

Dental Program Highlights

Plan features

- PrimeWest Health is a County-Based Purchasing (CBP) health plan owned by 24 rural Minnesota counties.
- Member and Provider Call Centers are staffed by live representatives
- Care coordination is available to all members
- Higher reimbursement is available for contracted providers
- Alternative payment methodologies are available for some providers to target quality and access

Benefits

PrimeWest Health follows the Minnesota Department of Human Services (DHS) covered dental benefits guidelines. Benefits for members include preventive services as well as several restorative procedures. Due to the rural nature of the communities where our members live, the dental benefit set is continuously evaluated by licensed dentists, with whom PrimeWest Health holds contracts, to determine if PrimeWest Health should cover additional dental services over and above what DHS fee-for-service (FFS) covers.

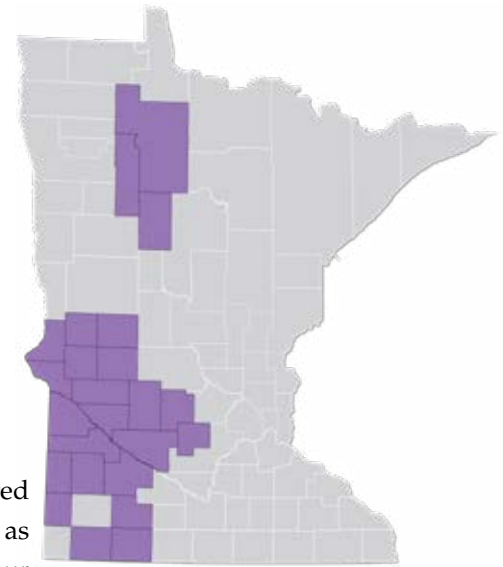
Dental grants

PrimeWest Health has provided nearly \$3.1 million in community reinvestment grants to local dental providers. Among other things, these grant dollars have done the following: built a brick and mortar dental clinic that primarily serves Minnesota Health Care Programs (MHCP) recipients; provided funds to an existing clinic to expand and add a location in a PrimeWest Health community; provided portable equipment to a dental provider in the process of expanding its mobile dental services; supplied start-up funds to provide a pediatric dentist for those eligible to receive Indian Health Services; and allowed dental providers to update their equipment. All of this has led to more efficient dental services, service expansion, increased appointment availability, and decreased wait times for appointments.

Provider collaboration

PrimeWest Health continuously looks for opportunities to collaborate with dental providers on mutually beneficial initiatives. For example, PrimeWest Health has worked with dental providers to reduce no-show rates by providing an additional dental appointment reminder call and a follow-up call for those members who miss their appointment. Through this collaborative effort, no-show appointments have been greatly reduced.

In addition, PrimeWest Health has collaborated with dental clinics to expand mobile dental outreach services in schools, Head Start classrooms, Public Health and Social/Human/Family Services offices, medical clinics, and other locations. All that is needed is cooperation from the entity and a suitable spot to hold the clinic. Preventive and some diagnostic services are provided during mobile dental outreach and restorative services are either provided on site or referred to a local provider for completion in an office setting.



PrimeWest Health network of contracted dental providers

PrimeWest Health has a network of contracted dentists available to provide preventive and restorative dental care as well as oral surgery, pediatric dentistry, and other specialty dental services. The PrimeWest Health *Provider Directory* has a section dedicated to dental providers, and all contracted dental providers are listed by county. PrimeWest Health has experienced a steady increase in the number of dental and oral surgery clinics in our dental provider network, from 19 dental clinics in 2005 to 114 dental clinics in 2023.

PrimeWest Health members can see any dentist in the PrimeWest Health network. PrimeWest Health will also pay for covered dental services from an out-of-network dentist who is willing to accept PrimeWest Health reimbursement as reimbursement in full.

Dental provider enrollment

PrimeWest Health actively pursues dental providers who are identified through retroactive claims report review, member request, county personnel request, and general outreach if the provider is in a location that would be beneficial to PrimeWest Health members. If PrimeWest Health is unable to execute a contract with a dental provider in an area of need, a dental outreach clinic will be scheduled in that community, as long as a location can be secured and county cooperation is achieved.

Member Services Contact Center

If members need help finding a dentist or have questions about dental care, they should call PrimeWest Health Member Services at **1-866-431-0801** (TTY **1-800-627-3529** or **711**), Monday – Friday, 8 a.m. – 8 p.m. The call is free. Member Services staff is able to provide detailed information on dental providers currently accepting new patients, dental providers who provide specialty dental services, and which providers have referral, age, or service area guidelines or restrictions. Member Services staff also answer questions related to coverage of dental services.

Dental care coordination

PrimeWest Health members experiencing difficulty accessing dental care or who are unable to find a dentist who will treat their oral health needs are referred to the PrimeWest Health Dental Services Coordinator for assistance. The Dental Services Coordinator works directly with the provider, member, caregiver, or county case

manager to ensure appointments are made, attended, and the treatment plan and all necessary follow-up is completed.

Role of the county case manager

PrimeWest Health members should discuss their oral health care needs and any difficulty they are having accessing dental care with their county case manager, if one is assigned. The county case manager has face-to-face meetings with the member and is responsible for maintaining the member's care plan and any health goals, including oral health. In addition to providing direct help, the county case manager has the ability to collaborate with PrimeWest Health's Dental Services Coordinator and other PrimeWest Health care coordinators. For example, the county case manager can collaborate with a care coordinator with expertise in behavioral health, substance use disorder, dual diagnoses, or senior care.

Transportation to a dental appointment

Members in need of transportation to a dental appointment should call the PrimeWest Health Member Transportation Line at **1-888-814-6643**. The call is free.

Service Authorization process

Members in need of a dental service requiring a Service Authorization are encouraged to contact their referring/general dentist to assist with any necessary paperwork or other information that may be needed for a determination of medical necessity. The provider rendering the service works with PrimeWest Health to complete the Service Authorization process.

Dental educational materials

PrimeWest Health has educational materials on oral health available for distribution to members. Topics include preventing and handling dental problems, conquering dental fears, caring for children's teeth, and the effects of oral health on other aspects of life, including physical health and school performance.

General Information
Always show your PrimeWest Health membership card at the dentist's office. If you are not able to keep a dental appointment, call the dentist's office as soon as possible to reschedule.
If you need a ride to the dentist, call the PrimeWest Health Member Transportation Line at 1-866-814-6643. TTY users call 1-800-627-3529 or 711. These calls are free. Please call at least two business days before you need the ride.
For help finding a dentist, call PrimeWest Health Member Services at 1-866-431-0801. TTY users call 1-800-627-3529 or 711. These calls are free.
Source: American Dental Association (ADA)

1-866-431-0801 (toll free), TTY 1-800-627-3529 or 711
Attention: If you need free help interpreting this document, call the above number.
Atencion: Si desea recibir asistencia gratuita para interpretar este documento, llame al numero indicado arriba.
Chú ý: Nếu quý VỊ cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.
注意: 如果您在理解本文件时需要免费帮助, 请拨打上述号码。

PrimeWest HEALTH
ORAL HEALTH
for Adults
A healthy mouth is important! Look inside for information on the following:
✓ How to keep your mouth healthy
✓ The connection between oral health and overall health

Dental educational materials are provided through the following methods:

- **Monitoring emergency room (ER) visits for dental reasons:** If a member goes to the ER to receive dental care, they will receive education by mail and phone and provider listings are given to the member
- **PrimeLines:** This member newsletter is sent to each household with a PrimeWest Health member
- **Early Dental Care booklet:** This booklet is distributed to pregnant members. Providers and county partners also distribute this booklet to PrimeWest Health members and community members.
- **Health Risk Assessment (HRA):** Upon enrollment, all PrimeWest Health members are asked to complete an HRA. If oral health is an area of concern for the member, educational materials and a dental provider listing are sent to the member



Is your clinic closed?
Do you need to talk to a nurse?
24-Hour Nurse Line
An RN is available 7 days a week,
24 hours a day, every day of the year.
The 24-Hour Nurse Line phone number
is on the back of your membership card.

24-Hour Nurse Line

If a dentist is not available, or if it is after normal clinic hours, members can call the 24-Hour Nurse Line at all **1-866-201-4601** (TTY 711). The call is free. Registered nurses (RNs) can help members decide whether they need urgent or emergency care. An RN is available 7 days a week, 24 hours a day, every day of the year.

PrimeWest Health Counties

Beltrami, Big Stone, Chippewa, Clearwater, Cottonwood, Douglas, Grant, Hubbard, Jackson, Kandiyohi, Lac qui Parle, Lincoln, Lyon, McLeod, Meeker, Nobles, Pipestone, Pope, Redwood, Renville, Stevens, Swift, Traverse, and Yellow Medicine.

