



PHOENIX ELIGIBLE METROPOLITAN AREA (EMA)

Oral Health Special Study

March 29th, 2011



Specializing in Consulting Services for
Ryan White Treatment Modernization Act entities.

ORAL HEALTH STUDY OVERVIEW

- Jeff Daniel from Collaborative Research conducted on site interviews
- Roughly 100 Persons Living with HIV/AIDS were interviewed
- Interviews were conducted at:
 - Joshua Tree Feeding Program
 - Chicanos Por La Causa
 - Southwest Center/McDowell Clinic
- Interviews were conducted March 22-25, 2011

INTERVIEW FINDINGS

- There appears to be two groups of consumers:
 1. Actively engaged in Oral Health services
 2. Passively engaged in Oral Health Services
- Actively engaged in Oral Health:
 - Adhere to bi-annual preventative cleanings
 - Utilize Delta Dental program
- Passively engaged in Oral Health:
 - Will see a dentist if something is wrong
 - Little to no proactive engagement in Oral Health Services
 - According to National Center for Chronic Disease Prevention and Health Promotion, nearly 1 out of 3 people in Arizona did not visit the dentist in the last year

INTERVIEW FINDINGS

- Several clients reported being “dropped” from Delta Dental
 - I explained the reason for de-enrollment was due to lack of usage
- Top Delta Dental access points:
 - McDowell Clinic
 - Open Wide Dental (Dr. Thomas Durisek)
 - D.C Dental

DELTA DENTAL FINDINGS

- Clients well aware of the \$1,500 annual “cap”
- Clients report Delta Dental has a \$1,000 max per tooth
- Clients report dentists issue a co-payment for certain procedures
 - One client at CPLC reported receiving a bill for \$160 after a root canal. Cap had not been met yet client still received bill
 - Several clients at Joshua Tree report receiving a bill for fillings. Cap had not been met yet clients still received bill
 - Two clients report receiving a bill for a crown. Cap had not been met yet clients still received bill
- Delta Dental has a two times per year limit to cleanings
 - Some PLWHA, based on disease acuity, might need 3 cleanings per year up to the \$1,500 annual cap (Primary Care Physician recommendation)
- Clients reported dentist charged \$1,500 for one procedure maxing clients’ annual benefit in one visit

DELTA DENTAL FINDINGS

- The Delta Dental of Arizona Board of Directors has announced they have recently approved a change to the Implant benefit. This change will enhance the member's benefits, making it easier to receive an Implant. This change is effective April 1st, 2011:
- The existing language states; Implant- Limited to \$1,000.00 per tooth, per lifetime and is applied to the patient's benefit year maximum. Implants are only a benefit to replace a single missing tooth, bounded by teeth on each side that are pristine, free of decay or fracture, and not expected to require major restorations. Bounded teeth must have root anatomy that is adequate and sound with no visible damage or evidence of infection, untreated abscess or significant bone loss, are periodontally stable with probings less than 5mm and in appropriate occlusion.
- The new language; Implant- Limited to \$1,000.00 per tooth, per lifetime and is applied to the patient's benefit year maximum. Implants are only a benefit to replace a single missing tooth, bounded by teeth on each side. Bounded teeth must have root anatomy that is adequate and sound with no visible damage or evidence of infection, untreated abscess or significant bone loss, are periodontally stable with probings less than 5mm and in appropriate occlusion.
- This change will allow the surrounding teeth to have a crown and/or restoration.
- This change is a significant benefit for PLWHA in the Phoenix EMA.

RECOMMENDATIONS

- Develop a dual delivery system approach:
 - Delta Dental
 - Direct Dental
- Delta Dental:
 - Will allow “actively engaged” PLWHA to continue with their dentist and their oral health regime
 - Educate provider network on Delta Dental benefit plan for PLWHA with regard to the \$1,500 annual benefit (no co-pays)
 - Examine cost structure with regard to reimbursement rates by procedure
 - Collaborate with Delta Dental providers to screen for HIV+ and Unaware
- Direct Dental
 - Establish a direct dental delivery system for the passively engaged oral health consumers
 - Closely monitor utilization and move PLWHA with high utilization from Direct Dental to Delta Dental
 - Based on utilization, re-allocation from Planning Council will be necessary
 - Collaborate with Direct Dental provider(s) to screen for HIV+ and Unaware

CONTACT INFORMATION

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