Council on Dental Care Programs and Dental Practice
2015 Annual Report

Resolution 9-14 (ODA’s Councils and Committees Review ADA’s Environmental Scan)
• The council met with ODA President Dr. Tom Paumier concerning Resolution 9-14 and the ADA’s environmental scan, “A Profession in Transition: Key Forces Reshaping the Dental Landscape.” The council concluded the report addresses issues more national in scope and, as such, the ODA should focus on providing information relative to them to the membership. The council identified the following critical issues in the environmental scan relevant to the council’s charge and developed the accompanying action steps to address them:
  - Dental Care Utilization – Provide information to the membership concerning third party payment issues, the Affordable Care Act and its pediatric dental care component, Medicare opt out and increased Medicaid enrollment eligibility.
  - Population Demographics – Complete implementation of Resolution 11-14 (Age One Dental Visits Promotional Campaign).
  - The Affordable Care Act and Dental Care Utilization – Provide information to the membership concerning enrollment and utilization.
  - Changing Dental Care Delivery Models – Monitor the development of multi-group dental practices in Ohio, promote the ADA’s DMSO contract analysis service, provide information to the membership concerning delegable duties and how dental team members may be legally utilized.

Resolution 11-14 (Age One Dental Visits Promotional Campaign)
• The council developed an action plan to implement Resolution 11-14 that includes: 1) providing information necessary to develop one article for the ODA Today that addresses providing oral health care to children starting at age one covering background information, what to look for and referral sources, parental education and resources, 2) recommending a presentation on this topic be made at the ODA Annual Session and 3) suggesting that the component dental societies do likewise.

Resolution 14-14 (Hearing Loss)
• The council developed an action plan to implement Resolution 14-14 that includes by providing information necessary to develop one article for the ODA Today that addresses hearing loss in dentistry, covering background, symptoms, causes, prevention tips and resources.

Resolution 18-14 (Medicaid Audit Preparation)
• The council formed a task force comprised of council members and members of the ODA Medicaid Working Group to develop recommendations for addressing Resolution 18-14.
• The task force identified significant differences between the rules governing the Ohio and other state Medicaid programs and particularly Nebraska’s. Ohio’s rules do not allow the type of interpretation that Nebraska’s RAC employed thereby effectively making the type of situation that occurred in Nebraska inapplicable in Ohio. Ohio Medicaid has made overpayment recovery requests of Ohio dentists within the last five to 10 years. These requests however, have been limited to a straight dollar for dollar repayment of the money initially erroneously paid by Medicaid and did not employ extrapolation methods. The ODA has not received a report of Medicaid using extrapolation with an Ohio dentist in around 20 years or more. The ODA’s top leadership has met with Ohio Auditor of State David Yost on the Medicaid RAC issue and found that the auditor is not focused on Ohio dentists for targeted auditing efforts and that he believes it inappropriate to utilize contingency methods as a means of paying for auditing services.
• To better educate Ohio dentists to third party payer auditing issues: 1) a seminar on the subject was presented during the 2015 ODA Leadership Institute and 2) an article on the topic appeared in the April 2015 ODA Today.
Dentist Rating Systems by Third Parties
• The council has submitted a resolution to the 2015 ODA HOD to establish an ODA policy statement and action plan concerning dentist rating systems by third parties resolution.

Overpayment Recovery Law Revisions
• The council has submitted a resolution to the 2015 ODA HOD to provide the ODA with direction on how Ohio’s overpayment recovery law should be updated.

Ohio Good DEED Program, Amalgam Disposal and Other Wastewater Issues
• The Ohio Good DEED (Dedicated to Environmental Excellence in Dentistry) Program is a voluntary, statewide amalgam and other waste disposal program. The council encourages all ODA members to participate in the program.
• Current program participation statistics:
  - Gold Tier status: 241 dentists, 368 dental students, 70 dental graduate students, 279 dentist faculty members, 136 dental practices, 151 locations, 1,020 chairs.
  - Gold and Green Tier status: 74 dentists, 33 dental practices, 36 locations, 231 chairs.
• The one CE hour “Regulatory Compliance and Green Dentistry” seminar continues to be available to the component dental societies at no charge upon request.
• The ODA continues to actively assist component dental societies to minimize the impact of potential regulatory actions on dentists by local wastewater treatment authorities. ODA staff will help components negotiate with local wastewater treatment authorities. Of particular note, the ODA worked with the Akron and Cincinnati Dental Societies to address the activities of local sewer districts within their jurisdictions.

Regulatory Compliance
• Since the last HOD, council representatives have made five presentations to 1,085 people on regulatory compliance issues, including during the ODA Leadership Institute, and are scheduled to make three more presentations during 2015.

Dental Practice Issues
• The council continued to consider regular reports from the ADA Council on Dental Practice.
• The council continued to monitor dental auxiliary issues in Ohio and across the country.

Third Party Payer and Managed Care Issues
• The council continues to utilize a working group of council members to address dental insurance issues. In conjunction with this group, the council reviewed and acted upon requests for assistance in dealing with general and specific dental insurance situations from 31 member dentists since the last HOD. Since the last HOD, the council has either addressed or is in the process of addressing specific issues involving Aultcare PrimeTime Health Plan (sequestration fee reduction), Cigna (dentist rating system), Connection Dental (contracting status), Delta Dental of New Jersey (benefits determination), Delta Dental of Michigan, Ohio, and Indiana (claim denial, claim disallowance, coverage limitations, benefits level determination), Delta Dental of Missouri (benefits level determination), Dental Care Plus (claims processing), Guardian (claim denial), Humana (overpayment recovery, returned check), Kansas City Life Insurance Company (radiograph request), MetLife (claim denial, EOB language), Medical Mutual (claim denial), Principal Life (claim denial, radiograph request), United Concordia (claim denial) and UnitedHealthcare Dental (claim denial, contracting status).
• The Dental Insurance Corner, an ongoing series of dental insurance articles, has continued to appear on a monthly basis in the ODA Today.
• Contract analysis service – 134 managed care contract analyses and 3 DMSO contract analyses have been compiled for the membership’s use.
• Since the last HOD, council representatives have made three presentations to 270 people on managed care, dental insurance and marketplace trends and are scheduled to make one more presentation during 2015.
• The council continued to consider regular reports from the ADA Council on Dental Benefit Programs.
• The council continued to monitor and keep the ODA advocacy team apprised of the legislative developments in other states relative to Amended Resolution (08-12) (Silent PPOs), Amended Resolution 09-12 (Craniofacial Anomalies Coverage) and Amended Resolution 10-12 (Dental Consultants).
Direct Reimbursement Promotion

- The council continues to use promotion Carnation Dental (DR), make improvements to the www.CarnationDental.com website and utilize promotional flyers to promote DR to Ohio employers. The flyers are available at no charge upon request to any ODA member who would like to provide them to dental benefits decision makers with whom they are in contact.
- The council continues to utilize a working group to effectively monitor DR activity and bring recommendations back to the full council.
- Broker contracts – The council is currently contracting with four brokers and consultants to promote DR to Ohio employers.
- DR plans – The council is aware of 125 Ohio employers with DR plans covering 15,962 Ohioans.

Review of Ongoing Council Programs and Strategic Planning

- The council utilizes an electronic format for all of its meeting materials.
- The council continued to utilize objective gauges (e.g., council time, staff time, budget and timelines) to revise the outcomes measures and priority rankings of its programs. The council also continued to regularly consider any new issues, trends, threats or opportunities that the ODA may need to address while also considering which of its current programs should be discontinued.

Use of Consultants

- The council utilized Dr. Henry Fields as a consultant on OSDB related issues and Ms. Lydia Lancaster and Mr. Andrew Schafer as consultants representing ASDA at OSU and CWRU, respectively.

Council Meetings

Council Members and Staff

Dr. Dave Kimberly, Subdistrict 1
Dr. Richard Ragozine, Subdistrict 1
Dr. Leone Pullella, Subdistrict 2
Dr. Jason Streem, Subdistrict 2
Dr. Bill Davis, Subdistrict 3
Dr. Gerry Espeleta, Subdistrict 4
Dr. Canise Bean, Subdistrict 5
Dr. Jim Male, Subdistrict 5
Dr. Erin Astley, Subdistrict 6
Dr. Scott Williams, Subdistrict 7
Dr. Greg Michaels, Subdistrict 8
Dr. Manny Chopra, chair, Subdistrict 9

Dr. Loren Fromker, at-large member
Dr. Mike Lee, at-large member
Dr. Phil Howard, at-large member
Dr. Julie Roberts, vice chair, at-large member
Ms. Lydia Lancaster, OSU ASDA consultant
Mr. Andrew Schafer, CWRU ASDA consultant
Dr. Henry Fields, consultant on OSDB issues
Dr. Robert Mazzola, ADA CDBP liaison
Dr. Mark Thomas, ADA CDP liaison
Ms. Denise Boltz, ODA asst. to the director of dental services
Mr. Chris Moore, ODA director of dental services
Statewide Subcouncil on Peer Review
2015 Annual Report

Appellate Case Review
• Since the last HOD, one case was appealed to the ODA. The subcouncil affirmed the component’s clinical decision in this case. No additional cases are currently pending appeal.

ADA Peer Review Recognition Program
• The ODA is not participating in the ADA’s ADA Peer Review Recognition Program because doing so would require unwarranted changes be made to the ODA’s current peer review process.

Peer Review Training, Education and Workshops
• Subcouncil representatives gave five peer review presentations to 178 people since the 2014 HOD and are scheduled to make one more during 2015. Workshops are made available to all components at no charge upon request.
• The next Statewide Peer Review Workshop is tentatively scheduled to be presented in 2017 or 2018.
• The current peer review manual is available to the component dental society peer review chairs, executive directors and general membership on the ODA website.

Peer Review Policies and Procedure Manual
• The subcouncil adopted manual revisions to include language in the patient release and satisfaction of claims form and binding arbitration agreement for the signer to agree to keep the outcome of the case confidential.

Review of Ongoing Subcouncil Policies, Programs and Strategic Planning
• The subcouncil continues to utilize objective gauges (e.g., subcouncil time, staff time, budget, timelines) to revise the outcomes measures and priority rankings it has attached to each of its programs. The subcouncil also continued to regularly consider any new issues, trends, threats or opportunities that the ODA may need to address.

Subcouncil Meetings

Subcouncil Members and Staff
Dr. Roger Clouse, Subdistrict 1
Dr. Jennie Nichols, Subdistrict 2
Dr. Mike Kastner, vice chair, Subdistrict 3
Dr. Greg Shelhouse, Subdistrict 4
Dr. Jim Male, Subdistrict 5
Dr. Sharon Henderson, Subdistrict 6
Dr. Scott Null, Subdistrict 7
Dr. Ron Heiber, Subdistrict 8
Dr. Steve Pick, chair, Subdistrict 9
Dr. Scott Williams, CDCPDP liaison
Ms. Denise Boltz, ODA assistant to the director of dental services
Mr. Chris Moore, ODA director of dental services

Closing Remarks
I extend my thanks to the members of the Council on Dental Care Programs and Dental Practice, Statewide Subcouncil on Peer Review and staff for their dedication in addressing the charge given them by the ODA. Drs. Jim Male, Dave Kimberly, Jason Streem and Scott Williams from the council deserve special recognition for the service and commitment they have shown to the ODA over the past many years.

Respectfully submitted,

Manny Chopra, D.M.D.
Chair, Council on Dental Care Programs and Dental Practice