


Title: Oral Health Service Standards Program: Ryan White Part B Section: Core Medical Services	
Executive Sponsor: Utah Department of Health Policy Owner: Ryan White Part B Administrator Approved by: Ryan White Part B Program Manager	Last Review: 2021.09.30 Next Review: 2022.09.01 Origination Date: 2012.04.01

SERVICE CATEGORY DEFINITION

Oral Health services are intended to help HIV positive individuals 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 (Program) of Utah contracts with a dental insurance plan association for program administration.

Key Service Components and Activities	
Standard / Activity	Measure / Documentation
Oral Health Contractor	
Maintains a dental providers network of no less than 3,000 general dentist access points in the State of Utah	Contractor website includes provider network
Pays claims on behalf of enrolled clients by submitting to the Program: <ul style="list-style-type: none"> • Invoice(s) by the 20th of each month • Monthly reporting package 	<ul style="list-style-type: none"> • Invoices received by the deadline • Reporting package received monthly
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 in the State of Utah	Licensing / Credentialing
Utah Department of Health, Ryan White Part B Program (Program)	
<ul style="list-style-type: none"> • Ensures client eligibility for Oral Health services • Verifies complete Oral Health application form • Conducts monthly quality assurance to review eligibility is up to date. Clients could potentially be removed from Oral Health service base on the Oral Health guidelines 	<ul style="list-style-type: none"> • Eligibility status in ClientTrack[®] • Complete application in ClientTrack[®] • Client Record • Monthly eligibility quality assurance review • 2021-2022 Oral Health Guidelines
Enters start and end dates of Oral Health service	Delta Dental eligibility management system (EMA)
Tracks all Oral Health eligible services	Electronic file containing each individual's information

Case Management Agency	
<ul style="list-style-type: none"> • Conducts client intake to determine Oral Health service eligibility • Inform client of available services, scope of service delivery at a particular facility, expectations and treatment requirements (i.e., current lab values) • Submit complete application to the Program, including the need for Oral Health services • Referral to other services as appropriate 	<ul style="list-style-type: none"> • Complete application in ClientTrack[®] • Referrals if appropriate
Applicable Universal Service Standards	
<ul style="list-style-type: none"> • Client Rights and Responsibilities • Cultural and Linguistic Competency • Grievance Process • Intake and Eligibility • Privacy and Confidentiality • Recertification Requirements • Transition and Discharge 	

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

Review/Revise Date	Title of reviewer	Change Description or Location
2021.08.12	Quality Coordinator	<ul style="list-style-type: none"> • Changed <i>Oral Health Care</i> to <i>Oral Health</i> to align with HRSA National Monitoring Standards terminology
2021.08.12	RWB Administrator	<ul style="list-style-type: none"> • Review and update Universal SS's
2021.08.10	Senior RN Quality Consultant & Quality Coordinator	<ul style="list-style-type: none"> • Formatting and Grammar enhancements • Deciphered standards versus measures; moved items to appropriate columns • Listed all Universal SSs for RWB Administrator to determine which are applicable and need monitoring (delete those not applicable)
2021.03.16	RWB Administrator	Update in Contractor and case management agency sections

Approval Group	Date Reviewed
UDOH RWB Administrator: Seyha Ros	2021.08.12
UDOH RWB Senior Quality Consultant Vinnie Watkins	2021.08.10
UDOH RWB Quality Coordinator: Marcee Mortensen	2021.08.10
UDOH RWB Manager: Tyler Fisher	2021.09.29
UDOH Director of the Bureau of Epidemiology: Sam LeFevre	2021.09.29