

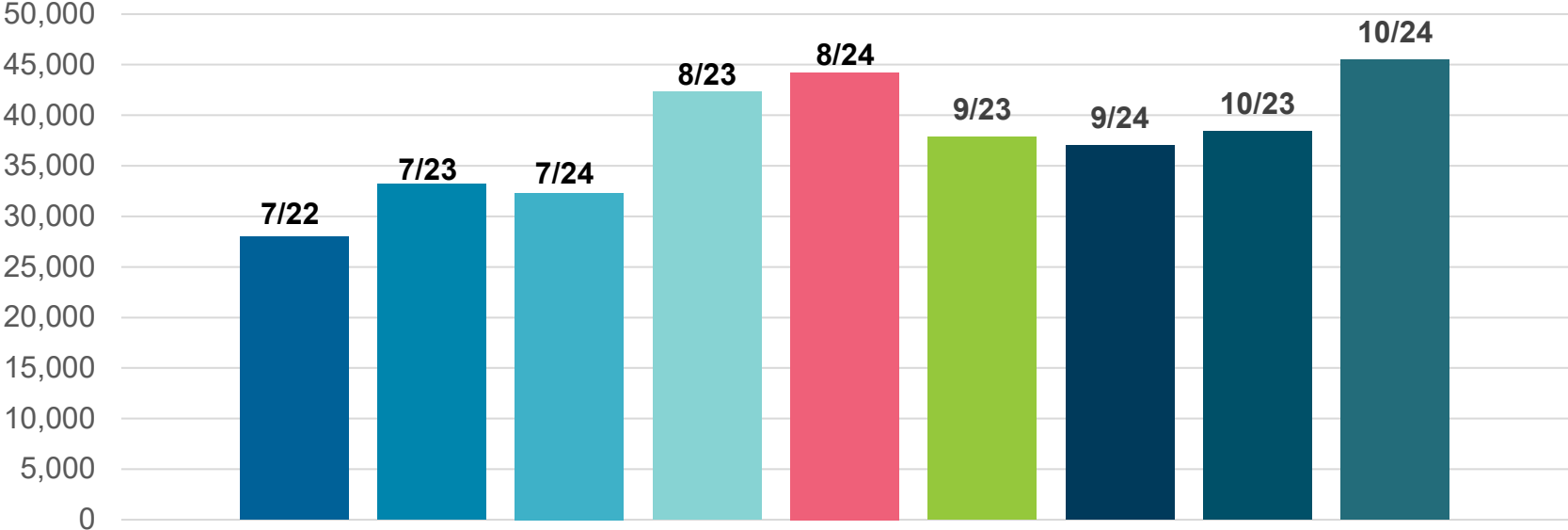
# DAC

November 22, 2024



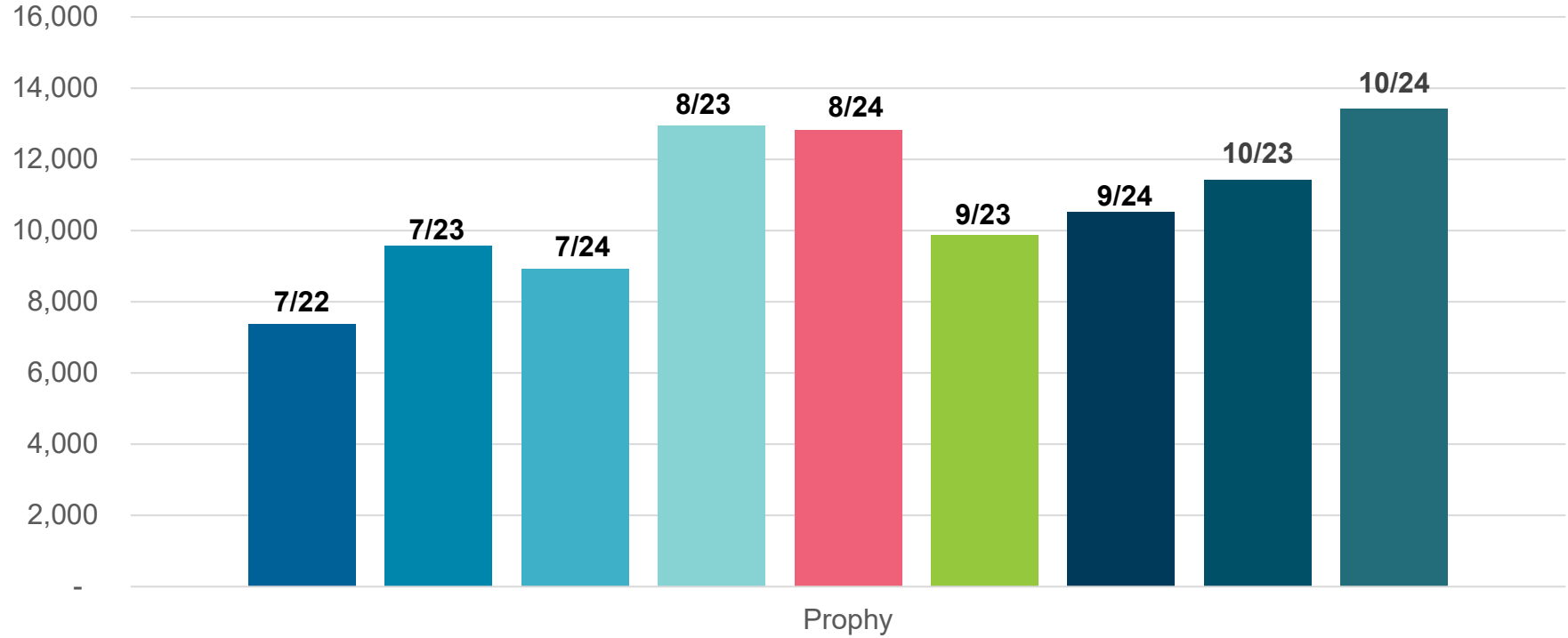
# ADULT BENEFIT OVERVIEW

# Adult Benefit – Members With Claims (Monthly)

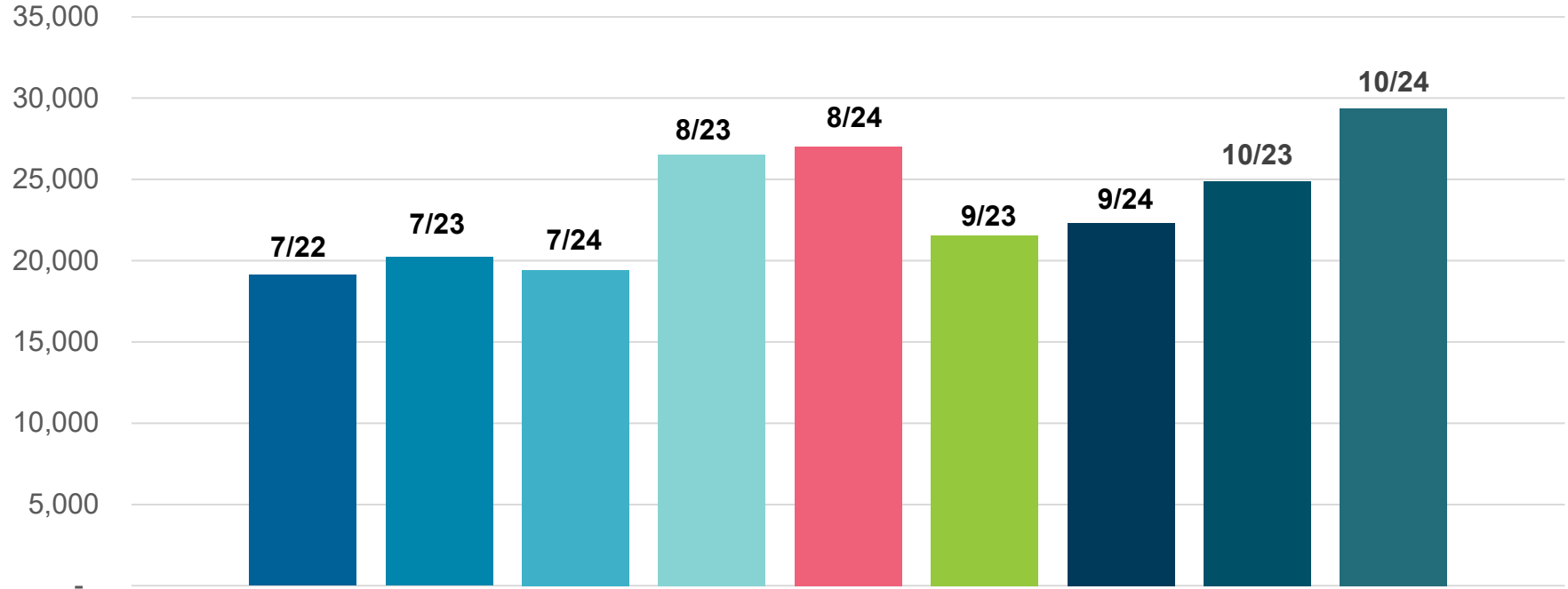


- 165,000+ adults received a dental service in the 1<sup>st</sup> year of the benefit – SFY 2022
- 200,000+ adults received a dental service in the 2<sup>nd</sup> year of the benefit – SFY 2023
- 217,000+ adults received a dental service in the 3<sup>rd</sup> year of the benefit – SFY 2024
- **123,000+ adults have received care so far in SFY 2025**

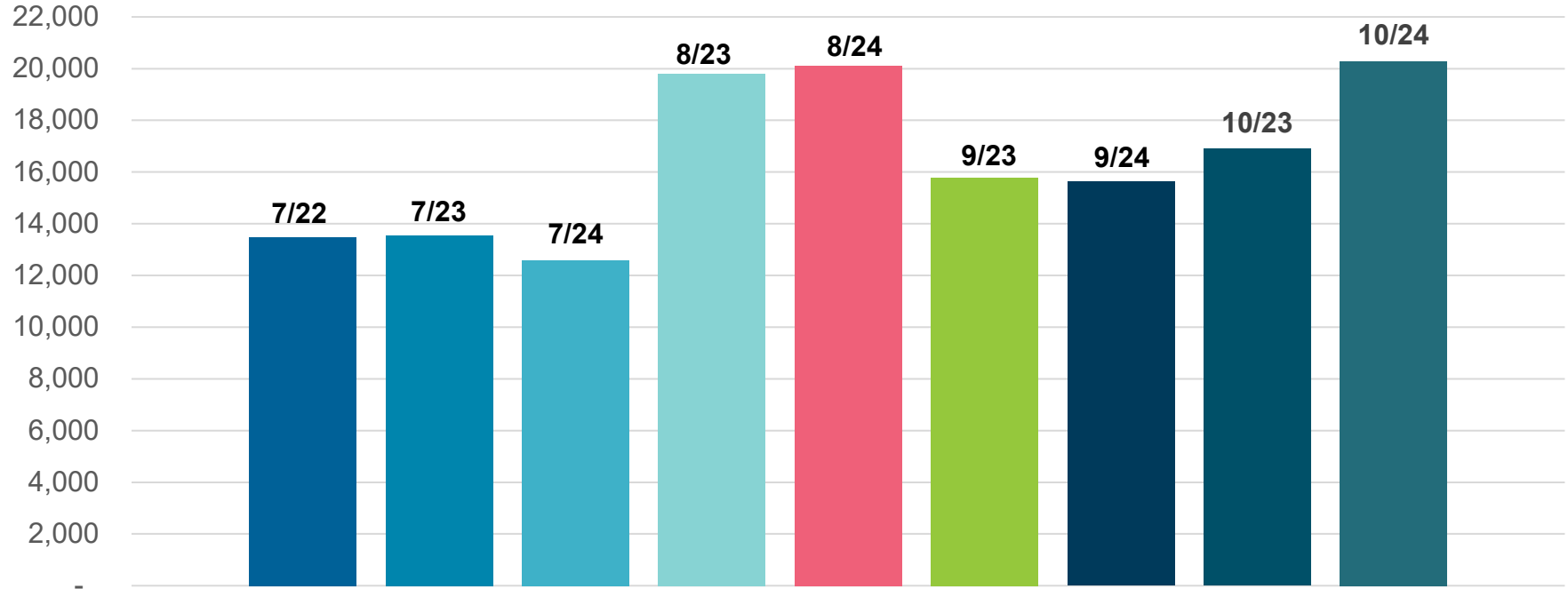
# Adult Benefit – Utilization by Prophy Codes



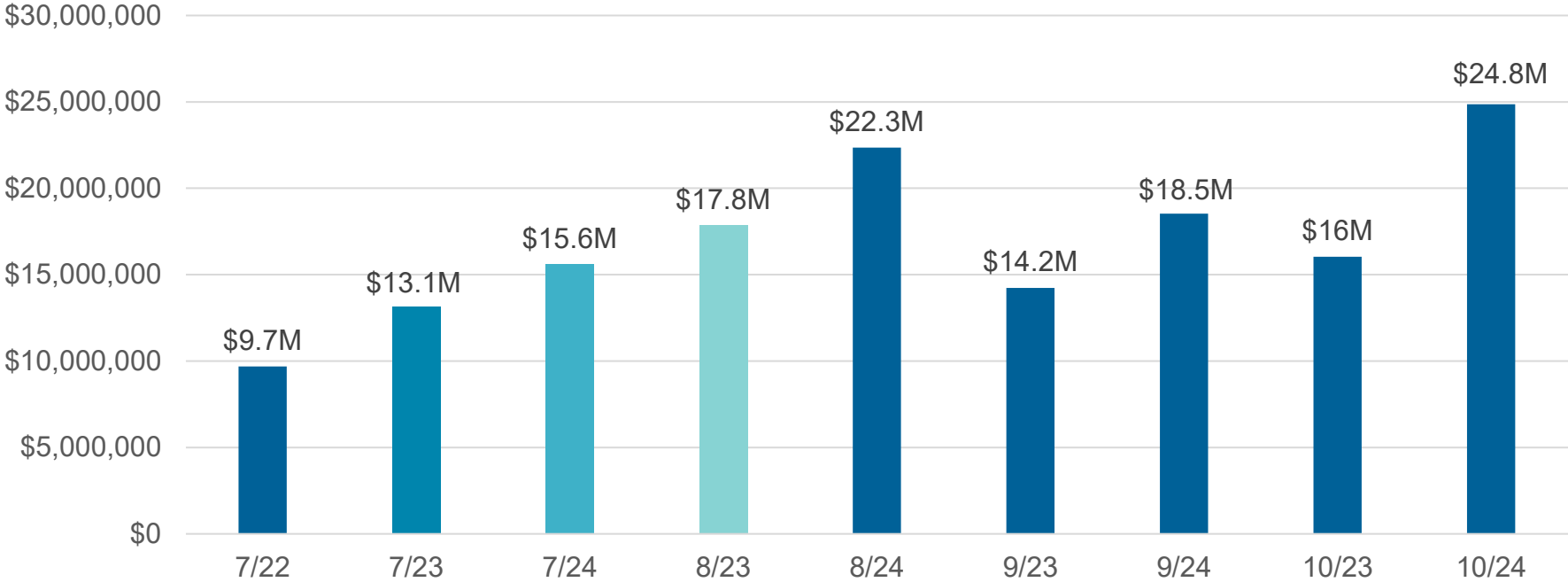
# Adult Benefit – Utilization by Restorative Codes



# Adult Benefit – Utilization by Extraction Codes

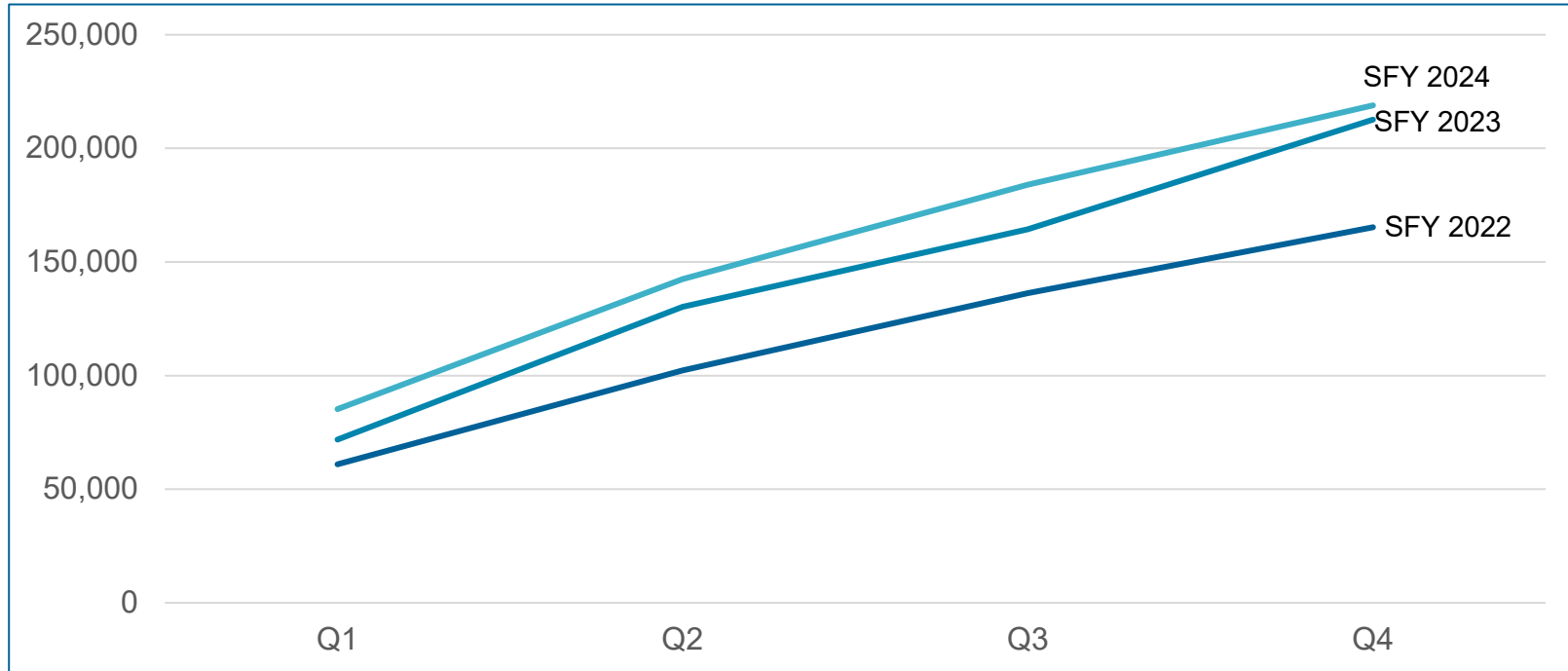


# Adult Benefit – Total Dollars Paid By Week



- Total Claims Paid in SFY 2023 = \$172M
- Total Claims Paid in SFY 2024 = \$201M
- **Total Claims Paid SFY 2025 YTD = \$81M**

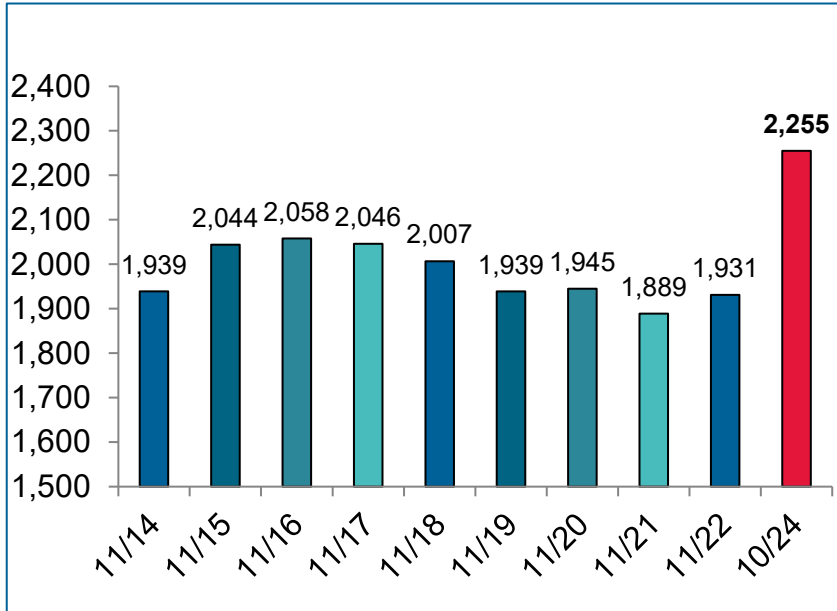
# Adult Benefit – Members with Claims – SFY 2022, SFY 2023, SFY 2024





# PROVIDER NETWORK

# Provider Participation



11/18/24	
Files with Incomplete/Missing Documentation	6
<b>Application Aging</b>	
Complete Applications in Process	
0-15 days	9
16-30 days	10
31-59 days	8
60 and over	0
<b>Total providers processed CY2024 and added to network 1/1/2024 to 11/17/24</b>	
	245

As of October 31, 2024, **2,255** dentists are participating in the program:

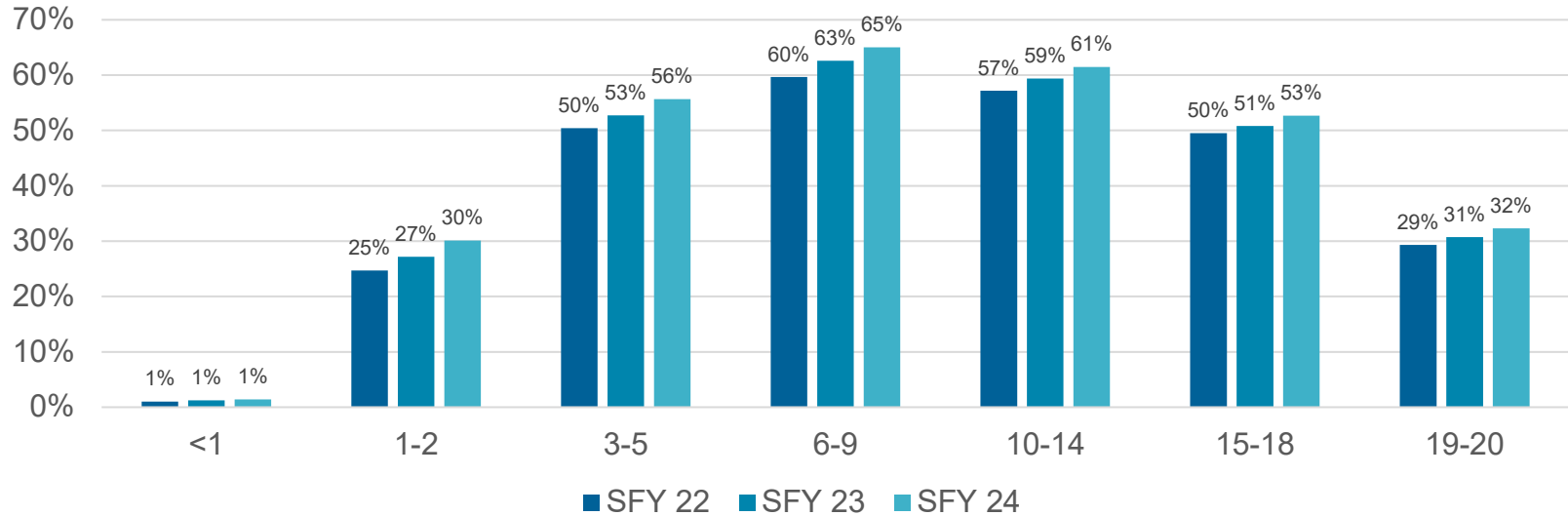
- This represents approximately 30% of Virginia licensed dentists.
- 39% of the states practicing dentists participate in the program.

# Provider Survey Results

- Providers continue to rate DentaQuest and the **Cardinal Care Smiles** program well:
  - 94% of providers were satisfied with DentaQuest
  - 96% of providers plan to continue participating in the DentaQuest network next year.
- The highest ratings received were on accuracy of payments, turnaround time of the authorization process, and payments are received within the agreed upon timeframe.
- 73% said broken appointments among Virginia **Cardinal Care Smiles** Medicaid patients were a moderate or major problem.

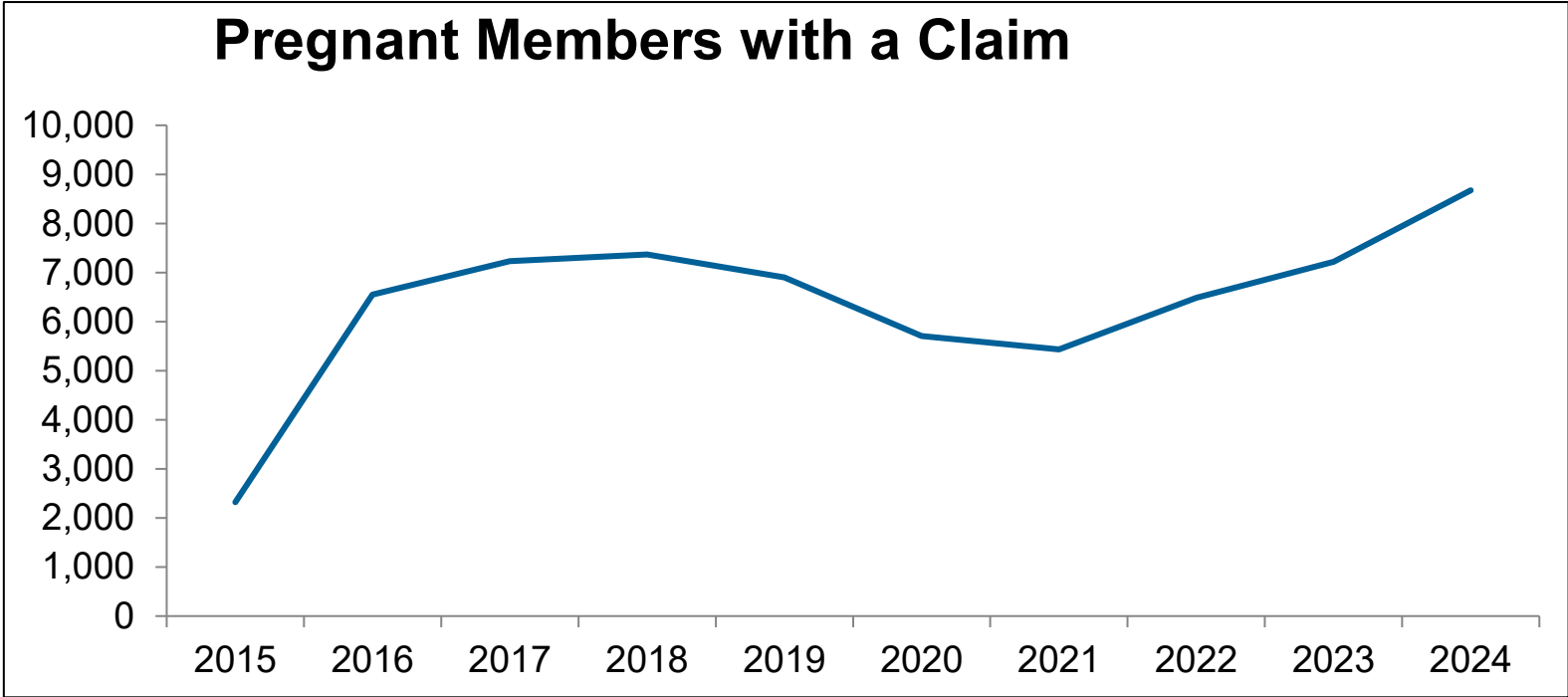
# MEMBER OUTREACH AND EDUCATION

# Pediatric Utilization 0-20



- SFY 2022 - Combined utilization for all members 0-20 = 48%
- SFY 2023 - Combined utilization for all members 0-20 = 50%
- SFY 2024 - Combined utilization for all members 0-20 = 52%

# Pregnant Member Dental Utilization



# Member Survey Results

- 96% had a dentist they went to for check-ups, cleanings or tooth pain.
- 96% were satisfied with the dentist, 96% were satisfied with dental care received, and 96% were satisfied with their dental plan.
- Nearly 9 in 10 respondents rated their/their child's oral health highly.
  - 89% believed their/their child's oral health was very good or good.
  - 78% have seen an improvement in their/their child's oral health in the past year.
- 94% felt the dentist/staff did everything they could to make them feel comfortable.
  - 78% said the dentist/staff always explained what they were doing.
  - 98% said the dentist/staff gave advice on how to avoid dental problems.

# Member Survey Results

- The majority, 95%, indicated that they contact the dentist at least 48 hours in advance if they need to miss an appointment.
- 14% reported missing an appointment. Illness was one of the most prevalent reasons cited for missing an appointment.
  - 93% of those who missed an appointment rescheduled their appointment.
  - All of those who rescheduled their missed appointment went to the new appointment.



# Member Engagement– By the Numbers

- Broken Appointments – 10,000 member engagements
- Case management – 1,000 at risk members identified – direct assistance provided to 75%(well above the 67% average)
- Smiling Stork – 52,000 member engagements
- Chronic Conditions Program – 134,000 member engagements
- ED Redirect – 20,000 member engagements
- Community Partner Newsletter – 800 community partner engagements
- 45,000 pieces of educational material and 2,300 oral health kits delivered
- 300 outreach events

# MEMBER APP

# Introducing the myDentaQuest Member Mobile App

*A streamlined mobile experience to support members*

## Key Features:



### Alternate Authentication

Make it easier to access to self-service (not limited to member or Medicaid ID for verification)



### Digital ID Cards

Meeting members where they are: convenient access, seamless experience, with added upside of reduction of paper



### Find-a-Dentist

Create a seamless experience for this critical touchpoint



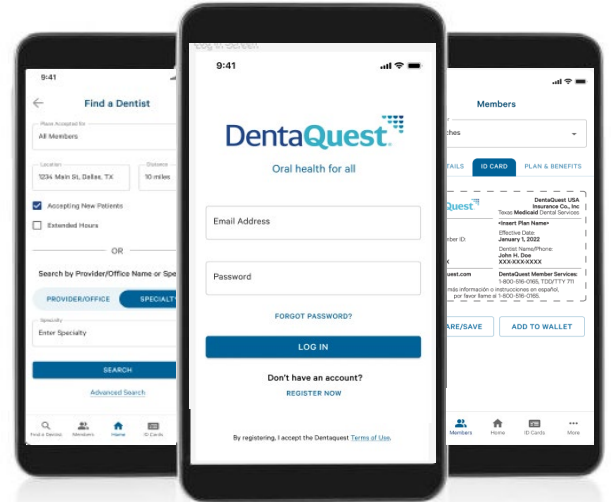
### Change Main Dental Home

Expand reach of self-service Main Dental Home changes



### Benefits summary

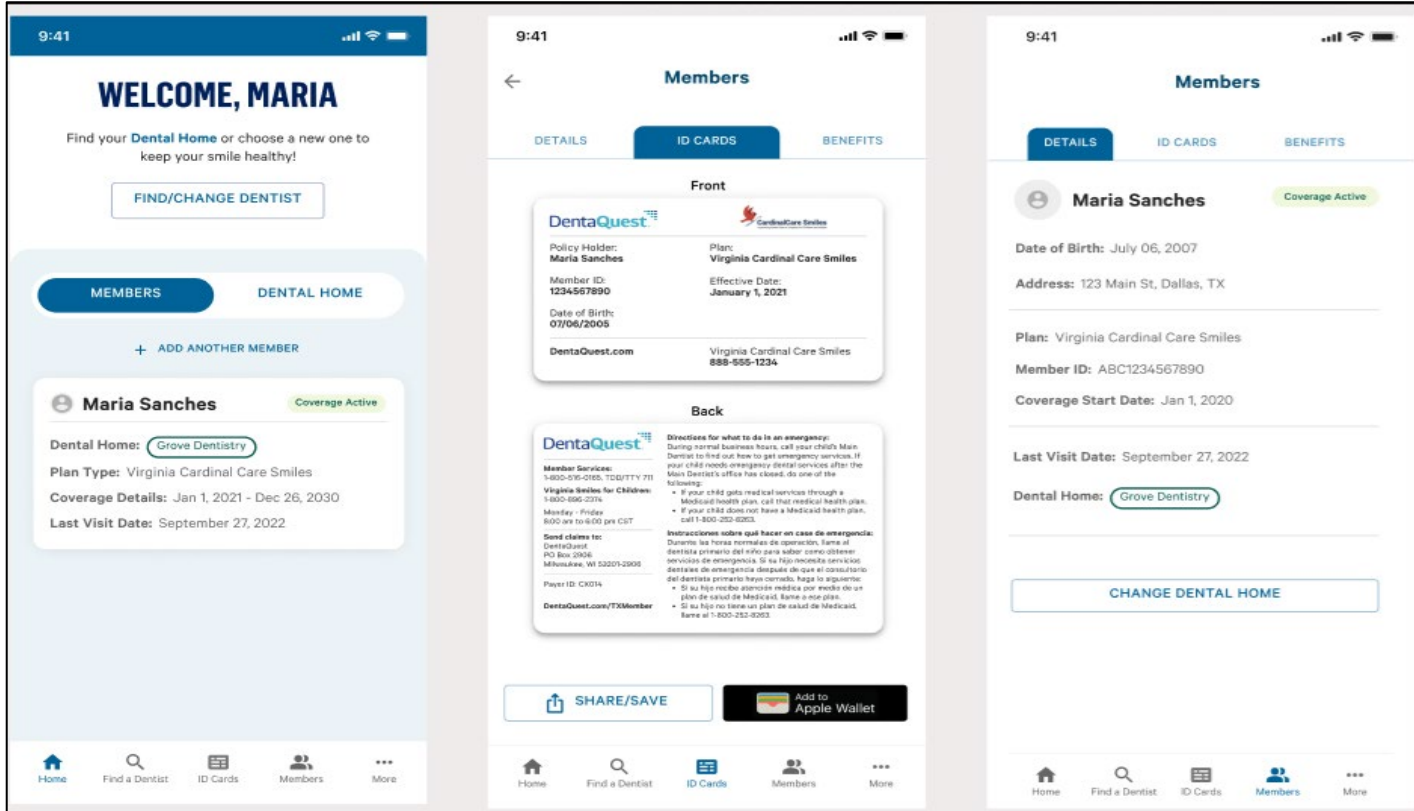
Easy access to information about key plan benefits



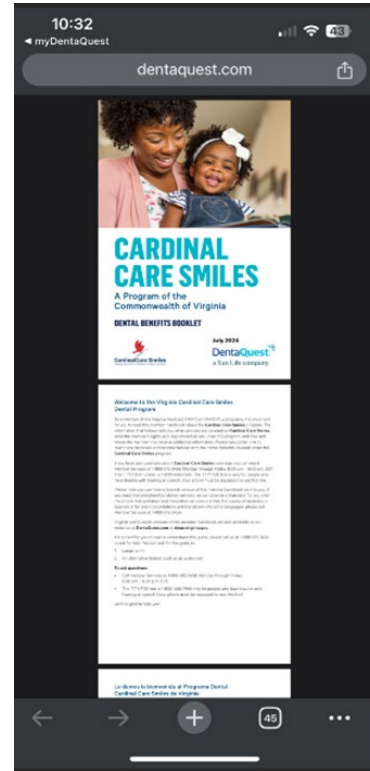
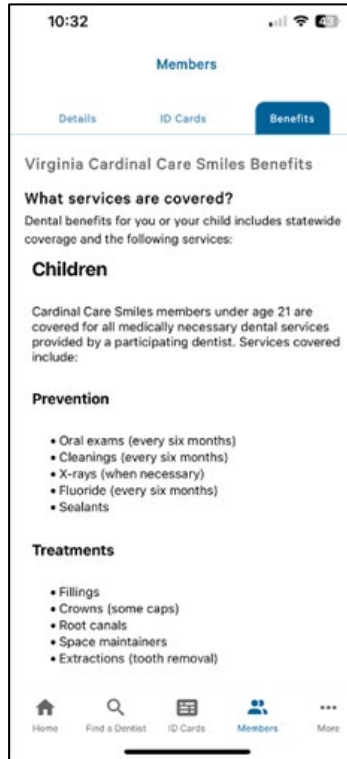
**CardinalCare Smiles**  
Improving Dental Care in Virginia for Children and Adults

**DentaQuest**

# Member App



# Member App



# SUN LIFE ACQUISITION

# Sun Life Acquisition

In 2022 DentaQuest was acquired by Sun Life Financial Inc. As we continue integrating, we remain focused on delivering the services you know and trust.

While the acquisition itself happened a while ago, you may only now be seeing changes, such as the DentaQuest website, the DentaQuest logo, even employee's out of office messages.

Additionally – providers will see the updated DentaQuest logo along with the Sun Life logo on the new provider portal that is launching over the next few months to our entire provider network.

Throughout the coming months and beyond additional visuals and messaging will be updated.

Please note – any integration updates that impact audiences beyond branding will be communicated accordingly.



# Thank you!