

<b>TITLE:</b> Oral Health Service Standards <b>PROGRAM:</b> Ryan White Part B <b>SECTION:</b> Core Medical Services	<input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input checked="" type="checkbox"/> Reviewed	<b>DATE:</b> 8/6/19
<b>Executive Sponsor:</b> Utah Department of Health <b>Policy Owner:</b> RWB Client Services Supervisor <b>Approved by:</b> RWB Client Services Manager	<b>ORIGINATION DATE:</b> April 2012	

### SERVICE CATEGORY DEFINITION

Oral Health Care activities include outpatient diagnosis, prevention and therapy provided by dental health care professionals, including general dental practitioners, dental specialists, dental hygienists, and licensed dental assistants.

Oral Health Care services are intended to help HIV positive individuals access oral health services. The Ryan White Part B Program (RWB) of Utah has contracted with a dental insurance for program administration.

Standard	Measure
<b>Key Service Components and Activities</b>	
Contractor maintains a dental providers network of no less than 3,000 general dentist access points in the state of Utah	Review of contractor website
Contractor pays claims on behalf of enrolled clients	Contractor submits to the RWB Program: <ul style="list-style-type: none"> <li>• invoice(s) by the 20th of each month</li> <li>• monthly reporting package</li> </ul>
Contractor provides customer support	Availability of toll-free telephone number and customer service website
<b>Personnel Qualifications</b>	
Agencies and staff meet minimum State of Utah licensing/credentialing requirements for provision of Oral Health Care services	Documentation of valid Utah license or appropriate credentialing
<b>Assessment and Service Plan</b>	
Medical team oral care intake includes informing client of: <ul style="list-style-type: none"> <li>• available services and expectations, including methods and scope of service delivery at a particular facility</li> <li>• eligibility and treatment requirements (such as current lab values)</li> <li>• referral information to other services, as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Medical provider/team documentation in client's file of the need for oral health services</li> <li>• Referral for oral health services sent to</li> </ul>
<b>Case Closure Protocol</b>	
Clients are removed from Oral Health services if they are: <ul style="list-style-type: none"> <li>• eligible for non-emergency dental services through Medicaid</li> <li>• not eligible for supportive services</li> </ul>	Current enrollment roster
<b>Cultural and Linguistic Competency</b>	
Contractor provides customer support in English	Contractor website and toll-free number

and Spanish
Privacy and Confidentiality
Included in General Provisions of signed contract
Universal Standards <ul style="list-style-type: none"> <li>• Clients Rights and Responsibilities</li> <li>• Grievance Process</li> <li>• Intake and Eligibility</li> <li>• Recertification Requirements</li> </ul>

**RESOURCES**

1. HRSA RW Program Services 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)

Review/Revise Date	Title of reviewer	Description or Location of Change in Document
7/23/2019	Clinical Quality Coordinator	Added origination date, formatting
<b>Approval Group</b>		<b>Date Reviewed</b>
RWB Clinical Quality Coordinator: Vinnie Watkins		7/23/2019
RWB Client Services Manager: Tyler Fisher		7/31/2019
RWB Case Management Supervisor: Seyha Ros		7/31/2019
RWB Client Services Supervisor: Allison Allred		7/31/2019
UDOH RWB Policy and Eligibility Manager: Brianne Glenn		8/5/2019
UDOH RWB Prevention Treatment & Care Manager: Amelia Self		8/7/2019