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

February 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. 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.

    - The Department has worked with NEDD/DQ to **streamline provider enrollment processes**.
    - Oral health stakeholder groups and high-impact providers are working alongside the Department and NEDD/DQ to **promote participation** in the network in many forums and peer-to-peer discussions.
    - Network additions have included the recent contracting with over **seven oral surgery locations**, demonstrating important progress on specialty care access.
    - A **Non-Emergency Medical Transportation** vendor has been selected by NEDD/DQ.

2. The Department is successfully developing **State Plan and waiver amendments** in close consult with CMS to appropriately **define the benefits in line with statute**.

    - All necessary updates have been made to reflect the **denture targeted eligibility, benefit limits and cost-sharing,** and submitted to CMS with adequate time for review and approval.
    - The Department is on track for **securing necessary approvals** prior to 4/1 and has resolved all questions raised by CMS thus far.
    - The contract with NEDD is under review with CMS and the subject matter experts reviewing the contract have been very accessible in support of the program timeline.

3. 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**, with technical teams meeting regularly with NEDD and DQ.
    - **Communication plans** with members are being coordinated and reviewed by DHHS.
    - **NEDD's readiness** to operate as a managed care entity in New Hampshire is being **positively assessed** across program integrity, legal, quality, clinical, and financial subject matter experts.