ADULT DENTAL MEDICAID CARVE-OUT

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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® (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
**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.
State Carve-Out Growth

Growth of the Dental Carve-Out Model
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
# A Better Member Experience

*Ease, Efficient, Emotion*

<table>
<thead>
<tr>
<th>EASE</th>
<th>EFFICIENT</th>
<th>EMOTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours 7 AM to 8 PM EST</td>
<td>Access Standards</td>
<td>“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.”</td>
</tr>
<tr>
<td>NUANCE Natural Language IVR</td>
<td>General Dentist &amp; Specialists</td>
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<tr>
<td>Member Portal</td>
<td>Rural &amp; Urban</td>
<td></td>
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<tr>
<td>Find a Dentist</td>
<td>Coordination with Transportation vendor</td>
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<tr>
<td>Virtual Hold</td>
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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.

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

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

DentaQuest SOLUTION

Utilization Management 05

Northeast Delta Dental
Delta Dental is a registered trademark of Delta Dental Plans Association
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

DentaQuest's ED Redirect Program
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
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