



Department of Medical Assistance Services
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<http://www.dmas.state.va.us>

MEDICAID MEMO

TO: Virginia Medicaid Participating Healthcare Providers and Managed Care Organizations,
Except Dental

FROM: Cynthia B. Jones, Director
Department of Medical Assistance Services

MEMO: Special

DATE: 01/27/2015

SUBJECT: Dental Coverage for Medicaid Enrolled Adult Pregnant Women and FAMIS MOMS —
Effective March 1, 2015

The purpose of this memorandum is to inform you of the Department of Medical Assistance Services (DMAS) implementation of dental coverage for pregnant women age 21 and over enrolled in Medicaid and FAMIS MOMS. The coverage includes appropriate dental services for pregnant women and will begin March 1, 2015.

BACKGROUND

Many low-income women go through their pregnancies without any examination to assess oral health needs. As a result, some of these women experience pain and medical conditions associated with oral pathology including heart disease, diabetes, and respiratory infections. Evidence-based practice suggests that dental care during pregnancy is shown to be safe and effective in reducing periodontal disease and periodontal pathogens. Additionally, research shows that control of oral diseases in pregnant women has the potential to reduce the transmission of oral bacteria from mothers to their children. Periodontal care should be provided both before, during, and after pregnancy. Evidence shows appropriate dental treatment is safe for the mother and unborn child.

Governor Terry McAuliffe's *A Healthy Virginia* report outlines a 10-step plan to increase services to over 200,000 Virginians. This plan includes ways to expand dental care to pregnant women, enrolled in Virginia's Medicaid program. Beginning March 1, 2015, Virginia's nationally recognized *Smiles For Children* program will "provide dental benefits to pregnant women in Medicaid and FAMIS MOMS". Dental coverage for pregnant women enrolled in Medicaid or FAMIS MOMS will assist in improving the dental health of the mother, decrease dental emergencies, help deliver a healthy baby and prevent the transmission of cavity-causing bacteria from mother to baby.

SMILES FOR CHILDREN (SFC) SERVICES FOR PREGNANT WOMEN

The Department of Medical Assistance Services (DMAS) is working in concert with the dental benefits administrator, DentaQuest, to design an oral health program for pregnant women enrolled in Medicaid and FAMIS MOMS. The services are inclusive of those provided in Virginia's *Smiles For Children*

(SFC) program, and similar in scope to dental services available for state employees. Services for pregnant women will include the following:

- Diagnostic (x-rays, exams);
- Preventive (cleanings);
- Restorative (fillings);
- Endodontics (root canals);
- Periodontics (gum related treatment);
- Prosthodontics- both removable and fixed (crowns, bridges, partials and dentures);
- Oral surgery (extractions and other oral surgeries), and;
- Adjunctive general services (all covered services that do not fall into specific dental categories).

Effective March 1, 2015, pregnant women enrolled in Medicaid and FAMIS MOMS who are 21 years of age and older are eligible to receive comprehensive benefits, excluding orthodontics, covered by the *Smiles For Children* program. Dental benefits for pregnant women who are 21 years of age and older will be discontinued at the end of the month following their 60th day postpartum.

Pregnant women enrolled in Medicaid, FAMIS and FAMIS MOMS who are under age 21 currently are eligible to receive comprehensive children's benefits covered through Virginia's *Smiles For Children* dental program which include orthodontia. These comprehensive dental benefits for children in Medicaid and FAMIS MOMS will be discontinued at age 21 and at age 19 for children in FAMIS.

Dental providers' submitting claims for pregnant women must be credentialed by DentaQuest and participate in Virginia's Smiles For Children dental provider network. As of March 1, 2015, all claims submissions for pregnant women 21 years and older require prepayment review upon submission of claims to DentaQuest documenting medical necessity of pregnancy (prepayment review is the documentation that is submitted with the claims). DentaQuest will perform quality monitoring verifying the dental provider's documentation of pregnancy status and the estimated date of delivery.

Pregnant women will be able to access non-emergency transportation services to receive dental care. Transportation for pregnant women who are enrolled in a managed care organization (MCO), with the exception of those enrolled in FAMIS, will be provided through their MCO. Transportation for pregnant women in fee for service will be provided by LogistiCare, DMAS' transportation broker.

The dental provider has sole discretion on treatment protocol so long as treatment follows Standards of Care and is equitable for all pregnant women.

CONTACT INFORMATION:

How can I help pregnant women enrolled in Medicaid/FAMIS MOMS find a dentist?

Option 1: Call the *Smiles For Children* program at 1-888-912-3456. A representative can even help the member make an appointment. The call center is available 8 a.m. – 6 p.m., Monday through Friday.

Option 2: Visit the website at www.DentaQuest.com

Option 3: Download the Smartphone app by visiting the app store and searching for “My DentaQuest Mobile.” DentaQuest administers dental benefits for the *Smiles For Children* program.

Additional information regarding dental benefits for pregnant women, including how dentists can enroll in the program is posted on DentaQuest’s website located at www.dentaquest.com or can be found on the DMAS website at http://www.dmas.virginia.gov/Content_pgs/SPI.aspx.

Information may also be obtained by calling the *Smiles For Children* program at 1-888-912-3456.

Please refer to the attached FACT SHEET for more information on the services.

COMMONWEALTH COORDINATED CARE

Commonwealth Coordinated Care (CCC) is a new program that is coordinating care for thousands of Virginians who have both Medicare and Medicaid and meet certain eligibility requirements. Please visit the website at http://www.dmas.virginia.gov/Content_pgs/altc-enrl.aspx to learn more.

MANAGED CARE ORGANIZATIONS

Many Medicaid recipients are enrolled with one of the Department’s contracted Managed Care Organizations (MCO). In order to be reimbursed for services provided to an MCO enrolled individual, providers must follow their respective contract with the MCO. The MCO may utilize different prior authorization, billing, and reimbursement guidelines than those described for Medicaid fee-for-service individuals. For more information, please contact the MCO directly. Additional information about the Medicaid MCO program can be found at http://www.dmas.virginia.gov/Content_pgs/mc-home.aspx.

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, payment status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KEPRO’s Provider Portal at <http://dmas.kepro.com>.

“HELPLINE”

The “HELPLINE” is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The “HELPLINE” numbers are:

1-804-786-6273 Richmond area and out-of-state long distance
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.