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- Quickly search our national job board based upon your location and interests in the dental profession
- Search our exclusive Internship tool designed to connect students with dental practices

MEMO – May 19, 2013

RE: Use of Mobile and Portable Dental Services for KY Medicaid

TO: All Kentucky MPP Program

FROM: Dr. Fred Sharpe, Chief Dental Officer, Avesis Dental

REQUIREMENTS FOR EFFECTIVE MOBILE OR PORTABLE PROVIDER PROGRAMS IN KENTUCKY

Issue: Avesis expects that our Medicaid Members will receive the most appropriate and complete dental services necessary. We understand that a Mobile and / or Portable provider has some limitations that are inherent with the transient nature of such a treatment platform. However, we expect a Mobile or Portable provider to diagnose and treat the basic dental disease (treatment must include diagnostic, preventive and restorative services) that is found among our Medicaid members. This set of requirements is the minimum that we will accept from our credentialed Mobile or Portable Providers.

The following requirements are the standards that we expect a Mobile or Portable provider to fulfill and maintain, without exception:

- A) THE LOCATION AND RELATIONSHIP WITH A LOCAL ENTITY.** The location where a Mobile or Portable Provider (MPP) sets up to practice must be a location where the MPP has been invited to establish a temporary dental practice. Avesis must be given evidence in writing that the MPP was invited to practice in that location temporarily and that the owner of the property or facility has given written permission for this to happen. Additionally, there should be adequate bathroom facilities in close proximity to the location to serve the Member's needs.
- B) SAFETY AND STERILIZATION.** In establishing the temporary location for an MPP, the positioning of the Mobile should not create any safety risk on the part of the Medicaid Member to enter the Mobile. If a Portable Provider, the location must have adequate access and the appropriate safety equipment and fire extinguishers. In all circumstances, the location or mobile van must provide proper sterilization, barrier protection and other functions that comply with all OSHA regulations for dental offices.
- C) CONTINUING CARE AND RECALL SYSTEM.** The MPP must have a program to oversee proper care delivery and provide continuing care for the Medicaid Member. This requires a quality assessment program for the services provided by the dentists working in the MPP program. In addition, a contact system must be in place to enable the program to reach the Member and /or the parent with communications and include a recall system to provide follow-up access for future care. If the MPP intends to provide

routine dental services, the Member and/or parent must have an understanding regarding when the MPP will return to the same location and how they will be contacted for recall appointments.

- D) INFORMED CONSENT FORM.** The MPP must have some form of written informed consent that is signed by the parent or guardian for all minor children. This form must be available with the dental provider when treatment occurs. If the Member is resident in a care facility, the facility must have the capacity to give consent for treatment or have a document that gives permission for treatment from the parent or legal guardian.
- E) SCOPE OF SERVICES.** The MPP must provide the Member with a method to receive all necessary routine dental services. This must include basic restorative services as well as preventive and diagnostic services. The MPP must have the capacity to take radiographic images at the time of treatment. If the MPP does not have the capacity for the Member to receive restorative dental services at the time the diagnostic and preventive services are performed, they must direct and manage the Members' process to get the necessary restorative services.

These alternatives are limited to:

- 1) Appointments set with a dental facility related to the MPP – a dental office or clinic that is owned by the same entity as the MPP or a related practice – not more than 30 miles away, or;
- 2) Appointments set with a local private dental office that has a written agreement with the MPP to see these Members and can easily obtain the latest radiographic images taken by the MPP, or;
- 3) Appointments planned with a local dental specialist or dental school necessary due to the special requirements of that Medicaid Member.

PLEASE NOTE: a required treatment summary with a listing of teeth in need of treatment without an established appointment with a dental office or dental clinic is not sufficient to meet this requirement. Avesis considers the performance of diagnostic and preventive services without the establishment of an effective process to treat the Member's dental needs to be below the standard of care for dental treatment. Continued treatment of Medicaid Members without any established appointments for treating the dental needs discovered will be reported to the State Board of Dentistry for their intervention.

- F) LOCAL EMERGENCY FACILITY.** The MPP must have an owned dental facility within 30 miles of the treatment location or have an established relationship with a dental office or clinic available for the treatment of dental emergencies for the Medicaid Members who have been treated. The relationship with a dental office must be in writing and a copy of that agreement provided to Avesis. In keeping with the requirement in C – 2 above, the owned facility or local dental office must have easy access to the

radiographic images taken by the MPP. If those are digital radiographs, they must be available through the internet for after-hours access. If the radiographic images are not digital, they must be able to be faxed to the office where the Member is being treated.

- G) PROPER CERTIFICATION.** The MPP must have all necessary permits and certificates required by the State Board of Dentistry or other government agencies. All treating dentists must be contracted with Avesis and possess all proper Medicaid certificates to treat Medicaid Members and the dental license for each dentist must be prominently displayed on the Mobile or in the area where the portable equipment is set up. All State mandated requirements for practicing dentistry and serving Medicaid Members must be fulfilled.
- H) MPP AUDITS.** Avesis requires all MPP programs to have a monthly list of the locations being used by the MPP and the dentists and dates for treatment at each location. Avesis will request a copy of this list of assigned locations on a regular basis in order to have our staff make unannounced visits to the locations. Avesis will not interfere with the functioning of the MPP, but will confirm the compliance with all of the requirements explained in this document. If Avesis plans to review Member records or other functioning details, we will schedule a routine office visit with the MPP administration.

Avesis is working with all of our Medicaid Medical Plan clients to explain the significance of our MPP requirements and what we believe are the reasons for our scrutiny of all MPP programs. Avesis believes that MPP programs can be a useful adjunct to our dental and specialty offices when functioning under the rules outlined in this memo. We will also provide these requirements to all State Medicaid offices and State Dental Association for their understanding once we have had them approved by our Medicaid Medical Plan clients.