Dental Program Highlights

Plan features
- PrimeWest Health is a County-Based Purchasing (CBP) health plan owned by 24 rural Minnesota counties. Currently we provide coverage through Minnesota Health Care Programs (MHCP) to members in 13 counties but we are pursuing expansion to the other 11 counties in 2021 or 2022 (see page 3 for a complete list of 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. Adult benefits are dictated by legislation. Benefits for children under age 21 and pregnant adults 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.
Examples of services covered by PrimeWest Health in addition to DHS FFS coverage include the following:
- A second dental cleaning per calendar year for adults age 21 and over (children have no limit)
  - Adults may be eligible for two additional cleanings within a calendar year if they are performed in accordance with an appropriate individualized treatment plan. A Service Authorization is not required.
- Smoking cessation counseling
- Scaling and root planing (deep cleaning) in a clinic setting with an approved Service Authorization
- General anesthesia in a clinic setting with an approved Service Authorization certifying the medical necessity

Dental grants
PrimeWest Health has provided nearly $2.4 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 time for appointments.
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 (toll free), Monday – Friday, 8 a.m. – 8 p.m. 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 will work 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, chemical dependency, dual diagnoses, or senior care.

Transportation to a dental appointment
Members in need of transportation to a dental appointment should contact their county of residence. The county will review the request and determine if transportation services are necessary. If it is determined necessary, the county will work with the member to arrange the transportation. Members residing in a nursing home or other institution who are in need of special medical transportation can have this arranged by that residence. Members in need of special transportation who are not residing in an institution should contact the transportation provider and PrimeWest Health to have a Level of Need Assessment (LONA) completed.
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.

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, he/she will receive education by mail and phone and provider listings will be 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.

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 (toll free; TTY 711). 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, Yellow Medicine. Bold denotes a Service Area county.