

DENTAL ADVISORY COMMITTEE (DAC) MEETING MINUTES
August 12, 2021

DAC Members Present:

Ron Wilkerson, DMD, St. James Dental Center (Chairman)
Nick Pfannenstiel, DDS, Jordan Valley, Springfield, MO, State Dental Consultant
Alan Stoll, DDS, Oral Surgeon, Hannibal, MO
Vicki Wilbers, Missouri Dental Association
Matthew Tinnel, DDS, Truman Medical Center
Robert Waxler, DMD, Manchester, MO, State Orthodontic Consultant
Alan Krebs, DDS, Northwest Family Dental

MO HealthNet Division (MHD) Staff Present:

Nanci Nikodym, Clinical Services Director
Julie Phillips, Program Coordinator
Karen Pendleton, Program Specialist
Karen Tappel, Benefit Program Senior Specialist
Fatimah Jennings, Program Specialist
Guy Deyton, DDS, State Dental Director

Missouri Medicaid Audit and Compliance (MMAC) Staff Present:

Chelsea Smith, Registered Nurse Supervisor

Guests Present:

Dr. DePorter, National Dental Director, Envolve Health Plan
Kathleen Goecker, United HealthCare
Dana Linville, UMKC School of Dentistry
Aaron Washburn, DentaQuest
Olivia Wilson, MO Dental Association (MDA)

WELCOME/INTRODUCTIONS

Dr. Wilkerson opened the meeting and introduced Dr. Guy Deyton. MHD announced attendees.

REVIEW OF MEETING MINUTES

Dr. Wilkerson made a motion to approve the minutes of the February 12, 2021 meeting. The motion received a second and all members approved.

OLD BUSINESS

ICD-10 DIAGNOSIS CODE REQUIREMENTS

MHD advised that this issue has been resolved and needs no further discussion.

HOME STATE HEALTH/ENVOLVE STAINLESS STEEL CROWN DENIALS

Dr. Wilkerson reported that his office is still having problems with stainless steel crown denials from Home State Health Plan/Envolve. He added his office is working with Dr. DePorter, National Dental Director with Envolve, to resolve the issues. Dr. Pfannenstiel stated his office is receiving denials as well and working with Dr. DePorter to resolve.

DIAGNOSTICSITE ASSESSMENT LETTER FROM MHD

Dr. Wilkerson asked Julie Phillips, with MHD, for an update on this. Julie stated this issue was resolved after the last DAC meeting and advised she will resend the email that she sent out after the last meeting to the committee for their information.

NEW BUSINESS

ASSOCIATION/HEALTH PLAN UPDATES

Dr. Pfannenstiel expressed his concern about the lack of agenda items provided by the committee members and invited discussion as to what the purpose of the committee is. He also proposed that in future meetings, all health plans and associations represented in the meeting provide an update for their respective areas. Dr. Wilkerson agreed. Nanci Nikodym agreed that updates are necessary to continue having this committee meet. Vickie Wilbers, with MDA, stated that she feels the purpose of this committee is to address dental program issues and added that she did not have any to discuss at this time. Dr. Wilkerson agreed with Vickie and feels this committee does play a big role because it is a diverse crowd and this committee helps get changes made to issues the providers are having. Dr. Tinnel stated he feels it is important to have this forum to discuss issues. Julie Phillips added that the committee's purpose is to discuss dental policy issues that need review and not just field provider complaints. Dr. Tinnel made a motion to have all health plans and associations that participate in the meeting to provide an update at future meetings. Dr. Pfannenstiel gave the motion a second and all members approved. MHD staff will compile a list of representatives from all health plans and associations that participate in the meeting and coordinate updates for the agenda of future meetings.

New Dental Director

Dr. Guy Deyton introduced himself to the committee and explained his role as the new State Dental Director.

ROUND TABLE

Dr. Wilkerson opened the floor for discussion on timely filing and/or prior authorization issues.

Dr. Stoll stated that all managed care plans have different prior authorization timeframes. Dr. Wilkerson agrees with Dr. Stoll he would like things timely filing and prior authorizations to be the same between managed care health plans and fee-for-service. Nanci Nikodym stated that managed care plans do not have to follow fee-for-service guidelines. Dana Linville from the UMKC School of Dentistry added that they have multiple issues with timely filing and was able to get United Health Care to change their timely filing limit to six (6) months. Dr. Pfannenstiel stated this issue should be addressed when the managed care contracts are being renewed. He stated making it easier to file claims might help get more MO HealthNet dental providers enrolled. MHD staff advised they would take this recommendation back and discuss with the Managed Care Unit.

Dr. Wilkerson asked, when RFP's go out, is this something that can be shared and discussed with the committee. Dr. Wilkerson and Nanci discussed the process of the RFP and the negotiation between the state and the bidders. Dr. Wilkerson asked when the timely filing guideline changed in managed care from MO HealthNet. Vickie Wilbers would like to know if the associations could review the contract and give input before it goes out. She also would like to know when the RFP is due back in. MHD advised they will speak with managed care staff about the committee's concerns and will follow up with the committee.

Dr. Stoll stated he is having issues with paper claims submitted to Wipro for review. Dr. Stoll wants a name of whom his office can call to talk to about this issue. Nanci stated that Karen Pendleton is the contact and provided Dr. Stoll with her direct line. Julie stated this is the first MHD has heard of this

complaint. Dr. Stoll stated the eMOMED website does not contain current participant information and delays the filing of claims. Dr. Pfannenstiel stated he has noticed that patient information on eMOMED is not up to date. He advised the committee that his office reaches out to the primary insurance to get information and this helps speed up the billing process.

Meeting adjourned.