Denti-Cal
California Medi-Cal Dental
Bulletin

March 2015
Volume 31, Number 5

This Issue:

Training Seminars

Reserve an available spot for one of our open training seminars.

Webinar
Basic & EDI/D528 - Mar. 3, 2015

Temecula—**Both Full and Closed**
Basic & EDI/D529 - Mar. 11, 2015
Advanced/D530 - Mar. 12, 2015

Webinar
Basic & EDI/D531 - Mar. 20 ,2015

San Jose
Basic & EDI/D532 - Mar. 26, 2015
Advanced/D533 - Mar. 27, 2015

Provider Enrollment Assistance Line

Speak with an Enrollment Specialist. Go here for more information!
Wednesday, Mar. 18, 8 am - 4 pm.

First Tooth or First Birthday Initial Dental Checkup

No child is too young for good oral health. Undetected and untreated tooth decay can lead to infection, loss of teeth, and expensive and preventable emergency and restorative procedures at a very early age. Establishing a regular source of care and treating Denti-Cal's youngest beneficiaries gives providers the opportunity to discuss the importance of preventive dental care with parents and allows them to detect early childhood caries and determine fluoride needs.

Seeing young children upon the eruption of their first tooth and no later than their first birthday is recommended by the American Dental Association (ADA), the American Academy of Pediatric Dentistry (AAPD), and the American Academy of Pediatrics (AAP).

As providers, you have the opportunity to establish the foundation of a child's oral health and provide a valuable service to your community. Educating parents on their child's oral health needs is an invaluable part of their first visit to the dentist. This first visit is the perfect opportunity to demonstrate how to properly clean the child's teeth and advise parents on the adverse effects of unhealthy dietary habits. Although the initial dental examination of a child may not involve many teeth and can be done very quickly, the early detection of early childhood caries can result in a better dental experience for our youngest beneficiaries, free from the pain and anxiety a child would face during more invasive procedures.

Parents should be advised that if they give their baby a bottle at bedtime, they should only give water and gently wipe the baby's gums with a washcloth until the first tooth arrives. After the first tooth, they should brush baby teeth at least twice a day with an age-appropriate toothbrush using a "smear" of fluoridated toothpaste.

If you would like assistance in referring young patients to another dentist willing to see young children, please feel free to contact the Denti-Cal Provider Customer Service line at 1-800-423-0507.

If you would like to learn more about the first tooth or first birthday recommendation, please consult the resources below.

Resources:

Denti-Cal Provider Bulletin: Dental Periodicity for Children

- http://www.denti-cal.ca.gov/provsrvcs/bulletins/Volume_26_Number_7.pdf

American Academy of Pediatric Dentistry

- Guideline on Caries-risk Assessment and Management for Infants, Children, and Adolescents:
  http://www.aapd.org/media/Policies_Guidelines/G_CariesRiskAssessment.pdf

- Guideline on Periodicity of Examination, Preventive Dental Services, Anticipatory Guidance/Counseling, and Oral Treatment for Infants, Children, and Adolescents (chart):
  http://www.aapd.org/media/Policies_Guidelines/G_Periodicity.pdf
  http://www.aapd.org/media/Policies_Guidelines/G_CariesRiskAssessmentChart.pdf

- Guideline on Infant Oral Health Care:
  http://www.aapd.org/media/Policies_Guidelines/G_InfantOralHealthCare.pdf

The National Maternal and Child Oral Health Resource Center

- Dental Home:
  http://www.mchoralhealth.org/highlights/dentalhome.html

- Fluoride Varnish:
  http://www.mchoralhealth.org/Topics/flvarnish.html

- Dental Sealants:
  http://www.mchoralhealth.org/Topics/ds.html

First Smiles for the Dental Team (Free!)

- The purpose of this one (1) unit course is to improve the pediatric oral health and overall health of children, birth through 5 years old, including those with special needs, by instructing dental team members on how to screen, assess and provide preventive treatment to children, and provide anticipatory guidance on oral health to young children and their families.
  http://www.cda.org/member-resources/education/online-learning#firstsmiles

NEED MORE INFORMATION?

Provider Enrollment Workshops

Are you a dental provider who is interested in joining the Denti-Cal program but don't know where to start? Do you have questions about the Denti-Cal enrollment process? Then please drop-in anytime during the hours scheduled below to attend one of our enrollment workshops! Registration is preferred, but not required.

Date/Time:	Location:	County:
Thursday, Mar. 12, 2015 8:00 AM- 4:00 PM **Register Now!**	Double Tree Hotel Monrovia-Pasadena Area 924 West Huntington Drive Monrovia, CA 91016	Los Angeles County
Thursday, Mar. 26, 2015 8:00 AM- 4:00 PM **Register Now!**	Double Tree Santa Ana - Orange County Airport 201 East MacArthur Blvd Santa Ana, CA 92707	Orange County

Best Practices for Providers in Addressing No-Show Rates

The Denti-Cal program is dedicated to improving beneficiary utilization and helping providers decrease the number of patients who fail to show or cancel appointments. When patients do not attend scheduled appointments, dental offices suffer as they have reduced capacity to schedule other patients and may potentially lose revenue from missed appointments and increased overhead costs.

A recent study of Iowa pediatric dentists by the University of Iowa, College of Dentistry, showed that there are several methods to encourage and sustain good appointment keeping habits by patients[1]. In Iowa, 90% of all pediatric dentists participate in Medicaid, with around 54% of these practices contributing to the data of the study. The study concluded that the method of appointment reminders is a significant factor in promoting good appointment-keeping behavior along with payer mix, patient gender, and practice longevity. Significant findings included:

- Reminders delivered by e-mail result in lower appointment failure and cancellation rates.
- Appointment reminders delivered in English and Spanish result in fewer failed appointments as opposed to reminders delivered in only English.
- Appointment reminders delivered by both the dental staff and an automated system result in fewer failed appointments.
- If the notification of attendance policy is delivered in person, patients are more likely to attend the appointment.
- If a patient is informed that they violated attendance policy, practices generally saw fewer failed appointments.

Denti-Cal encourages providers to aid patients and their families by using these methods of appointment reminders so that children and adults receive the preventive and regular dental care they need while improving utilization and access to care for Denti-Cal patients.

The Denti-Cal program thanks you for your time and commitment to ensuring access to all beneficiaries. If you have any questions, please contact the Provider Customer Service line at 1-800-423-0507.

Reminder: Website Update Postcards to be Discontinued

Providers are reminded that the new Denti-Cal Provider E-Mail List will be replacing the Denti-Cal Website Update Postcards. The final postcards will be mailed out in April 2015.

Providers are encouraged to sign-up for the e-mail notifications on the Denti-Cal website. More information regarding the e-mail list can be found in Bulletin v.31, #1.

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[1] J.D. Anderson, M.J. Kanellis, and F. Qian. "Factors Affecting Appointment-Keeping Behavior in Iowa Pediatric Dental Practices." *International Association for Dental Research.*, 20 Mar. 2013.
https://iadr.confex.com/iadr/13iags/webprogram/Paper172689.html

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