

SECTION: 1 CHAPTER 200
POLICY: 204, Dental Services

1. PURPOSE:

The Arizona Department of Health/Division of Behavioral Health Services (ADHS/DBHS) has established the responsibilities of the Integrated Regional Behavioral Health Authority (RBHA) for providing, coordinating, and monitoring the dental services of eligible enrolled members.

2. TERMS:

Definitions for terms are located online at <http://www.azdhs.gov/bhs/definitions/index.php>. The following terms are referenced in this section:

Dental Services
Dental Periodicity Schedule
EPSDT Periodicity Schedule
Integrated RBHA

3. PROCEDURES:

a. The Integrated RBHA must ensure:

- i. The Integrated RBHA Dental Care program will increase preventative dental utilization for members 18 to 20 years of age who have had a dental visit in the last 12 months.
- ii. Service delivery, monitoring, and reporting requirements for dental services are met.
- iii. An oral health screening must be part of an Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) screening and exam conducted by a Primary Care Provider (PCP); however, it does not substitute for examination through direct referral to a dentist.
- iv. PCPs refer EPSDT members for appropriate services based on needs identified through the screening process and for routine dental care based on the AHCCCS Periodicity Schedule. Evidence of this referral must be documented on the EPSDT tracking form and in the member's medical record (see the [ADHS/DBHS BQI Specifications Manual](#)).
 - (1) Although the AHCCCS Dental Periodicity Schedule identifies when routine referrals begin, PCPs may refer EPSDT members for a dental assessment if their oral health screening reveals potential carious lesions or other conditions requiring assessment and/or treatment by a dental professional. In addition to PCP referrals, EPSDT members are allowed self-referral to a dentist who is included in the provider network.

b. The Integrated RBHA members must be assigned to a dental home upon enrollment with the Integrated RBHA and seen by a dentist for routine preventative care according to the AHCCCS Dental Periodicity Schedule (see the [ADHS/DBHS BQ&I Specifications Manual](#)).

- i. The Integrated RBHA must develop, implement, and monitor a process to ensure Integrated RBHA EPSDT members are enrolled into a dental home to allow for an

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- ongoing relationship providing comprehensive oral health care. This process should allow members the choice of dental providers from within the Integrated RBHA's provider network and provide members instructions on how to select or change a dental home provider. If the EPSDT member does not select a dental home provider, the Integrated RBHA will automatically assign a dental home provider. Upon selection or assignment of a dental home provider, the Integrated RBHA must provide the EPSDT member with the dental home provider contact information and recommended dental visit schedule.
- ii The Integrated RBHA must develop, implement, and monitor a process to ensure member participation with the dental home and provide outreach to members who have not completed routine dental visits as specified in the AHCCCS Dental Periodicity Schedule (see the [ADHS/DBHS BQI Specifications Manual](#)).
- c. The member must be seen by a dentist for routine preventative care according to the AHCCCS Dental Periodicity Schedule (see the [ADHS/DBHS BQ&I Specifications Manual](#)) and is referred for additional oral health care concerns requiring additional evaluation and/or treatment by a dental provider.
 - d. Member educational outreach must be conducted in writing related to the importance of oral health care, dental decay prevention measures, recommended dental periodicity schedule, and other selected topics at a minimum of once every 12 months. These topics may be addressed separately or combined into one written outreach material; however, each topic must be covered during the 12 month period.
 - e. Providers must be educated in the importance of offering continuously accessible, coordinated, family-centered care.
 - f. Processes must be established to:
 - i Develop, implement, maintain and monitor procedures to notify all members/responsible parties of visits required by the AHCCCS EPSDT and Dental Periodicity Schedules (see the [ADHS/DBHS BQ&I Specifications Manual](#)). Processes other than mailings must be pre-approved by the ADHS/DBHS Bureau of Quality and Integration (BQ&I).
 - ii Monitor the member's or responsible parties' notification regarding due dates of biannual (one visit every six months) dental visits. If a dental visit has not taken place, a second notice must be sent.
 - iii Monitor provider engagement, related to scheduling and follow-up of missed appointments, to ensure care consistent with the recommended AHCCCS Dental Periodicity Schedule (see the [ADHS/DBHS BQ&I Specifications Manual](#)) for assigned EPSDT members.
 - iv Improve oral health utilization by ten percent by the year 2015, which addresses the objectives, monitoring and evaluation activities of the program.

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- v Reduce no-show appointment rates for Dental services and provide targeted outreach to those members who did not show for appointments.
- vi Ensure providers are instructed to encourage members or responsible parties to schedule the next Dental screening at the current dental office visit.
- vii Ensure all providers are to utilize the AHCCCS Dental Periodicity Schedules, as required. The AHCCCS Dental Periodicity Schedules give providers necessary information regarding timeframes in which preventative, age-related, required dental screenings and services must be delivered by dental providers.

4. REFERENCES:

[42 C.F.R. §441.50-§ 441.62, Subpart B](#)

[42 U.S.C. §1396d \(r\)](#)

[42 U.S.C. § 1396d \(a\)](#)

[A.R.S. § 36-2907](#)

[9 A.A.C. 22, Article 2](#)

[AHCCCS/ADHS Contract](#)

[ADHS/RBHA Contracts](#)

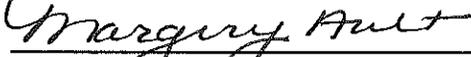
[AHCCCS Contractor Operations Manual \(ACOM\) Chapter 400](#)

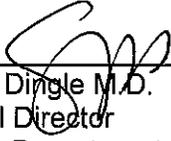
[ADHS/DBHS Bureau of Quality and Integration \(BQI\) Specifications Manual](#)

[Centers for Medicare and Medicaid Services \(CMS\), Dental Care Topics](#)

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