



# 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.

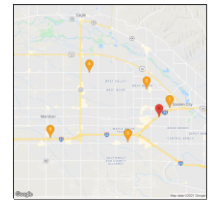


**There is no cost for your child's dental checkup or treatment!**  
 You can call MCNA Dental's Member Hotline at  
**1-855-233-6262**  
 (Monday to Friday from 6:00 AM to 6:00 PM Mountain Time) for help choosing a dentist and scheduling an appointment. Our TTY/TDD line is available at 1-800-377-3529.

---

**¡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**



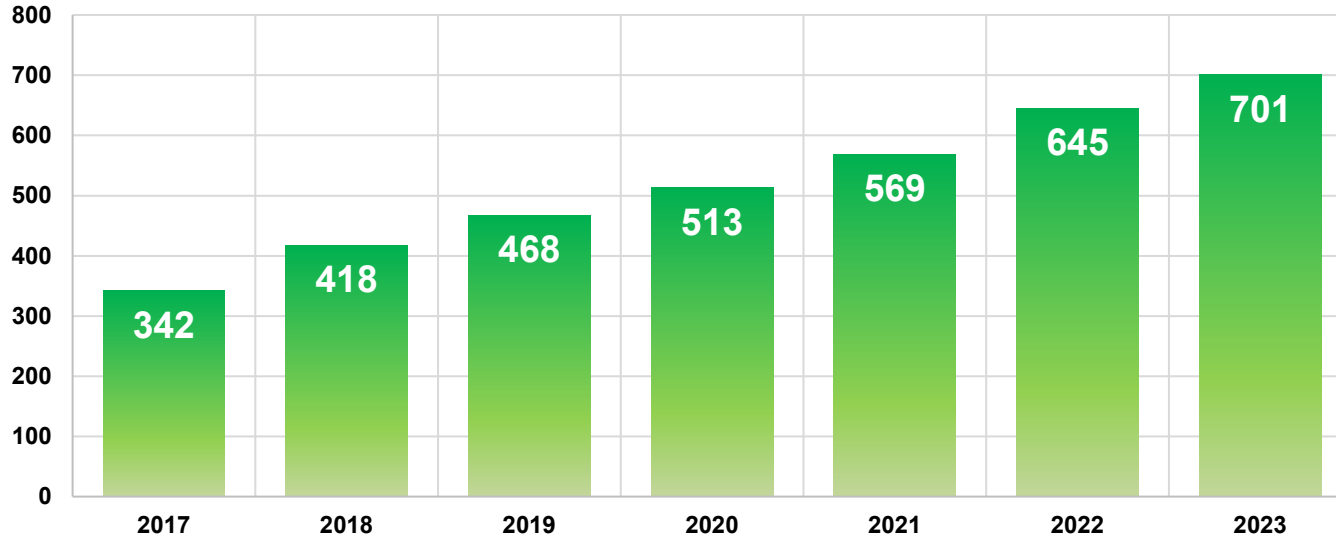
<b>1</b>	<b>ARIZONA &amp; SIBBA SCHMIDT P.L.L.C.</b> 1201 W. GARDEN BLVD. BOISE, ID 83726	Phone Number: 208-333-1100 Fax Number: 208-333-1100 Maplewood: 208-333-1100
<b>2</b>	<b>ARIZONA &amp; SIBBA SCHMIDT DENTISTRY</b> 1201 W. GARDEN BLVD., SUITE 100 BOISE, ID 83726	Phone Number: 208-333-1100 Fax Number: 208-333-1100 Maplewood: 208-333-1100
<b>3</b>	<b>TRINIDAD DENTAL BY ARIZONA &amp; SIBBA SCHMIDT</b> 1201 W. GARDEN BLVD., SUITE 100 BOISE, ID 83726	Phone Number: 208-333-1100 Fax Number: 208-333-1100 Maplewood: 208-333-1100
<b>4</b>	<b>SIBBA SCHMIDT DENTISTRY</b> 1201 W. GARDEN BLVD., SUITE 100 BOISE, ID 83726	Phone Number: 208-333-1100 Fax Number: 208-333-1100 Maplewood: 208-333-1100
<b>5</b>	<b>ARIZONA &amp; SIBBA SCHMIDT DENTISTRY</b> 1201 W. GARDEN BLVD., SUITE 100 BOISE, ID 83726	Phone Number: 208-333-1100 Fax Number: 208-333-1100 Maplewood: 208-333-1100

# 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 9<sup>th</sup>** in the 2021 CMS metrics for children receiving any dental service and for preventive services.
- Idaho **ranked 3<sup>rd</sup>** 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 1<sup>st</sup>.
- We look forward to continuing our successful partnership with IDHW and the Idaho dental community.