

## Oral health service standards

Title: Oral health service standards Program: Ryan White Part B Section: Core medical	
Department: Health and Human Services Owner: Ryan White Part B administrator Approved by: HEART program manager	Last review: 2023.04.01 Next review: 2024.04.01 Origination: 2012.04.30

### Service category definition

Oral health services are intended to help people living with HIV access services such as outpatient diagnosis, prevention and therapy provided by dental health care professionals, including general dental practitioners, dental specialists, dental hygienists, and licensed dental assistants. The Ryan White Part B Program (RWB) contracts with a dental insurance plan association for administration.

### Key service components

Standard/activity	Measure/documentation
<i>RWB</i>	
<ul style="list-style-type: none"> <li>Ensures client eligibility for oral health services.</li> <li>Verifies complete oral health application form.</li> <li>Conducts monthly quality assurance to review eligibility is up to date. Clients could potentially be removed from oral health service based on the Oral Health guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>Eligibility status in ClientTrack</li> <li>Complete application in ClientTrack</li> <li>Monthly quality assurance eligibility review</li> <li>Compliance with oral health guidelines</li> </ul>
Enters start and end dates of oral health service.	<ul style="list-style-type: none"> <li>Client record of eligibility in ClientTrack</li> <li>Correspondence with dental insurance plan association and CMA</li> </ul>
Tracks all oral health eligible services.	Dental eligibility management system

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<i>Dental insurance plan association</i>	
Maintains a dental providers network of no less than 3,000 general dentist access points in Utah.	Contractor website includes provider network.
Pays claims on behalf of enrolled clients by submitting to the RWB: <ul style="list-style-type: none"> <li>• Invoice(s) by the 20<sup>th</sup> of each month.</li> <li>• Monthly reporting package.</li> </ul>	<ul style="list-style-type: none"> <li>• Invoices received by the deadline.</li> <li>• Reporting package received monthly.</li> </ul>
Provides customer support in English and Spanish.	Availability of toll-free telephone number and customer service website.
Agencies and staff meet minimum requirements for provision of oral health services.	Licensing/credentialing

### Applicable Universal service standards

- Record management
- Eligibility determination/screening
- Client-related policies
  - Rights and Responsibilities
  - Grievance
  - Privacy and Confidentiality
- Fiscal

### Monitoring standards

- RWB conducts quality assurance activities according to the Support Services Procedure Manual.
- RWB conducts an annual desk review of the contracted dental insurance plan association to ensure appropriate service delivery.

### Resources

HRSA RW Program Services: Eligible Individuals & Allowable Uses of Funds Policy Clarification Notice (PCN) #16-02

[https://hab.hrsa.gov/sites/default/files/hab/Global/service\\_category\\_pcn\\_16-02\\_final.pdf](https://hab.hrsa.gov/sites/default/files/hab/Global/service_category_pcn_16-02_final.pdf)

Ryan White HIV/AIDS Program (RWHAP) National Monitoring Standards for RWHAP Part B Recipients

<https://ryanwhite.hrsa.gov/sites/default/files/ryanwhite/grants/2022-rwhap-nms-part-b.pdf>

## Oral health service standards

Revised	Title	Change description or location
2023.03.27	RWB administrator	Add new template, review the standard and update resources section.
2023.05.01	RN quality consultant and Quality coordinator	Formatting, changed order in table, changed contracted agency to dental insurance plan association. Compared to HRSA NMS (June 2022).

Approval group	Date
RWB Part B administrator: Seyha Ros	2023.03.27
RWB Quality coordinator: Marcee Mortensen	2023.05.01
RWB senior RN quality consultant: Vinnie Watkins	2023.05.01
RWB fiscal analyst III: Anna Packer	2023.04.07
RWB financial manager I: Derrick Blomquist	2023.04.07
HEART program manager: Tyler Fisher	2023.05.05
Office of Communicable Diseases director: Sam LeFevre	2023.05.09