



Annual Dental Exams Permanent Injunction

27th Study of Independent Reviewer September 30, 2025

Office of Integrated Health Support Network
FY21 through FY25



Permanent Injunction Indicator

PI 40

*Dental Exams. The Commonwealth will work to achieve a goal that **86%** of individuals who are supported in residential settings and have coverage for dental services will receive an annual dental exam.*

NOTE: *All individuals with a DD Waiver are Medicaid beneficiaries. Therefore, as of July 2021 when the Commonwealth added an adult dental benefit to Medicaid everyone with a DD Waiver was provided dental insurance and access to an annual dental exam.*

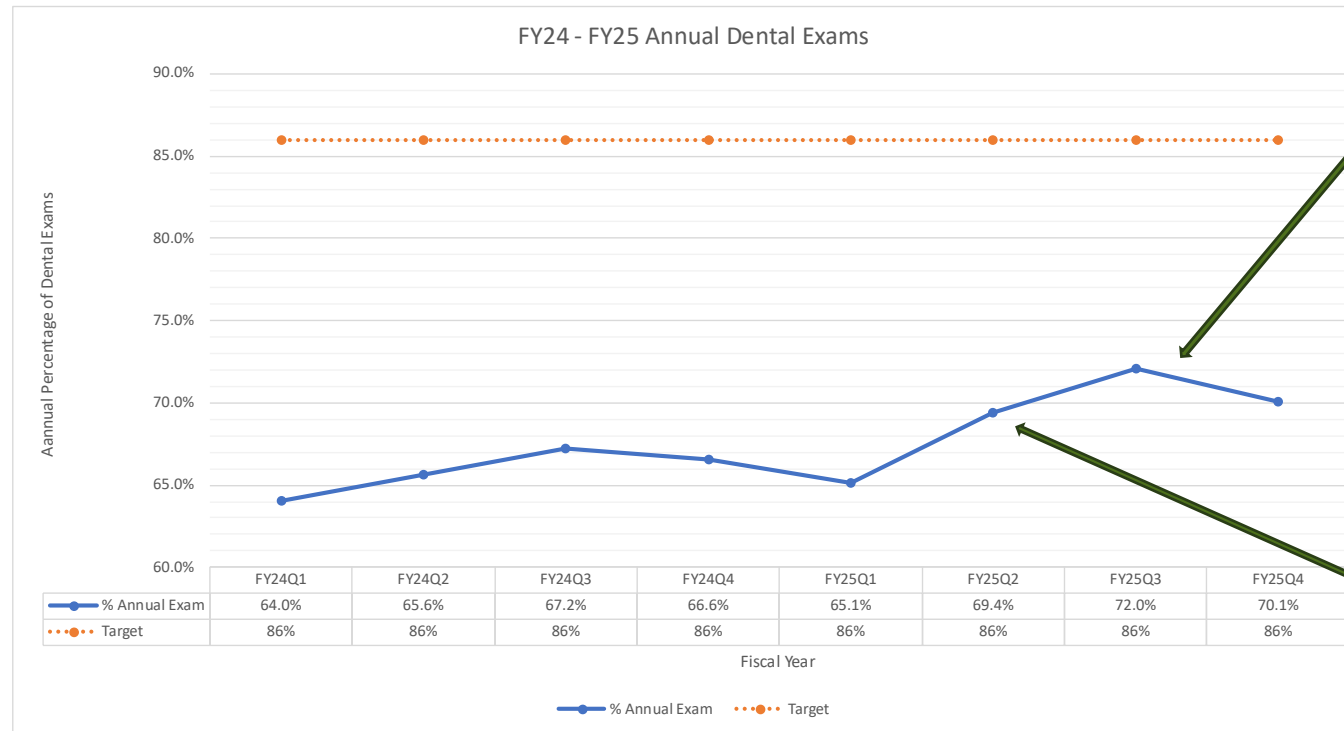


Current Permanent Injunction Data

NOTE: The data presented is based on the 14 month planning cycle of the individual's annual ISP. The represents a change from the previous process of 12-month cycle.

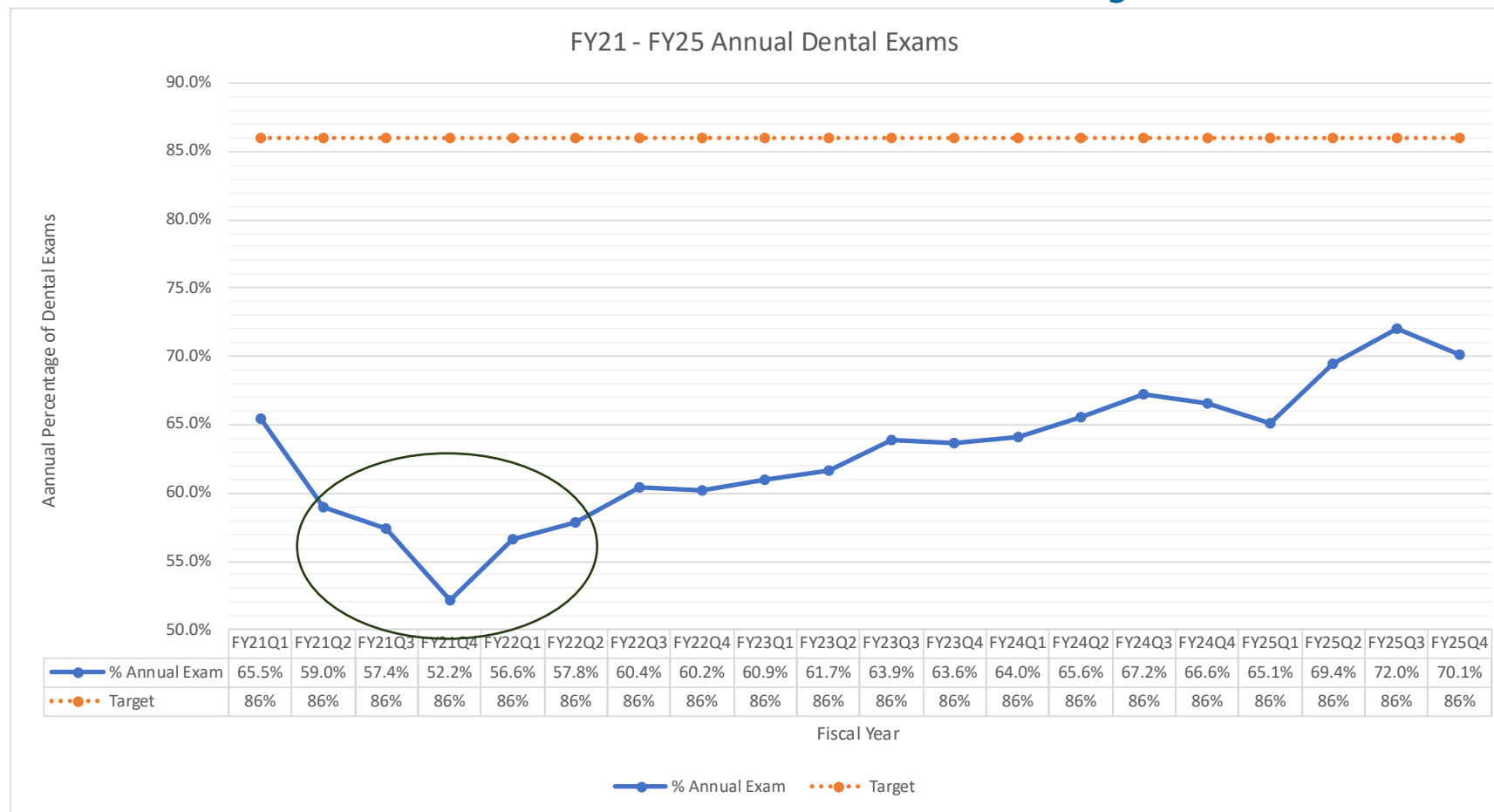
FY25 has demonstrated a steady, quarter-over-quarter increase compared to the previous fiscal year.

In Q3 of fiscal year 2025, we achieved a 72% rate, the highest since FY21. This also represents a 4.8% increase compared to Q3 of the previous fiscal year.



FY25Q1 to FY25Q2 is the largest quarter-over-quarter growth shown in FY24 – FY25 data.

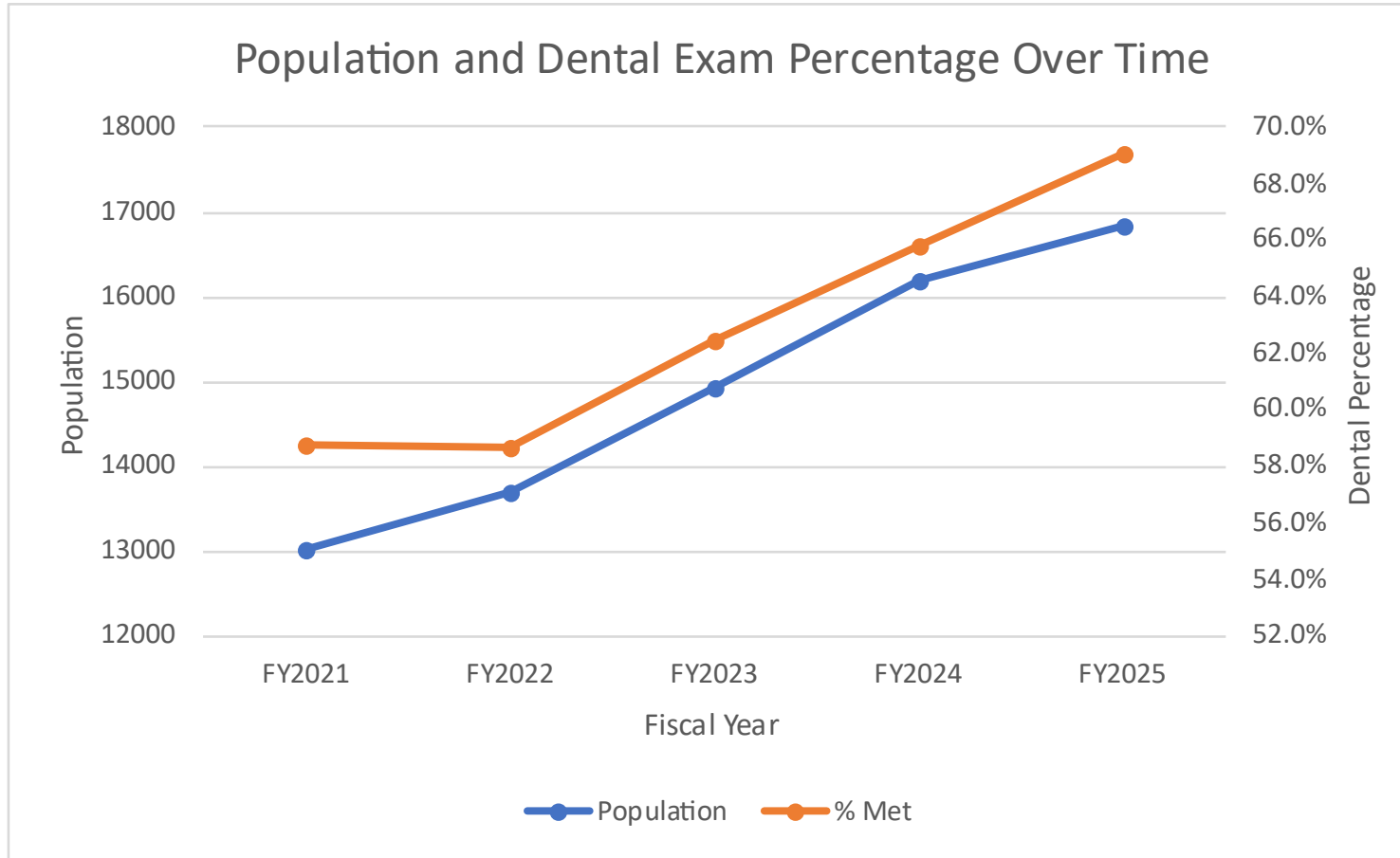
Current Permanent Injunction Data



There is a sharp decline in FY21 likely due to the pandemic.

Following the challenges of FY21, we have achieved a consistent upward trend in performance starting in Q2 of FY22.

Waiver Population Growth Data

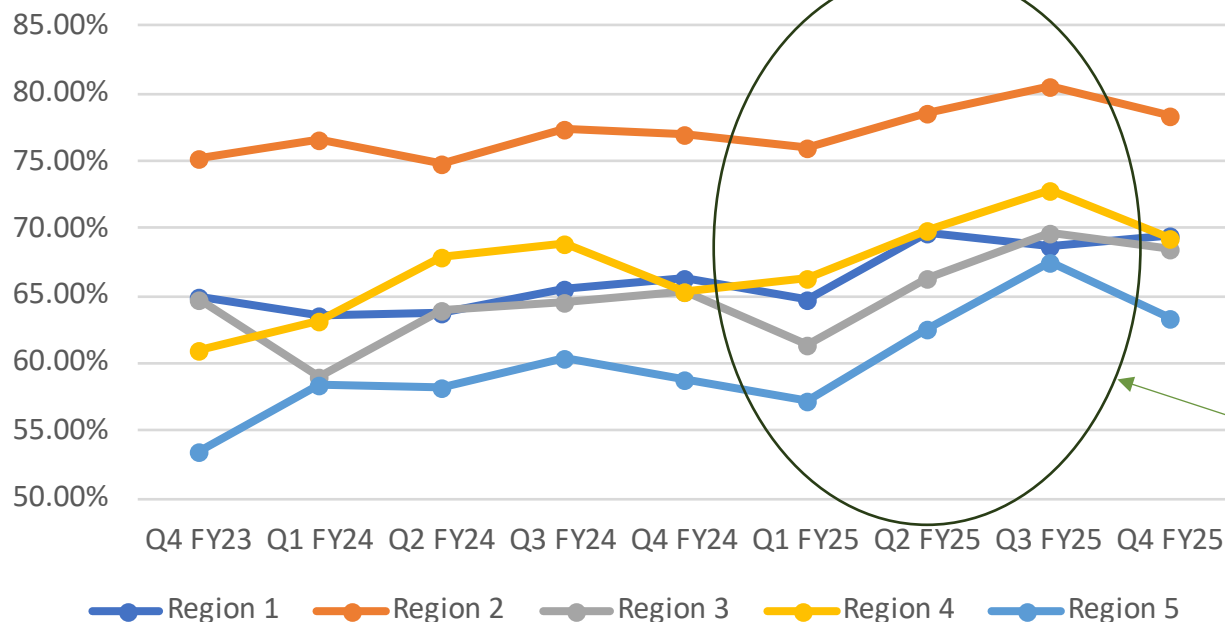


- The Waiver population has experienced a steady increase throughout the five-year period. That growth is shown below:
 - FY21 to FY25: 22.79%
 - FY21 to FY22: 5.09%
 - FY22 to FY23: 8.21%
 - FY23 to FY24: 7.76%
 - FY24 to FY25: 3.91%
- The dental exam percentage shows a significant upward trend, reflecting successful efforts to improve performance.
- Recent improvements show that the dental exam rate is not only keeping pace with population growth but was now slightly exceeding it in FY25

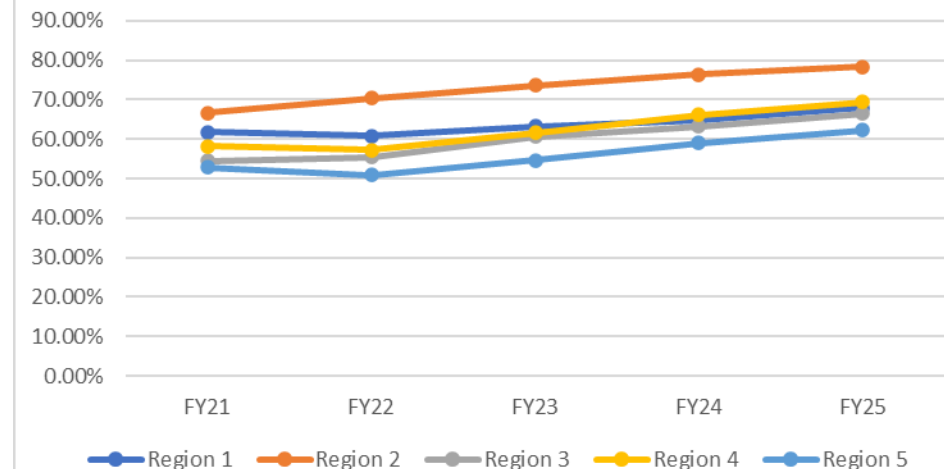
DENTAL									
Region	Q4 FY23	Q1 FY24	Q2 FY24	Q3 FY24	Q4 FY24	Q1 FY25	Q2 FY25	Q3 FY25	Q4 FY25
Region 1	64.85%	63.51%	63.79%	65.57%	66.35%	64.64%	69.60%	68.71%	69.44%
Region 2	75.13%	76.63%	74.75%	77.45%	76.95%	75.99%	78.57%	80.53%	78.38%
Region 3	64.83%	59.03%	63.99%	64.50%	65.26%	61.29%	66.24%	69.62%	68.41%
Region 4	60.96%	63.19%	67.81%	68.92%	65.36%	66.28%	69.90%	72.79%	69.31%
Region 5	53.38%	58.51%	58.29%	60.32%	58.89%	57.24%	62.55%	67.44%	63.37%

Region 2 consistently outperforms other regions, which is to be expected given that Region 2 has the largest number of dentists participating in Medicaid.

Dental Performance by Region- Q4FY23 - Q4FY25



Dental Performance by Region FY21 - FY25



Note the sharp increase in Q2 FY25 for ALL regions

CSBs	FY21	FY22	FY23	FY24	FY25	Count	FY21 to FY25
ALEXANDRIA COMMUNITY SERV/ BD	75.51%	75.24%	65.14%	73.39%	76.38%	0	0.87%
ALLEGHANY HIGHLANDS CSB	30.43%	44.90%	44.23%	65.45%	61.02%	4	30.58%
ARLINGTON MENTAL HEALTH	71.25%	75.82%	78.38%	82.35%	88.28%	0	17.03%
BLUE RIDGE CSB	57.91%	65.80%	68.62%	65.29%	64.11%	0	6.20%
CHESAPEAKE INTERGRATED BEHAV HEALTHCARE	54.45%	55.02%	57.47%	60.47%	62.53%	0	8.09%
CHESTERFIELD CSB	62.06%	60.77%	66.64%	71.31%	72.51%	0	10.45%
CITY OF VA BEACH CSB MHMRSAS	51.12%	49.15%	49.28%	57.02%	60.13%	4	9.01%
COLONIAL BEHAVIORAL HEALTH	67.72%	75.86%	71.74%	72.44%	74.60%	0	6.88%
CROSSROADS CSB	42.70%	48.65%	48.98%	58.21%	69.01%	3	26.32%
CUMBERLAND MNTL HLTH CTR	47.93%	51.67%	54.69%	65.00%	65.70%	1	17.77%
DANVILLE-PITTSYLVANIA COM SERV	61.79%	55.95%	54.55%	56.20%	60.99%	2	-0.80%
DICKENSON COUNTY BEHAVIORAL HEALTH SVCS	60.00%	54.05%	64.10%	67.44%	82.93%	0	22.93%
DISTRICT 19 MEN HLTH SER	50.27%	50.00%	57.64%	64.88%	65.38%	0	15.10%
Eastern Shore CSB	69.52%	63.81%	66.98%	88.39%	87.39%	0	17.86%
Encompass Community Supports (Formerly RAPPAHANNOCK RAPIDAN CSB)	52.52%	49.78%	46.80%	54.78%	63.17%	2	10.65%
FAIRFAX-FALLS CHURCH CSB	66.01%	70.72%	74.50%	77.19%	78.44%	0	12.42%
GOOCHLAND POWHATAN MENTAL HLTH	64.47%	56.63%	53.93%	63.92%	63.64%	0	-0.84%
HAMPTON-NN CSB	46.61%	46.91%	56.99%	63.40%	66.11%	2	19.50%
HANOVER COUNTY COMMUNITY SERVICES	69.11%	68.63%	68.87%	71.78%	82.13%	0	13.02%
HARRISONBURG-ROCKINGHAM CSB	65.00%	59.91%	63.48%	54.12%	63.43%	1	-1.57%
HENRICO AREA MENTAL HLTH & DEVLPMNTL SVC	61.04%	59.69%	64.75%	65.30%	68.34%	0	7.30%
HIGHLANDS CMNTY SVCS BOARD	59.50%	57.14%	50.38%	55.63%	54.49%	3	-5.02%
HORIZON BEHAVIORAL HEALTH	63.71%	64.47%	66.07%	68.86%	70.09%	0	6.38%
LOUDOUN COUNTY CSB	62.67%	65.41%	64.50%	67.64%	73.00%	0	10.34%
MIDDLE PENINSULA NORTHERN NECK CSB	45.92%	48.57%	37.90%	55.74%	56.97%	5	11.05%
MOUNT ROGERS CSB	52.05%	55.01%	72.45%	75.96%	81.09%	0	29.04%
NEW RIVER VALLEY COMMUNITY SERVICES	48.36%	51.18%	53.62%	57.24%	63.39%	1	15.03%
NORFOLK COMMUNITY SERVICES BOARD	48.34%	43.60%	50.98%	55.46%	57.41%	5	9.07%
NORTHWESTERN COMMUNITY SVCS	63.71%	60.53%	58.33%	63.18%	69.30%	0	5.59%
PIEDMONT COMMUNITY SERVICES	57.03%	52.02%	63.78%	61.54%	65.90%	0	8.87%
PLANNING DISTRICT ONE CSB	46.41%	47.80%	43.83%	53.63%	55.03%	5	8.62%
PORTSMOUTH DEPT OF BEHAVIORAL	56.88%	49.63%	62.76%	60.08%	72.08%	0	15.20%
PRINCE WILLIAM COUNTY CSB	67.55%	70.01%	76.61%	78.70%	78.85%	0	11.30%
RAPPAHANNOCK AREA COMMUNITY SERVICES BRD	57.52%	59.27%	60.73%	62.64%	64.86%	0	7.34%
REGION TEN CMMNTY SVCS BRD	69.71%	66.28%	73.80%	71.53%	73.65%	0	3.94%
RICHMOND BHVRL HLTH AUTHORITY	52.14%	51.02%	52.68%	57.14%	61.35%	2	9.21%
ROCKBRIDGE AREA COMMUNITY SVS BOARD	60.61%	48.57%	61.54%	71.43%	77.01%	1	16.41%
SOUTHSIDE BEHAVIORAL HEALTH	54.60%	52.35%	59.14%	66.00%	66.67%	0	12.07%
Unknown	50.00%	40.00%	100.00%	85.71%	85.71%	N/A	35.71%
VALLEY CSB	66.95%	66.53%	71.10%	70.36%	70.18%	0	3.23%
WESTERN TIDEWATER COMMUNITY SERVICES BOA	63.81%	54.46%	58.57%	43.52%	51.60%	2	-12.20%

The red highlighted cells indicate the eight lowest CSBs that received annual exams by fiscal year.

Three CSBs have been in the bottom 8 of CSBs every fiscal year since FY21.

- Middle Peninsula Northern Neck CSB
- Norfolk CSB
- Planning District One

It's important to note that each of these CSBs has seen an increase of those receiving annual dental exams since FY21 between 9-11% increase.

Two CSBs have been in the bottom 8 of CSBs in four of the five measured fiscal years since FY21

- Alleghany Highlands CSB
- City of VA Beach CSB

It's important to note that Alleghany Highlands CSB has seen an increase of those receiving annual dental exams since FY21 with a 30.58% increase. This is the largest increase since FY21 by any CSB. The City of VA Beach CSB has seen an increase in 9.01%.

The green highlighted cells in the FY21 to FY25 column indicate the top eight CSBs by percentage of change from FY21 to FY25. The red highlighted cells indicate the eight lowest CSBs by percentage of change.

CSBs for the OIH Dental Team to continue to educate and offer assistance

- Danville-Pittsylvania
- Harrisonburg-Rockingham CSB
- Highlands CSB
- Western Tidewater

FY25 Annual Dental Exams CSB	Dental	
	<14 mos	>14 mos
ALEXANDRIA COMMUNITY SERV BD	76.38%	23.62%
ALLEGHANY HIGHLANDS CSB	61.02%	38.98%
ARLINGTON MENTAL HEALTH	88.28%	11.72%
BLUE RIDGE CSB	64.11%	35.89%
CHESAPEAKE INTEGRATED BEHAV HEALTHCARE	62.53%	37.47%
CHESTERFIELD CSB	72.51%	27.49%
CITY OF VA BEACH CSB MHMRSAS	60.13%	39.87%
COLONIAL BEHAVIORAL HEALTH	74.60%	25.40%
CROSSROADS CSB	69.01%	30.99%
CUMBERLAND MNTL HLTH CTR	65.70%	34.30%
DANVILLE-PITTSYLVANIA COM SERV	60.99%	39.01%
DICKENSON COUNTY BEHAVIORAL HEALTH SVCS	82.93%	17.07%
DISTRICT 19 MEN HLTH SER	65.38%	34.62%
Eastern Shore CSB	87.39%	12.61%
Encompass Community Supports (Formerly RAPPAHANNOCK RAPIDAN CSB)	63.17%	36.83%
FAIRFAX-FALLS CHURCH CSB	78.44%	21.56%
GOOCHLAND POWHATAN MENTAL HLTH	63.64%	36.36%
HAMPTON-NN CSB	66.11%	33.89%
HANOVER COUNTY COMMUNITY SERVICES	82.13%	17.87%
HARRISONBURG-ROCKINGHAM CSB	63.43%	36.57%
HENRICO AREA MENTAL HLTH & DEVLPMNTL SVC	68.34%	31.66%
HIGHLANDS CMNTY SVCS BOARD	54.49%	45.51%
HORIZON BEHAVIORAL HEALTH	70.09%	29.91%
LOUDOUN COUNTY CSB	73.00%	27.00%
MIDDLE PENINSULA NORTHERN NECK CSB	56.97%	43.03%
MOUNT ROGERS CSB	81.09%	18.91%
NEW RIVER VALLEY COMMUNITY SERVICES	63.39%	36.61%
NORFOLK COMMUNITY SERVICES BOARD	57.41%	42.59%
NORTHWESTERN COMMUNITY SVCS	69.30%	30.70%
PIEDMONT COMMUNITY SERVICES	65.90%	34.10%
PLANNING DISTRICT ONE CSB	55.03%	44.97%
PORTSMOUTH DEPT OF BEHAVIORAL	72.08%	27.92%
PRINCE WILLIAM COUNTY CSB	78.85%	21.15%
RAPPAHANNOCK AREA COMMUNITY SERVICES BRD	64.86%	35.14%
REGION TEN CMMNTY SVCS BRD	73.65%	26.35%
RICHMOND BHVRL HLTH AUTHORITY	61.35%	38.65%
ROCKBRIDGE AREA COMMUNITY SVS BOARD	77.01%	22.99%
SOUTHSIDE BEHAVIORAL HEALTH	66.67%	33.33%
Unknown	85.71%	14.29%
VALLEY CSB	70.18%	29.82%
WESTERN TIDEWATER COMMUNITY SERVICES BOA	51.60%	48.40%
Grand Total	69.06%	30.94%

NOTE:

In FY25, two CSBs reported that 86% or more individuals had annual dental exam.

- Arlington MH = 88.28%
- Eastern Shore CSB = 87.39%

The highlighted cells on the table on the left indicate the bottom 8 CSBs that had dental exams in FY25 (indicated on previous slide).

The highlighted cells on the table on the right indicate the bottom 8 CSBs by percentage of population.

NOTE:

In FY25, three of the eight lowest CSBs are in the bottom 20% by population percentage.

- Alleghany Highlands = 0.35%
- Highlands = 0.93%
- Planning District One = 1.00%

While another three of the eight lowest CSBs meeting annual dental exams are in the top 40% by percentage of population.

- City of VA Beach CSB = 4.57%
- Norfolk CSB = 3.85%
- Western Tidewater = 2.2%

FY25 Annual Dental Exams CSB	% of Population
ALEXANDRIA COMMUNITY SERV BD	0.75%
ALLEGHANY HIGHLANDS CSB	0.35%
ARLINGTON MENTAL HEALTH	1.42%
BLUE RIDGE CSB	2.17%
CHESAPEAKE INTEGRATED BEHAV HEALTHCARE	2.20%
CHESTERFIELD CSB	7.68%
CITY OF VA BEACH CSB MHMRSAS	4.57%
COLONIAL BEHAVIORAL HEALTH	1.12%
CROSSROADS CSB	1.26%
CUMBERLAND MNTL HLTH CTR	1.02%
DANVILLE-PITTSYLVANIA COM SERV	1.67%
DICKENSON COUNTY BEHAVIORAL HEALTH SVCS	0.24%
DISTRICT 19 MEN HLTH SER	2.60%
Eastern Shore CSB	0.66%
Encompass Community Supports (Formerly RAPPAHANNOCK RAPIDAN CSB)	1.98%
FAIRFAX-FALLS CHURCH CSB	10.70%
GOOCHLAND POWHATAN MENTAL HLTH	0.59%
HAMPTON-NN CSB	3.90%
HANOVER COUNTY COMMUNITY SERVICES	1.56%
HARRISONBURG-ROCKINGHAM CSB	1.59%
HENRICO AREA MENTAL HLTH & DEVLPMNTL SVC	4.61%
HIGHLANDS CMNTY SVCS BOARD	0.93%
HORIZON BEHAVIORAL HEALTH	5.02%
LOUDOUN COUNTY CSB	3.12%
MIDDLE PENINSULA NORTHERN NECK CSB	1.49%
MOUNT ROGERS CSB	2.73%
NEW RIVER VALLEY COMMUNITY SERVICES	1.99%
NORFOLK COMMUNITY SERVICES BOARD	3.85%
NORTHWESTERN COMMUNITY SVCS	2.71%
PIEDMONT COMMUNITY SERVICES	1.81%
PLANNING DISTRICT ONE CSB	1.00%
PORTSMOUTH DEPT OF BEHAVIORAL	1.42%
PRINCE WILLIAM COUNTY CSB	5.25%
RAPPAHANNOCK AREA COMMUNITY SERVICES BRD	5.03%
REGION TEN CMMNTY SVCS BRD	2.41%
RICHMOND BHVRL HLTH AUTHORITY	2.90%
ROCKBRIDGE AREA COMMUNITY SVS BOARD	0.52%
SOUTHSIDE BEHAVIORAL HEALTH	1.21%
Unknown	0.04%
VALLEY CSB	1.69%
WESTERN TIDEWATER COMMUNITY SERVICES BOA	2.22%
% of Population	100.00%



Eight CSBs that need the most assistance to ensure that individuals receive annual dental exams

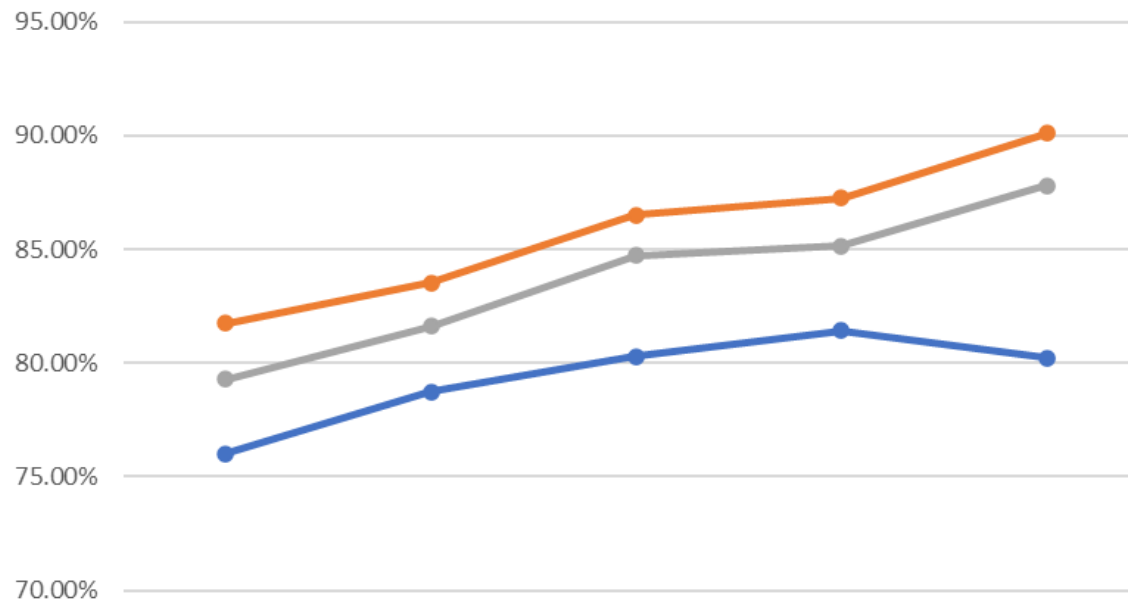
FY25 - Lowest 8 CSBs in Dental				
CSB	Total Population	Met	% Met	% of Total Population
ALLEGHANY HIGHLANDS CSB	59	36	61.02%	0.35%
CITY OF VA BEACH CSB MHMRSAS	770	463	60.13%	4.57%
DANVILLE-PITTSYLVANIA COM SERV	282	172	60.99%	1.67%
HIGHLANDS CMNTY SVCS BOARD	156	85	54.49%	0.93%
MIDDLE PENINSULA NORTHERN NECK CSB	251	143	56.97%	1.49%
NORFOLK COMMUNITY SERVICES BOARD	648	372	57.41%	3.85%
PLANNING DISTRICT ONE CSB	169	93	55.03%	1.00%
WESTERN TIDEWATER COMMUNITY SERVICES BOA	374	193	51.60%	2.22%

The bullets below indicate the number of individuals seen at these eight lowest CSBs by the OIH Dental Team in FY25 as well as the percentage of the total population that was seen by the team in FY25.

- Alleghany Highlands CSB: 5 individuals (8.5% of the Total Population); 44 individuals meet age criteria
- City of VA Beach CSB: 59 individuals (7.7% of the Total Population); 727 individuals meet age criteria
- Danville-Pittsylvania CSB: 39 individuals (13.8% of the Total Population); 264 individuals meet age criteria
- Highlands CSB: 15 individuals (9.6% of the Total Population); 125 individuals meet age criteria
- Middle Peninsula NN CSB: 37 individuals (14.7% of the Total Population); 242 individuals meet age criteria
- Norfolk CSB: 13 individuals (2% of the Total Population); 610 individuals meet age criteria
- Planning District One: 14 individuals (8.3% of the Total Population); 127 individuals meet age criteria
- Western Tidewater CSB: 29 individuals (7.8% of the Total Population); 327 individuals meet age criteria



Annual Dental Exams by Waiver Type FY21 - FY25



	FY21	FY22	FY23	FY24	FY25
Building Independence	76.03%	78.72%	80.28%	81.44%	80.24%
Community Living	81.75%	83.55%	86.53%	87.27%	90.09%
Family and Individual Supports	79.28%	81.62%	84.72%	85.16%	87.81%

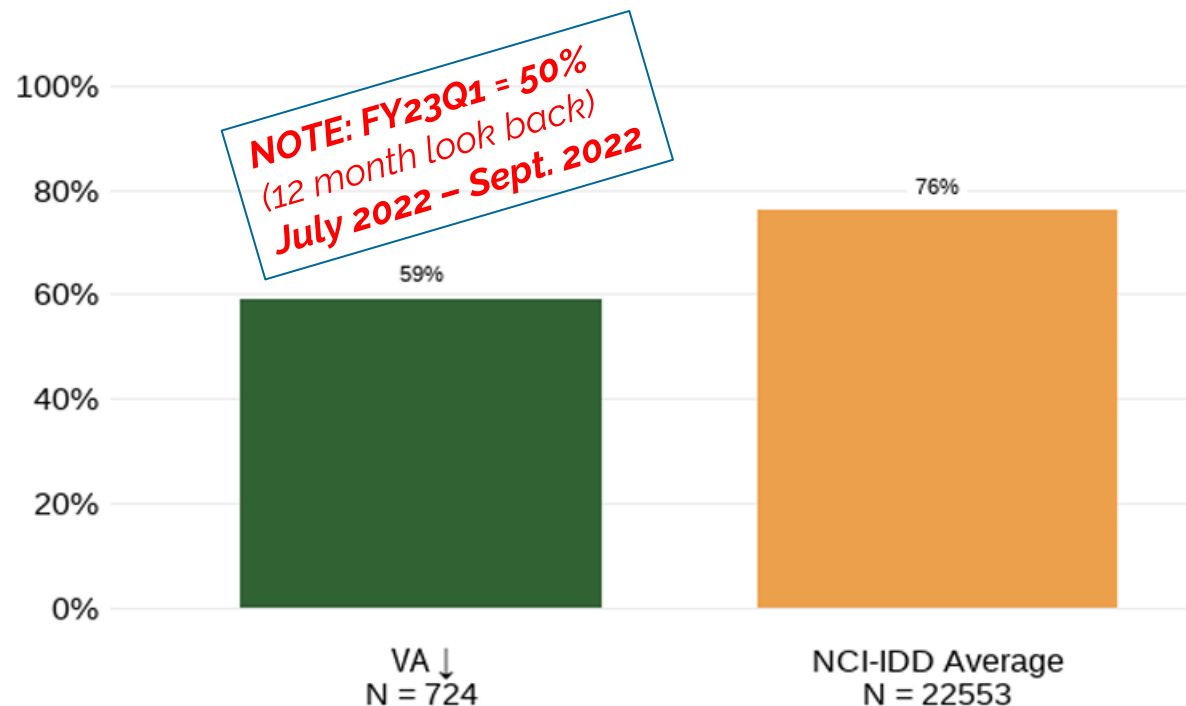
● Building Independence
 ● Community Living
 ● Family and Individual Supports

- The BI Waiver had a 4.21% increase from FY21 to FY25.
- The CL Waiver and FIS Waiver both had just over an 8% increase from FY21 to FY25.

National Core Indicators 2022 – 2023

In-Person Survey

Had a routine dental exam in the past year



The National Core Indicators® - Intellectual and Developmental Disabilities (NCI-IDD) program is a voluntary effort by state developmental disability agencies to track their performance using a standardized set of consumer and family/guardian surveys with nationally validated measures. The survey is completed with adults with IDD age 18 and older receiving at least one paid service (in addition to CM) from the Virginia DD service system.

Information may have been obtained through state records

State v NCI-IDD	Average Within State	N
VA ↓	59%	724
NCI-IDD Average	76%	22553

Table 154. Had a routine dental exam in the past year

National Core Indicators

In – Person Survey 2022 – 2023

Virginia Specific

Table 4. Had a routine dental exam in the past year

Information may have been obtained through state records

Key: Up arrow (↑) represents Significantly Above Average; down arrow (↓) represents Significantly Below Average

State (names abbreviated)	Average within State	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
NCI-IDD Average	76%	22,553	90%	83%	73%	70%	81%
VA ↓	59%	724	n/a	59%	63%	55%	68%

National Core Indicators National Report 2022 - 2023

Table 4. Had a routine dental exam in the past year

Information may have been obtained through state records

Key: Up arrow (↑) represents Significantly Above Average; down arrow (↓) represents Significantly Below Average

State (names abbreviated)	Average within State	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
NCI-IDD Average	76%	22,553	90%	83%	73%	70%	81%
KS *	75%	259	n/a	78%	79%	69%	n/a
NC	75%	493	100%	76%	70%	69%	79%
MI *	72%	434	n/a	72%	69%	74%	n/a
AR	70%	318	n/a	77%	73%	67%	n/a
OR ↓	70%	386	n/a	68%	62%	71%	75%
WI * ↓	67%	223	n/a	67%	60%	72%	n/a
WY ↓	66%	320	n/a	n/a	62%	68%	n/a
NY ↓	62%	1,480	n/a	71%	60%	55%	n/a
VA ↓	59%	724	n/a	59%	63%	55%	68%
NV * ↓	56%	277	n/a	56%	51%	58%	n/a
HI ↓	52%	269	n/a	n/a	n/a	50%	60%

Historical perspective of the NCI survey results for annual dental exams reported:

- 2016 – 2017 – 66%
- 2017 – 2018 = 63% ↓
- 2018 – 2019 = 65% ↑
- COVID
- 2020 – 2021 = 50% ↓
- 2021 – 2022 = 56% ↑
- 2022 – 2023 = 59% ↑



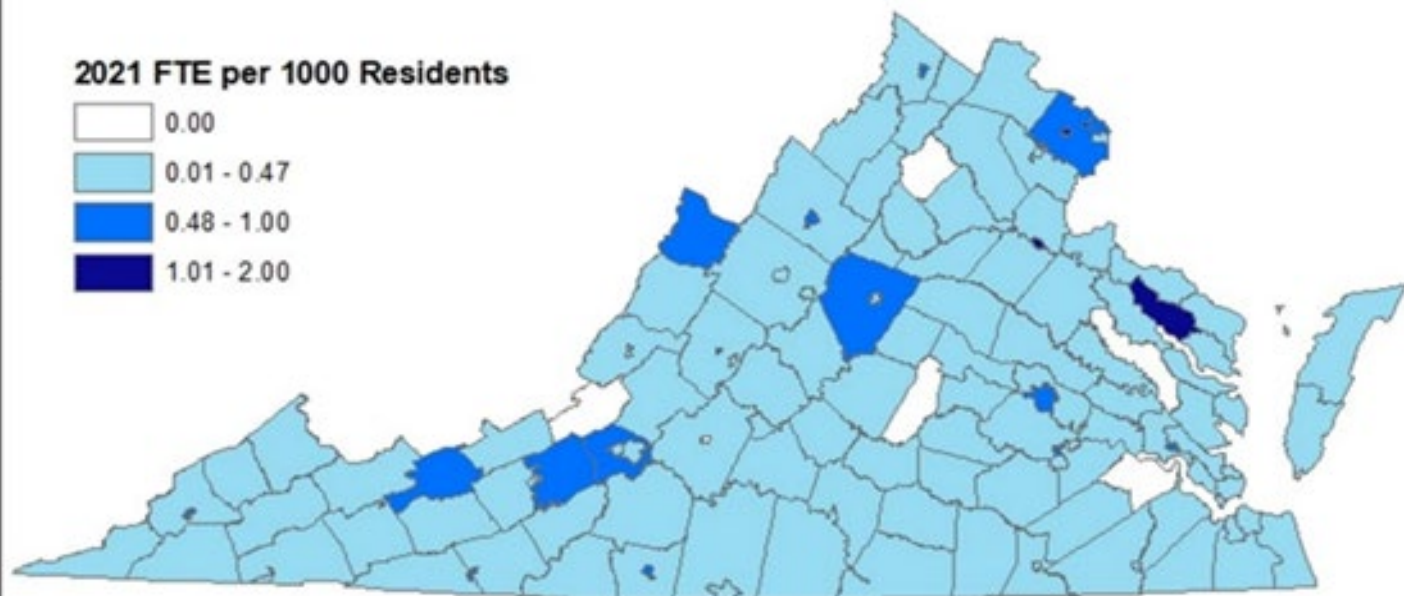
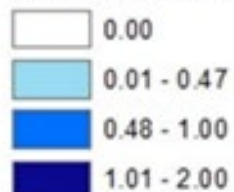
Work Force and Access Challenges



2021 Full Time Equivalency Units (FTE) Provided by Virginia Dentists per 1,000 Residents

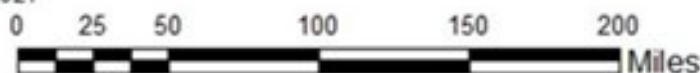
Source: Va Healthcare Workforce Data Center

2021 FTE per 1000 Residents



Annual Estimates of the Resident Population: July 1, 2013 & 2021

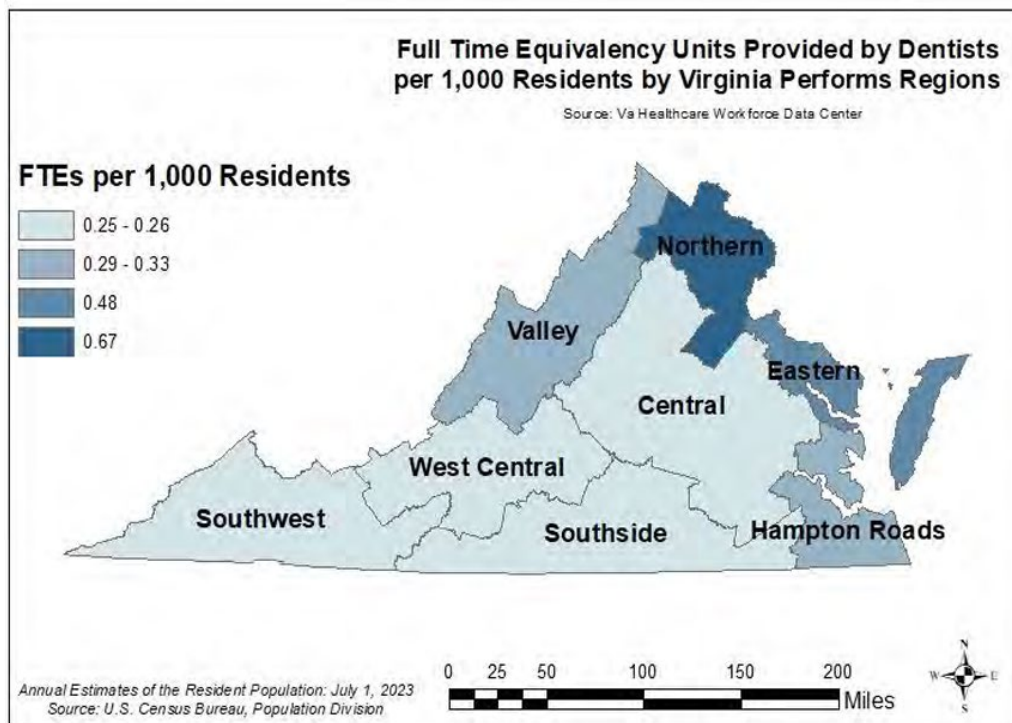
Source: U.S. Census Bureau, Population Division



Five Counties that did not have a dental provider in 2021 and their CSB:

1. Craig County → Blue Ridge BH
2. Rappahannock County → Encompass CSB
3. Cumberland County → Cumberland CSB
4. Surry County → Colonial BH
5. King William County → Middle Peninsula – Northern Neck BH

The Virginia dental workforce has increased by about 3% since 2023 whereas the number of total licensees increased by 2% in the same period; since 2013 both have a 18% and 22% increase, respectively. Alongside these increases, the full-time equivalency (FTE) units also increased by approximately 11% over the past year (4,568 in 2023 vs 5,055 in 2024); its increase since 2013 is 13%.



Licensees		
License Status	#	%
Renewing Practitioners	7,402	88%
New Licensees	557	7%
Non-Renewals	435	5%
All Licensees	8,394	100%

Source: Va. Healthcare Workforce Data Center

Accepted Forms of Payment		
Payment	#	% of Workforce
Cash/Self-Pay	3,858	61%
Private Insurance	3,748	60%
Medicaid	1,441	23%
Medicare	1,035	16%
At least one	4,013	64%

Source: Va. Healthcare Workforce Data Center

At a Glance:

Retirement Expectations

All Dentists

Under 65:	49%
Under 60:	25%

Dentists 50 and over

Under 65:	26%
Under 60:	8%

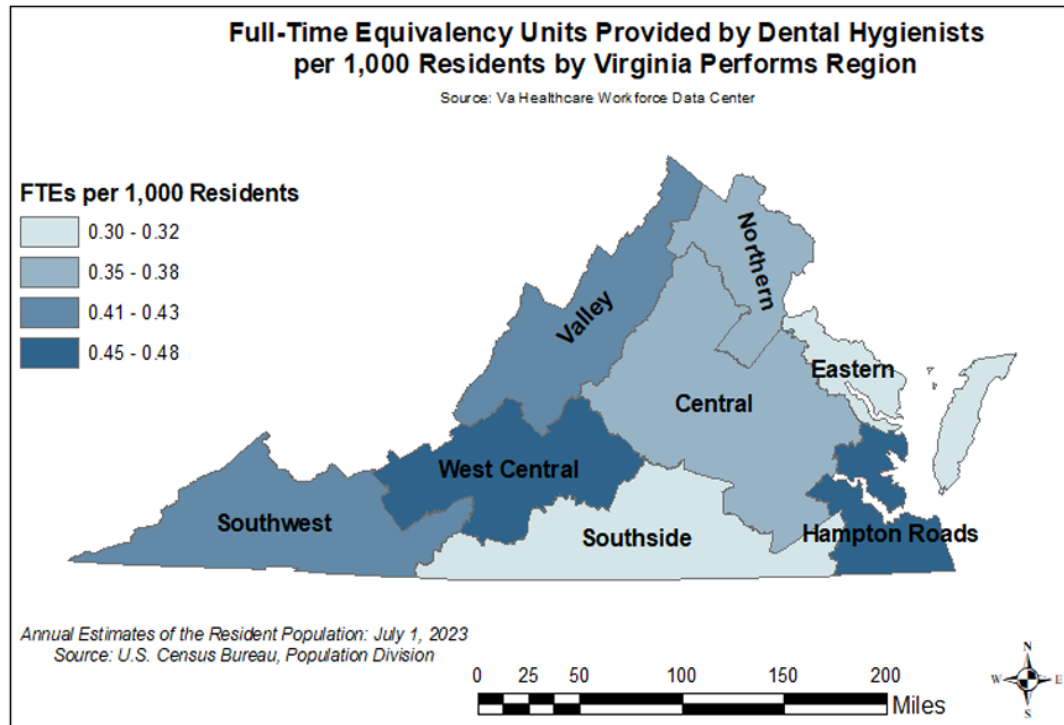
Time until Retirement

Within 2 years:	8%
Within 10 years:	27%
Half the workforce:	By 2043

Source: Va. Healthcare Workforce Data Center

Reference: <https://www.dhp.virginia.gov/media/dhpweb/docs/hwdc/dentistry/0401Dentists2024.pdf>

The number of licensed dental hygienists in Virginia has increased by 14% (6,363 vs. 5,563). During the same time, the size of the dental hygienist workforce has risen by 16% (5,306 vs. 4,585), and the number of FTEs provided by this workforce has grown by 14% (3,497 vs. 3,078). Virginia's renewing dental hygienists are more likely to respond to this survey (93% vs. 88%).



Licensees		
License Status	#	%
Renewing Practitioners	5,763	91%
New Licensees	304	5%
Non-Renewals	296	5%
All Licensees	6,363	100%

Source: Va. Healthcare Workforce Data Center

Nearly three-quarters of all dental hygienists work in ...

- Northern Virginia
- Hampton Roads
- Central Virginia

At a Glance:

Retirement Expectations

All Dental Hygienists

Under 65:	67%
Under 60:	41%

Hygienists 50 and Over

Under 65:	41%
Under 60:	12%

Time Until Retirement

Within 2 Years:	7%
Within 10 Years:	26%
Half the Workforce:	By 2044

Source: Va. Healthcare Workforce Data Center

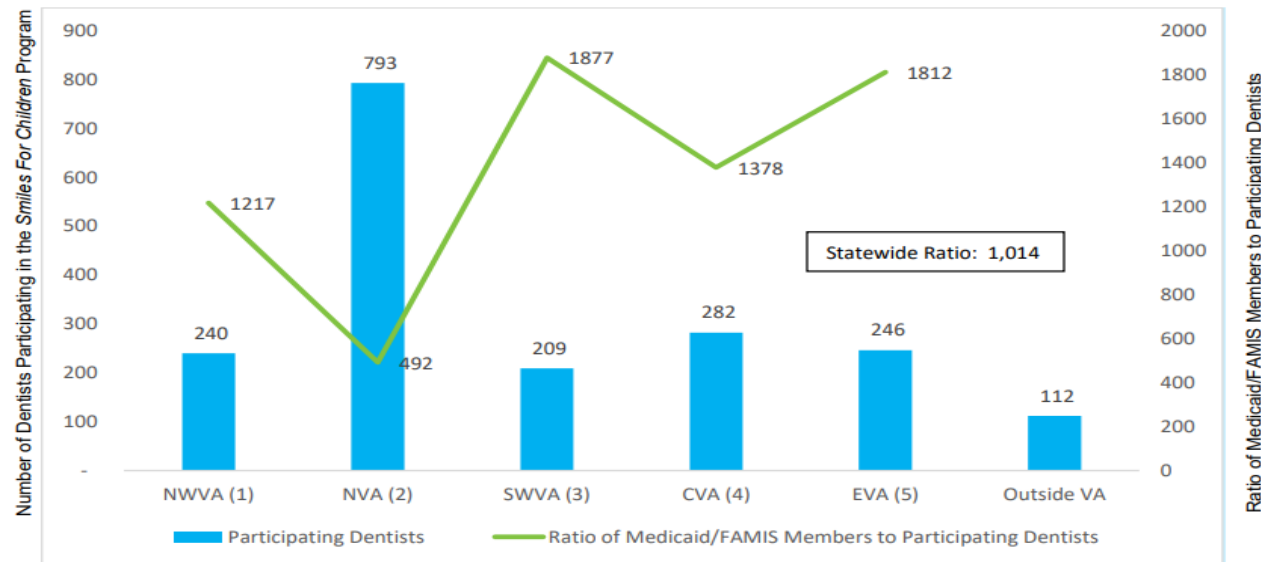
Reference: <https://www.dhp.virginia.gov/media/dhpweb/docs/hwdc/dentistry/0402DentalHygienists2024.pdf>

Review of Medicaid and FAMIS Benefits

Report Mandate:

Item 304.III.2 of the 2022 Appropriations Act states “The Department of Medical Assistance Services (DMAS), in consultation with the appropriate stakeholders, shall review Medicaid and FAMIS dental benefits to determine any issues related to access.

Figure 4
Number of Dentists Participating in the Smiles For Children Program By Region and Ratio of Medicaid/FAMIS Members Per Participating Dentist (August 2022)



Source: DBA: *Smiles For Children* provider participation as of August 2022; Medicaid/FAMIS member data for FY2022.

Note: Number of dentists are those participating in *Smiles For Children*; the number treating patients is not designated here. “Outside VA” dentists are those with a practice location outside of Virginia but participate in the *Smiles For Children* program.

Region 2 has the most participating dentists with 793 and Region 3 had the fewest with 209. Part of the reason there are so few participating providers in Region 3 and other rural areas is the limited availability of providers in the area to recruit. DHP’s “Virginia Dentistry Workforce” report for 2021 noted that only 7% of dentists currently work in non-metro areas of the state

NOTE: The ADA Health Policy Institute (ADA-HPI) reported in 2021, that the % of licensed dentists in Virginia treating any Medicaid patients is next to last among 41 states included in its analysis.

Expansion of Medicaid with DentaQuest as Provider

New Adult Dental Coverage

WHO QUALIFIES?

All adults over the age of 21 years old who have health insurance through Medicaid are eligible to see a dentist.

WHEN DOES IT BEGIN?

July 1, 2021

WHAT IS COVERED?

Going to the dentist!
Teeth cleanings, filling cavities, dentures, and more!

QUESTIONS?

Call DentaQuest at 888.912.3456,
or visit
www.vahealthcatalyst.org/AdultDentalBenefit/



Virginia Health Catalyst
The Intersection of Overall Health and Oral Health



Smiles For Children
improving lives one smile at a time



DentaQuest is the benefit manager for Cardinal Care Smiles.

They are responsible for building the Medicaid provider network of dentists participating in Medicaid across the Commonwealth.

Cardinal Care Smiles
Annual Overview of Dental Network
(July 1, 2023 -June 30, 2024)

PROVIDER RECRUITMENT AND RETENTION

NUMBER OF NEWLY ENROLLED PROVIDERS:

1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter Total	Annual Total
60	67	59	60	246

Newly Enrolled Providers By Region (Annual Total)

Region	Total Dentists	General Dentist	Peds	OS	Ortho	Endo	Pros	Perio
Tidewater	31	26	2		1		2	
Central	51	38	6	3	4			
Northern/Winchester	109	83	6	6	9	4		1
Western/Charlottesville	22	20	1			1		
Roanoke/Alleghany	13	9	1	1	2			
Southwest	9	8		1				
Border States	12	5		1				

DentaQuest Provider Recruitment Activities:

- 116 contacts made for assisting with completing application/missing application items
- 138 providers contacted for recruitment/new applications
- 246 Welcome letters emailed to newly enrolled providers

Recruitment includes:

- e-mail
- phone
- in – person contact activities.

DentaQuest Dental Champions Committee

Goals:

- To engage and partner with established dental providers who regularly serve Medicaid members to act as advocates and ambassadors for the Cardinal Care Smiles Medicaid program.
- To seek recommendations from this committee for potential provider partners

Recommendations:

To enhance provider supports based on dental provider feedback enacted in FY24 included:

- Dental billing fees increased - 33% over last 2 years
- Eliminated the Institution for Mental Disease (IMD) member National Provider Identifier (NPI) facility requirement for claim submissions
- Now Accepting Council for Affordable Quality Healthcare (CAQH) applications
- No longer requiring VA Certified Clinical Supervisor (CCS) Provider Participation Agreement
- The application process moved to 30 to 60 days in house for completion
- Added a Broken Appointment Program.

Purpose:

educate members on the importance of keeping appointments and the value of maintaining good oral health.

9/30/2025

Provider:

Reports the member's broken appointment

DentaQuest:

Contacts member via phone/email to provide education and/or remind them to reschedule or assist with future appointments

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- *OIHSN to collaborate with DBHDS Region 3 Quality Counsel conducted a survey of DentaQuest credentialed dentists to determine how many were taking new patients, caring for people with DD, offering sedation, etc. The results were presented to DMAS Dental Program. **Completed.***
- **DMAS Dental Program team is working with DentaQuest to increase the network of credentialed dentists providing care to Medicaid beneficiaries.**
 - **On- going with 246 providers added at the end of FY24.**
 - **FY25 Report pending**
- **DMAS Dental Program team is holding “Listening Sessions” across Virginia to hold open dialog regarding the Medicaid Benefit. **On-going.****
- **DentaQuest facilitates a Dental Champions Committee meeting with dental providers to elicit feedback and identify provider potential enhancement activities. **On-going****
- *The OIHSN Health and Safety Alert and Health Trends Newsletter for November 2024 focused on Dental Health Awareness. **Completed.***
- *The OIHSN Community Nursing Team is providing one CEU for licensed nurses in Dental Health Awareness during the November 2024 Regional Community Nursing Meetings. **Completed.***

- DentaQuest has developed and expanded their complex Case Coordination Team initially created to assist MCO Care Coordinators with emergent dental needs presented to them from their members increasing access to CSB Support Coordinators and members directly. **On-going.**
 - *Instructions for accessing the complex Case Coordination Team was presented by DentaQuest at each of the five Regional Community Nursing Meetings and by OIHSN at the Provider Round Table meetings in January. **Completed.***
- *The OIHSN Community Nursing Team hosted the DentaQuest Complex Case Coordination Team at the 5 virtual regional nursing meetings in November 2024 to discuss the Medicaid Dental Benefits and how to access DentaQuest for assistance with challenges accessing. **Completed.***
- **Removed due to proposed closure of clinic in 2027:** Increase utilization of HDMC Dental Clinic for individuals with a DD Waiver in Region 4.
- Collaborate with VDH to virtually provide Oral Health Training – last session 11/19/2024. **Completed**
- Collaborate with VDH to develop Oral Health Training for Nurses – **Under Development.**
- OIHSN Develop an Oral Health training for caregivers that includes trauma informed care concepts. **Under Development.**
- Collaborate with VCU Partnership on a grant from the Virginia Board of People with Disabilities (VBPD) to focus on dentists /dental office staff training influenced by the experiences of self-advocates and mini-grants. **Under discussion**



Collaborate with private provider, Hope House Foundation to address dental access issues in Region 5 identified by a dental access survey conducted by Hope House Foundation, Resource Department. Ongoing.

- **Hope House Foundation** Resource staff to join the DBHDS OIHSN monthly meeting with DMAS' Dental program to address identified barriers and determine steps to reduce those barriers. **Ongoing**
- Work with **Hope House Foundation** to address issues they are seeing on the ground that include:
 - What they and the Individuals they Support Need
 - Access to acute and routine dental services
 - Providers who understand IDD & complex needs
 - Medicaid and dual enrollment access/choice
 - Less time spent coordinating basic care
 - Simpler insurance systems
 - Top Barriers to Access
 - Providers not accepting Medicaid or Medicare
 - Very long wait times for appointments
 - In-network offices are not taking new patients
 - Lack of provider response (no callbacks, long delays)
 - High out-of-pocket costs / upfront payments
 - Sedation needs not being met (esp. for routine cleanings)
 - Accessibility issues: transferring to chairs, ADA compliance **Ongoing**





- VBPD started a quarterly collaboration called “Information Exchange on Dental Access for People with Disabilities” to increase exchange of information and resources designed to increase access. Last Mtg Sept. 4, 2025. Next Mtg Dec. 11, 2025. **Ongoing.**
- Build on the OIHSN Dental Program on – line referral process to increase efficiency of scheduling. **In process**
- Complete the expansion of OIHSN Dental Program to increase the number of individuals with a DD Waiver who can access an annual dental exam and help to close the gap between the current % met and the metric goal. **In process**
- Increase the number of clinics at CSB locations by encouraging CSBs to submit referrals in batches and work with the OIHSN Dental Team to schedule a clinic day that can meet the needs of multiple individuals. **On-going**
- Establish sedation contracts in Region 1 & 3. Contracts signed with dentists willing to see individuals who reside in Regions 1 & 3. **Completed.**

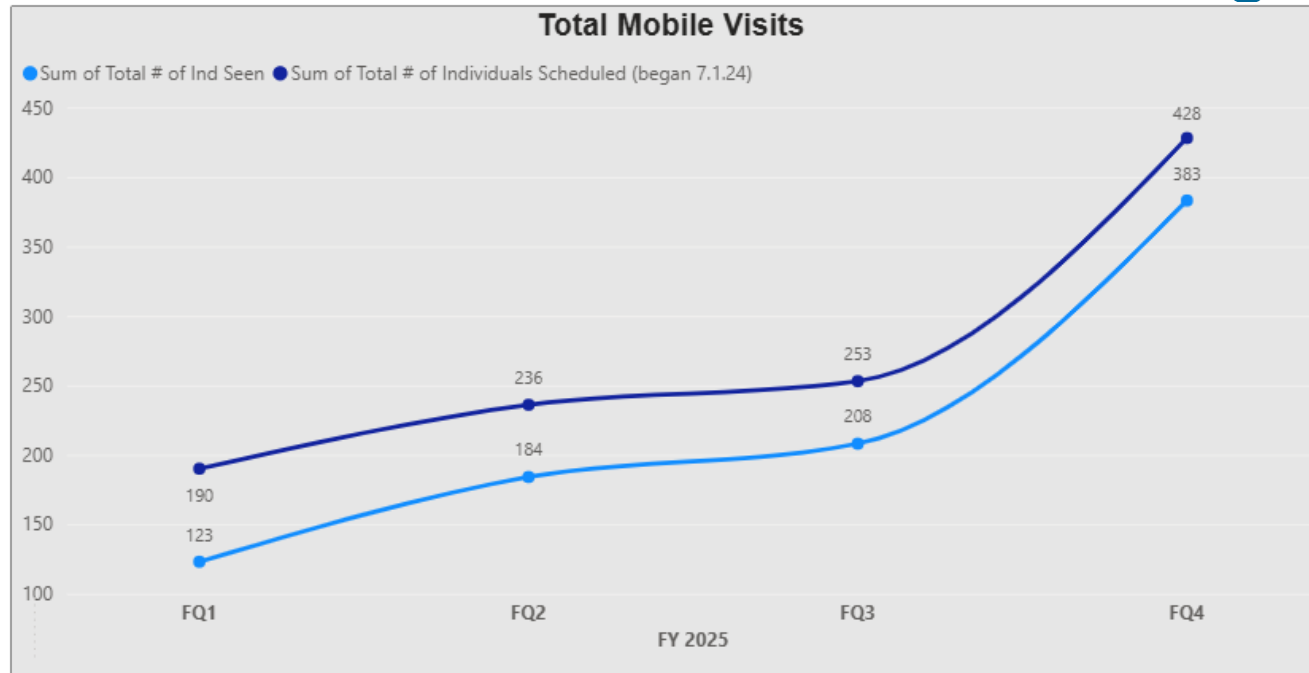




Office of Integrated Health Support Network Dental Program



OIHSN Dental Program for FY25

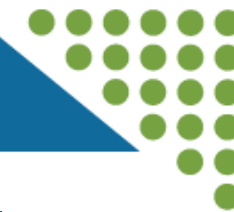


In FY25, the Mobile Dental Program scheduled a total of 1,107 appointments, with 898 successfully completed.

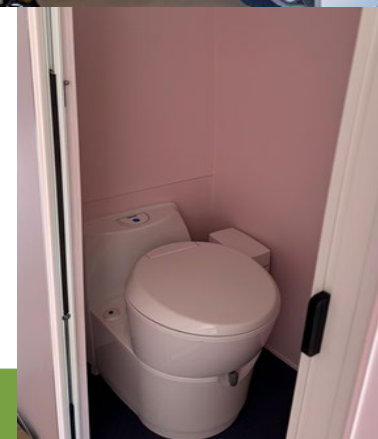
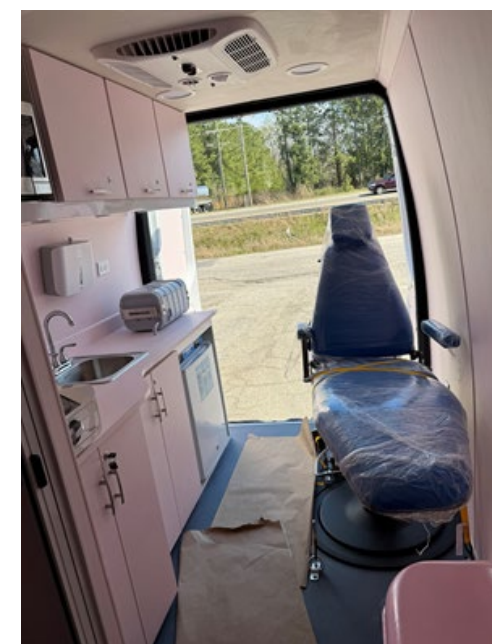
In FY25 Q4, the Mobile Dental Team served 383 individuals—the highest number of patients seen in a single quarter to date.

OIHSN Dental Program Expansion

- **Hiring staff**
 - 1 Dental Assistant – *started 5/28/2024* - **Completed**
 - 2 Dental Hygienists – one *started 5/10/2024 & 5/28/2024* - **Completed**
 - 1 Dental Assistant – position posted 2X **Ongoing**
 - Panel recommended offers but were declined due to travel needs/salary.
 - To be reposted
- **Training NEW staff – Completed**
- **Vehicle Driving, setup and Maintenance Training - Completed**
 - Driving Winnebagos, Box Unit with air brakes & Sprinter Van
- **Purchasing two mobile units – Completed**
 - Sprinter Van & Winnebago Mobile Units
- **Implement on – line referral process in share point list. Completed**
- **Develop virtual application for dental referral processing and tracking. Under Development in Power BI**
- **Implement Dental Practice Software.**
 - Obtaining updated estimates for REQ / PO
 - Eaglesoft (Patterson dental) - Same software HDMC is using solely for record keeping.
 - Request to be submitted to the ITIRB for consideration at the end of FY26Q2. **Draft in editing**
- **Maintenance of old mobile units** to ensure access to three units for clinics. **Ongoing**



OIHSN Dental Program: New Sprinter Van Mobile Unit



OIHSN Dental Program: NEW Winnebago Mobile Unit

