

**Oral Health Strategic Plan**  
**Access & Utilization of Dental Services**  
1725 W. 17<sup>th</sup> Street, WIC Trailer, Santa Ana  
April 10, 2019, 2019  
10:30 a.m. – 12:00 p.m.  
**Meeting Highlights**



**In Attendance:**

Sahita Bhaskara, Steve Bender, Claudia Hernandez, Lucy Hernandez, Jo Jass, Tamarra Jones, Jerold Kappel, Melinda Konoske, Adela Redzic, Ivonne Magallanes, Janira Perez, Nicole Rupp, Danielle Vicencio

**Welcome and Introductions:**

Tamarra welcomed all in attendance.

**Meeting Highlights Reviewed**

Group reviewed meeting highlights from 3/13/19. Need to modify to add Ivonne Magallanes in attendance.

**Workgroup Action Plan**

Tamarra discussed the Local Oral Health Program (LOHP) work plan and terms used for both the work plan and work group. The *Access to and Utilization of Dental Care Action Plan* (draft) was shared and reviewed. Group also inquired on larger work plan and overall goal for workgroup.

Group shared following suggestions:

- Identify a Crosswalk – which workgroup identifies with goals & overlap
  - Color coding- primary and secondary coloring
  - Show who is working on what area – responsible party
- Section for contact of who can be reached for help with certain area
- Developing a curriculum

**CalOptima Flyer** (See Page 3– [Attachment A](#))

Ivonne Magallanes has been working with CalOptima on an informational flyer (draft). A draft of the flyer was shared and reviewed with the group. The group discussed:

- Simplifying flyer for members
- Clarification on who can coordinate transportation
  - Cal Optima members and/or Medi-Cal members
  - Medi-Cal member coordinate thru Medi-Cal
  - Is distance a factor for transportation?
  - Is there a limit on the # of requests for transportation allowed?
  - Non-Emergency medical transportation- Need wheelchair access/specialized transportation
    - Primary Physician certification form needs to be sent for request in transportation needs
- DHCS approval - Claudia Hernandez to follow-up ([Action Item](#))

The purpose of flyer to be used as a resource for CalOptima phone numbers and information for members. Sahiti suggested workgroup come up with own flyer that can be approved and distributed to members. Members will use handout to provide information to clients but should NOT distribute the handout to clients at this time.

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### **Rotary Club**

Steve Bender and Jerold Kappel from Rotary Club work with Ayuda International for free dental/healthcare for underserved individuals. Currently have 15 mobile chair units in Southern California, 100 volunteers/ 100 patients, and 2 trailers (one full restorative and the other for cleanings). Created Doc-in-a-Box for veterans. Insurance and documents are not needed to be seen. All volunteers are from USC and provide free vision and glasses, whole health within two years. The goal is to do as much as they can for individuals.

### **Evaluation**

Sahiti discussed the evaluation process with the group. With each new objective, need to evaluate and see if it is working. Sahiti will finish developing evaluation and share with the group. The evaluation plans are due June 30.

### **School-based Services Map**

Sahiti informed that a map of Orange County school-based services has been developed. The map identifies schools being served and gaps in services. The map is helpful to ensure there are no duplication of services as a collaborative. Melinda had shared list of all DTI schools and schools being seen thru 2020.

Schools were contacted for the Smile Survey participation. An MOU needs to be in place at participating school. Group recommended a top-down approach (Superintendent, principal, and nurse) and using data. Board of Trustees has public comments and can present as much data and statistics if cannot reach the schools. Jo Jass asked if there is going to be screeners at the schools. Sahiti will coordinate their hygienist if need to be trained at the schools if school is in sample. Sahiti will share Smile Survey report at next meeting.

### **Next Steps/Action Items**

- Flyer for transportation is still being worked on and will discuss creating our own flyer to be approved and distributed
- Discuss School Based Services Map
- Review the Action Plan and make any additional updates as needed
- Evaluation Plan - discuss shared measures practices
- Define patients with special healthcare needs
  - How do we talk about this population
  - What disorders to include and not include

**Next Meeting:** May 8, 2019 (cancelled)



## CalOptima Main Phone Numbers

### CalOptima Customer Service:

- **714-246-8500** or toll-free **888-587-8088**
  - 24 hours a day, 7 days a week

### Steps to get non-emergency medical transportation (NEMT) services:

- For members who have a medical and/or physical condition and cannot use car, bus or taxi for their medical services
- The health plan pays for the condition
- NEMT provided by ambulance, litter van or wheelchair van
- Doctor completes a Physician Certification form for approval through their health network

### Steps to get non-medical transportation (NMT) services:

- For members who do not have transportation to access medical services
- Well in advance of the appointment (five business days) call CalOptima's transportation line at **833-648-7528**
  - 8 a.m–8 p.m., 7 days a week
- Input **language**, **type of request** (new trip, update trip, cancel trip, ETA on existing trip) and if caller is member/caregiver/provider
- Enter member ID number
- Representative determines type of transportation — taxi, bus or private driver
- Transportation services provided 24 hours a day, 7 days a week

### Steps to Access Behavioral Health Services:

- Call the Behavioral Health Line at **855-877-3885** for mild–moderate conditions
  - 24 hours a day, 7 days a week
- Provide member ID number
- Representative will complete short assessment to determine level of service
- Member will be provided referrals (#2–3) for a behavioral health provider
- If having difficulty making first appointment, member can request a liaison to assist with scheduling an appointment

### Dental Services:

- Member can access preventive and restorative dental services through Denti-Cal
- 800-322-6384 or smilecalifornia.org