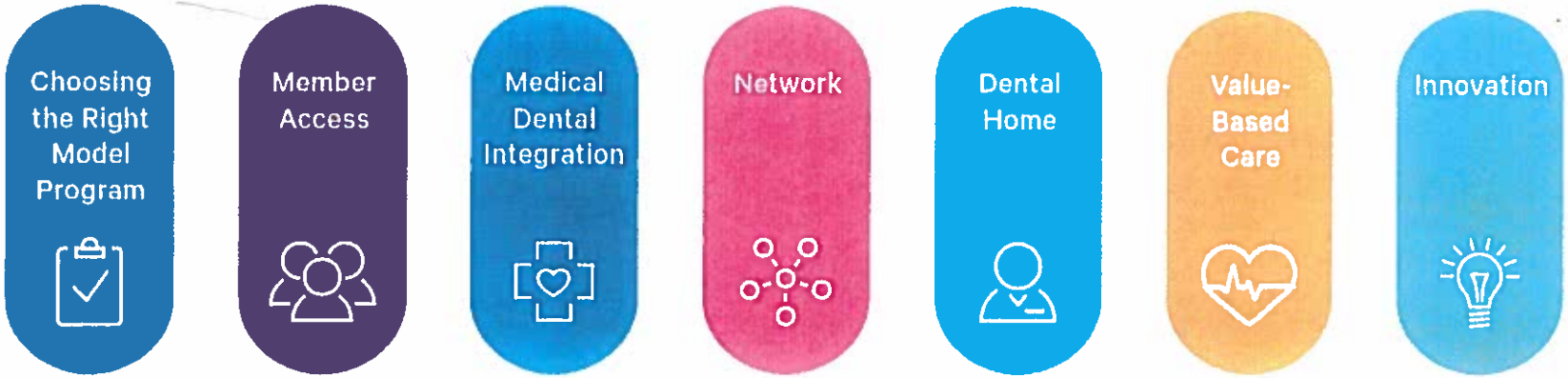
Managing a State Medicaid Dental Program



Choosing the Right Model Program

- Carve-In
  Carve-Out
- Risk
  Risk- Share
  ASO
- Maximize Funding for Oral Health
- Streamlined Operations

Member Access

- Larger Network
- Better Member Experience
- Quality & Compliance

Medical Dental Integration

- Chronic Condition Outreach
- ED Diversion
- Other

Network

- Encourage Provider Participation
- Ease administrative burden
- Streamlined Credentialing
- Focus on Provider Satisfaction
- No Show Programs

Dental Home

- Increased Utilization
- Consistent Source of Care

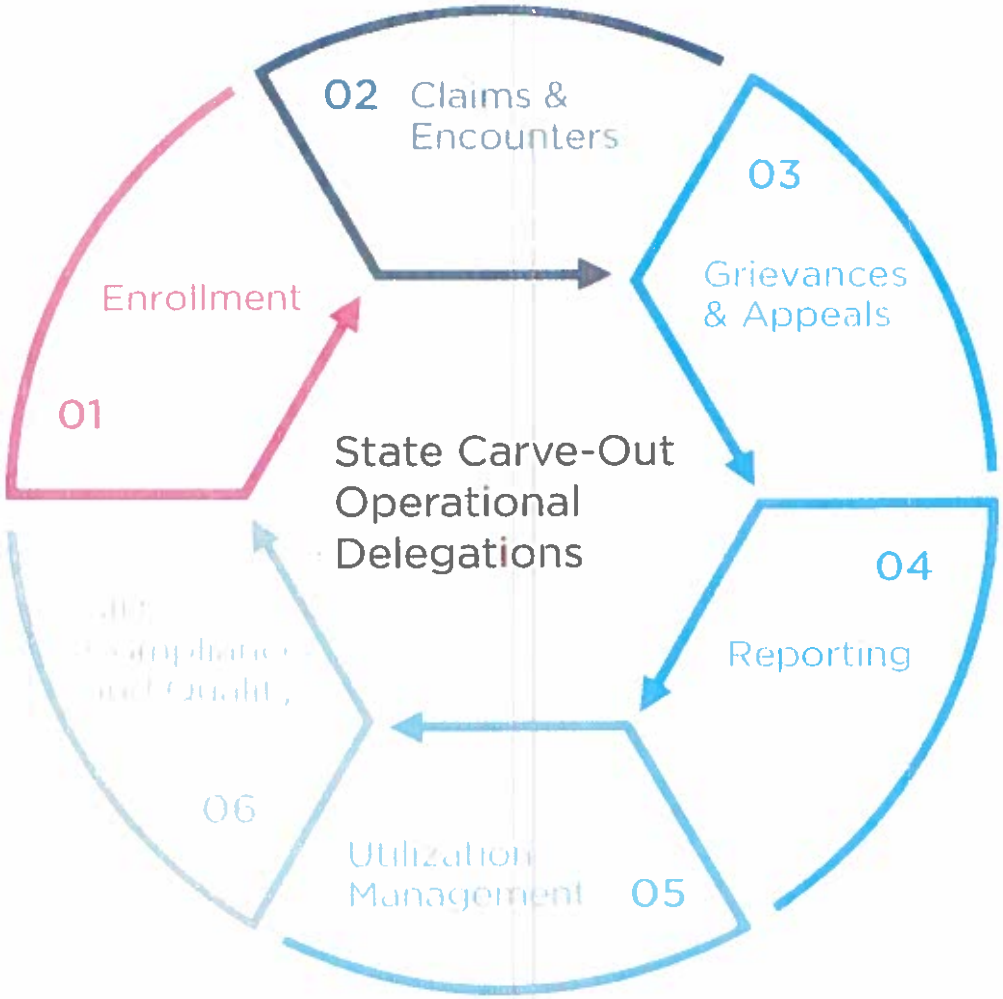
Value-Based Care

- Encourage Provider Participation
- Better long-term Outcomes
- Prevention focused

Innovation

- Care Management
- Whole person care
- Teledentistry
- Risk Assessments

Streamlined Operational Organization



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A Better Member Experience

Ease, Efficient, Emotion

EASE	EFFICIENT	EMOTION
• Hours 7 AM to 8 PM EST • NUANCE Natural Language IVR • Member Portal • Find a Dentist • Virtual Hold	• Access Standards • General Dentist & Specialists • Rural & Urban • Coordination with Transportation vendor	"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel." - Maya Angelou

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Quality Program

Provides a rigorous, multi-disciplinary approach to assuring and improving quality. The program is data driven and monitors and analyzes key metrics to improve outcomes, member and provider satisfaction, patient safety, and access.

Committee	Description	Meeting Frequency
Quality Oversight	Provides strategy, direction, oversight and accountability for the Quality Improvement Program	Quarterly
Peer Review	Reviews providers with serious quality related member complaints or providers with identified coding and billing issues	On average three times per month
Quality Improvement Utilization Management	Provides a forum for collaboration and discussion on department performance and determine how to enhance or improve performance	Monthly (minimum quarterly)
Credentialing	Reviews all dental providers subject to initial credentialing, re-credentialing, and reconsideration reviews	Weekly
Delegation Oversight	Monitors performance and provides oversight of our subcontractors	Annually

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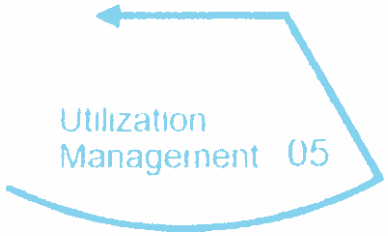
Ease of Administrative Burden

Consistency through Utilization Management and Claims Processing

DentaQuest
SOLUTION



- ✓ 35 dentists
- ✓ 100+ clinical review specialists
- ✓ 3.7 million authorizations annually
- ✓ Meeting over 99.9% of all service levels
- ✓ EPSDT subject matter experts

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ED Redirect Program

The Challenge...

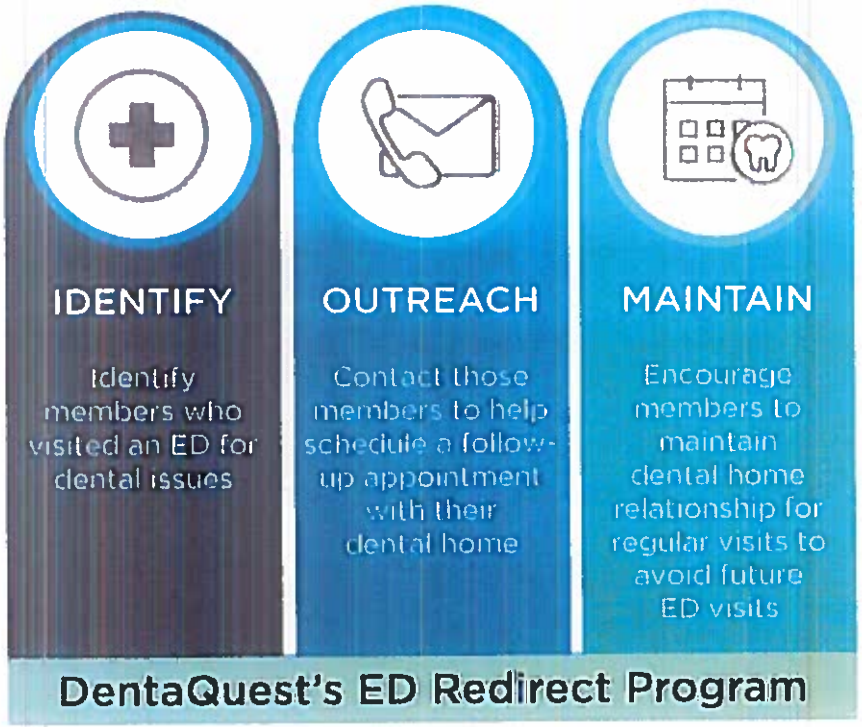
- ED usage for dental is expensive
- Hospitals typically unable to root cause effectively
- Our data shows 60% of patients who visited the ED for a non-emergent dental issue had a tendency to go two or more times

Our Solution...

The ED Redirect Program seeks to reduce the incidence of emergency department use by teaching members about:

- The importance of proper preventive care
- How to access appropriate emergency dental care
- How to locate a dentist for covered services

Goal is to reduce medical costs associated with non-traumatic dental care and improve patient experience/ outcomes



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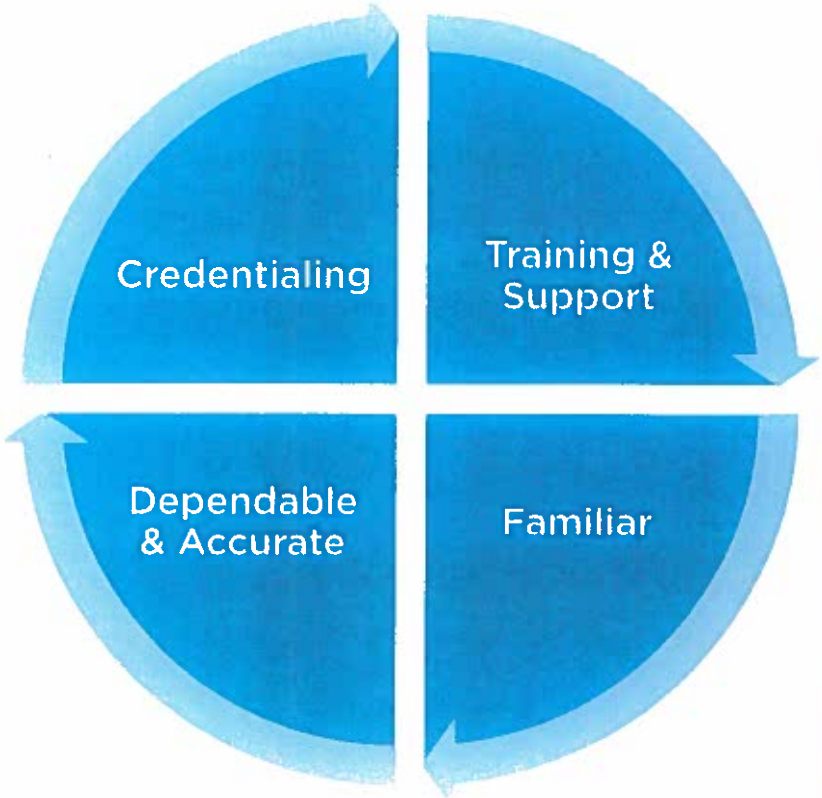
The Medicaid Network Solution

A best-in-class network that services all lines of business



DentaQuest Proven Results

- 94% Provider satisfaction rating
- Colorado
  - 45% increase in provider participation in year 1
  - Utilization Increase by 19%
- South Carolina
  - 83% of providers who saw children also see adults
- Dental Advisory Group meetings
- No show reduction programs

DentaQuest Provider Credentialing Expertise

- Passed third consecutive NCQA Certification Audit in 2018 with a score of **99.77%**
- Using blended resource model, we **manage 45,000** providers
- **8,500** initial and **11,000** recredential providers annually
- Use **Cactus** – best in class credentialing software
- Manage over **100,000** monthly verifications

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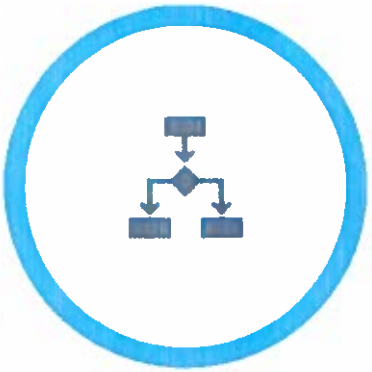
Growing Access through Teledentistry



Prevention & Population Health

- Telehealth connected care teams using hub and spoke approach
- Extending reach of preventive services into community settings
- Risk stratification of patient population and care needs to optimize care delivery venues and staff

Emergencies

- Ease demands on EDs for potentially preventable dental visits
- 24/7 capability to receive a virtual consultation, diagnosis and prescription from a dentist
- Education and pain management supporting follow-up oral care

Engagement

- Oral health education resources
- Dental Benefit Coverage Overview
- Network Directory
- Self Risk Assessment
- Chat Capabilities

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