

	Title: Case Management System	Version: 2
	Owner: Melissa Mitchell (Director of Production)	Approved: 03/22/2018

**Purpose:** To provide a process in which an enrollee can receive additional support in accessing dental care.

**Responsibility:** Quality Improvement (QI)/Utilization Review (UR) Committee

**Scope:** Advantage Dental Services, LLC

**Definitions:**

Special Health Care Needs - Individuals who have high health needs, multiple chronic conditions, mental illness or Substance Use Disorders and either 1) have functional disabilities, or 2) live with health or social conditions that place them at risk of developing functional disabilities (for example, serious chronic illnesses, or certain environmental risk facts such as homelessness or family problems that lead to the need for placement in foster care).

**Compliance:**

**Forms:**

**References:** 42 CFR 438.208; OAR 410-141-3160; OAR 410-141-3170

**Policy:**

- Establish a dental home for each enrollee, which he/she can access on a regular basis to: 1) develop a relationship with their Primary Care Dentist (PCD); and 2) address their dental health care needs;
- Mainstream all enrollees into a dental home from the time of enrollment; and
- While supporting enrollees in mainstreaming into a dental home, provide case management with dentists, staff, caseworkers, Coordinated Care Organizations (CCOs), etc., to those enrollees who may experience difficulty in their dental home.

New enrollees are mailed a Welcome Packet with information on: (1) how to make an appointment, (2) what to do in a dental emergency, , and (3) iinstructions on how to obtain a listing of all DCO providers.

**The information flows to the Case Management Department through one or more of the following:**

- Customer Service /Production Department
- Complaints – verbal or written from enrollee/client
- Provider Offices – submission via Dental Care Organization’s (DCO’s) electronic Case Management System including Special Health Care Needs Enrollees
- Care Facilities which may include Special Health Care Needs Enrollees
- Physician Offices
- Coordinated Care Organization which may include Special Health Care Needs Enrollees
- MAP Client Services Unit
- OHP Regional Meetings



Title: Case Management System	Version: 2
Owner: Melissa Mitchell (Director of Production)	Approved: 03/22/2018

**DCO’s responsibilities are to report the following:**

- Suspected child neglect or abuse, disabled abuse and elder abuse to appropriate authority (See Mandatory Reporting Policy and Procedure)
- Fraud, Waste and Abuse (See Fraud, Waste and Abuse Policy)
- Contact local authorities if DCO suspects someone is threatening harm to themselves, providers and their staff
- Protective Services

**DCO’s Case Management System includes the following:**

- Complaint/Grievance/Appeal Process (see Grievance & Appeal Policy and Procedure)
- No Show/Missed Appointment Counseling
  - Enrollees who have frequently missed appointments or exhibit behavioral issues.
  - Provider offices will continue to report enrollees who miss appointments via the DCO’s secure web portal.
  - Providers are responsible to call and confirm all appointments for OHP Enrollees if they also do this for non-OHP patients. When an enrollee has three documented missed appointments, the DCO recommends that the PCD refers the enrollee to Case Management and the enrollee will only be scheduled for emergent/urgent care until Case Management contacts the enrollee and there is an agreement by the enrollee to keep their appointments.
  - Providers will also use the DCO’s secure web portal to refer an enrollee to Case Management.
- Behavioral Counseling
  - The goal is to help correct and educate enrollees who (1) exhibit behavioral issues, (2) have been dismissed from a dental office, (3) have special health care needs, and/or (4) commits, or threatens to commit, acts of physical violence and/or fraudulent or illegal acts.
  - The Case Management Department shall contact the enrollee either verbally or in writing, depending on the severity of the problem, to develop an agreement regarding the issues. If contact is verbal, it shall be documented in the enrollee’s record. If the severity of the problem and intervention warrants, the DCO shall develop a care plan that details how the problem is going to be addressed and/or coordinate a case conference. Involvement in a case conference may include the provider, CCO, caseworkers, enrollee, family and other appropriate agencies depending on the circumstances and the enrollee’s needs.
- Emergency Room Use for Dental (See Hospital Emergencies Policy and Procedure)
- Adverse Outcomes (See Adverse Outcomes Policy and Procedure)
- Fraud, Waste & Abuse Prevention & Detection (See Fraud, Waste and Abuse Policy)
- Help Enrollees Arrange for Transportation, if needed, for a scheduled dental appointment (See Transportation Policy and Procedure)



Title: Case Management System	Version: 2
Owner: Melissa Mitchell (Director of Production)	Approved: 03/22/2018

- Help Enrollees and Providers arrange for Interpreter Services (See Communication Services Policy and Procedure)
- Dismissal of Enrollee from Dental Practice (See Dismissal of Enrollee from Practice Policy and Procedure).
- Second Opinion Requests (See Second Opinion Request Policy and Procedure)
- Help Enrollees and Providers with ongoing referrals (See Referral Policy and Procedure)
- Help Enrollees with Accessing Services (See Accessibility of Services Policy and Procedure).
- Special Health Care Needs (SHCN) - Patients shall be assessed to determine whether they meet the definition of SHCN. Patients with SHCN shall have direct access to specialists as needed for enrollees with special healthcare needs within 5 days or, if a high priority, within 1-2 business days. See Referrals Policy and Treatment Planning & Documentation Policy.

**Approvals:**

Date: 03/22/2018

Approved by:

Lorena Reinhart (Executive Assistant), Executive Assistant, Operations

**Reviewed and Revised**

10/01/2012	Jeanne Dysert	Tamara Kessler	Missy Mitchell		
05/02/2014	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio	
02/23/2015	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio	
02/23/2016	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Jeff Dover	
02/14/2017	Jeanne Dysert	Tamara Kessler	Missy Mitchell		
03/17/2017	QI/UR Committee				
03/12/2018	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Rose Novak	