



Dentistry as Primary Care

Caring for and Billing Patients who are Covered by Medicaid Services

Dr. Maria “Duffy” Meyer, DDS
Caitlin Friedt



Center for Rural Health
University of North Dakota
School of Medicine & Health Sciences



Different types of Medicaid

- Traditional Medicaid – Gold Card
 - Uses MMIS portal
- Medicaid Expansion
 - BCBS Card
 - Previously Sanford
 - Does not cover dental if over the age of 21
 - Anyone with MA Expansion will not come up in the MMIS portal
 - Typically a pt with MA expansion that has to pay out of pocket doesn't schedule or doesn't pay



Medicaid Plans

- Medicaid Fee for Service
 - Patient has dental coverage
- Medicare Beneficiary
 - Medicaid will only cover what Medicare will cover
 - Dental is not a covered service under Medicare
- A patient might have multiple plans
 - They just need one that will cover dental

Benefit Plan			
Plan Description	Copay	Coinsurance	Base Deductible
Health Tracks/Early Perdic Scrn Det Trmt	\$0.00	0%	\$0.00
Developmentally Disabled Waiver	\$0.00	0%	\$0.00
Medicaid Fee For Service	\$0.00	0%	\$0.00

1 - 3 of 3

Service Type				
Copay details are available on DHS Website				
Service Type Code	Service Type Code Description	Service Type	Copay	Coinsurance
1	Medical Care	Not Covered	\$0.00	0%
33	Chiropractic	Not Covered	\$0.00	0%
35	Dental Care	Not Covered	\$0.00	0%
47	Hospital	Not Covered	\$0.00	0%
48	Hospital - Inpatient	Not Covered	\$0.00	0%
50	Hospital - Outpatient	Not Covered	\$0.00	0%
86	Emergency Services	Not Covered	\$0.00	0%
88	Pharmacy	Not Covered	\$0.00	0%
98	Professional Visit	Not Covered	\$0.00	0%
AL	Vision	Not Covered	\$0.00	0%

Service Type				
Copay details are available on DHS Website				
Service Type Code	Service Type Code Description	Service Type	Copay	Coinsurance
1	Medical Care	Covered	\$0.00	0%
33	Chiropractic	Covered	\$0.00	0%
35	Dental Care	Covered	\$0.00	0%
47	Hospital	Covered	\$0.00	0%
48	Hospital - Inpatient	Covered	\$0.00	0%
50	Hospital - Outpatient	Covered	\$0.00	0%
86	Emergency Services	Covered	\$0.00	0%
88	Pharmacy	Covered	\$0.00	0%
98	Professional Visit	Covered	\$0.00	0%
AL	Vision	Covered	\$0.00	0%

1 - 10 of 12

Recipient Liability & Third Party Liability

- Does the patient have a primary insurance?
 - Medical, Dental and Vision will be listed under TPL
 - A policy listed prompts us to ask the patient about their other policies
 - If pt brings in a primary insurance that isn't listed, it can cause problems with how MA processing the claim
- Does the patient have a monthly recipient liability?

TPL Spans						
Carrier ID	Carrier Name	Insurance Type	Policyholder ID	Policyholder Name	Policy Number	Policy Begin Date
0 - 0 of 0						
Lock-in Spans						
Other General Information						
Is There Any Recipient Liability Involved?	Is there any Long Term Care involved?		Has the Recipient Liability Amount been met?		Recipient Liability Amount	
Yes	No		Yes		0.00	

Returning patients

- Check eligibility, recipient liability & TPL a couple days prior to the appt
- Call any patients that are ineligible
- If you are unable to find the patient on the MMIS portal, it typically means they have MA Expansion

Service Authorizations

- Staff fill out referral form for procedures needing authorization
- Submit on MMIS Portal
- Schedule pt once tx is approved
- When billing, enter SA number on claim

MEDICAID SERVICE AUTHORIZATIONS

Name: _____ DOB: _____ Date: _____

Frequency List for DD pts Prophy or PerioMaint _____ cleanings per yr
Only nursing home or disabled pts qualify for Frequency List

Scaling & Root Planing	Perio Maintenance	Prophy
MX Complete Denture	MN Complete Denture	
MX Immediate Denture	MN Immediate Denture	
MX Partial	MN Partial	
Crown (Tooth # ___)	Core Buildup (Tooth # ___)	
RCT (Tooth # ___)	Other: _____	

Reason it needs to be authorized/Additional Notes:

7

Frequency List

- Can get pts approved for up to 4 cleanings per year if disabled
- Need to have documented reason why pt needs to be seen more frequently
- Need a list of medical conditions, probing depths & x-rays for SA
- Will typically get approved for a five year window



8

How we schedule patients

- Is this an emergent need?
 - Are they swollen or in pain?
 - Is this a concern that has already been addressed?
 - Need to see the OS, specialist?
- Can they wait for a comprehensive exam?
 - Are they eligible or have they reached their maximum this year?
 - Have they seen us for more than two limited exams and not scheduled a comp exam?



9

When scheduling

- Do they know the expectations of the appointment?
 - Where our office is located, what time to arrive, to bring a list of current medications, to have a parent/guardian along to sign consents
- Do they have current x-rays?
 - Do they a signed x-ray release? Have the previous office sent the x-rays?
- Have they reached their frequency on Fluoride?
 - Did they receive fluoride at their medical doctor?
 - Did they receive fluoride at Head Start or at a school based sealant program or on the Ronald McDonald bus?



10

Limitations with Scheduling/Referrals

- Does the patient have transportation or will they need to arrange a ride?
- Do they have a phone and a phone number that stays active and accepts messages?
- Does the facility you are referring to accept Medicaid?



11

Order of Treatment

- Start with areas of pain first
 - If this area needs a pre-authorization, inform patient.
- Discuss pt's needs
 - Do they want a longer appointment or several shorter appointments?
 - Are they reliable?
 - If they have no showed twice, then we only schedule one appointment at a time until they become reliable.
 - Are they busy with work or other commitments at certain times?
 - Are they on dialysis or have other scheduled medical appointments?
 - Can they find child care for their dependents during their appointment?

12

Order of Treatment

- Know the frequency limitations with Medicaid
 - Schedule yearly hygiene for patient – we try to schedule same month if possible every year to keep it routine.
 - Pt gets a three reminder calls leading up to appointments.
- Schedule patients following treatment and explain the importance of keeping appointments and showing up on time.
 - If they no show their first visit – they are on a year probation regardless of their insurance.
 - If a family no shows three times in our office we put them on a year long probation where they are not allowed to schedule regardless of their insurance type.

13

Excuses to not see Medicaid Patients

- I am too busy
- Medicaid doesn't pay enough
- Patients on Medicaid don't show up or show appreciation
- I see other patients for free that I feel need it more
- I don't want to do the paperwork

14

Our response

- Everyone deserves care
 - Treat everyone like your loved one and maybe work an extra Friday.
- Dentists are given a unique talent in society that must be used to treat disease – we took an oath to do no harm and have the skills to serve many people regardless of their insurance or socio-economic status.
- Live the Dream and love your job – hire the right people who have your same passion.

15

How to encourage more providers

- Increase the payment?
- Make the paperwork/administrative side easier?
- Ask professionals in your community and life if they accept Medicaid and personally encourage them to accept patients.
 - This includes your medical, dental, and eye professionals
 - Make it personal:
 - I see kids from Home on the Range as my Grandma worked there.
 - What's your story and why do you want them to see someone? Make Medicaid a person and not type of coverage.

16

Questions?



17

CONTACT INFORMATION

Dr. Maria "Duffy" Meyer, DDS
High Plains Dental P.C.
duffymeyer@highplainsdentalpc.com
www.highplainsdentalpc.com

CONTACT INFORMATION

Julie Reiten
Project ECHO Coordinator
Center for Rural Health
Julie.a.reiten@UND.edu



18
