



PATHWAYS TO
ORAL HEALTH

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

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

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 during the webinar
- 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



PATHWAYS TO ORAL HEALTH

— A PROJECT OF ORAL HEALTH KANSAS —

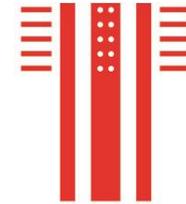
- Support for dental professionals in being successful Medicaid providers
- Education programs for dental professionals and people with disabilities
- Communication tools to break down barriers



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



New Era, New Opportunities Webinar Series



ORAL HEALTH KANSAS
ADVOCACY • PUBLIC AWARENESS • EDUCATION

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

Today's agenda

- Unmet Needs for People with Disabilities
- My Dental Care Passport
- How Can My Dental Care Passport Help You and Your Team
- Where to Find My Dental Care Passport
- Resources



Unmet Needs of People with Disabilities

Dental Care Access for People with Disabilities

- Oral health care is the number one unmet healthcare need for people with disabilities
- At Oral Health Kansas, one of our most frequently asked questions is where to find care for a child and/or adult with disabilities



People Advocating for Optimal Health www.paoh.org

The facts about oral healthcare for people with disabilities

all smiles shine

BY THE NUMBERS:

1 billion

people worldwide have a disability

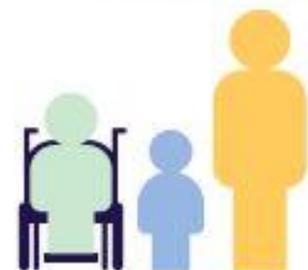
61 million

adults in the US have an intellectual or physical disability

1 in 54

children are diagnosed with autism every year and 1 in 700 babies are born with Down syndrome

The number one health need for people with disabilities is adequate oral care



6.5 million people with disabilities are not able to access the oral care they need

Children with disabilities are **30% more likely** to have their first dental visit delayed

COMPARED WITH THE GENERAL POPULATION, PEOPLE WITH DISABILITIES:



Have higher rates and increased severity of periodontal disease



Much higher rates of untreated cavities



More missing and decaying teeth



More gum disease and system diseases including heart disease and diabetes

WHAT'S NEEDED:



More training for dentists
Dental students report the need for more preparation in providing care to patients with disabilities



More awareness
One in every 10 people has a disability, and more than two-thirds of them do not receive any type of oral care



Close the gaps in Medicare and Medicaid coverage
Medicare covers many healthcare services, but not oral healthcare for many people with disabilities



Support for caregivers
Studies show caregivers play a vital role in the provision of oral health support

“

Of all the medically underserved populations, people with disabilities have been the most marginalized when it comes to oral healthcare.”

Dr. Steve Perlman,
Global Clinical Director and Founder,
Special Olympics, Professor Boston University
Dental School of Medicine.

Sources:

WHO Report on Disability. CDC 2020. CHSU/EDU (CN DL, Momany ET, Jones MP, Damiano PC. Timing of first dental visits for newly Medicaid enrolled children with an intellectual or developmental disability in Iowa, 2005-2007. Am J Public Health. 2011;101(5):922-929. Khochi, Jena, & Turner 2010, Hsieh et. al 2018. <https://hcd.gov/newsroom/2017/hcd-highlights-scarce-dental-care-patients-idd-latest-policy-brief#-text=%E2%80%9CThe%20effect%20of%20proper%20dental%20care%20for%20people%20with%20IDD>

Wilson, N.J., Lin, Z., Villarojo, A. et al. Countering the poor oral health of people with intellectual and developmental disability: a scoping literature review. BMC Public Health 19, 1530 (2019). <https://doi.org/10.1186/s12889-019-7863-1>

Barriers to Care for People with Disabilities

A multifaceted and complex issue:

- **Social stigma and the impact of ableism**
- **Lack of awareness and knowledge of disabilities, particularly IDD**
- Lack of awareness of the need for care- dental providers, other healthcare professionals, policy-makers, individuals and their families/caregivers
- Historically minimal provider education
- Dental healthcare provider volume
- **Dental healthcare provider confidence**
- **Communication barriers**
- **Sensory needs**
- Insurance barriers
- Provider reimbursement rates
- **Lack of resources**
- **Time**
- Transportation
- And more...



My Dental Care Passport





MY DENTAL CARE
PASSPORT

— GUIDING EVERY VISIT —



PATHWAYS TO
ORAL HEALTH

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COMMUNICATION

My Dental Care Passport

- Facilitate the communication of information about an individual with disabilities to the dental team before they attend the dental office
- Created with input from the disability community and dental providers
- Endorsed by United Healthcare, Sunflower Health Plan, Healthy Blue, and the Kansas Dept. of Health and Environment



ORAL HEALTH KANSAS



Healthy Blue



sunflower
health plan.



UnitedHealthcare
Community Plan

My Dental Care Passport- Let's Take a Look

MY DENTAL CARE PASSPORT



For users: This passport is unique to you. Please fill out all information that you think is important.

[You can find the Passport User Guide here.](#)

For my dental team: This is key reading for all staff working with me. It gives important information about how I can be supported when visiting your clinic. This passport should be kept visible and used when you talk to me or have a question about me. [You can find the Dental Team Passport User Guide here.](#)



Scan the QR Code
to learn more.

ABOUT ME

My name is:

I like to be called:

My preferred pronoun is:

He She They Not listed

I am my own guardian.

Yes No

Please check the box that applies:

- I completed this form myself.
 I completed this form with help from someone else.

This is the best person to contact for more information about me:

Name:

Phone:

Email:

What type of disability do I have:

Please list all disabilities below.



COMMUNICATION AND BEHAVIOR

Ways that I prefer to communicate with people:

Please check all that apply.

- Talk to me directly, even if I bring someone with me.
 Use plain language.
 Give me time to process the questions.
 I have a speech impairment and can be difficult to understand.
 It takes time to form my words so please be patient.
 I am non-speaking, but I am communicating with you in other ways.
 Other:

I communicate using:

For example: speech, preferred language, sign language, communication devices or aids, pictures, non-speaking sounds. Please state if extra time or support is needed.

SENSITIVITIES

There are some things at the dental office that cannot be taken away. However, there are things that you and the dental office can do to help make your dental visit more relaxing. Please add any information about what makes you feel upset or relaxed at the dental office below.

These are some things that can upset me:

Please check all that apply. Please describe your needs.

- Smell:
For example: dental office, perfume.
- Sounds:
For example: phones, drill, voices, clock.
- Sight:
For example: lights (overhead, dental light), mirrors.
- Positions:
For example: chair tilt, being "still".
- Closeness:
For example: people, objects.
- Touch or Temperature:
For example: gloves, air, gauze, water, suction, tools, room, water temperature.
- Texture:
For example: gauze, cotton, metal.
- Pressure:
For example: seeking, aversion.
- Taste:
For example: gloves, toothpaste, flavors.
- Other:

DENTAL EXPERIENCE

My best visit to the dental office was when:

Share things that DID work well.

My worst visit to the dental office was when:

Share things that DID NOT work well.

These are the things I sometimes do that you might find difficult in the dental office:

For example: limb movements that may strike your hand when holding a dental tool.

In the past, I had medication to stay calm during dental care.

This is often called sedation. For example: laughing gas, pills to help you stay calm, I.V. sedation, general anesthetic in a hospital, etc.

Yes. No.

If yes, describe what was used, if known.

How Can My Dental Care Passport Help You and Your Team?



The benefit for dental teams

- Increase dental team confidence serving individuals with disabilities
- Improve the dental team-patient relationship
- Allow you and your team to best prepare for an appointment
- Save time and resources
- Increase the chance of a successful visit



Tips for Success

- Share My Dental Care Passport with your patient and their family/caregiver **prior to the appointment**
- **All members of the dental team** who will interact with the patient should familiarize themselves with the patient and their needs
- Use My Dental Care Passport to help **develop an appointment plan** as a team
- Attach My Dental Care Passport to the **patient records**
- Review ahead of **future appointments**



MYDENTALCARE
PASSPORT
— GUIDING EVERY VISIT —

User Guides

MY DENTAL CARE PASSPORT
GUIDING EVERY VISIT

TIPS FOR PASSPORT USERS, FAMILIES & CAREGIVERS

WHAT IS IT?

- My Dental Care Passport, also known as The Passport, allows you to tell dental teams about yourself before you enter the office. The Passport will give prompts on topics like past dental visits, communication, likes, dislikes, how you move, and so on.

WHO CAN USE IT?

- It was created for individuals with intellectual and developmental disabilities. The Passport can be used by both children and adults who face challenges when visiting the dentist.

WHY WOULD YOU USE IT?

- It is critical to visit the dentist to make sure your teeth and mouth are healthy. Dental teams who know you well can make your next trip to the office as successful as possible.

WHEN DO YOU COMPLETE IT?

- Once you complete your Passport, it is most useful to complete it the day of your appointment or mail it to your dental team as soon as you have time to make any necessary adjustments to add your Passport to your file.

HOW TO USE IT

- Only complete the Passport about your dental care and experiences. Do not include any other information.
- Complete the Passport with your family or caregiver if you are unable to do so yourself.
- Your dental team will review the Passport with you before your appointment.

USE OF THE PASSPORT CAN:

- Improve the dental team-patient relationship
- Allow you to best prepare for an appointment before an individual enters the office
- Save time and resources
- Increase the chance of a successful visit

DO NOT SHARE WITHOUT PATIENT CONSENT

My Dental Care Passport is unique to the patient and contains personal information and experiences. **It's not to be shared** with anyone outside of your dental office team, including other healthcare professionals, without the patient's permission.

HOW DO YOU USE 'MY DENTAL CARE PASSPORT'?

- Share The Passport with patients before their first appointment via email or mail. Select a method that suits your office and the patient. Advise the patient, family or caregiver to complete and return the document to your office **BEFORE** the day of their appointment.
- All members of the staff who will interact with the patient should read the document before the appointment day arrives.
- Discuss the appointment as a team, develop a plan, and make any necessary adjustments to the office environment able to be made.
- When the patient arrives, review The Passport together and attach the document to patient records.
- Review patient's 'My Dental Care Passport' before the next visit.

MY DENTAL CARE PASSPORT
GUIDING EVERY VISIT

TIPS FOR THE DENTAL OFFICE TEAM

MY DENTAL CARE PASSPORT
GUIDING EVERY VISIT

ABOUT ME

For users: This passport is unique to you. Please fill out all information that you think is important. You can use the Passport User Guide to help.

For my dental team: This is key reading for all staff working with me. It gives important information about how I can be supported when visiting your clinic. This passport should be kept safe and used when you talk to me or have a question about me. You can find the Dental Team Passport User Guide here.

ABOUT ME

My name is: _____
Please be called: _____

My preferred pronoun is:
 He She They Not listed _____

I am my own guardian.
 Yes No

Please check the box that applies:
 I completed this form myself.
 I completed this form with help from someone else.

This is the best person to contact for more information about me: _____

Scan the QR code to learn more.

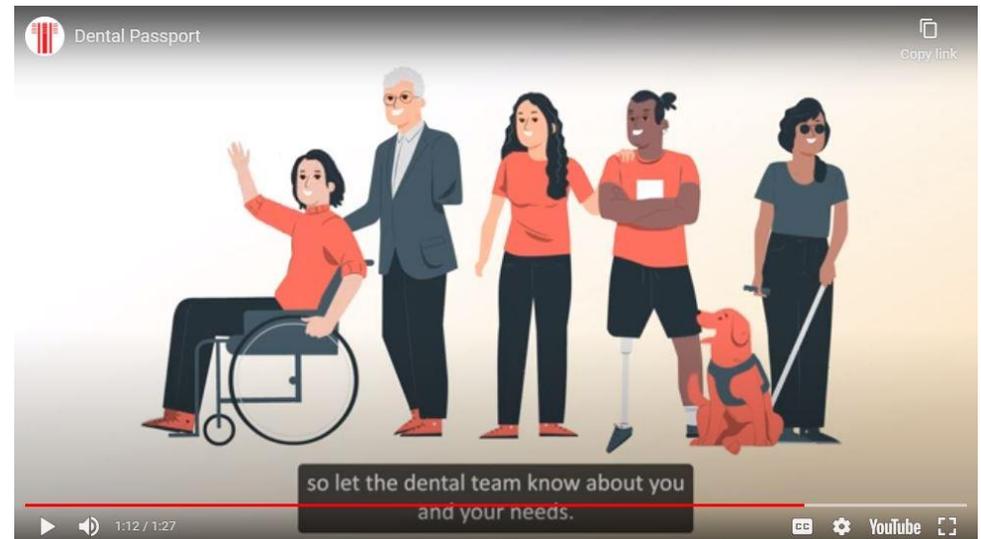
AVAILABLE IN BOTH ENGLISH AND SPANISH AT:
WWW.PATHWAYSTOORALHEALTH.COM/MY-DENTAL-CARE-PASSPORT/

SCAN ME!

Where to find My Dental Care Passport

<https://pathwaystooralhealth.org/my-dental-care-passport/>

- My Dental Care Passport
- Individuals, Families, or Caregivers User Guide
- Providers and Dental Office Teams User Guide
- ‘What is the My Dental Care Passport?’
- My Dental Care Passport video
 - <https://youtu.be/XOooeIU-RDM>



Resources

Resources from this webinar series

- Webinar FAQ
- Medicaid MCO Quick Reference Guide
- Webinar series links

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Medicaid MCO Quick Reference Guide

	 Healthy Blue	 sunflower health plan	 United Healthcare Community Plan
Eligibility Check			
Dental Hub	x		x
Dental Provider Web Portal		x	
Phone	x	x	x
Eligibility	(855) 434-9237	(855) 434-9245	(855) 878-5372
Claim Submission			
• Dental Hub *	x		x
• Dental Provider Web Portal *		x	
• Clearinghouse	x	x	x
• Paper claims	x	x	x
Payor ID	Scion	46278	GP133
Provider Manual	Healthy Blue Kansas	Centene Dental Services	United Healthcare KanCare
Claim Mailing Address	SKYGEN Healthy Blue Kansas P.O. Box 359 Milwaukee, WI 53201	Centene Dental Services Claims P.O. Box 25857 Tampa, FL 33622-5857	United Healthcare Kansas Claims P.O. Box 1158 Milwaukee, WI 53201
Provider Services	(855) 434-9245	(855) 434-9245	(800) 822-5353
Important Contacts			
Provider Relations	billie.hubbard@skygenusa.com providerservices@skygenusa.com	DentalProvidersRelations@Centene.com	Kathy_I_schmidt@uhc.com Kacey_burse@uhc.com Jennifer_martinez@uhc.com
Credentialing	credentialing@skygenusa.com	DentalCredentialing@Centene.com	(855) 812-9211
Appeals	Healthy Blue Claim Appeals PO BOX 61599 Virginia Beach, VA 23466	DentalAppeals@Centene.com	UnitedHealthcare Appeals P.O. Box 1244 Milwaukee, WI 53201
Transportation	Access2Care (833)270-2254	SafeRide (877)917-8162	ModdyCare (866)331-6004

*Requires Registration

<https://pathwaystooralhealth.org/dental-providers/>

NEW: Behavior Speaks

- Guide for people with disabilities and caregivers:
 - Change in eating or oral habits
 - Change in behavior
 - Visible or physical signs
- Can be shared as a flyer or used as a poster



**BEHAVIOR SPEAKS:
IS IT A TOOTHACHE?**

Helping caregivers identify early dental health warning signs in individuals with disabilities

Change in Eating or Oral Habits

- Refusing to eat, chew, or brush
- Prefers soft foods
- Chews only on one side
- Drools, grinds teeth, spits

Change in Behavior

- Increased irritability
- Aggression or self-injury
- Become quiet

Visible or Physical Signs

- Swollen or bleeding gums
- Loose or discolored teeth
- Mouth sores or persistent bad breath
- Touches face or points to mouth
- Crying, say "OUCH" while brushing

Find a dentist who cares about your needs. Visit: <https://pathwaystooralhealth.org/individuals/>

PATHWAYS TO ORAL HEALTH

Illustrations of a boy holding a flower, a girl in a wheelchair, and a boy holding his head in pain, and a girl holding her head in pain.

Help Shape the Medicaid System



Advocate with Legislature

<https://docs.google.com/forms/d/e/1FAIpQLSc0BfTSdMc46tcFEf7cgUUJhnRD-yBX6uTjXRzRLUfdePxcFQ/viewform?usp=header>



Join Dental Provider Advisory Group

https://docs.google.com/forms/d/e/1FAIpQLSd-22bn_RO26AdLnwShSidBL7EZojSyg2lbB4WQsmS7jM42WQ/viewform?usp=header

Dental Provider Resources

Pathways to Oral Health Provider Guidance

<https://pathwaystooralhealth.org/dental-providers/>

Blogs

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

Oral Health Kansas Adult Dental Benefits

Webpage

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

Dental Medicaid Facilitator: Bryan Thompson

bthompson@oralhealthkansas.org, 785-493-2649



Contacts at the Managed Care Organizations



<https://www.healthybluekansas.com/provider/state-federal>



<https://www.sunflowerhealthplan.com/providers.html>



<https://www.uhcdental.com/>

ACCESSIBLE ORAL HEALTH 2025 ECHO:

BUILDING CONFIDENCE IN DENTAL TEAMS TO SERVE PEOPLE WITH DISABILITIES

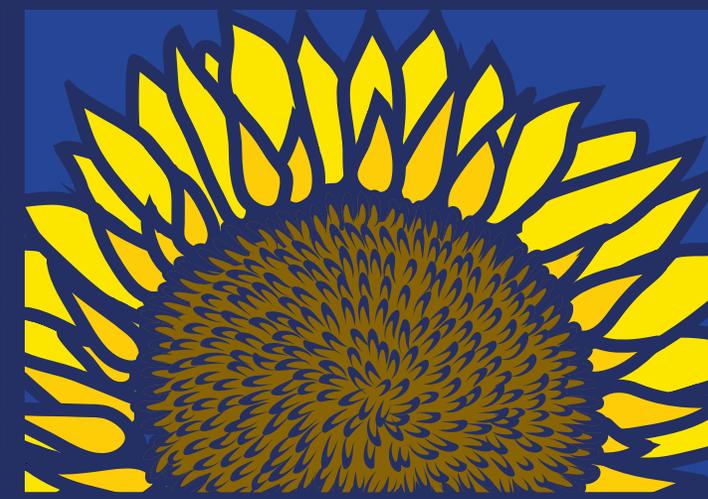
- This series will include 5 courses on Thursdays, beginning September 4 through October 2, 2025.
- All courses will be held via Zoom Noon – 1:00 PM CST.



Register Here:

bit.ly/AccessibleOralHealth2025ECHO





NOVEMBER 7th

2025

Conference on

 **ORAL
HEALTH**

**Bringing people together to lead innovation in
overall health for Kansans**

Friday, November 7

Hybrid: KU Edwards Campus

12600 S Quivira Rd

Overland Park, Kansas

**Scan to
learn
more
and
register**



Webinar Evaluation Survey New
Rate, New Era: Making Medicaid
Work for You



Share your feedback
on this webinar series

Please respond by Friday,
October 10

https://forms.microsoft.com/Pages/ResponsePage.aspx?id=1UROzrrz1UOvEaq5F5kXrhU6w9r_eDxEvDcg7Gi7LRZUMTJOQ0FMTFU0MzMzTUVVQUxINjZYVIRNRC4u