



PATHWAYS TO
ORAL HEALTH

**New Era, New
Opportunities:
Making
Medicaid Work
for You**

Logistics

- Please use the Q&A box to ask questions throughout today's webinar
- If you have any questions or run into any technical problems, please use the Chat, and the staff will help you
- You also can email info@oralhealthkansas.org if you have any problems
- There will be a total of 3.5 dental CEs available for participating in this webinar series
- If you need CEs, please put your name and email address in the Chat
- CE certificates will be sent at the end of the webinar series
- The recording and slides will be available on our [website](#)

PATHWAYS TO ORAL HEALTH

— A PROJECT OF ORAL HEALTH KANSAS —

- Support for dental professionals in being successful Medicaid providers
- Education programs for dental professionals and people with disabilities
- Communication tools to break down barriers



Join us in making dental care more accessible and equitable for all.



New Era, New Opportunities Webinar Series



*This project is funded by the Kansas Department of Health and Environment –
Division of Health Care Finance (KDHE-DHCF) and ARPA.*

New Era, New Opportunities Webinar Series

August 19: Medicaid Dental: New Rates, Better Coverage

August 26: Your Practice, Your Way: Managing Your Patient Mix

September 2: Get to Know Your MCOs

September 9: Enrollment & Credentialing

September 16: Filing Medicaid Claims

September 23: Do Well by Doing Good: Medicaid Opportunities

September 30: My Dental Care Passport



Today's agenda

- Medicaid Population
- Contracting with the MCOs
- Missed Appointments
- Helping Patients with Barriers
- Resources



Your Practice Your Way

- Providing dental care for people with Medicaid coverage doesn't have to change your practice
- Adding Medicaid as a payor can help you serve your community, while you keep running your practice in a way that works for you



Medicaid Population



Who has Medicaid coverage?

- People with low income are eligible for Medicaid:
 - Children, including kids in foster care
 - Pregnant women
 - People with disabilities
 - Older adults
- All people with Medicaid insurance have dental coverage, including adults



Decide on your practice's limits

- A dental office can limit its Medicaid in a way that makes sense for you
 - Geography (city, county, region)
 - Age (children, adults)
 - Population (children, adults, people with disabilities, older adults)
 - Number (10, 25, 100, or more patients)
 - Percent (5%, 10%, 25%, or more patients)
- One thing is not allowed: You cannot put limitations on Medicaid patients you would not put on others



Contracting with the MCOs

Who are the MCOs?

- The Kansas Department of Health & Environment contracts with three managed care organizations to provide Medicaid services
- Next week you will get to meet the MCOs and learn more about each



Decide on your practice's limits

- Each dental office can choose to contract with one, two, or all three of the MCOs
- You enroll with KDHE to be a Medicaid provider, and then work with the MCOs to sign contracts with the ones you choose



Missed Appointments

Missed Appointments

- Every dental office deals with missed appointments with all patient populations
- It's possible to manage with policies that would apply to all patients
- Only one thing is not allowed:
 - Cannot charge a fee for a Medicaid patient who cancels or misses an appointment



Strategies to Mitigate Missed Appointments

- Set expectations about why it is important to keep appointments
- Create a missed appointment policy that applies to all patients
 - For example, set a three strikes policy if someone is late or fails to cancel
 - After three strikes, they would go on a waiting list if there are cancellations or if there is an emergency



Strategies to Mitigate Missed Appointments

- Text and/or phone reminders for appointments, including extra reminders on the morning of the appointment
- Work with the MCOs to use services they have, which could even include appointment reminders



Helping Patients with Barriers

Transportation Services

- Transportation is a barrier for some Medicaid patients
- Medicaid covers “non-emergency medical transportation” for dental visits
- A dental office can work with the MCO and the patient to schedule a ride
- The MCO should be contacted at least three days before the appointment



We don't always know the back story

- Many people with Medicaid coverage may have gone a long time without care, so going to dental appointments may not be a habit yet
- Providing education about the importance of regular care could help people make the appointments a priority
 - Medicaid covers D1330 for oral hygiene instruction – this may help with education about the importance of dental care

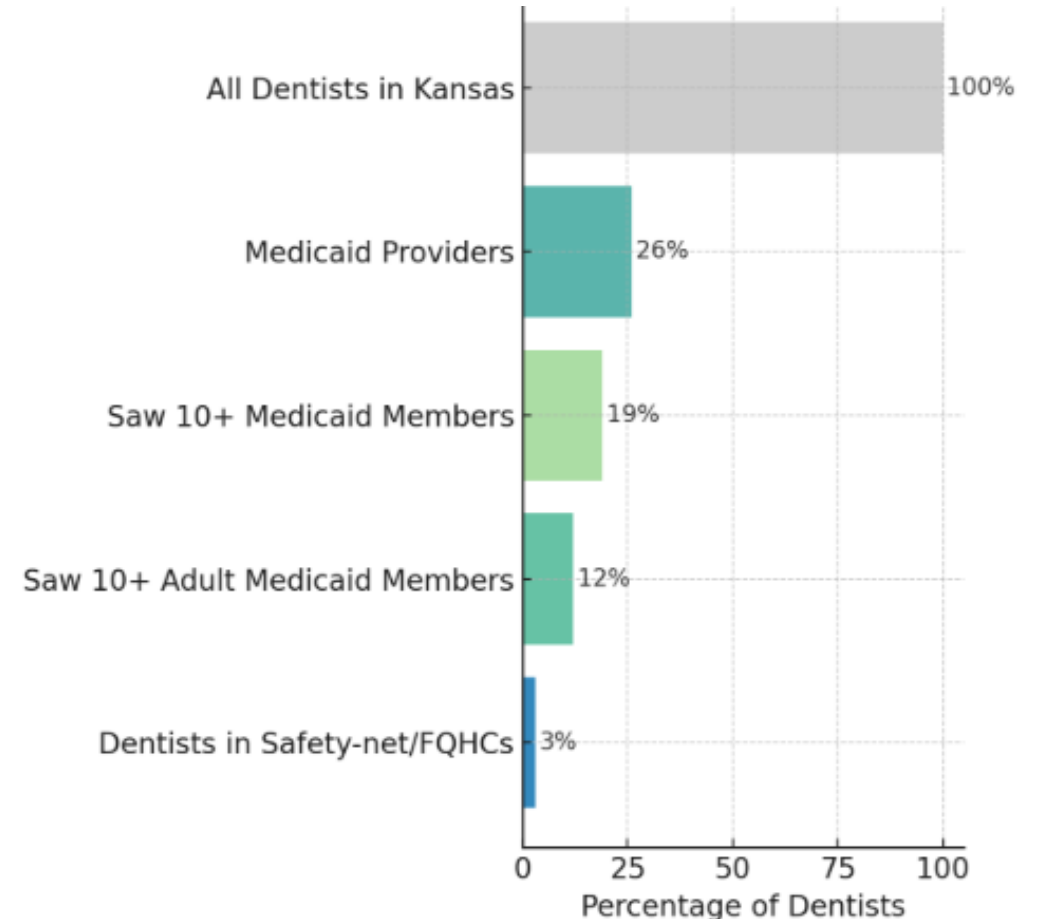


A Medicaid Dental Provider's Perspective



2024 Medicaid Dental Provider Network

- A small number of dental providers in the state are Medicaid providers
- Medicaid is like any other insurance, and the improvements in coverage and rates have made big changes in how it works
- There are resources for providers and consumers to help make Medicaid work better for everyone



Medicaid Dental Providers are Making a Difference

- A successful dental practice can include Medicaid as a payor
- With reasonable limits it is possible to provide care for you neighbors who have Medicaid coverage
- Opening your practice to Medicaid helps build relationships and strengthen your community
- Come back in two weeks to learn about the Medicaid enrollment process or get started now by clicking [here](#).



Resources

ADA's Medicaid Provider Resource

- Review the [ADA's guidance on reducing missed appointments](#), including:
 - Patient support strategies
 - Scheduling best practices
 - Maximize practice staff
 - Demonstrate compassion



Medicaid Provider Resource

Strategies to reduce missed appointments

The American Dental Association (ADA) recognizes that practice efficiency and full patient schedules are high priorities for dentists. This document outlines strategies to consider for dentists participating in Medicaid to maximize practice productivity, decrease patient cancellations and missed appointments, and reduce administrative burdens.

Strategies for Dentists to Reduce Patient Cancellations and Missed Appointments

1. **Engage in patient support strategies** offered by the managed care organization (MCO) to provide transportation services, appointment reminders, and increased oral health literacy to Medicaid beneficiaries. Dental practices should have access to these resources based on the patient's MCO and use these resources proactively. It is also important to remember that MCOs may pay for transportation and a cancelled or missed appointment is a part of a costly cycle for the MCOs, as well.

Conversing with patients on expectations, practice protocols, and the necessity of not missing the appointment is a great strategy and must be delivered with civility and without implicit bias. A re-appointment policy and an emergency walk-in policy are useful practice tools to offer patients.

2. **Incorporate scheduling best practices** to align with your practice model and protocols. It is important to note that despite the desire to charge a fee for a cancelled or missed appointment, Medicaid beneficiaries are excluded from such charges due to federal statutes and regulations.

Strategies for reducing missed appointments include setting expectations for compliance and engaging the MCO in the process.

Transportation

- To help a patient schedule a ride to a dental appointment, contact their MCO
- The phone number is on the back of the patient's KanCare ID card



Call ModivCare at 866-331-6004 or
Member Services at 877-524-9238

For more information visit:

<https://www.uhc.com/communityplan/kansas/plans/medicaid/community-plan>

*Scroll down to "See more benefits and features" and then scroll to "Transportation"



Call Access2Care at 833-270-2254

For more information visit:

<https://www.healthybluekansas.com/medicaid/extras/transportation>



Call SafeRide at 877-917-8162

For more information visit:

<https://www.sunflowerhealthplan.com/members/medicaid/benefits-services/transportation.html>

Dental Provider Resources

- Resources for dental offices to consider becoming a Medicaid provider are available on the Pathways to Oral Health website:
<https://pathwaystooralhealth.org/dental-providers/>
- Check the “Your Practice, Your Way” overview
<https://pathwaystooralhealth.org/wp-content/uploads/2025/05/Your-Practice-Your-Way-version-3.pdf>



Provider Guidance

Our goal is to make becoming a Medicaid provider as simple and straightforward as possible. From a comprehensive list of covered codes to details on enrolling and credentialing, we've got you covered. Learn about eligibility, what services are included, and how to file claims with ease.

-  [Glossary](#)
-  [Kansas Medicaid Adult Dental Fee Schedule](#)
-  [Kansas Medicaid Dental Coverage](#)
-  [Enrolling & Credentialing](#)
-  [Filing Claims](#)
-  [Your Practice, Your Way](#)

More Resources for Dental Providers

- Oral Health Kansas Adult Dental Benefits Webpage

<https://oralhealthkansas.org/MedicaidAdultDentalBenefits.html>



For Providers

- Frequently Asked Questions, including who is eligible and how a practice can understand the needs of Medicaid consumers.
- Enroll to become a Medicaid provider.
- List of codes covered in the new benefit and the rates for each.

■ **Dr. Aaron Bumann**, Kansas City, Missouri, pediatric dentist shares myths and facts about being a Medicaid dental provider in this video.

- Blogs

<https://pathwaystooralhealth.org/blog/>



Becoming a KanCare Dental Provider—Steps and Benefits

JULY 28, 2025

I'm here to help!

Bryan Thompson, Dental Medicaid Facilitator

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ACCESSIBLE ORAL HEALTH 2025 ECHO:

BUILDING CONFIDENCE IN DENTAL TEAMS TO SERVE PEOPLE WITH DISABILITIES

- This series will include 5 courses on Thursdays, beginning September 4 through October 2, 2025.
- All courses will be held via Zoom Noon – 1:00 PM CST.



Register Here:

bit.ly/AccessibleOralHealth2025ECHO



Dental Provider Advisory Group



Share your experiences and explore existing barriers and possible strategies as we work to improve the dental landscape for providers and all Kansans.



Who: Dentists & Dental Hygienists
Where: Virtual
When: Quarterly Meetings
Time: Approx. 8 hours/year
A stipend will be provided



Scan the **QR code**
or [click here](#) to
learn more

For further information please contact
info@oralhealthkansas.org

- Goal is to understand and elevate the experiences of dental providers delivering dental care across the state.
- Includes:
 - Dentists
 - Dental Hygienists
 - Medicaid providers
 - Private practice providers
 - Safety-net clinic providers
 - Rural and urban providers
- Quarterly virtual meetings with stipends

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