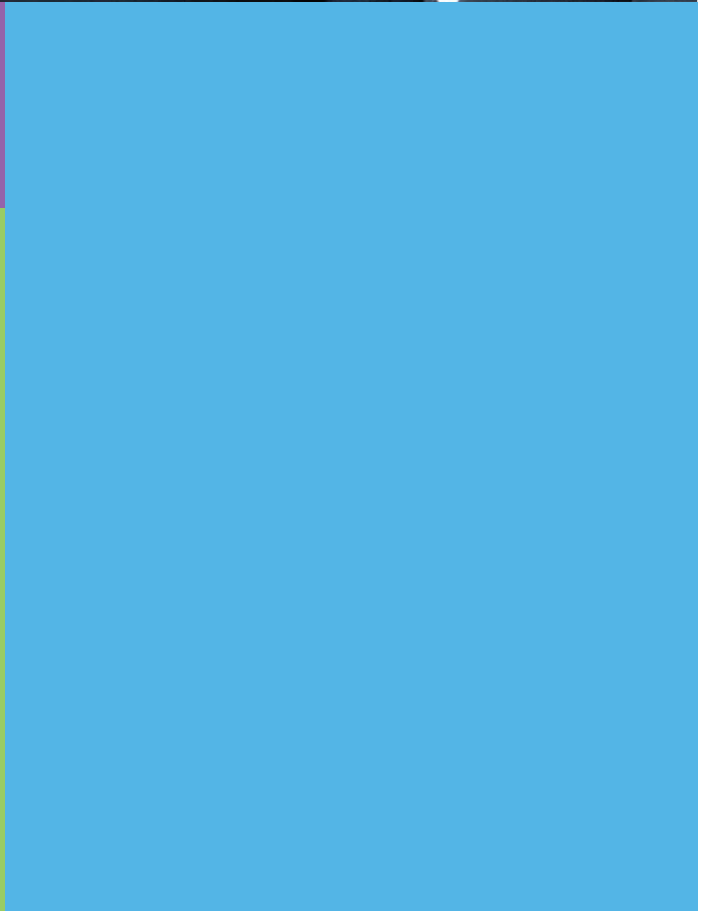


Partnering with the Office of Dental Health



**Alameda County
Public Health Department**



What Is the Office of Dental Health?

The Office of Dental Health (ODH) is a team within the Alameda County Public Health Department working to improve oral health by increasing access to comprehensive dental care for Alameda County residents. Through collaboration with community partners, we connect residents who are uninsured or underinsured and who have Medi-Cal with available oral health services. These can include oral health screenings and education as well as preventive treatments.

A County-Wide Collaboration



Our Current Team of CDCCs



ODH works with a linguistically and culturally diverse team of Community Dental Care Coordinators (CDCCs). Current CDCCs have the capacity to provide services in Spanish, Mandarin, Bengali, Cantonese, Korean, Vietnamese, Taiwanese, Portuguese, Farsi, and other languages.

On the cover: (from left to right) Dr. Le (Asian Health Services), Dr. Khan (ODH), Dr. Alston (Alameda Health Systems), Dr. Zhan (UCSF).

Table of Contents

- 2 Our Programs**
- 4 Oral Health Strategic Directions**
- 6 Linking Clients with Dental Providers**
- 8 Benefits for Providers**
- 9 Partnering with the Office of Dental Health**

Our Programs

The programs operated by ODH and its community partners were developed to address specific needs in our county. These programs have expanded preventive services and education at schools, increased training for dental and medical providers, and significantly increased utilization of the Medi-Cal Dental Program.



ODH CDCCs, Lily and Nandita, do outreach in the community.

Healthy Smiles

This program helps uninsured and underinsured children and youth ages 0–19 receive preventive treatment services. Alameda County families with eligible children receive help enrolling in Medi-Cal, finding a dentist, and scheduling appointments. ODH staff members coordinate with providers and ensure families receive the services they need.

School-Based Sealant Program

The school-based sealant program provides free preventive services to children in select school districts. These services include screenings, cleanings, dental sealants, and fluoride varnish treatment. Currently, the program provides services at 11 elementary schools in Berkeley and 3 in Livermore.

The program also partners with Federally Qualified Health Centers (FQHCs) to ensure sealant programs are offered in the Oakland school district.

WIC Dental Days

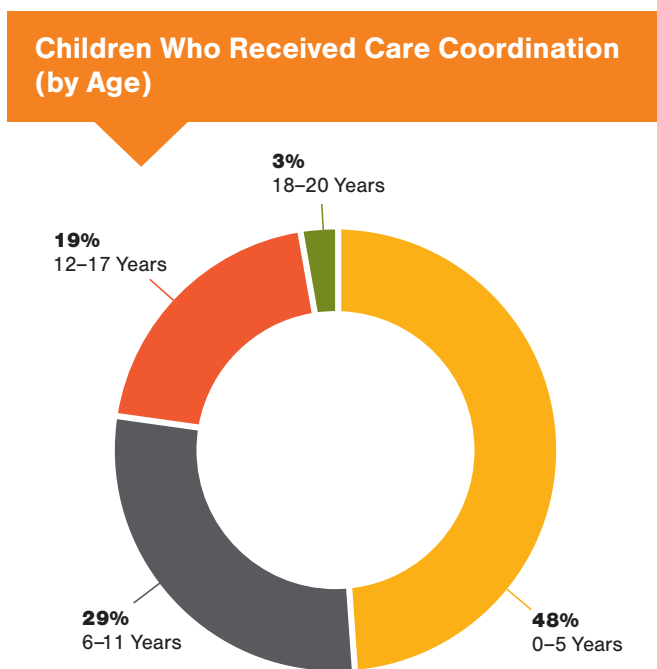
This program serves children 5 years old and younger at the 4 Alameda County WIC sites and connects families with a Community Dental Care Coordinator (CDCC) to help them find a dental home.

The program also provides preventive dental care based upon a caries risk assessment of each child. It provides free oral health education for parents and a dental assessment and fluoride varnish application for each child.

Outreach and Care Coordination

ODH collaborates with 17 community partners, including Alameda County FQHCs, community clinics, and community-based organizations. ODH has worked to increase the oral health resources available to Alameda County residents, particularly Medi-Cal-eligible children and families. ODH links patients with dental providers through a team of CDCCs and helps patient families navigate through the system. CDCCs assist families with finding a dental home and maintaining continuity of care.

ODH conducts extensive outreach and education throughout Alameda County. Through our events, we provide oral health education and preventive services, such as dental screenings and free fluoride varnish treatments.



This graph represents 2 years of data collected from care coordination done by ODH and its partners.

Data Source: ODH Care Coordination Data, 2018–2019.

Provider Training

The Office of Dental Health offers trainings to direct service providers on a variety of subjects, including:

- The importance of oral health during pregnancy for perinatal clients. This training is for direct service providers who work with pregnant/perinatal clients, including medical and dental providers, case workers, care coordinators, and home visiting nurses.
- The barriers and best practices for the oral health care of clients with special needs.
- The importance of good oral health care, modifications, and special considerations for older adult populations.
- The ODH programs that include incentives for those willing to accept clients enrolled in Medi-Cal or who are uninsured or underinsured.
- The best practices for teaching oral hygiene and preventive dental care to children 0–5.
- The integration of oral health and medical care, and the critical role of medical providers in early detection of oral health issues.
- The application of fluoride varnish for medical providers.

Continuing Education

In collaboration with the University of California San Francisco (UCSF), ODH provides continuing education (CE) courses for dentists, registered hygienists, and registered dental assistants.

Oral Health Strategic Directions

ODH recognizes 6 areas of focus to improve the oral health of all Alameda County residents, especially those who have been underserved.



ODH managers engage in a program planning session.

Our Priorities

Every 5 years, ODH engages in a strategic planning process with community stakeholders and conducts a thorough needs assessment of Alameda County. The priority populations identified by the 2019–2024 Oral Health Strategic Plan include children and youth 0–20 years, pregnant and teen women, adults 64 years and older, homeless children and families, special healthcare needs populations, and impacted racial and ethnic groups.

Access

We continue to work to increase access to oral healthcare throughout the county by meeting our populations where they live. Based on the 2019–2024 Oral Health Strategic Plan, ODH plans to increase access for all identified priority populations.

Oral Health Workforce Development

Alameda County works to expand the pool of dental providers who accept patients with Medi-Cal coverage and trains them on treating priority populations and others in a culturally appropriate manner. A culturally competent oral health workforce will be developed through the following strategies:

- Expanding the network of dentists that accept Medi-Cal
- Increasing access to and quality of services through training
- Expanding services for Alameda County residents
- Building a career pipeline
- Expanding the Community Dental Care Coordinator model

Public Health Framework for Reducing Health Inequities



ODH follows a health equity framework, which emphasizes upstream work to reduce health inequities. This framework prioritizes preventive healthcare by focusing on the social determinants of health. The Alameda County Oral Health Strategic Plan was developed based on this framework.

Integration of Oral Health and Medical Care

Medical providers can play a vital role in oral healthcare, especially for children. As such, ODH offers training for medical providers to integrate oral health services, including assessments and education, into routine medical visits. Strategies to bring oral healthcare into medical offices include:

- Make dental assessments, fluoride varnish application, and oral health education part of pediatric primary care through partnerships with the Child Health and Disability Prevention Program (CHDP), Medi-Cal Managed Care plans, and others.
- Encourage medical and dental providers to integrate oral health into prenatal medical care.
- Continue working with FQHCs to improve the referral process from medical visit to dental appointment for pregnant women.

Policy and Sustainability

Our goal is to institutionalize services that assure oral health in Alameda County. We advocate at the county and city level for policies that improve the oral health of our priority populations. We also work with county and state partners to fund efforts to increase access to care.

Surveillance and Evaluation

In 2020, ODH will increase efforts to measure the success of its programs. We will collect and analyze oral health data throughout the county. We have assembled a working group to assist in evaluating our progress and will report these findings to the community and our stakeholders.

Linking Clients with Dental Providers

Our programs are designed to make partnering with ODH easy. Our CDCCs provide a path for preventive dental care that makes the process convenient for patients and dental staff. CDCCs are the liaison between our office and dental offices and they help facilitate the best quality dental care experience for clients.



One of our partners, Dr. Alston, with her client and his father.

Community Dental Care Coordinators

We have built a team trained to connect with Medi-Cal eligible residents and help them find a dental home. Our CDCCs educate families about the importance of dental care and support them in scheduling appointments with your office. To facilitate dental visits, CDCCs will:

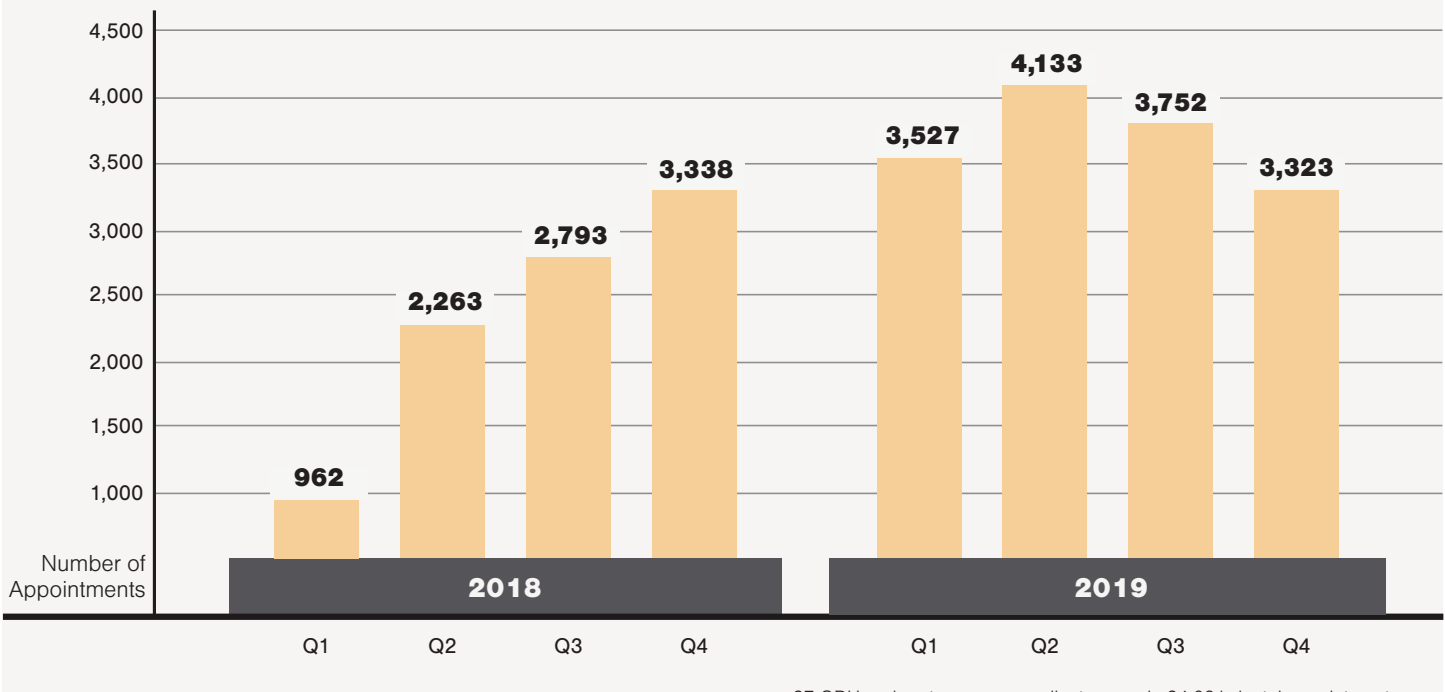
- Provide oral health education to families prior to their dental appointments and prepare them for the dental visit.
- Support dental office staff by making appointments for patients (see section at right).
- Inform patients of office appointment policies.
- Provide support during scheduled visits.
- Follow up with patients 6–12 months after their visit and assist with subsequent appointments.

Supporting Your Practice

We request new partners to find some open time for the families and children of Alameda County, especially those from priority populations. Our Community Dental Care Coordinators will work to fill those slots by coordinating with dental office staff and our families. To streamline the process for dental office staff, CDCCs will also:

- Coordinate with dental office staff to learn the best time to contact the office.
- Review the available time slots.
- Confirm scheduled appointments.
- Prepare families with preliminary oral health education and dental office visit readiness.

Dental Appointments Made by CDCCs in 2018–2019



27 ODH and partner care coordinators made 24,091 dental appointments for 8,639 children and youth ages 0–20 in 2018–2019. Many clients received multiple appointments.

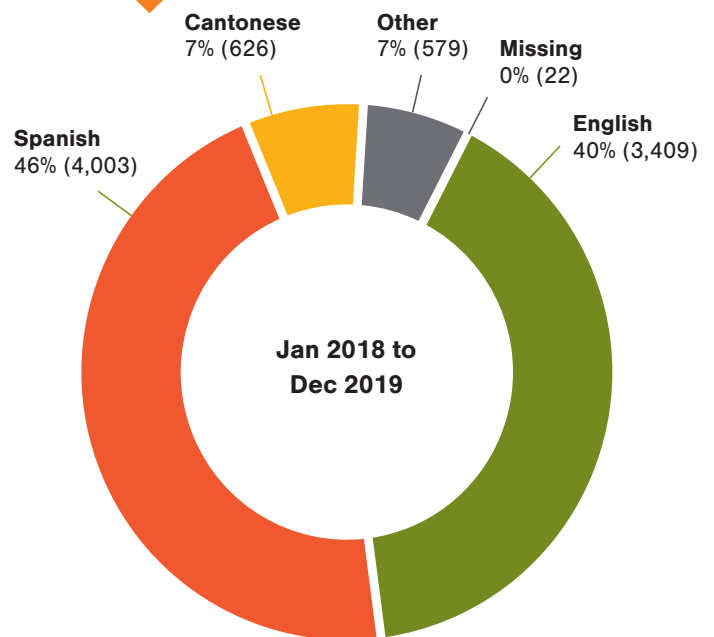
Data Source: ODH Care Coordination Data, 2018–2019.

Primary Languages Spoken by Our Families

Most of the families utilizing care coordination services provided by ODH and its partners speak Spanish and English. Other languages the families speak include Cantonese, Arabic, Mandarin, Vietnamese and others.

If our partners need help supporting clients with limited English language proficiency, they can refer those families to ODH for care coordination. ODH is equipped to help care coordination clients with translation services.

Primary Language Spoken by Clients



This graph represents the 8,639 Healthy Teeth Health Communities clients who received care coordination from ODH and its partners over 2 years.
Data Source: ODH Care Coordination Data, 2018–2019.

Benefits for Providers

ODH seeks to support dental care providers and make the job of providing high quality services to Alameda County residents easier. Whether your practice is well-established or just starting, you can take advantage of some or all of the following resources.



ODH partner Prof. Ray Stewart, UCSF School of Dentistry, during a hands-on CE course.

Incentives for Providing Family Oral Health Education (FOHE)

If you elect to provide FOHE, you can receive an additional \$20 reimbursement for each child age 0–5 per visit. This reimbursement is available for up to 2 visits a year for each child.

Care Coordination

CDCCs can improve continuity of care for families to support your practice, improve Medi-Cal participation, and support families.

Becoming a Medi-Cal Provider

If you are not currently accepting Medi-Cal, ODH staff can provide support for becoming a Medi-Cal provider.

Free Continuing Education Units

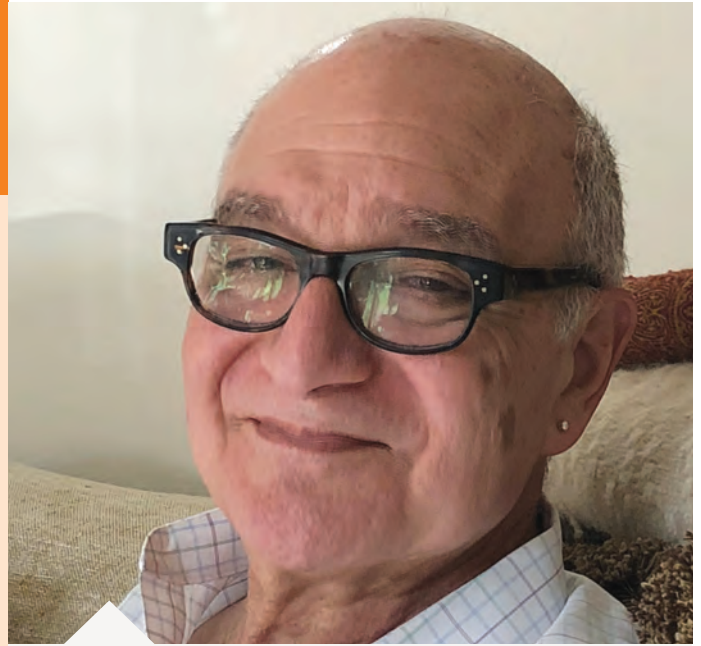
ODH coordinates with our partners to provide free CE courses to oral health providers.

Mentorship

ODH has a network of pediatric dentistry mentors in Alameda County who can support you in becoming a successful pediatric dental provider.

Partnering with the Office of Dental Health

ODH is committed to improving access to care for residents of Alameda County and eliminating the challenges and barriers that providers face in offering care to Medi-Cal Dental Program clients.



“Assessing community need, assuring access, and creating policies that advance oral health are only possible when public health and the dental community join forces. Together we’re overcoming disparities in access and in health.”

Dr. Jared Fine

Why Partner with the Office of Dental Health?

ODH is more than an office of policy makers and experts. We help connect a network of oral healthcare providers to Alameda County residents. By collaborating with ODH on one of its programs, you can:

- Help reduce health disparities, particularly for the priority populations identified by the Oral Health Strategic Plan.
- Enroll in free CE courses about current strategies in pediatric dental care.
- Improve oral health services for residents of Alameda County.
- Participate in a learning community of providers to enrich knowledge and skills.

How to Become an Office of Dental Health Partner

Our staff will arrange a meeting with you and your team to review the benefits of our programs in more detail. We will also discuss how to receive FOHE payments and give you the required paperwork for doing so. The paperwork to become a partner is simple, and ODH staff will be available throughout the process to make it easy for you and your staff.



An ODH partner, Dr. Alston, with her clients.

Contacting the Office of Dental Health

If you would like to arrange a meeting with an ODH staff member, please contact us at:

Office of Dental Health
dental.acphd.org
(510) 208-5910

We will gladly answer any of your questions to help you decide whether an ODH partnership is right for your practice.

This publication was funded by the Local Dental Pilot Program (LDPP) of the California Department of Health Care Services.

