



Idaho Smiles Experience

Presented on September 11, 2023

Overview

- For over 30 years, MCNA has been a premier underwriter and administrator of dental benefits with a focus on providing exceptional service for **Medicaid** and **Children's Health Insurance Program** (CHIP) members.
- Our mission is to deliver value to our clients and providers by providing **access**, **quality**, and **service excellence** that improves the oral health outcomes of our members. We understand that an emphasis on **preventive dental care** benefits the overall health of our members and leads to **long-term cost savings** for our State partners.
- We focus on integrating data analytics, technology, and innovative clinical programs to **optimize quality and cost**, and our state dental programs have the **highest preventive care utilization** and **lowest costs** in the country.
- MCNA currently serves nearly **5 million children and adults**, with operations in **Idaho, Texas, Louisiana, Florida, Arkansas, Nebraska, Iowa, and Utah**.

Quality Assurance Focus

- In 2014, MCNA became the first dental plan in the nation to receive full **Dental Plan Accreditation** from **URAC**.
- We have been accredited by the **National Committee for Quality Assurance** (NCQA) in Credentialing and Recredentialing since 2011.
- MCNA is a member of the **Dental Quality Alliance** (DQA), a national organization established by the **American Dental Association** to advance performance measurement as a means to improve oral health, patient care, and safety through a consensus-building process.



CMS Affinity Project

- Idaho, along with 14 other states, participated in a project designed to **increase the application of fluoride varnish in children ages 1-6** in both medical and dental Medicaid settings.
- MCNA's Director of Quality Improvement, Kendra Aracena, helped ensure that several medical clinics — including *SAMG Meridian Pediatrics* and *R. Bret Campbell, DO & Associates* — were trained in **oral health assessments** and the **application of fluoride varnish**. They were also given resources to assist with **referrals for dental homes**.
- Special “shout out” to Jennifer Wheeler of the Idaho Oral Health Alliance for all of her efforts on this project. It was a great success!
- **Result:** The target population receiving twice annual fluoride increased by **6 percentage points** when comparing the baseline (CY 2018) to remeasurement period one (CY 2022).



Quality Initiatives - DentalLink

- MCNA's Quality Improvement and Provider Relations teams implemented our integrated care program, **DentalLink**, in collaboration with Idaho medical plans to improve oral health outcomes and increase oral health awareness among pediatricians and family physicians.
- Successfully partnered with:
 - Idaho Department of Health & Welfare's Oral Health Program
 - Idaho Department of Health & Welfare's Office of Medicaid
 - Idaho Oral Health Alliance
 - Idaho Community Health Center Association
- Physicians, nurses, and office staff receive education that is focused on evaluating **oral health status** and **proper application of fluoride varnish**.
- High volume PCP offices receive a geographically customized tear-off "**prescription pad**" to effectively recommend oral health care providers to the members.



There is no cost for your child's dental checkup or treatment!
 You can call MCNA Dental's Member Hotline at
1-855-233-6262
 (Monday to Friday from 6:00 AM to 6:00 PM Mountain Time) for help choosing a dentist and scheduling an appointment. Our TTY/TDD line is available at 1-800-377-3529.

¡No hay costo para el chequeo o tratamiento dental de su hijo!
 Puede llamar a la Línea directa para miembros de MCNA Dental al 1-855-233-6262 (de lunes a viernes de 6:00 AM a 6:00 PM, hora de la montaña) para obtener ayuda para elegir un dentista y programar una cita. Nuestra línea TTY / TDD está disponible al 1-800-377-3529.

MCNA Dentists Near Family Medicine Residency of Idaho



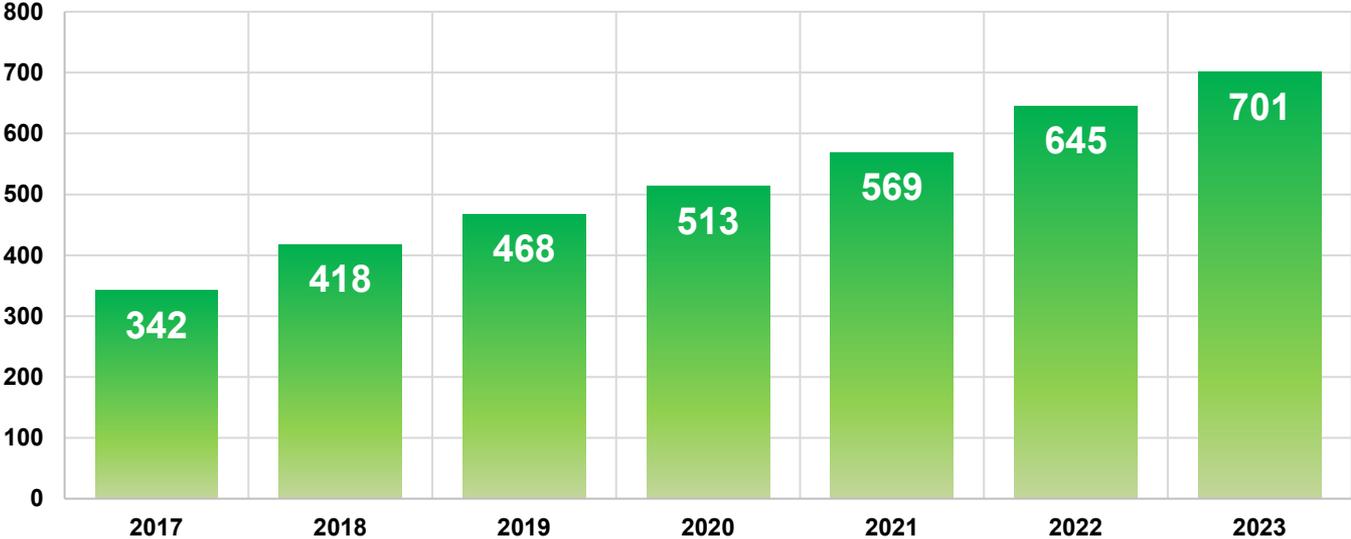
1	ARIZONA & SIBBA DENTAL P.C. 1201 N. GARDEN BLVD. BOISE, ID 83702	Phone Number: 208-333-1111 Languages: English, Spanish Maplewood: 208-333-1111
2	ARIZONA & SIBBA DENTAL P.C. 1201 N. GARDEN BLVD. BOISE, ID 83702	Phone Number: 208-333-1111 Languages: English, Spanish Maplewood: 208-333-1111
3	TRINIDAD DENTAL P.C. 1201 N. GARDEN BLVD. BOISE, ID 83702	Phone Number: 208-333-1111 Languages: English, Spanish Maplewood: 208-333-1111
4	SIBBA & SIBBA DENTAL P.C. 1201 N. GARDEN BLVD. BOISE, ID 83702	Phone Number: 208-333-1111 Languages: English, Spanish Maplewood: 208-333-1111
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Access to Care

- States must ensure a **robust provider network** of General Dentists and specialists skilled in delivering services to the Medicaid and CHIP populations.
- MCNA has **expertise** in developing provider networks capable of delivering specialized care and meeting stringent access standards in urban and rural areas.
- Our **strong relationships** within the provider community and **commitment to quality of care** for our members has made MCNA a national leader in dental benefits administration.

Idaho Provider Network Growth

Providers Added to Network (running total)



Results show an increase of 105% between 2023 and 2017.

Provider Satisfaction

- Promoting and assuring **provider satisfaction** is also essential to recruiting and retaining a strong network of participating providers.
 - We provide **state-of-the-art technology** to assist with credentialing, eligibility verification, claims submission, and prior authorizations.
 - We pay **fee-for-service rates** for each dental procedure.
 - We actively **assist providers** in reducing missed appointments and other patient related challenges.
- MCNA's most recent provider satisfaction survey in Idaho showed an **overall satisfaction rate of 91.7%**.

Member Satisfaction

- Our **solutions-driven** Member Services Department is focused on member awareness of preventive services during all initial and follow-up phone calls.
- MCNA's Cultural Competency Plan complies with all CLAS standards and promotes access to and delivery of services in a **culturally competent manner to all members**, including those with limited English proficiency, diverse cultural and ethnic backgrounds, and disabilities, and regardless of gender, sexual orientation, or gender identity.
- All MCNA employees, including Member and Provider Services Representatives, are trained on the **Cultural Competency Plan**.
- Our most recent Member Satisfaction Survey Results for Idaho have an **overall satisfaction rate of 95.0%**.

Idaho Smiles: A National Leader

- Idaho Smiles has excelled at ensuring care continued throughout the COVID-19 pandemic.
- By comparison to the other states and the District of Columbia, Idaho **ranked 9th** in the 2021 CMS metrics for children receiving any dental service and for preventive services.
- Idaho **ranked 3rd** in the nation on the CMS 2021 metric for children receiving a sealant on a permanent molar.

A Proven Partner

- Our team is dedicated to improving the oral health of Idahoans.
- We partnered with IDHW to raise rates on the most frequently billed codes for adults and children.
- Our clinical team was asked by IDHW to assist in reviewing dental care provided in an ASC or hospital, and MCNA began supporting the agency with this effort on July 1st.
- We look forward to continuing our successful partnership with IDHW and the Idaho dental community.