Teledentistry Update

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ORAL HEALTH PROGRAM SPECIALIST - COMTREA COMPREHENSIVE HEALTH CENTER

PRIVATE PRACTICE – GREEN LEAF DENTAL CARE


PEACE
ELIOT

Virtual Dental Home Project

- Dr. Paul Glassman at the University of Pacific Dental School
- California has been operating teledentistry for over five years
- Peer reviewed publications
- Their program also included placement of interim therapeutic restorations.

http://dental.pacific.edu/departments-and-groups/pacific-center-for-special-care/innovations-center/virtual-dental-home-system-of-care

What is Teledentistry?

LIVE-INTERACTIVE

- Uses Videoconferencing for “real-time” encounters.
- This most closely simulates a traditional encounter.
- This requires the dentist to be available when the patient is available.
- D9995 – teledentistry - synchronous

STORE-AND-FORWARD

- Images, notes, charting, and other data is stored on a remote database.
- Best used in areas for consultations and areas such as primary care, dentistry, and dermatology.
- More efficient use of the dentist’s time.
- D9996 – teledentistry - asynchronous

Telehealth Definition- Missouri

The delivery of health care services by means of information and communication technologies which facilitate the assessment, diagnosis, consultation, treatment, education, care management, and self-management of a patient's health care while such patient is at the originating site and the health care provider is at the distant site. Also includes asynchronous **store-and-forward** technology.

Definition from the State of Missouri – SB579

Regulatory Solutions

STATE DENTAL PRACTICE ACT

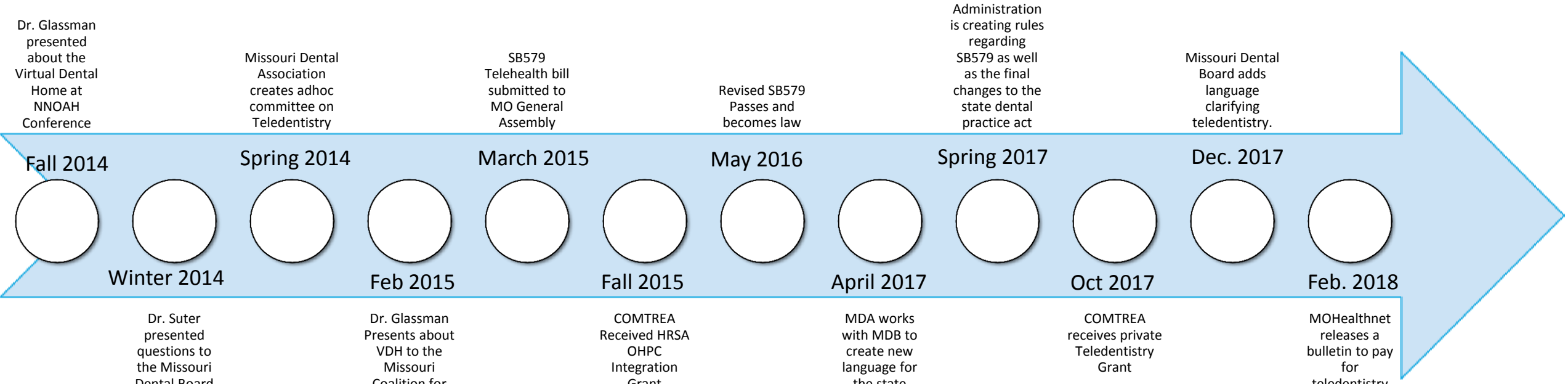
Missouri Dental Board in April 2017 agrees:

- "Patient of record" – One for whom the dentist has obtained a relevant history, performed an examination and evaluated the condition to be treated.
  A supervising dentist may delegate to a licensed dental hygienist the collection of information and measurements necessary for the dentist to perform an examination prior to the dentist performing the examination and evaluation and does not need to be physically present when the information and measurements are collected.

Legislative Solutions

MEDICAID REIMBURSEMENT LAW

- SB 579 Telehealth Rules requiring Medicaid to update regulations and reimburse for telehealth.
  - Defines telehealth terminology
  - Authorizes “any licensed provider” to use telehealth
  - “Standard of care” is the same whether in-person or using telehealth
  - Allows physician-patient relationships to be formed during telehealth encounters
  - Patient Presenter (PP) – new rule when a PP (ie, hygienist) is required
  - Does not allow a questionnaire over the phone or internet to count as a health history
  - Adds “store-and-forward” services, remote patient monitoring
  - Adds – social workers, dental hygienists, and others
  - Adds – approved locations such as schools, homes, pharmacies, and others


Dr. Glassman presented about the Virtual Dental Home at NNOAH Conference
Fall 2014
Winter 2014
Dr. Suter presented questions to the Missouri Dental Board about Teledentistry and current statutes
Missouri Dental Association creates adhoc committee on Teledentistry
Spring 2014
Feb 2015
Dr. Glassman Presents about VDH to the Missouri Coalition for Oral Health
SB579 Telehealth bill submitted to MO General Assembly
March 2015
Fall 2015
COMTREA Received HRSA OHPC Integration Grant
Revised SB579 Passes and becomes law
May 2016
April 2017
MDA works with MDB to create new language for the state practice act and is passed
Administration is creating rules regarding SB579 as well as the final changes to the state dental practice act
Spring 2017
Oct 2017
COMTREA receives private Teledentistry Grant
Missouri Dental Board adds language clarifying teledentistry.
Dec. 2017
Feb. 2018
MOHealthnet releases a bulletin to pay for teledentistry services.

Advocacy Efforts

- There was unanimous support for action toward teledentistry
- The MDA was the lead driver to include dentistry in the overall telehealth bill.
- There was support from lawmakers to increase access to care in rural areas and to divert emergency room utilization.
- All parties supported the legislation.
- Since this was a larger bill regarding overall health the bill had a lot of momentum.

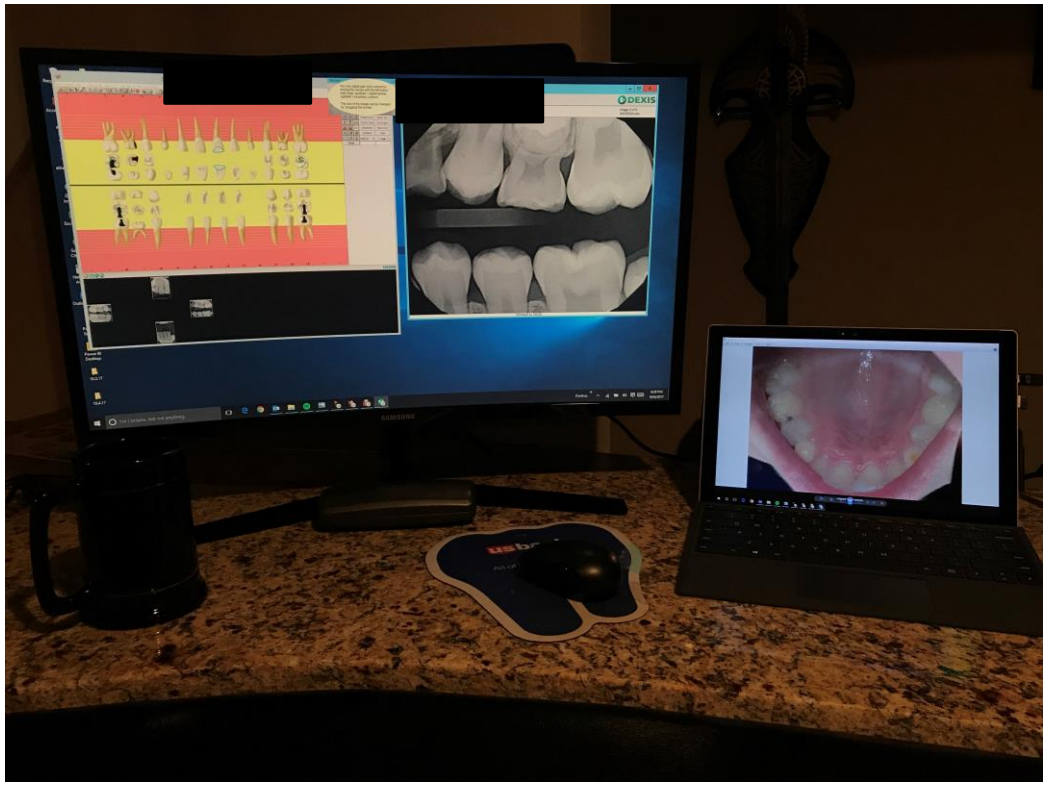
COMTREA Teledentistry Pilot

- 18 month pilot program
- Missouri Foundation for Health
  - Grant of $280,000
    - Salaries
    - Vehicle
    - Equipment
- Aseptico Donation
  - 2 portable operatories

Grant Pilot Funders

Teledentistry Pilot Program

- Three Community Settings
  - 1 School District
  - 1 Nursing Home
  - 1 Primary Care Office
- Staffing
  - 1 Dental Hygienist
  - 1 Care Coordinator
  - Part time Dentist
  - Part time support staff



Operational Barriers

- Information Techology issues
  - Remote login
  - Mobile internet solutions
  - Policies and Protocols
  - Hardware solutions
- Clinical workflows and documentation
  - Teaching RDHs to take photographs
  - Note format
- Operations
  - New policies and protocols
  - Equipment for multiple settings

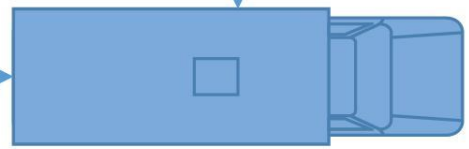
COMTREA Comprehensive Health Center
Teledentistry Workflow Map

Remote
Storage of
Dental Record
Dentrix Enterprise

Teledentistry
Dentist
Treatment Planning
Remote Location

Outside Specialist
Fixed Clinic
Off Site Delivery

Yes
Specialty
Referral



Dentist Treatment
Mobile/Portable
Onsite Delivery

Yes
Simple Restorative

Nursing Home
Hygiene Assessment
Hygienist Onsite

Schools
Hygiene Assessment
Hygienist Onsite

Primary Care Office
Hygiene Assessment
Hygienist Onsite

Preventive Care
Only
Hygiene Onsite

Is treatment
needed?

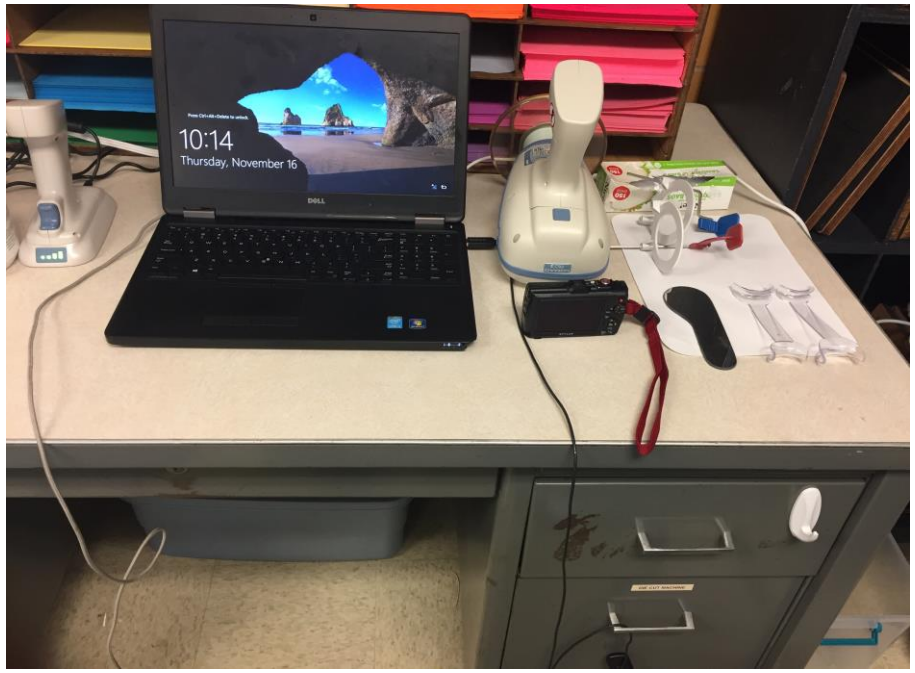
NO

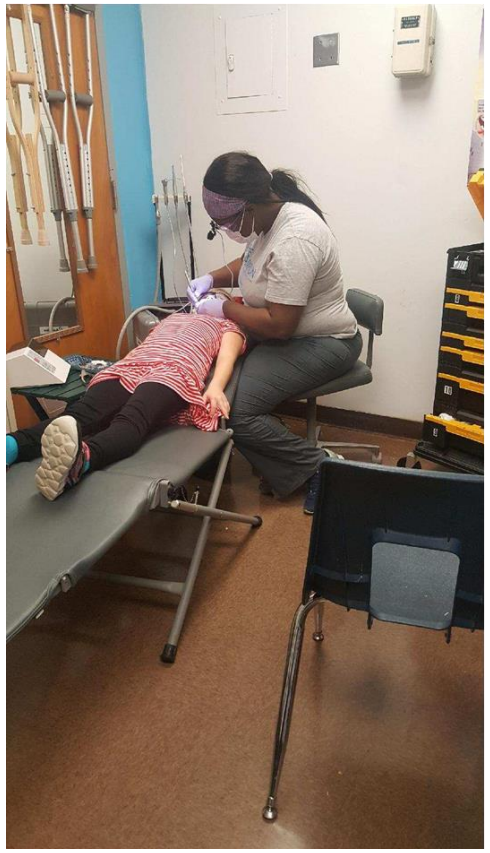
Yes
Extensive or
Complicated Needs

Dentist Treatment
Fixed Clinic
Off Site Delivery

Patient

Originating Site – Hygienist Assessment



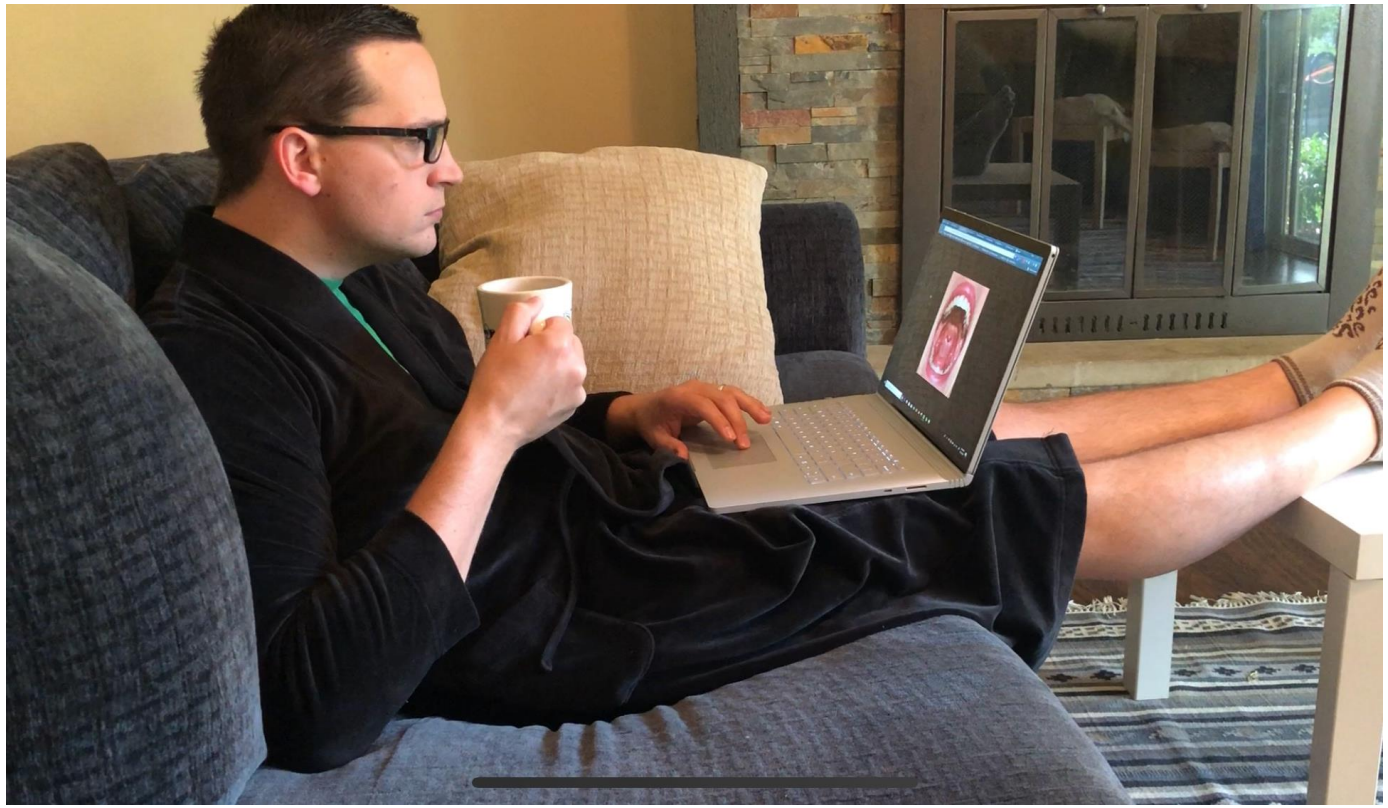


Data Capturing at Assessments

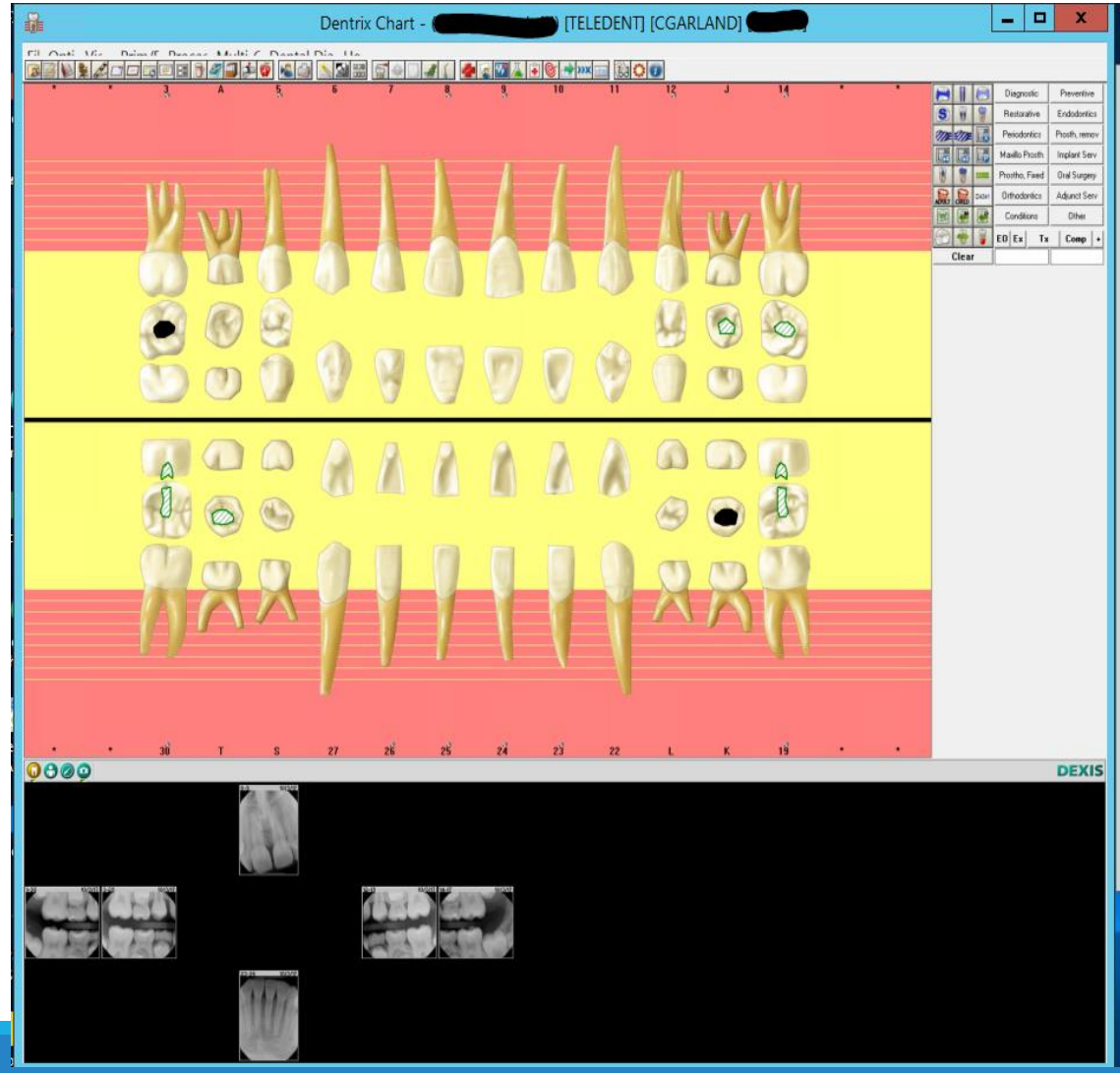
There are multiple ways to capture and send information for the dentist to complete an exam.

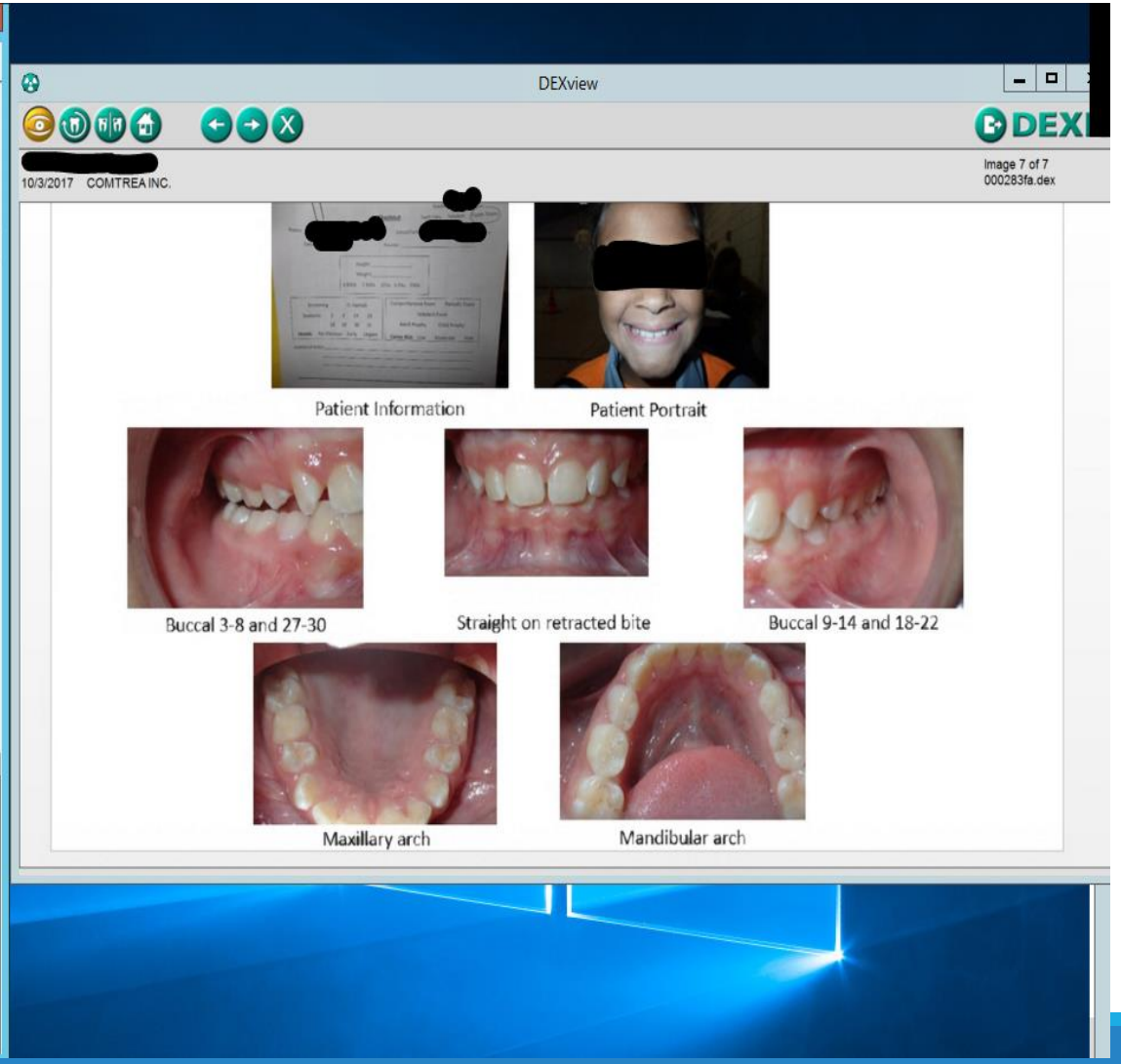
- Tooth Charting in EDR
- Thorough Clinical Notes
- Traditional Radiography
- Intra-oral photos
- Extra-oral photos
- Cone Beam Images
- Diagnostic Casts
- Digital Impression Systems
- Digital Diagnostic Instruments
- Electric Pulp Testing
- Oral Cancer Screening Devices

What teledentistry looks like…



Distant Site – Dentist Exam and Radiographs





The Steps in Teledentistry

1. Making the Assessment Appointment
2. The Assessment
3. Making the Teledentistry Exam Appointment
4. Making the Follow Up Treatment/Recare Appointment
5. The Teledentistry Exam
6. The Care Coordination Call
7. The Follow Up Treatment/ Recare Appointment

Different Settings of Assessments

TOOTH TITAN

Schools

Detention Centers

Care coordinator for arranging follow up care.

Average of 10 per day.

30 minutes

NURSING HOME

Scenic – Herculaneum

125 possible patients

Dedicated care coordinator

Average of 6 per day

60 minutes

PRIMARY CARE (OHPC)

Emerson and Hickory

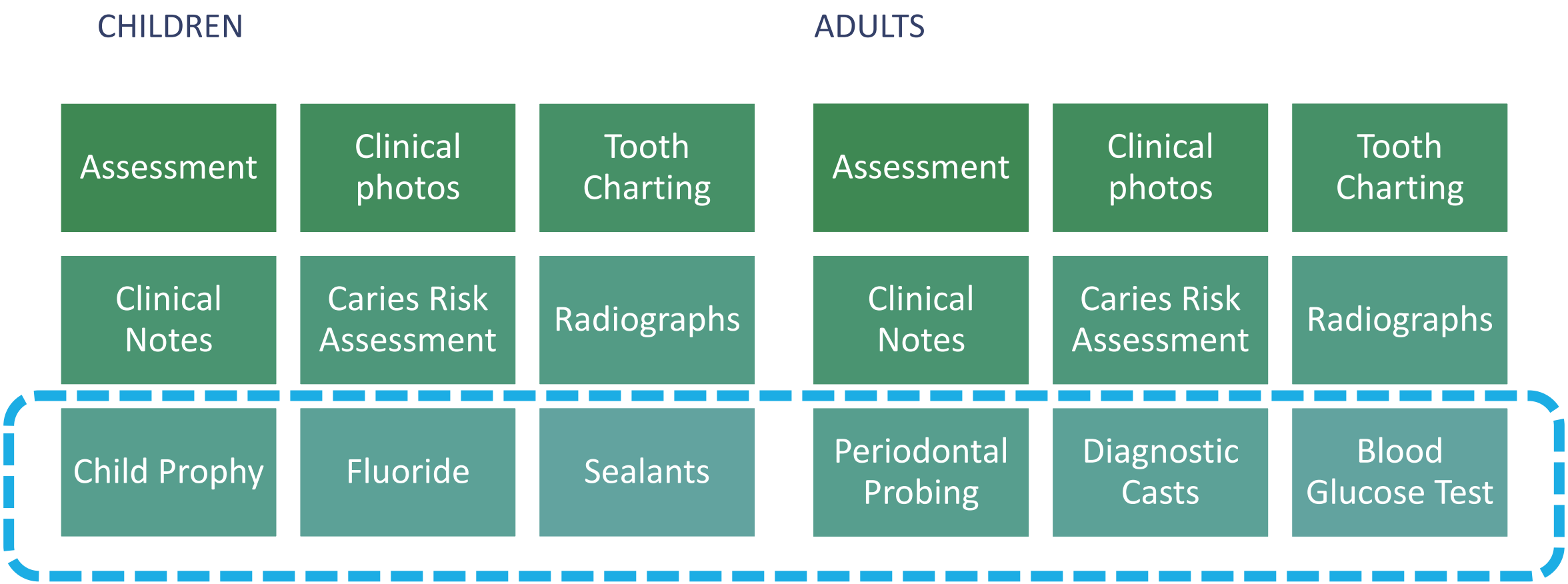
2 days a week each

Care coordinator at Emerson ONLY.

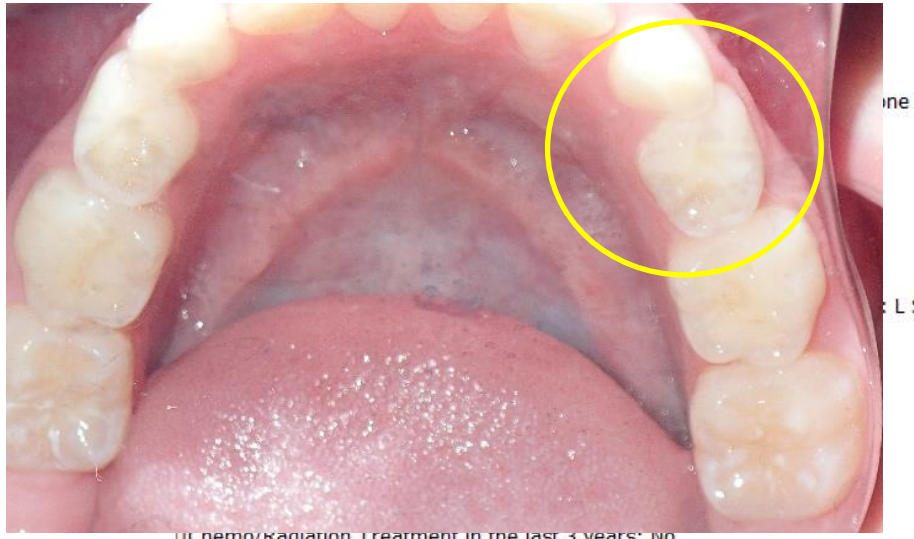
Average of 6 per day

90 minutes to start – goal to get to 45 minutes.

The Assessment



Great Communication = Great Documentation



Chemo/Radiation Treatment in the last 3 years: No
Drug or Alcohol Abuse: No
Visible untreated decay: None
History of dental treatment: No
Tooth Extraction in the past 3 years: No
Visible plaque or calculus: Yes
Dental or Orthodontic appliance (fixed or removable): No
Severe dry mouth (xerostomia) present: No
Visible Sealants on one or more molars: Yes.

Overall Assessment of Dental Caries Risk: MODERATE.

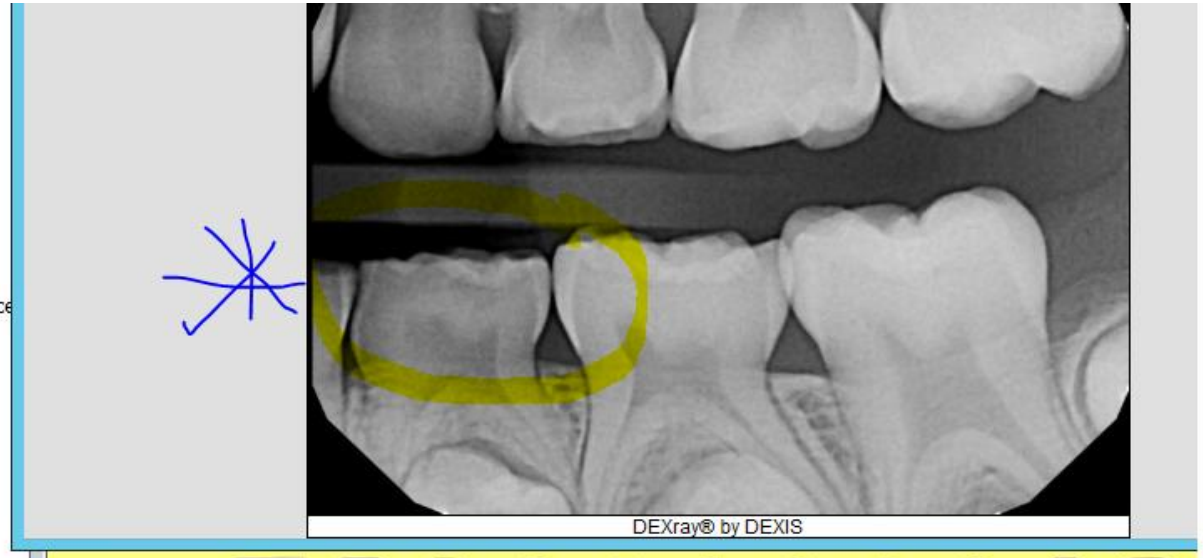
P- Plan
Patient was informed of conditions found during hygiene assessment.

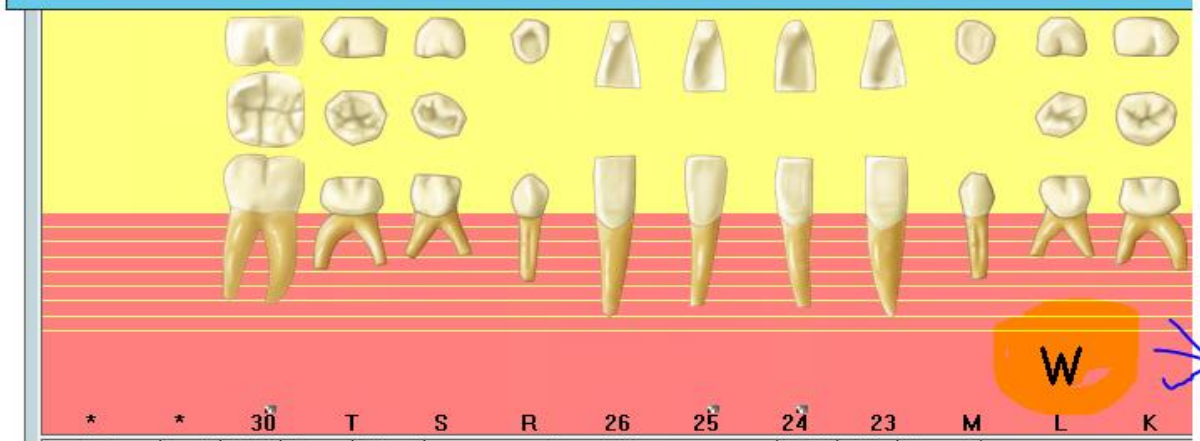
4 BWX and 2 PAs radiographs taken of diagnostic quality.
PAs taken of: E and P.

**#L has occlusal wear, smooth depression, not sticky with explorer

Treatment Goals of the Patient: Other:

Behavior: Frankl Rating 4- Definitely Positive.





* * 30 T S R 26 25 24 23 M L K

Date	Tooth	Surf	Proc	Prov	Description	Stat	AP	Amount
10/04/2017			D0601	RBLANK	Low Caries Risk Assessment And	C		0.00
10/04/2017			PSPNo	RBLANK	PSP No Obvious	C		0.00
10/04/2017			D0190	RBLANK	Screening of Patient	C		62.00
10/04/2017			D1206	RBLANK	Topical Fluoride Varnish	C		51.00
10/04/2017			D0274	NSUTER	Tele - Four Bite Wings	TP		0.00

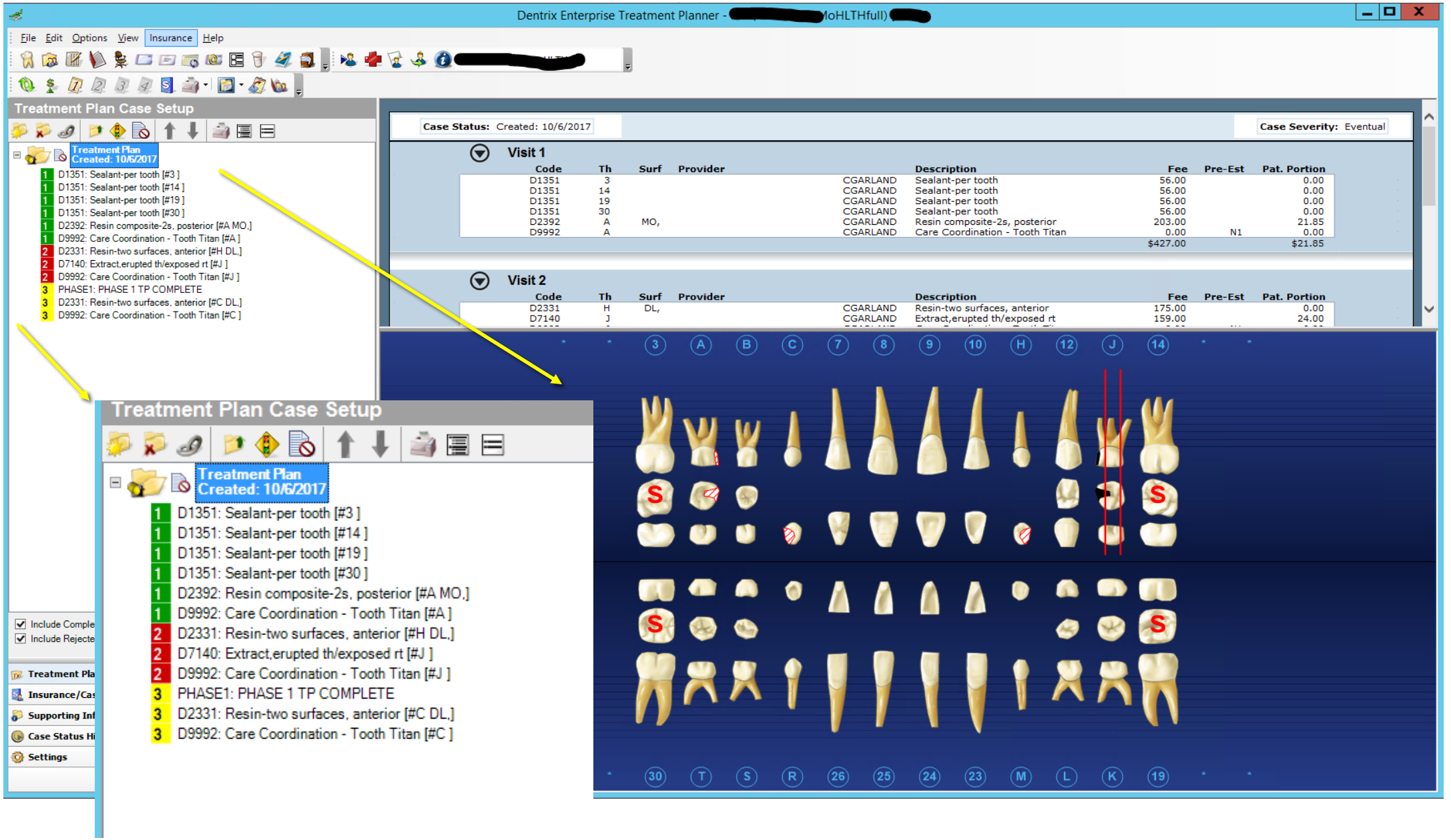
Care Coordination

Follow up care is communicated through coding of the assessment as well as the treatment plan.

The hygienist lists the level of need based on the state's screening form and code that in the chart.

The dentist lists the appropriate treatment setting if further treatment is indicated.

- MO State Screening Need Level
  - No Obvious
  - Early Intervention
  - Urgent Needs
- Care Coordination Codes
  - Phone Coordination with parent/patient
  - In school treatment
  - Portable treatment setting
  - Fixed clinic treatment setting
  - Coordination to their private dentist
  - Specialty treatment referral


Dentrix Enterprise Treatment Planner - [redacted]
File Edit Options View Insurance Help
Treatment Plan Case Setup
Treatment Plan Created: 10/6/2017
1 D1351: Sealant-per tooth [#3]
1 D1351: Sealant-per tooth [#14]
1 D1351: Sealant-per tooth [#19]
1 D1351: Sealant-per tooth [#30]
1 D2392: Resin composite-2s, posterior [#A MO,]
1 D9992: Care Coordination - Tooth Titan [#A]
2 D2331: Resin-two surfaces, anterior [#H DL,]
2 D7140: Extract,erupted th/exposed rt [#J]
2 D9992: Care Coordination - Tooth Titan [#J]
3 PHASE1: PHASE 1 TP COMPLETE
3 D2331: Resin-two surfaces, anterior [#C DL,]
3 D9992: Care Coordination - Tooth Titan [#C]
Case Status: Created: 10/6/2017
Case Severity: Eventual
Visit 1
Code Th Surf Provider Description Fee Pre-Est Pat. Portion
D1351 3 CGARLAND Sealant-per tooth 56.00 0.00
D1351 14 CGARLAND Sealant-per tooth 56.00 0.00
D1351 19 CGARLAND Sealant-per tooth 56.00 0.00
D1351 30 CGARLAND Sealant-per tooth 56.00 0.00
D2392 A MO, CGARLAND Resin composite-2s, posterior 203.00 21.85
D9992 A CGARLAND Care Coordination - Tooth Titan 0.00 N1 0.00
$427.00 $21.85
Visit 2
Code Th Surf Provider Description Fee Pre-Est Pat. Portion
D2331 H DL, CGARLAND Resin-two surfaces, anterior 175.00 0.00
D7140 J CGARLAND Extract,erupted th/exposed rt 159.00 24.00
3 A B C 7 8 9 10 H 12 J 14
30 T S R 26 25 24 23 M L K 19
Include Comple
Include Rejecte
Treatment Pla
Insurance/Cas
Supporting Inf
Case Status Hi
Settings

Care Coordination

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Follow Up Care

Outcomes, so far…

MonthDate

Last | 1 | Years

6/23/2017 - 6/22/2018

133.78	$25.24K	90.89	5.53
Visits per Month	Amount per Month	Patients per Month	Procedures per Visit

$188.52	$1.94K	$34.07
Amount Per Visit	Amount Per Day	Amount Per Procedure

ClinicName: Teledent Outreach

PROVIDER_TYPE: All

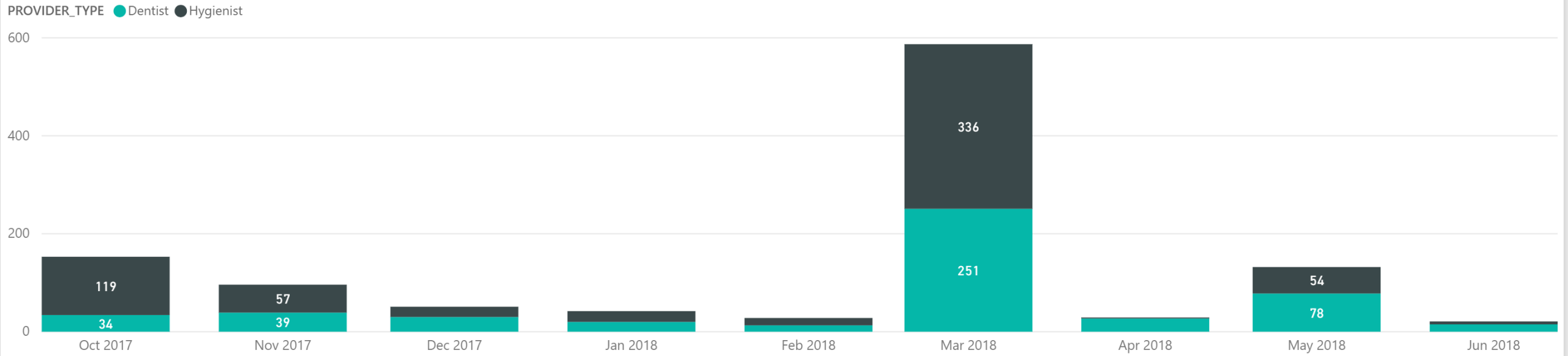
NAME: All

ProcedureCategory: All

APPOINTMENT_STATUS: All

APPOINTMENT_TYPE: All

Visits per Month Where a "Top 30" Procedure Was Completed



Outreach Dashboard

Weeks

Last 12 Months

6/23/2017 - 6/22/2018

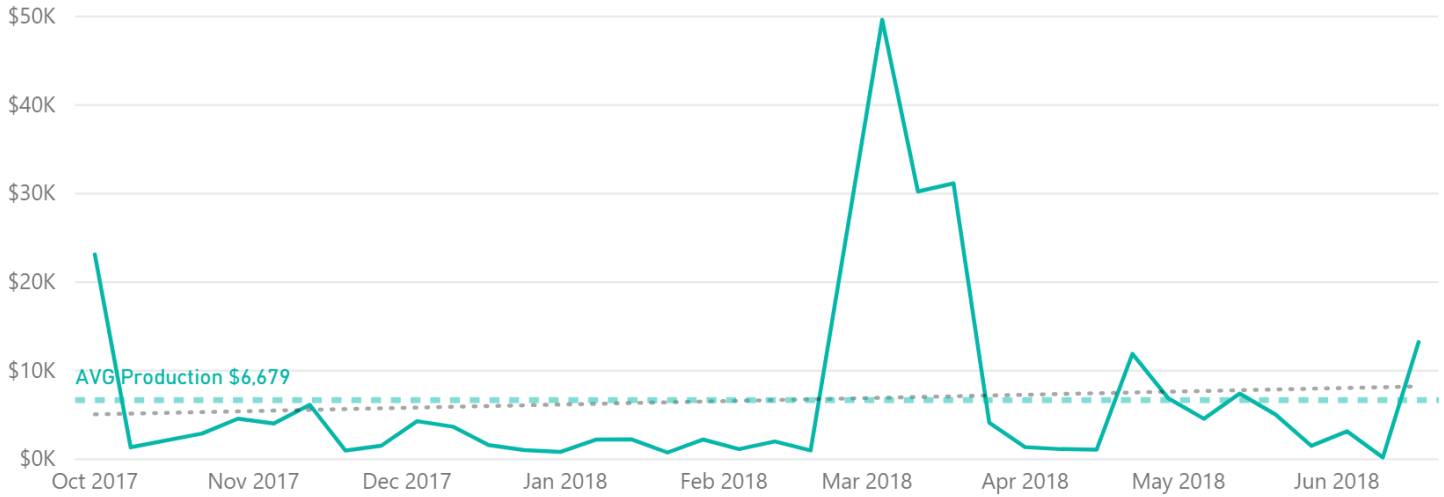
Rendering Provider: All

Clinic: MOBILE, TELEDENT

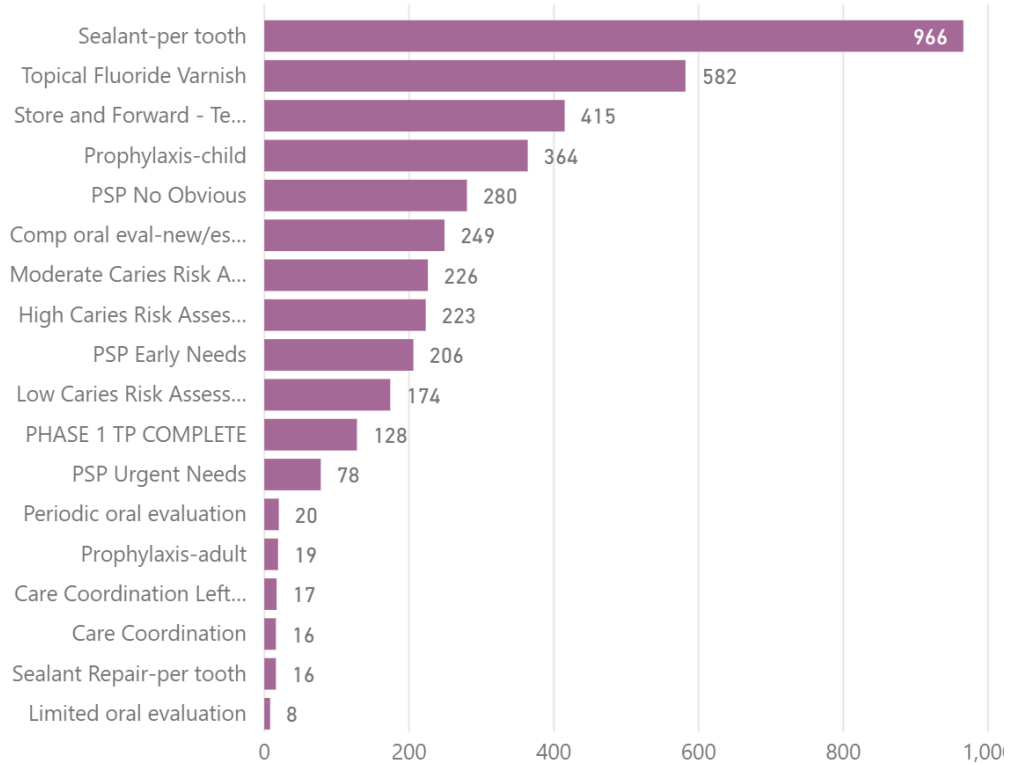
School: All

Number of Patients	Number of Procedure	Avg Age	Total Charges
689	6760	12.40	$240,451

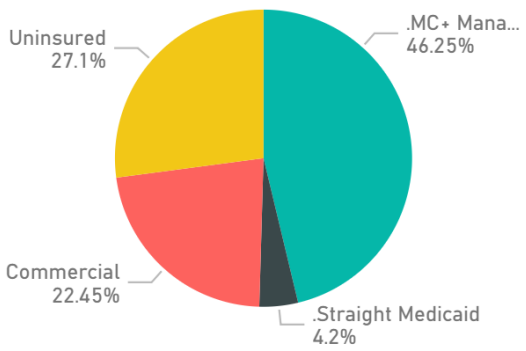
Charges per Week



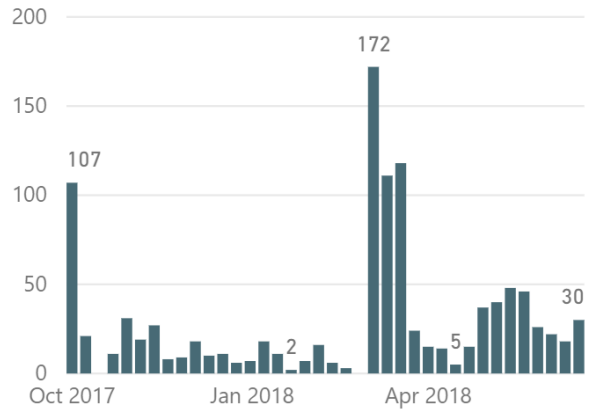
Procedures



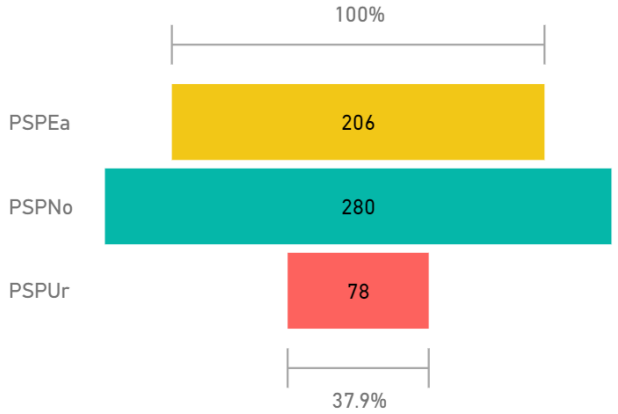
Payor Mix



Unique Patients per Week



Screening Results



Patients Per School last 12 Months

School	Count of chart	%GT Count of chart
Carmen Trails Elementary	32	6.13%
Clyde Hamrick Elementary	1	0.19%
Craig Elementary	97	18.58%
Hancock Place Elementary	1	0.19%
Ladue ECC	4	0.77%
McKelvey Elementary	146	27.97%
Pevely Elementary	140	26.82%
Scenic Nursing Home	44	8.43%
Senn-Thomas Middle	16	3.07%
Sunny Hill	5	0.96%
Taylor Early Childhood	1	0.19%
Taylor Early Childhood Center	35	6.70%
Total	**522**	**100.00%**

The Care Coordination Codes

Weeks

9/2/2017 4/1/2018

Age (groups)

(Multipl...

Number of Procedure	Total Charges	Average Age
10927	$504,097	9

Number of Visits Coordinated by Nurses Aid
1,208

Number of Students in NWR1 - 6,516
Number on F/R Lunch- 2,678 (41%)
2015-16 MO State Data

NWR1 Student/Patients

927

NWR1 Students Disease Control Completed

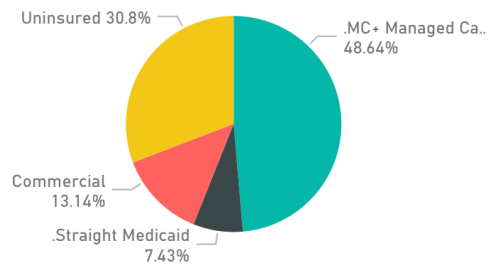
353

Percentage of NWR1 Students that have finished Disease Control 2017-18 .
38.07%

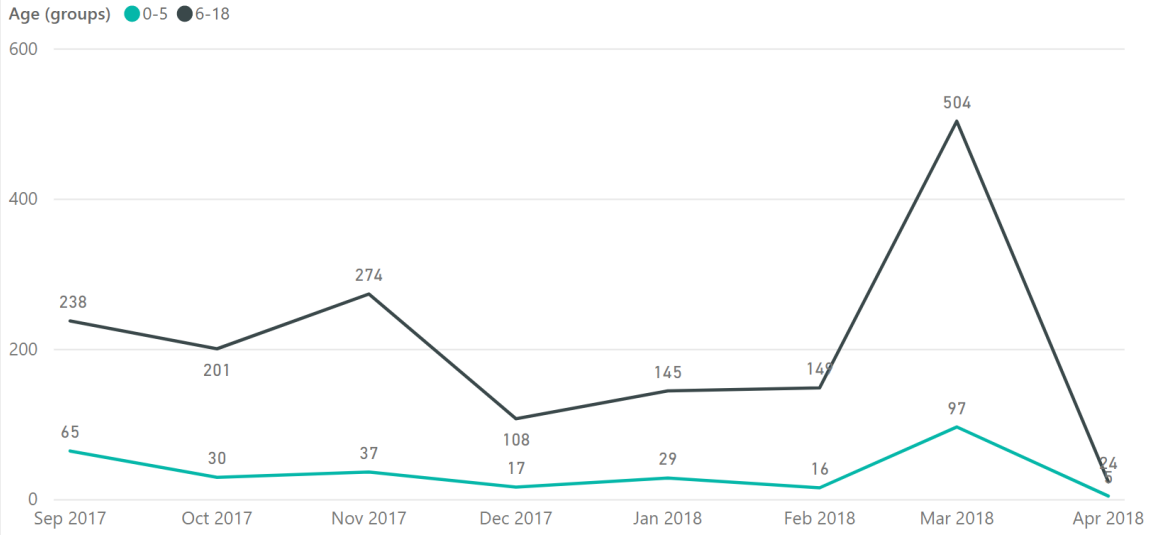
Number of Unique NWR1 Student Patients

School	Count of chart
Brennan Woods Elementary	128
High Ridge Elementary	138
House Springs Early Child ...	1
House Springs Elementary	156
Maple Grove Elementary	132
Murphy Elementary	63
North Jefferson Intermediate	3
Northwest High	126
Valley Middle	124
Woodridge Middle	56
Total	**927**

Unique Patients by Payor Type



Valley and Tooth Titan Patient Visits per Month by Age



Care Coordination Codes and PSP Results

adacode	DESCRIPTION	Count of adacode	Count of chart
D9992	Care Coordination	185	157
D9992.1	Care Coordination-Transport	296	146
D9992.2	Care Coordination-In School	97	60
D9992.3	Care Coordination- On Site	797	625
D9992.4	Care Coordination Left Message	168	119
D9992.5	Care Coordination - Failed Attempt	88	71
D9992.6	Care Coordination - Outside Dentist	18	18
PSPEa	PSP Early Needs	248	246
PSPNo	PSP No Obvious	310	308
PSPUr	PSP Urgent Needs	59	59
Total		**2266**	**739**

D9992- Was a single code we used for the first 9 months but now we use detailed codes.
D9992.1 - is a visit that utilized transport
D9992.2 - Is a student that was called down from class at the Valley
D9992.3 - Is a student seen with portable equipment at a surrounding school
D9992.4 and 5 - Are codes used to track contact and attempted contact with parents.
D9992.6 - Is a confirmed student followed up with their private dentist for care.
The Valley is the school that our SBHC is physically located within.

Show-Me Echo: Oral Health Echo

Extension for Community Healthcare Outcomes

The Show-Me ECHO project conveys best-practice knowledge from specialists to health care providers who then can give their patients improved care in their own communities. Show-Me ECHO links expert specialist interdisciplinary teams affiliated with an academic or specialty hub to health care provider participants in their local communities, the spokes in this model. Hubs and spokes will meet in regularly scheduled Show-Me ECHO sessions where a didactic will be presented and the remainder of the session will be dedicated to patient case presentations, mentoring, and feedback. Show-Me ECHO utilizes videoconferencing technology to train and mentor participants through a lifelong learning and guided practice model.

The goal of Show-Me ECHO is to de-monopolize knowledge in order to expand access to best-practice medical care across Missouri. Show-Me ECHO will help enable comprehensive, best-practice care to be provided to patients with complex chronic health conditions, in their own communities.

Top two benefits

CREATIVE ACCESS TO CARE

Mobile/Portable/Deployments

- More efficient planning for treatment days outside of clinic where it is operationally difficult

Hospitals

- A chance for a real dental consult across multiple locations

Clinics with limited coverage

- A chance to keep the doors open and maintain existing patients

Humanitarian/Mission Trips

- Training someone onsite to assess patients prior to planning the treatment in a strategic way

UTILIZATION OF WORKFORCE

Hygienists

- More graduate than can find job
- No new real skills needed
- No actual change in scope

Dentists

- Dentists time is limited and expensive
- Opens up new avenues for dentists to see patients
  - No geographic barrier
  - Working outside “clinic hours”
  - Work from home
  - Dentists with disabilities or stay at home moms

Other potential applications

- OBGYN Clinics
- Dental Schools
- Women, Infant, Children (WIC) Clinics
- Rural Health Clinics
- Private Offices on “Hygiene Days”
- Private Dental office with satellite offices
- Hospital Emergency Departments
- Mission trips overseas

Potential Opportunities

- State Office of Dental Health
  - HRSA Workforce Grant Submitted
    - Possible funding for training and equipping new programs in Missouri
    - Annual Training Summit
  - CDC Oral Health Grant
    - Possible funding for teledentistry in Primary Care Offices
- Many inquiries on how to implement a teledentistry program

Questions??

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