



# South Hampton Roads Oral Health Alliance Safety Net Convening

Monday, June 18, 2018 | 11:30 am – 1:30 pm  
United Way of South Hampton Roads, Norfolk, VA

## Desired Outcomes:

- Shared understanding of how we got here
- Shared understanding of VaOHC's role in facilitating the SHR Oral Health Alliance
- Shared understanding of what is happening in other parts of VA to increase utilization of the dental safety net
- Consensus on next steps to enhance dental safety net coordination and utilization

## Participants:

Beatriz	Amberman	Virginia Coalition of Latino Organizations
Kathleen	Banfield	United Way of South Hampton Roads
Valda	Branch	Southeastern Virginia Health System
Lakeshia	Calhoun	Hope House Foundation
Theresa	Chopito	Hampton Roads Community Action Program
Melissa	Eggen	Obici Healthcare Foundation
Angela	Futrell	Southeastern Virginia Health System
Ashley	Greene	Western Tidewater Free Clinic
Theresa	Jackson-Pope	Western Tidewater Community Services Board
Brad	Lazernick	Senior Services of Southeastern Virginia
Ginger	Melton	Hampton Roads Community Health Center
Kevin	Otey	Hampton Roads Community Action Program
Dourina	Petersen	Chesapeake Care
Linda	Rice	Hampton Roads Community Foundation
Brandon	Rodgers	Western Tidewater Community Services Board
Phyllis	Stoneburner	Sentara Obici Hospital
Jennifer	Tomar	Park Place Health and Dental Clinic
Nancy	Welch	Chesapeake Health Department
Karen	Youmans	Access Partnership
Steve	Zollos	Senior Services of Southeastern Virginia

## Virginia Oral Health Coalition Staff:

Sarah	Bedard Holland	Chief Executive Officer	(sholland@vaoralhealth.org)
Lauren	Gray	Program and Engagement Manager	(lgray@vaoralhealth.org)
Lauren	Sawyer	Communications Manager	(lsawyer@vaoralhealth.org)
Sarah	Stemrich	Office and Program Coordinator	(sstermich@vaoralhealth.org)



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### Proceedings:

#### [Presentation Slides & Handouts](#)

#### **Welcome & Introductions:**

*Sarah Bedard Holland welcomed the South Hamptons Road Oral Health Alliance to the Safety Net Convening. All participants and Virginia Oral Health Coalition (VaOHC) staff in the room introduced themselves, stated the organization they are a part of, and what brought them to the meeting today. Sarah reviewed a brief outline of the information to be discussed during the convening with a focus on how the group can move forward. The format of the meeting will be an open discussion with questions welcomed throughout. The desired outcomes were reviewed and it was noted that a policy update will be presented at the end of the convening.*

#### **Who we are:**

- The Virginia Oral Health Coalition (VaOHC) is a statewide agency that strives to ensure all Virginians can access comprehensive, affordable health care that includes oral health. VaOHC accomplishes this mission through advocacy, education and raising public awareness that oral health is part of overall health.
- Guiding Principles
  - Virginians know that good oral health is essential to overall health.
  - The prevalence of dental disease is reduced in Virginia through prevention activities and early diagnosis and treatment.
  - The oral health workforce in Virginia adequately meets the needs of its citizens by working to the full extent of their education and training.
  - Medical and dental providers and educators understand the links between oral health and overall health and work to ensure Virginians receive comprehensive care.
  - Virginians have access to quality, affordable, and comprehensive dental insurance coverage.

#### **The Virginia Oral Health Report Card:**

- Began its development by bringing partners together to figure out how we can improve oral and overall health across the state.
  - Developed using indicators pulled from state agency data. It defines how we are doing as a state in several oral health categories, each of which categories touch on the goals of our state oral health plan.
- A year and a half ago the Regional Alliances were born, allowing us to work with community-based partners to dive into the local data and see different opportunity areas.
  - South Hampton Roads is the newest of the three regional groups.
  - The Northern Virginia Oral Health Alliance was the original starting alliance, followed by the Richmond/Petersburg Oral Health Alliance.
  - Each alliance has differences because of their different locations.



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- They all have developed measurable goals and action plans with different implementation time frames.
- The South Hampton Roads Alliance is still in the planning phase.
- VaOHC's role with the alliances is to provide the backbone support to enable local and regional partners to collaborate more effectively to improve oral health.
  - Convener
  - Facilitator
  - Topical expertise
  - Resources and tools
- VaOHC is convening regional alliance partners from around Virginia to

### How did we get to this convening?

- Over the course of the past year and a half, several regional stakeholders representing multiple community-based organizations convened and developed shared goals to improve oral health.
  - Summer of 2017: a planning group of 9 members designed an oral health forum to kick-off collaborative efforts. From there, they reviewed and provided feedback on oral health data for the region.
  - October 2017: over 50 participated in the kick-off forum. Together the participants examined oral health data snapshots for the region. They also identified potential regional goals and strategies to improve oral health for certain populations.
  - February 2018: The South Hampton Roads Oral Health Alliance refined the goals further with over 35 participants; potential partners were identified along with existing coalitions that could address parts of the goals.
  - Spring 2018: ongoing stakeholder engagement and participation from Minus 9-to-5 and Hampton Roads Community Foundation's Aging Adults Affinity Group.
  - **Today** we are here with the goal to discuss opportunities to increase safety net collaboration and identify specific next steps for the alliance.
- From this process we have learned-
  - What is working well-
    - Safety Net Services
    - Patient Education
    - Support Programs
      - HIV/AIDS program
      - Donated dental service program
      - Mobile dental service programs
  - What are some opportunities-
    - Coordination of services
      - More communication across safety nets- this is an opportunity to create something dynamic together.
    - Transportation



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- Ongoing issue of transport to dental services between the hours of 9 and 11 am. The I-ride system is being overloaded during this busy time.
  - Suggested solution from the October forum: group patients around the same time slot with different dental providers.
- Cost
  - Medicaid expansion opens coverage for 37,000 South Hampton Roads adults. This however, does not provide any comprehensive dental coverage, just the extraction-only dental benefit.
- Language
  - Undocumented status leads to care avoidance.
  - Sarah Bedard Holland mentioned that the Trump administration proposed a new “public charge” policy which would expand the list of public services (e.g. TANF, Medicaid, SNAP, etc.) that would be considered in citizenship applications. This could create a further chilling effect on immigrants seeking care. More information on this in [VaOHC’s May update](#).
- What else?
  - Internally, the no-show rate needs to be better managed.
  - Measure safety net capacity make sure everyone is served.

### What are the goals and strategies?

- The goal is to increase the number of uninsured/under-insured adults with an established dental home by improving collaboration among free and low-cost dental providers.
  - The strategies include-
    - Convene a safety net group to share information and develop a resource sheet.
    - Explore qualitative data about barriers to utilization of care.
    - Work on referral system for safety net partners.
    - Improve coordination with CCEVA’s dental voucher program.
- What is happening outside of SHR?
  - Capacity Mapping- VaOHC is collaborating with a safety net coalition in the Richmond region to survey safety net clinics and map the capacity to meet the demand for medical, behavioral health and dental services.
    - Not only mapping the capacity, but which areas are highest in need according to trends in chronic disease, preterm birth, life expectancy and other factors.
    - Organizations collect this data by zip code.
    - Pinpoint the highest need and see if it is being reached. If not- why not?
  - Qualitative research where barriers are identified from the patient perspective.
  - Safety Net Learning Collaborative on Oral Health Integration
    - Using Virginia Health Department grant funds to facilitate a learning collaborative of four safety net clinics from around Virginia who are each



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working on different oral health integration initiatives (e.g., medical and dental record integration, clinic workflows, etc.). VaOHC plans to continue the collaborative in 2018-2019 with new clinics and will produce a white paper of lessons learned from the first round of the collaborative.

### Discussion: Next Steps

- Agencies with a high turn-over with case managers would benefit from having a central resource for them to know what services exist.
  - Access Partnership provides some of this information; could be added to.
- Several meeting participants suggested information that could be collected from clinics to assess their capacity and to make it easier for referring agencies to direct clients to appropriate care.
  - E.g., schedules, wait lists
- Several meeting participants noted that the patient perspective is missing on what are the barriers/enablers of care utilization.
- Obici Health Care Foundation is going to be doing asset mapping with their grantees in the fall; would like to coordinate efforts to map out services.

### Action Items:

- VaOHC will convene a smaller workgroup of the South Hampton Roads Oral Health Alliance call to begin capacity mapping, create a database of what services are available and implement focus groups with patients.
- This oral health-focused effort should be aligned with the similar work Obici Health Care Foundation plans to do with the clinics in the Western Tidewater area.
- **Volunteers to join the workgroup are currently being accepted** – email Lauren Gray: [lgray@vaoralhealth.org](mailto:lgray@vaoralhealth.org).

### Medicaid Expansion:

- Coverage in Virginia
  - Medicare currently has no dental benefit.
  - Medicaid and FAMIS has comprehensive dental coverage for children and pregnant women, with an extraction benefit for adults.
  - Traditional dental benefits include prevention services with a yearly cap.
  - The Exchange dental benefit for adults has no mandate or subsidies.
- Medicaid has been expanded to **400,000 newly eligible adults** in Virginia!
  - 37,500 newly eligible adults in South Hampton Roads!
  - The current effective date is January 1<sup>st</sup> but may be earlier; it is still to be determined if it will begin for open enrollment this fall.
- Medicaid will include a limited dental benefit.
  - Extraction only with an MCO enhanced benefit, such as a cleaning.



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- VaOHC will be pushing out communication tools about what benefits are available in the coming months

### **VaOHC's Legislative Advocacy:**

- VaOHC will be working with regional alliance partners to advocate for a comprehensive adult dental benefit in Medicaid, which is one of our top [legislative priorities](#).
- Beatriz Amberman mentioned that VaOHC also coordinates a Legislative Day on Capitol Hill in Richmond every January. VaOHC will share more details about that as we get closer to the 2019 General Assembly session.

### **Next South Hampton Roads Oral Health Alliance Meeting:**

- TBD – VaOHC will coordinate a meeting for those interested in qualitative research on patient perspectives and those who want to assess the safety net capacity.

### **Upcoming Events:**

#### 2-Day Workshop: Collaboration and Leadership to Improve Oral Health

When: Tuesday, August 21, 9:00 am - 5:00 pm & Wednesday, August 22, 8:30 am - 3:00 pm

Where: Independent Insurance Agents of Virginia Bldg, 8600 Mayland Drive, Henrico, VA 23294

*Pre-register by Tuesday, August 14 at <http://bit.ly/VaOHCAug2018> (funds may be available to offset travel expenses)*

#### Save the Date: 2018 Virginia Oral Health Summit

When: Thursday, November 8, usually 9:00 am - 3:30 pm

Where: The Westin Richmond, 6631 W Broad St, Richmond, VA 23230

*Registration opens in September at [www.vaoralhealth.org](http://www.vaoralhealth.org) (early bird rates available)*