



NH LEADERSHIP SERIES

Dental Dawgz Class of 2023

Who Are We?

Oral Health Care Action Group

- Owen Bastille
- Will Walker
- (We lost a few along the way)



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What Is Our Topic?

Adult Dental Medicaid Benefit

- Governor Sununu signed HB 103 and SB 422 into law on July 1, 2022
- Went into effect on April 1, 2023
- Our task was to do something about it



How did we decide what to do?

- Forming,
- Storming,
- Norming,
- Performing



Forming

We met early on:

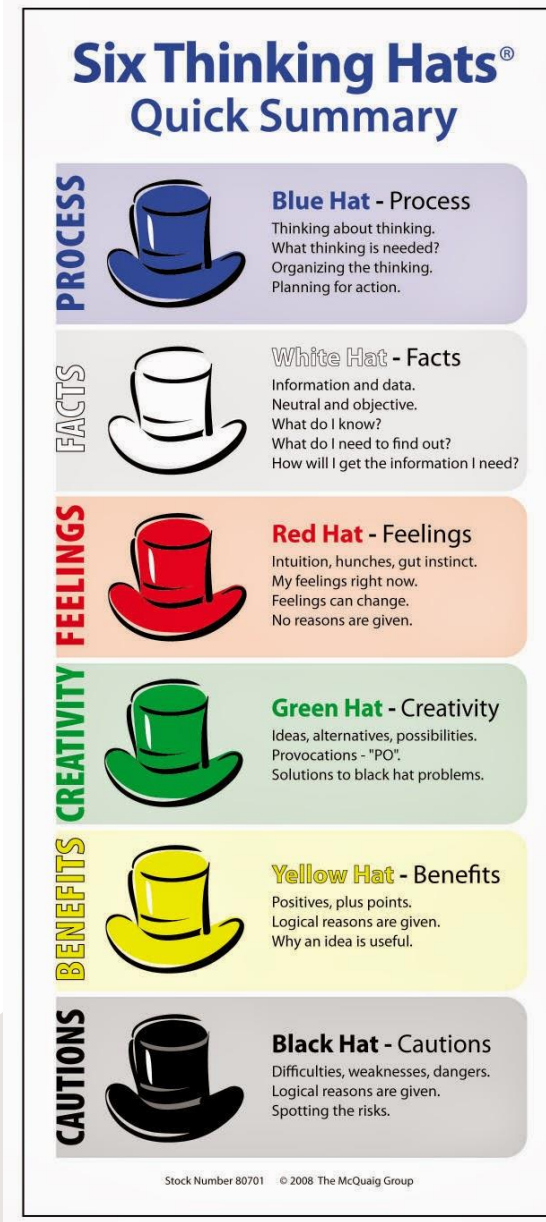
- Introductions to each other
 - Background
 - Interest in Oral Health Care
- Discussed our initial impressions and thoughts about the project



Storming

Identified who might wear which of the 6 hats

- Quickly fell apart due to team members needing to leave leadership for personal reasons
- The smaller the team, the more hats each of us needed to wear
- We switched hats frequently and seamlessly



Norming

- What are others already doing?
 - ABLE NH
 - NH Oral Health Coalition
 - DHHS
- What gaps exist?
- What can we achieve?
- Can we create something that will have a life after graduation?



Norming cont.

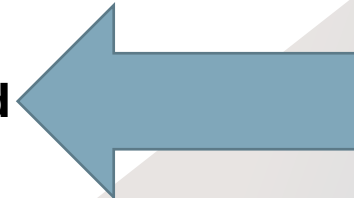
Identified Potential Areas

- Lack of dentists due to lack of staff (e.g., hygienist workforce shortage)
- Dentists cannot afford to do it (e.g., low reimbursement rates, extra cost to do extra paperwork)
- Dentists are not equipped to help people who need transportation or who are not able to get to the dentist altogether
- ***Patients need help navigating the system to find a dentist***

FOCUS



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Norming cont.

Given "Patients need help navigating the system to find a dentist", brainstorm ideas and deliverables

- Conduct surveys?
- Create videos?
- Do in-person trainings?
- Write op-eds?
- Develop materials to describe an accessible dental experience?



Performing

Build a collaboration larger than us

- Leadership (us): focus on patient information
 - Tri-fold and pamphlet containing info on the benefit and how to sign up
- ABLE NH: focus on dentists
 - Videos and relations to convince dentists to enroll
- NH Oral Health Coalition: connections
 - Help with relations with Delta Dental and DHHS



Results

The larger collaboration worked well

- NH Leadership (*ie: us*)
 - Trifold and flyer in final edits with DHHS
- ABLE NH
 - Videos currently being edited
- NH Oral Health Coalition
 - Will be distributing trifold and flyers when ready



New Hampshire Adult Dental Medicaid Benefit

Starting April 1, 2023, dentists enrolled with Medicaid will support the adult dental Medicaid benefit

What is Covered

The benefit includes the following services for eligible adults aged 21+

- X-rays and examinations
- Cleanings
- Fillings
- Limited gum-related treatment
- Tooth extractions and other oral surgeries
- Other appropriate general services such as anesthesia
- Transportation to and from dental appointments
- Support for oral health through care coordination

Individuals with removable partial and full dentures may qualify for services under the following criteria

- Developmental Disability (DD) Waiver
- Acquired Brain Disorder (ABD) Waiver
- Choices for Independence (CFI) Waiver
- Nursing Facility Residents

Finding a Dentist

Call your dentist to learn if they are already enrolled or plan on enrolling. You can also visit <http://dentaquest.com/newhampshire> to find a list of NH Smiles Adult Medicaid dental providers in your area. You can call any one of the providers to make an appointment.



Signing Up

- As of April 1, 2023, NH Medicaid benefits include dental.
- To find out if you qualify or to sign up for NH Medicaid, visit the DHHS **NH EASY** portal at <https://nheasy.nh.gov/#/screening>
- If you already receive Medicaid benefits, you should receive a new Medicaid card and dental welcome packet around April 1.
- Once you are signed up, contact a Medicaid-enrolled dentist. The dentist will help you with all the necessary paperwork. Let them know you're looking for the "Adult Medicaid Benefit".



Getting Help

New Hampshire's Department of Health and Human Services (DHHS) selected NorthEast Delta Dental, in partnership with DentaQuest, to provide dental services for the adult dental benefit.

For help, call **1-844-583-6151 (TTY 800-466-7566)**, Monday through Wednesday 8:00 A.M. to 8:00 P.M., Thursday through Friday 8:00 A.M. to 5:00 P.M. EST.



Conclusions/Takeaways

- A lot of the time was spent in the Forming and Storming stages due changes in group make up and focus.
- Communication and flexibility became **CRITICAL** for our group!!
- Utilizing each other's strengths and skills to trade off tasks when stuck or needing help allows the work to go much faster (rather than struggling on alone on your individual part)
- Implementing Dental Medicaid is a very complex and changing process and will require the participation of all stakeholders involved
- Scaling down your projects to meet the limits/feasibility of your group is not giving up as long as you don't lose sight of the ultimate goal
- Forming an entity larger than yourself lets you do bigger things

“
Change is
the only
constant in
life.
--Heraclitus
”

Activity Time/Questions

- Top secret activity (hint, ends in “-ingo”).

