

Keystone First adds Dental visit data to the Member Clinical Summary Report

Members may be aware that appropriate dental care can help them prevent diseases such as gingivitis and periodontitis. But they may not realize the connection that research has shown between poor oral health and numerous other conditions, including cardiovascular disease, respiratory disease, endocarditis, diabetes, and complications in pregnancy. As our provider partners, your direct encouragement to members can make a difference in their decision to seek dental care.

Your office can now see the results of your emphasis on preventive dental care when you view the Member Clinical Summary in NaviNet. The new Dental Visits section of the report displays up to two years of available data on dental claims for your patients, including date of service, provider name, and reason for visit.

You can help your patients see the health of their teeth and gums as a strong component of their overall well-being by:

- Reminding them to make and keep regular dental appointments, and additionally to see the dentist if they experience swollen gums, loose or shifting teeth, or bleeding during brushing.
- Urging them to commit to the basics, like brushing twice daily and flossing once daily.
- Encouraging them to stick to a healthy diet.
- Telling them the risks of sugary foods.
- Assuring pregnant members that dental care during pregnancy is safe.

Let Us Know

As a reminder, we are here to help you manage our members care. If after your intervention, a member continues to be non-compliant e.g., not filling prescribed medications or failing to keep appointments, please participate in our “Let Us Know” initiative by contacting the Keystone First Rapid Response and Outreach Team (1-800-573-4100) for assistance and outreach to that individual.