

AS A  Benefits Administrator  Care Delivery Group  Philanthropic Foundation  Research Institute

DentaQuest has developed innovative programming to address dental care disparities related to: Race • Ethnicity • Age • Geography • Disability • Language and Culture • Social Determinants of Health (SDOH)

DESPITE PROGRESS, DISPARITIES PERSIST:

Untreated dental disease in adults

42%

of African Americans

36%

of Hispanics

22%

of Caucasians

42%

of adults below the federal poverty level have tooth decay, three times more than adults with incomes above 400% of the level



Rural areas experience higher rates of dental disease and tooth loss with lower preventive utilization rates

Barriers such as cost and fear of discrimination mean just 10% of surveyed LGBT population say they have regular dental visits

1 A SENSE OF URGENCY TO EMPOWER UNDERREPRESENTED VOICES

- Business commitment to advance diversity and inclusion of the executive leadership team
- Unconscious bias awareness training for management
- Breaking down company silos related to:



Community allies and advocates



Culturally competent community outreach strategies



Best practice models for care



Innovations in value-based patient-centered care



Equity initiatives created or supported by DentaQuest

2 DRIVING CHANGE: CROSS COMPANY DISPARITIES WORKGROUP

BOLSTER HEALTH EQUITY-FOCUSED PARTNERSHIPS

- Minority dental associations
- State oral health coalitions
- Regional Health Equity Council participation

USE CLAIMS DATA TO:

- Illuminate and address disparities
- Improve our services
- Bring better outcomes/greater savings to clients and members
- Tell more effective stories that can educate and engage members

3 INSTITUTIONALIZE CHANGE

Develop processes to share and leverage claims data with clients for future projects and work with at least three states to approve legal agreements that would expand our use of propriety data to address health disparities:



TENNESSEE
to justify a pregnant women's dental benefit and monitor progress



MASSACHUSETTS
to respond to substance abuse crisis by sharing prescribing data of dental care providers in our network



NEW YORK
to lay groundwork for medical/dental integration data analytics

BARRIERS TO SUCCESS

- Legal approval for data sharing agreements with clients
- Formal internal governance structure, support and resources for analyses