

Title: Oral health service standards	
Program: Ryan White Part B	
Section: Core medical	
Department: Health and Human Services	Last review: 2024.06.24
Owner: Ryan White Part B administrator	Next review: 2025.04.01
Approved by: HEART program manager	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"> • Make sure the client is eligible for oral health services. • Verify oral health application form is complete. • Conduct monthly quality assurance to review eligibility. 	<ul style="list-style-type: none"> • Eligibility status in ClientTrack • Complete application in ClientTrack • Monthly quality assurance eligibility review • Compliance with oral health guidelines
Enter start and end dates of oral health service.	<ul style="list-style-type: none"> • Record of client eligibility in ClientTrack • Correspondence with dental insurance plan association and case management agency
Track oral health eligible services.	Dental eligibility management system
<i>Dental insurance plan association</i>	
Maintain a minimum network of 3,000 general dental providers in Utah.	Contractor website includes a provider network.
<ul style="list-style-type: none"> • Pay claims on behalf of enrolled clients. 	<ul style="list-style-type: none"> • Claims paid.

Oral health service standards

Submit to RWB: <ul style="list-style-type: none"> o Invoice(s) by the 20th of each month. o Monthly reporting package. 	<ul style="list-style-type: none"> • Invoices received by the deadline. • Reporting package received monthly.
Provide customer support in English and Spanish.	Availability of toll-free telephone number and customer service website.
Agency and staff meet minimum requirements to provide oral health services.	Licensing/credentialing.

Applicable universal service standards

- Record management
- Eligibility determination/screening
- Client-related policies
 - o Rights and responsibilities
 - o Grievance
 - o Privacy and confidentiality
- Fiscal

Monitoring standards

RWB conducts

- Quality assurance activities according to the Support services procedure manual.
- 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

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

[National Monitoring Standards for RWHAP Part B Recipients - June 2023](#)

Oral health service standards

Revised	Title	Change description or location
2024.06.24	RWB administrator	Review the standard.

Approval group	Date
RWB Part B administrator: Seyha Ros	2024.06.24
RWB senior RN quality consultant: Vinnie Watkins	2024.06.26
HEART program manager: Tyler Fisher	2024.06.24