



## **ODS Community Dental Program Overview Dental Plan Special Distribution, April 11, 2022**

ODS Community Dental (ODS) provides dental services to Oregonians covered under the Oregon Health Plan (OHP) and has participated in the program since its inception in 1994. ODS holds dental plan agreements with ten coordinated care organizations and directly with the Oregon Health Authority (OHA). ODS provides customer service, claims processing, provider contracting and credentialing, quality improvement, and dental case management services to its OHP members and contracted providers. ODS' parent company is Moda Partners. ODS operates under the guidance and leadership of the Moda Partners vice president and chief dental officer. The ODS team is managed by the director of dental Medicaid, manager of contracts and quality, and manager of provider network and Medicaid operations.

ODS offers a variety of contract options to its network providers. These options include traditional fee for service (FFS) reimbursement, capitation/alternate payment methodology (APM) model, and a hybrid FFS/capitation APM option. In addition, ODS providers are eligible for annual CCO bonus dollars related to achievements with the OHA dental metrics. The ODS APM model includes an incentive withhold that is tied to performance measures. The ODS provider recruitment and retention (PRR) team works with its contract providers to offer training, APM agreement options, diabetic and preventive services gap lists, and recurring check-in meetings. The PRR team identifies access gaps for both general dentistry and specialty dental services throughout Oregon and offers agreements to specialists that meet their operating costs of providing specialty services.

In 2021, overall dental services utilization by ODS members increased to 37% compared to 34% in 2020. However, this rate is still much lower than what ODS experienced in pre-pandemic years which was 47% in 2019 and 48% in 2018. While utilization improved in 2021 and the system appears to be rebounding from the major disruption and impacts caused by the pandemic, utilization has still not returned to prior levels.

ODS is grateful to receive grant funds related to the 2021 dental rate reduction and plans to be good stewards of these dollars to meet legislative intent for this grant money. To impact dental utilization, assist providers in covering additional pandemic related costs, increase the provider network, and strive to meet OHA dental incentive measures, ODS has created four separate categories for distribution of these grant funds. The first and most robust category is distribution of funds to active ODS providers. The distribution will be based on total members treated in 2021. Secondly, ODS will allocate funds to enhance specialty services agreements for oral surgery, endodontics, and pediatric dentistry. The third category is focused on the ODS equity programs. ODS will expand the work provided by its Latino specialist by building out the member section of the website to include education materials. The Latino specialist will also partner with ODS providers and contribute to their member outreach programs. In addition, ODS will expand this program to include additional marginalized member populations. And lastly, ODS will allocate funds to its community outreach program. This work will include targeted outreach to meet preventive services metrics and ensure members with a diabetic condition receive an oral health evaluation.

In summary, ODS has a four-point plan for distribution of the grant money with the ultimate goal of meeting OHA dental incentive measures, increasing access to care, and compensating our providers for financial hardships experienced with the pandemic, increased overhead costs, and low Medicaid reimbursement.