





## Patient reports

Higher-Risk Children with Caries • Higher-Risk Adults with Periodontal Disease

Prevention and early diagnosis are fundamental to sustaining good oral health and keeping dental care affordable and accessible. Delta Dental of South Carolina knows that you are committed to keeping your patients healthy with basic preventive treatments.

Delta Dental of South Carolina will begin providing participating primary care dentists (general dentists and pediatric dentists) in the Delta Dental network in South Carolina a monthly customized report to help you identify specific higher-risk<sup>1</sup> Delta Dental of South Carolina members in your practice who should benefit the most from preventive and therapeutic<sup>2</sup> treatments. These reports are the newest tool from Delta Dental of South Carolina to support disease management and prevention.

Delta Dental of South Carolina will pay a bonus to dentists participating in the Delta Dental network in South Carolina who successfully reach a threshold for getting their higher-risk Delta Dental patients to return for the recommended treatments within the calendar year.

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<sup>1</sup>All members are considered to be at risk by Delta Dental because low risk does not mean no risk. Therefore, we use the term higher risk to differentiate those members who would be considered moderate or high risk from those considered low risk.

<sup>2</sup>Specific account exceptions may apply.

## Patient reports

The customized patient reports are derived from claims data submitted over the previous five years for the identified higher-risk patients.

The **patient report for children** includes children 20 years of age or younger whose last routine care visit was at your office and who are at higher risk for cavities because they have had a qualifying event (caries restoration) within the previous five years.

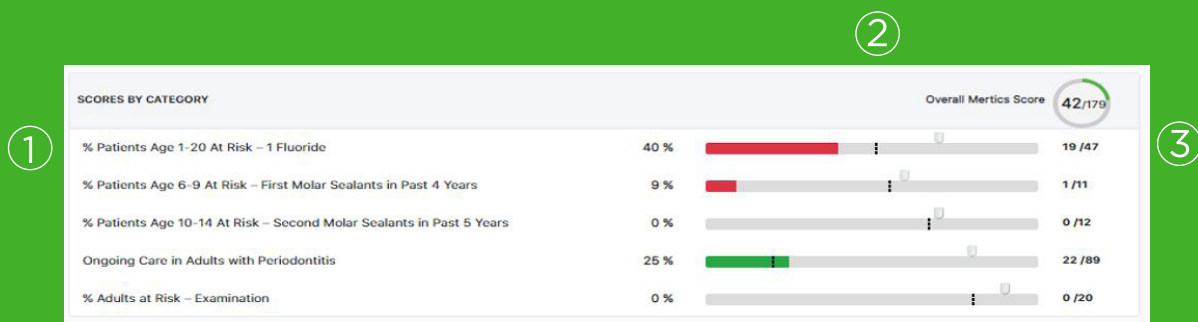
The **patient report for adults** includes individuals 21 years of age and older whose last routine care visit was at your office and who are considered higher risk because they have received three or more restorations within the previous five years. The patient report for adults also includes individuals age 30 years and older that have been treated for periodontal diseases, but have not received regular periodontal maintenance procedures.

The reports provide an at-a-glance view of the patient's information and most recent application of recommended preventive treatments. The report will help you easily identify the patients who have not received the recommended therapy so you can contact them to return for treatment.

## Your practice benefits

These reports provide real-time feedback on practice performance, month-by-month, over a benefit period January 1 to December 31. The dashboard will allow your office to track progress on each metric.

The dashboard contains metrics focused on evidence-based preventive care recommendations for high-risk patients (children and adults).



## Using the metric section\*

You will see a listing of metrics titled “Oral Health Care Measures.” These are the different metrics that you are measured on.

1. In this example, you can see 40% of the patients in the “Age 1-20 At Risk-1 or More Fluoride” metric have been treated.
2. The dotted line marker is your target goal. This goal is set by Delta Dental.
3. The fraction on the far RIGHT side is the number of patients identified (based on claim history with Delta Dental).

When you click each metric line, the Performance and Descriptor information will populate on the right hand side of the screen.

\*This is a sample model.  
Your metric section may look different.

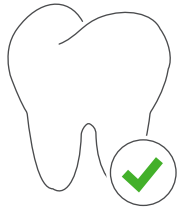


## Rationale and methodology for determining higher risk

We acknowledge that there are additional risk factors that would place low-risk members into higher-risk status; claims data may not capture these risk factors. The first patient reports will capture only some very basic risk data for members who have visited a dentist.

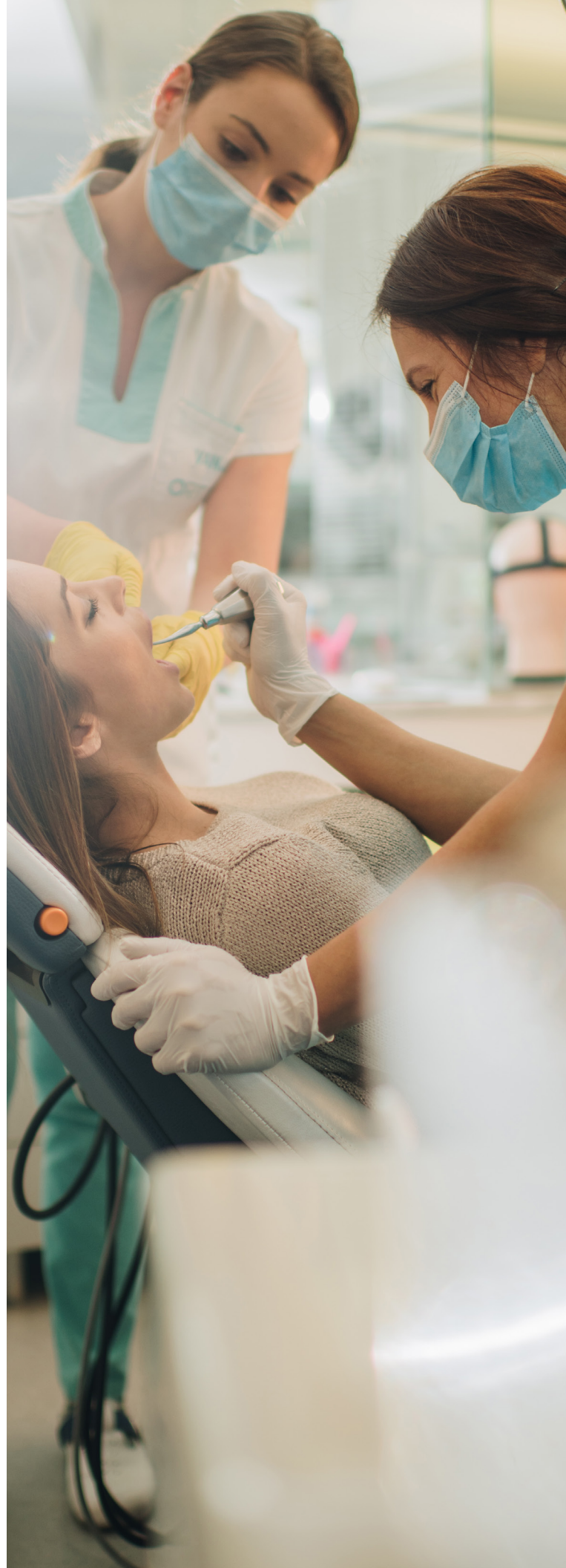
- 1. Children through age 20 and adults age 21 and older** are designated as higher risk if they have received one or more restorations based on the fact that a restoration is an “indicator” of disease as opposed to a risk factor for disease. As J. D. Featherstone notes, disease indicators are “clinical signs that there is disease present or that there has been recent disease.” To determine whether a patient is higher risk, Delta Dental of South Carolina reviews claims data for the prior five years. If the patient has claims data for fillings performed during that time, he/she will be considered higher risk. Once the member no longer has claims data for these codes during a three-year period, he/she will be considered low risk.
- 2. Adult members age 30 and older** who have received a scaling and root planing (SRP) or osseous surgery during the past five years are considered higher risk for periodontal disease. We acknowledge that members with certain systemic diseases or conditions such as pregnancy or diabetes may be at a higher risk for periodontal disease, but that data is not being used in the early stages of this program.

Delta Dental of South Carolina will review claims data for the prior five years. If the patient has claims data for SRP or osseous surgery during that time he/she will be considered higher risk. Other surgical codes for periodontal treatment are not included in this initial phase of the program.



## Recommended Treatments

- 1. Topical fluoride for patients (ages 1-20) at elevated caries risk**  
Percentage of enrolled children aged 1–20 years who are at “elevated” risk (i.e., “moderate” or “high”) who received at least 1 topical fluoride application within the reporting year.
- 2. Sealants on first molars for patients (ages 6-9) at elevated caries risk**  
Percentage of enrolled children in the age category of 6–9 years at “elevated” risk (i.e., “moderate” or “high”) who received a sealant on a permanent first molar tooth within the reporting year.
- 3. Sealants on second molars for patients (ages 10-14) at elevated caries risk**  
Percentage of enrolled children in the age category of 10–14 years at “elevated” risk (i.e., “moderate” or “high”) who received a sealant on a permanent second molar tooth within the reporting year.
- 4. Accessing the oral health care system**  
Percentage of enrolled patients (ages 21 and older) at elevated risk for caries who receive a comprehensive or periodic exam within reporting year.
- 5. Periodontal maintenance**  
Percentage of enrolled patients (ages 30 and older) with a history of periodontal disease who receive two or more periodontal maintenance procedures or prophylaxis within the reporting year.





## How to get started

1. Contact [professionalrelationsteam@deltadentalsc.com](mailto:professionalrelationsteam@deltadentalsc.com) or register with your Professional Relations Representative.
2. A Professional Relations Representative will set up your User Role for your office.
3. You will receive an email from [batchuser@pandr dental.com](mailto:batchuser@pandr dental.com) with a temporary password and User Agreement.
4. Once logged in you are set up and ready to go!



**6 PATIENTS LIST**

Show patient name

Observed	Excluded	Patient Name	Gender	Relationship	Age	Location	Provider Details	Exclude
N	No	Patient Name Hidden	F	D	21			<a href="#">Exclude</a>
N	No	Patient Name Hidden	M	D	20			<a href="#">Exclude</a>
Y	No	Patient Name Hidden	F	D	20			<a href="#">Exclude</a>
Y	No	Patient Name Hidden	D		18			<a href="#">Exclude</a>
N	No	Patient Name Hidden	M	D	15			<a href="#">Exclude</a>
Y	No	Patient Name Hidden	M	D	15			<a href="#">Exclude</a>
Y	No	Patient Name Hidden	F	D	17			<a href="#">Exclude</a>
Y	No	Patient Name Hidden	M	D	18			<a href="#">Exclude</a>

**7 METRICS INFORMATION**

**% Patients Age 1-20 At Risk - 1 Fluoride**

**Overview**  
Percentage of patients ages 1 through 20 at high risk for caries who received at least one fluoride treatment in the previous 12 months.

**Denominator**  
Patients who:  

- are age 1-20
- are at higher caries risk (one or more restorations in the 3 years prior to the previous 12 months)
- were eligible for benefits during the previous 12 months.

 Restorations are indicated by CDT codes D0140-D1799, D02930-D02934, D02940, or D02950

**Numerator**  
Patients in the denominator who received at least one fluoride treatment in the previous 12 months. Fluoride treatments are indicated by CDT codes D1200 and D1208.

**Attribution**  
Patients in the denominator who received at least one fluoride treatment in the previous 12 months. Fluoride treatments are indicated by CDT codes D1200 and D1208.

## Using the Dashboard\*

Log on, or follow the link after the agreement page, to view your dashboard.

- 1 Five quality metrics.** Click on a metric to highlight and see additional information including guidelines and patient listings.
- 2 Percentage bar.** Percentage of patients who have been treated.
- 3 Incentive target goal.** Dotted line = your incentive target goal. Triangle = peer group average.
- 4 Calendar icon.** Click on icon to review by month or date range.
- 5 Performance tab.** Set as the default, this tab reflects the patient numbers, trends and peer rates. Information will change based on the metric selected.
- 6 Patient list.** For any metric, click on “patients” or the blue patient icon to display detailed list. This list can be exported to CSV file.
- 7 Info tab.** Depending on the metric highlighted, this tab reflects all of the qualifying timelines and services that place the patient in the higher risk grouping.

\*Dashboard screenshot is a sample. Your dashboard may look slightly different.

Disclaimer: By identifying a patient as high risk and suggesting a benefit treatment, we are not guaranteeing the patient is eligible for the benefit. The purpose of this program is to aid our participating dentists in identifying patients of record, who are at higher risk and could benefit from preventive and therapeutic treatment. While the treatment may be beneficial in supporting disease management or prevention, PLEASE NOTE, the patient for multiple reasons may not have insurance eligibility due to policy limitations or other qualifying measures. Incentives for completion of the identified services will be applied regardless of patient eligibility.



## Dental Health Metrics incentives

Delta Dental of South Carolina appreciates that the time and effort of your staff are needed to get some higher-risk patients to return for recommended preventive treatments. We have allocated a financial pool to reward primary care dentists participating in the Delta Dental network in South Carolina for their work in getting higher-risk patients to return for the recommended treatment.

Beginning in January you will be provided with a target number of patients that qualify for each of the five metrics. Bonus calculations will be based on the percentages of higher risk patients in each metric that receive the recommended service. You will be notified about your progress through an updated **report**.

This bonus does not change your reimbursement fees. Dentists who participate in the program can earn bonus payment based on their performance in each metric. Every participating primary care dentist in the Delta Dental network in South Carolina is eligible to enroll in the bonus program. Dentists enrolled in the program must activate their account and must access the account at least once during each quarter of the year of their participation to receive a bonus.





## Frequently Asked Questions

### **How are patients selected for the patient reports?**

In order to be included in the patient report, a patient must meet these criteria:

1. Be enrolled in a Delta Dental plan provided by Delta Dental of South Carolina
2. Have been seen by a primary care dentist at his or her office in the past 24 month period
3. Have had a qualifying event (caries restoration, scaling and root planing, or osseous surgery)

### **What if my patient changes insurance plans within the report cycle?**

If your patient changes from a Delta Dental of South Carolina plan to another dental insurer during the report cycle but receives treatment before changing plans, then treatment will be included in the bonus calculation. If treatment is provided after leaving Delta Dental, it will not be included in the bonus calculation.

### **What if my patient receives the recommended preventive periodontal maintenance treatment from a periodontist?**

As the primary care dentist of record for the patient, you will receive credit when this patient receives the recommended treatment by a periodontist.

### **What is the threshold for bonuses?**

The details of the bonus reimbursement will be refined as we evaluate claims data for each metric over the past year. The thresholds for each office will be provided prior to January.

### **What happens if my patient switches to a different dentist during the report period?**

If a patient was on your report for the previous period and receives the preventive treatment from another dentist during that period, you will receive credit for that period.

### **What if a patient that is identified as higher risk joins my practice in the middle of a period?**

That member will be added to your report.

### **Who should I contact if I have questions about my patient reports?**

Support Email: [DentaVBR@pandr dental.com](mailto:DentaVBR@pandr dental.com)



Delta Dental of South Carolina  
12399 Gravois Road  
St. Louis, MO 63127