

COOS COUNTY - SYSTEM OF CARE BARRIER IDENTIFICATION FORM

Date: February 12, 2021

Barrier Categories:

- Services and Supports (access and quality)
- Child and Family Team Meeting (process, protocol, and functioning)
- Roles and Responsibilities (who does what, collaboration, follow through)
- Legal Mandates
- Policies and Procedures (laws, state & agency rules)
- Cultural & Linguistic Competence
- Other:

Description of Barrier:

Dental Care Process: Mother of a non-verbal, autistic child had a dental provider discontinue Advanced Health coverage in the middle of care. The child could no longer be seen by the provider and had to switch to a new dentist over an hour away. Due to having to switch dentists and Covid restrictions, it took almost a year to complete much needed dental work. The Mother was unsure whether her child experienced pain associated with his dental needs because of his inability to communicate.

Concerns were raised by committee about limited or lack of Dental providers who understand children with special needs.

Concerns were also raised about continuity of care when a provider discontinues or drops coverage with OHP. What can OHP do to assist in the process. (this barrier will be separated from this one).

During review additional concerns were raised about the way DHS/JJ/OHP members are being treated during appointments (caregiver instructed they are not allowed with the child), insensitivity about trauma, lack of providers, and crisis situations not being managed as per Advantage Dentals protocol.

Advanced Health does not provide the dental coverage directly. Advantage Dental is the insurance company that carries the coverage. Currently, the Board approved Advanced Health to contract directly with Dental providers. Advisory Committee: Reviewed and discussed the need to have further information. For example, is it a capacity issue? What is the average wait time for service? Is it an Advantage Dental issue? What other complaints are being made? What is the average wait time?

DHS has had ongoing issues with Advantage Dental, i.e., not providing emergency care and canceling appointments and then rescheduling 6 weeks out.

6-9-21 Advanced Health presented about the CCO Grievance protocol. Stated there have been several complaints made about Advantage Dental. Members of the SOC AC were encouraged to submit a complaint and/or instruct the member on how to submit a complaint. Advanced Health Grievance department also recommended the SOC committee submit a letter directly to Advanced Health to help support their concerns being submitted to the State. Advanced Health is considering contracting directly with Dental Providers.

6-24-21 Executive Committee reviewed the Barrier and discussed that it needs additional information

before writing/endorsing the letter of concern. Family member volunteered to write the letter once committee members have all information regarding the "other" dental barriers submitted by the PLWG. 7-12-21 Parent wrote letter and final review will continue once DHS is able to substantiate number of concerns being reported to the PLWG. Once the Executive Committee verifies the number of complaints, the letter will be presented for approval to send to Advanced Health.

8-26-21 Executive Committee member, DHS ED has not collected the information needed to move forward with the letter. Moved to review next EC meeting.

9-23-22 Pending additional information.

10-28-22 DHS EC Member on leave of absence pending other DHS reports.

On 3-9-22 Advantage Dental VP and Regional VP attended a SOC all governance meeting and discussed some of the things they are doing to address the multitude of concerns that have been submitted by members. Following the discussion each committee debriefed and made recommendations about next steps as shown in the recommendations summary.

Recommendations

1. Follow up with OHP to find out if there are provisions for situations that preclude continuity of care/treatment.
2. Check with Advanced Health to learn whether there are Dentist in the Coos area that specialize in providing treatment for special needs children. **Coos has one I/DD OHP private provider.**
3. PLWG will send the Barrier to the SOC Advisory Committee for further review.
4. Advisory Committee would like for Advanced Health to provide data around capacity and complaints.
5. SOC Coordinator to schedule a presentation with the Quality Control Coordinator at Advanced Health.
6. Write a letter of concern to Advanced Health so that it can be presented to the Board of Directors for further action.
7. Family member wrote letter and submitted it to AH for processing and follow up w/Advantage Dental.
8. Invite Advantage Dental VP's to SOC governance to address ongoing concerns.
9. March 9, 2022, Advantage Dental Presentation/Question/Answer Session by Advantage Dental VP and Regional VP: Advantage Dental is aware of the grievances made by members and have a strategic plan in place to address the issues. Advantage Dental cited lack of providers, COVID, staffing, and need for Trauma informed training as their challenges to be addressed.

Following the presentation given to all SOC governance, EC/AD/PLWG committees recommend time to determine whether the changes being made by Advantage Dental are adequately implemented. Further concerns from OHP members are to be addressed directly to Advantage Dental's VP and Regional VP per their request. AH would also like to be informed about future complaints/grievances by its members so that OHA can be informed.

This barrier will be sent to the State SOC Steering Committee for review if Advantage Dental continues w/unacceptable practices w/OHP members and is the barrier is considered partially resolved at the local level.

10. On June 8, 2022, additional concerns have been raised during the Advisory Committee meeting about a child who is disabled with extensive, emergency dental work needed, and date of dental procedures was delayed.

A formal grievance may be filed by the agency on behalf of the child/family. Another concern raised by a parent involved differences in the way her two children are being treated differently as they have two different types of insurance: OHP and a private insurance company. Parent plans to write a letter that will accompany the barrier being sent to the SOC Steering Committee as being recommended by the Coos SOC AC committee.

11. Formal vote from Executive Committee to send barrier to the SOC Steering Committee.

My Role is:

Care Coordinator Mental Health Physical Health Education Representative Developmental Disabilities
 Department of Human Services Juvenile Justice Family or Family Representative Youth or Youth Representative Other

Yes, I would like follow up:

No, I do not want follow up.

(Name)

(Contact Information)

Please do not include Protected Health Information on this form!