Update on the Implementation of the Adult Dental Benefit in the NH Medicaid Care Management Program

March 23, 2023

The contract with NorthEast Delta Dental to provide adult dental services was approved by Governor and Council on November 2, 2022. The Department has been working diligently with NorthEast Delta Dental (NEDD) and their subcontracted partner, DentaQuest (DQ), to prepare for the program start date of April 1, 2023.

1. **All legislatively required SPA and Waiver approvals from CMS are in place as of March 22, 2023:**

    - S**tate Plan amendments for benefits and eligibility** – one each for amount, duration, and scope of services and for eligibility in an alternative benefit plan.
    - **State Plan Amendment for cost sharing**
    - **Waiver amendments** for the three 1915(c) waiver populations and an 1115 waiver amendment nursing home residents which allow for **removable dentures**.
    - In addition, like all the other MCO contracts, the capitation contract with NEDD, approved by G&C, will require a CMS approval, which will happen prospectively.

2. A top priority is the development of an **adequate provider network** to be available 4/1, with a special focus on access for **serious dental conditions**. It is anticipated that there will be longer wait times for preventive and general dental services, relative to urgent needs in the ramp up of the program.

    - The Department has worked with NEDD/DQ to **streamline provider enrollments processes.**
    - NEDD/DQ is **promoting participation** in the network by through contract rate enhancements to providers for a number of critical procedure codes from their capitation rate, as well as utilizing other provider enrollment incentives.
    - Network additions are occurring at a steady pace.
    - CTS was selected as the **Non-Emergency Medical Transportation** vendor. CTS is currently contracted by the Department, as well as with the MCOs WellSense and AmeriHealth.

3. NEDD/DQ will have **a mobile dental van at the NEDD building in Concord and a second mobile dental van in Colebrook** on April 1, 2023 from 9 AM to 4:30 pm. They will be able to check eligibility and provide dental services to members.

4. The implementation of the adult dental benefit spans many **functional and programmatic areas** throughout DHHS and the Department is making progress on all fronts.
    - System development and testing is on track, including the provision of test files to NEDD/DQ.
    - **Beneficiary communication alignment** is being planned across DHHS beneficiary-facing teams, MCOs, and NEDD/DQ to ensure consistent messaging to beneficiaries and smooth handoffs to the appropriate entity for support. Member ID cards and handbooks will be distributed by DQ within the first week of April and all members will receive materials by the latter half of the month.

5. In addition, the Department received approval from the Join Legislative Committee on Administrative Rules last week for **HeW-566 Dental Rules**, which was amended to include the new adult dental benefit and the categories of service that are included.