

**Dental Advisory Committee
May, 13th, 2025, Meeting Minutes**

Present

Phil Latham
James Mercer, DMD
Felicia Goins, DMD
Rita Melton, DMD
Amy Martin, DrPH
Meredith Papadea, DMD
Thomas McDonald
Mary Kenyon Jones
Brittany Gray

Not Present

Tycie Sellers

Welcome and Introductions

Gerta Ayers, Director of State Plan Services at SCDHHS welcomed the Dental Advisory Committee (DAC) members.

Dental Dashboard

1. SCDHHS provided information on the dental services utilization for SFYTD25.
 - There were no questions or comments from the Committee members
2. SCDHHS provided information on dental program operation activities (member and provider grievance and appeals; member and provider call center metrics).
 - There were no questions or comments from the Committee members
3. SCDHHS provided information on post implementation utilization data for silver diamine fluoride.
 - Committee discussed reasons for low provider adoption and utilization of this service

Dental Provider Revalidation

1. SCDHHS provided information on the status of dental providers re-validation process and outcomes.
 - Committee discussed the need for a final announcement before the agency's cut off date.

Discussions

1. *Dental Vendor Provider portal*: Committee discussed that the implementation of the dental vendor's provider portal has been going well. No concerns after the sunset of the old portal on 3/31/2025
2. *Dental Sedation Provider training*: Committee discussed ways to increase dental provider participation in quarterly provider training sessions as well as including the dental sedation training at the SCDA Annual conference agenda.
3. *Ambulatory Surgical Centers (ASC) for dental services*: Committee discussed the access barriers related to dental services delivered in an ASC and the need for policy change to mitigate these barriers.

Closing:

The meeting was closed by thanking attendees for their participation and reminding them of the next DAC meeting date on August 12, 2025.

South Carolina Department of Health & Human Services Dental Advisory Subcommittee

May 13th, 2025

South Carolina Department of Health and Human Services

Agenda

1. Welcome & Introductions
2. Dental Dashboard
3. Dental Provider Revalidation
4. Discussions
5. Adjourn

Dental Dashboard

Provider Claim Counts by Specialty

	SFYTD 2024		SFYTD 2025	
Provider Specialty	Total Providers	Total Claims	Total Providers	Total Claims
General Practitioner	783	426,054	766	392,442
Pediatric Dentist	161	220,544	164	198,250
Oral Surgeon	107	25,640	104	22,836
Orthodontist	67	2,272	75	2,556
Prosthodontist	1	1	2	5
Endodontist	13	1,519	11	1,252
Periodontist	13	7,382	11	7,239
Total	1,145	683,412	1,133	624,580

Source: DentaQuest Claims Data

Utilization by Procedure Category (Under 21)

SFYTD25				
Procedure Category	Number of Patients	Number of Providers	Number of Units	Paid Amount
Diagnostic D0100-D0999	305,929	1,025	928,932	\$26,603,975
Preventive D1000-D1999	297,826	881	812,908	\$26,186,830
Restorative D2000-D2999	80,885	821	249,479	\$31,968,016
Endodontics D3000-D3999	8,003	405	14,015	\$2,242,503
Prosthodontics D5000-D6999	40	33	43	\$27,320
Oral Surgery D7000-D7999	33,415	797	76,475	\$13,134,615
Adjunctive D9000-D9999	79,902	627	133,033	\$8,701,858
All services D0100 - D9999*	317,137	1,111	2,216,995	\$111,989,497

* All services include the D4000 and D8000 Series codes

Source: DentaQuest Claims Data

Utilization by Procedure Category (IDRD Waiver)

SFYTD25				
Procedure Category	Number of Patients	Number of Providers	Number of Units	Paid Amount
Diagnostic D0100-D0999	3,217	514	7,997	\$248,893
Preventive D1000-D1999	2,735	433	4,943	\$209,456
Restorative D2000-D2999	585	234	1,381	\$188,579
Endodontics D3000-D3999	24	20	47	\$11,066
Prosthodontics D5000-D6999	34	28	49	\$47,291
Oral Surgery D7000-D7999	297	137	879	\$150,848
Adjunctive D9000-D9999	463	128	720	\$96,146
All services D0100 - D9999*	3,374	544	16,016	\$952,278

* All services include the D4000 and D8000 Series codes

Source: DentaQuest Claims Data

Utilization by Procedure Category (Adult)

SFYTD25				
Procedure Category	Number of Patients	Number of Providers	Number of Units	Paid Amount
Diagnostic D0100-D0999	37,019	721	111,248	\$3,268,425
Preventive D1000-D1999	16,820	569	16,854	\$846,014
Restorative D2000-D2999	10,879	467	32,937	\$2,725,859
Endodontics D3000-D3999	0	0	0	\$0.00
Prosthodontics D5000-D6999	1	1	1	\$23
Oral Surgery D7000-D7999	12,964	454	32,168	\$3,980,879
Adjunctive D9000-D9999	2,725	185	5,109	\$396,594
All services D0100 - D9999*	40,834	750	198,317	\$11,217,793

* All services include the D4000 and D8000 Series codes

Source: DentaQuest Claims Data

Utilization by Procedure Category (Total)

SFYTD25				
Procedure Category	Number of Patients	Number of Providers	Number of Units	Paid Amount
Diagnostic D0100-D0999	346,165	1,065	1,048,750	\$30,121,293
Preventive D1000-D1999	317,352	911	834,722	\$27,242,299
Restorative D2000-D2999	92,333	850	283,955	\$34,882,454
Endodontics D3000-D3999	8,020	405	14,040	\$2,253,569
Prosthodontics D5000-D6999	83	53	113	\$74,634
Oral Surgery D7000-D7999	46,725	881	109,644	\$17,266,341
Adjunctive D9000-D9999	83,154	648	139,116	\$9,194,597
All services D0100 - D9999*	361,345	1,133	2,432,450	\$124,159,567

* All services include the D4000 and D8000 Series codes

Source: DentaQuest Claims Data

Dental Dashboard

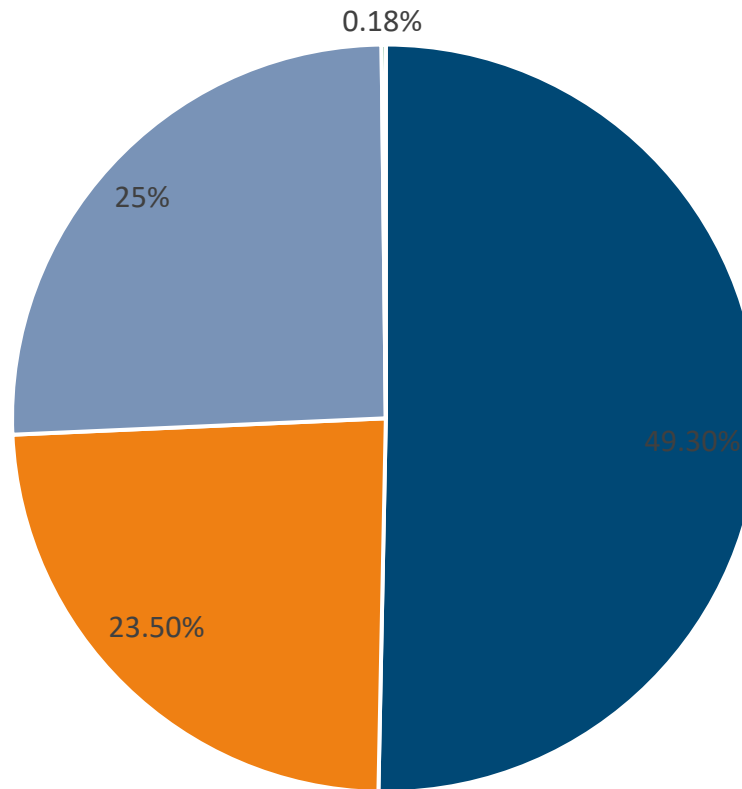
Providers Stratified by Unique Patients Seen		
	SFYTD2024	SFYTD2025
<50 Patients	372	395
51-100 Patients	142	147
101-200 Patients	179	184
201-300 Patients	123	103
301-500 Patients	88	79
501-750 Patients	59	54
751-1000 Patients	48	43
>1000 Patients	152	148

Source: DentaQuest Claims Data



Provider Grievances & Appeals

Top 5 Provider Appeal Reasons



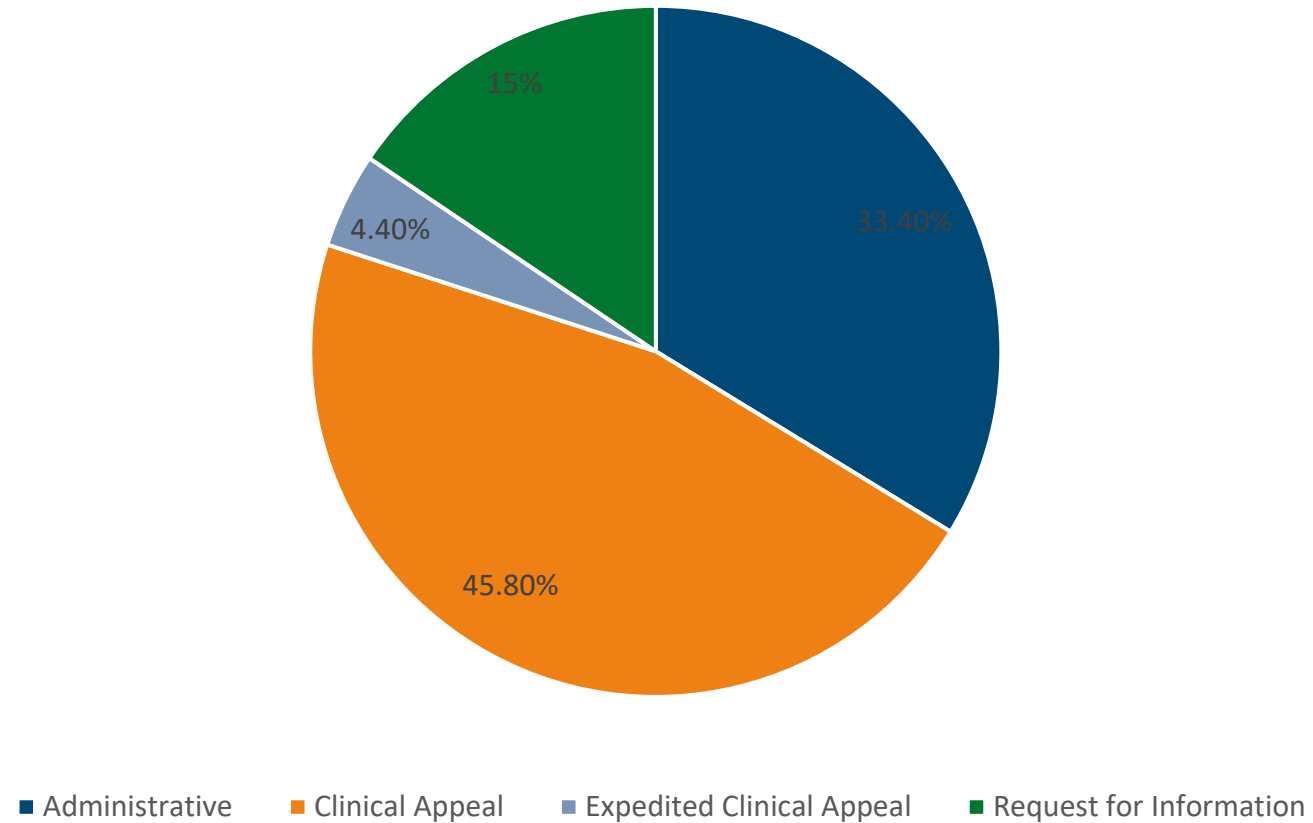
■ Administrative ■ Clinical Appeal ■ Member Eligibility Issue ■ Expedited Clinical Appeal

Source: DentaQuest



Member Grievances & Appeals

Top 5 Member Appeal Reasons



Source: DentaQuest

Call Center Metrics SFYTD 2025

	Mar-24	Mar-25	7/1/23 - 3/31/24	7/1/24- 3/31/25	
Call Center Metrics	Member				Performance Standard
Calls Received	2,442	2,649	21,340	22,520	
Calls Answered	2,377	2,465	21,034	21,349	
% of Calls Abandoned	1.8%	1.0%	0.5%	1.3%	under 5%
Average Speed of Answer	27.3917	19.7485	8	21	30 seconds
Daily Call Volume	116	121	114	120	
% of Calls Handled through IVR	42.7%	47.7%	41.3%	46.1%	
	Provider				
Calls Received	1,011	1,297	9,513	9,461	
Calls Answered	996	1,282	9,370	9,153	
% of Calls Abandoned	0.4%	0.4%	0.1%	0.4%	under 5%
Average Speed of Answer	6.85241	5	8	9	45 seconds
Daily Call Volume	48	62	51	52	
% of Calls Handled through IVR	38.8%	48.0%	42.6%	47.6%	

Silver Diamine Fluoride

SFYTD 25

SCDHHS updated its policy on January 1, 2024 to remove certain limitations, such as service required to be done in conjunction with an exam. Data shows utilization post-policy update.

Subgroup	Member Count	Provider Count	Service Count	Total Paid Amount
Adult	21	11	45	\$442
Under 21	3,257	158	8,644	\$128,244
IDRD	16	6	36	\$472

Source: DentaQuest Claims Data

SCDHHS Provider Revalidation

As of 3/31/25

Provider Specialty	Completed Re-validation	Voluntary Termination	No Response/ Undeliverable	Application returned to provider
General	39%	9%	45.5%	6.5%
Oral Surgery	41%	14.6%	36%	8.4%
Periodontist	71%	0%	29%	0%
Orthodontics	46%	5.8%	38.5%	9.7%
Endodontics	12.5%	50%	27.5%	0%
Pedodontics	54%	2.6%	35.7%	7.7%
Total	42%	9%	42.1%	6.9%

Source: SCDHHS Provider Enrollment



Questions & Discussion

- DentaQuest Provider Portal

Mark Your Calendar

Next Meeting August 12, 2025

