

DENTAL VOUCHERS A SUCCESSFUL PARTNERSHIP FOR ALL



HSHS St. Anthony Memorial Hospital
Effingham, Illinois



Effingham Illinois Catholic Charities

One of top needs – oral health and
access to dental care

Survey results correlated with report
on St. Anthony's Hospital ER usage
for non-traumatic dental needs

ST. ANTHONY' HOSPITAL
COMMUNITY HEALTH NEEDS ASSESSMENT 2011

People were requesting help with dental needs and we could not provide assistance.

Only one (1) area dentist offered services at no cost to those of low income in need of immediate dental service

CATHOLIC CHARITIES

- ▶ St. Anthony's Hospital would provide monetary support to Catholic Charities to develop a voucher program for clients 18 years + and in need of emergent tooth extraction.
- ▶ Catholic Charities had the infrastructure to add dental vouchers to the already existing programs.
- ▶ It fits with the Mission of Catholic Charities.

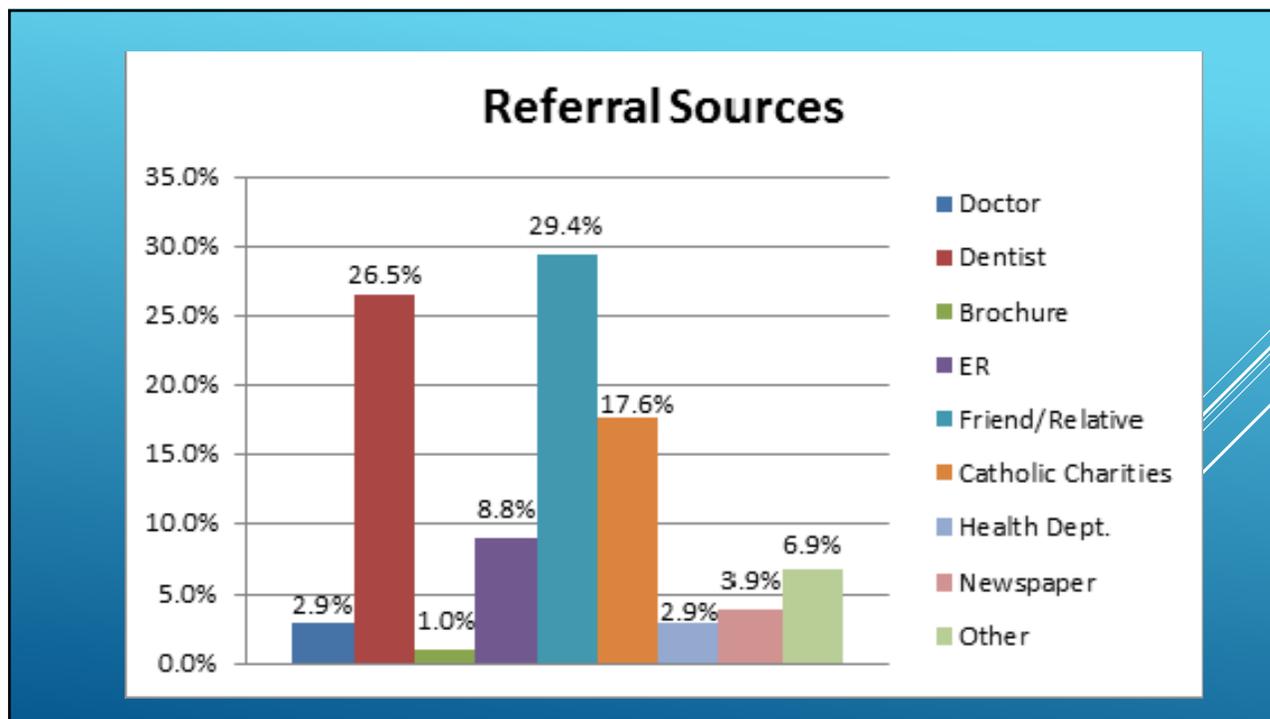
BEGINNINGS

- ▶ Increase access to emergency dental care and improve the oral health for the underserved in the HSHS St. Anthony's Hospital service area.

GOAL

- ▶ St. Anthony's Hospital
- ▶ Catholic Charities
- ▶ Brochures
- ▶ Radio/Newspaper
- ▶ Dentists – participating and non-participating
- ▶ Family
- ▶ Self
- ▶ Social Media

PROMOTION



- ▶ Catholic Charities would qualify the patient under the federal poverty guidelines and issue a dental voucher which would cover expenses related to an initial exam and x-ray, follow by a tooth extraction by an oral surgeon, if necessary.
- ▶ Patient must live within St. Anthony's Hospital's primary service area.
- ▶ Client is eligible to receive services once a year (from the date of last service).

ELIGIBILITY

Dental Voucher

Client Name: _____ (Voucher is non-transferrable.)

Date Issued: _____ Referred by: _____

Voucher Expiration Date: _____
Voucher must be presented at time of each appointment. (Offices - please make a copy, Client keeps original)

If you are unable to make your appointment, please call ahead to cancel or reschedule. Clients who miss appointments will not be eligible for further assistance through the dental voucher program.

Dentist Appointment Date: _____ Appointment Time: _____

If necessary:
 Oral Surgeon Appointment Date: _____ Appointment Time: _____



**St. Anthony's
Memorial Hospital**
AN AFFILIATE OF HOSPITAL SISTERS HEALTH SYSTEM



Catholic Charities
Effingham, Illinois, 62401
217-857-1458 Fax: 217-857-1481

VOUCHER FORM

- ▶ Dentists sign an Acceptance Form agreeing to the Program Details and Fee Schedule
- ▶ St. Anthony's Hospital covers the cost of the initial exam, x-ray, and extraction at the following rates:
 - ▶ \$80 for exam and x-ray
 - ▶ \$160 for simple extraction
 - ▶ \$300 for surgical extraction

NEGOTIATED PAYMENT

- ▶ Catholic Charities determines eligibility
- ▶ Client given lists of 2-3 dentists(those dentists next in line) to call for an appointment. Exception: Catholic Charities will call the dentist if person seems unsure/lacks confidence or in great amount of pain.
- ▶ If surgical extraction is necessary, the participating dentist refers to oral surgeon.
- ▶ If a client is a no-call, no- show for the appointment, the client becomes ineligible for future service.

PROCEDURE

- ▶ Dentists send Catholic Charities a bill at end of month.
- ▶ Catholic Charities pays the dentists and St. Anthony's Hospital reimburses Catholic Charities the amount paid to the dentists.

BILLING PROCEDURE

- ▶ Catholic Charities sends each client a survey with a stamped envelope addressed to St. Anthony's Hospital.
- ▶ Every client who returns the survey receives a \$5 gift card from St. Anthony's Hospital as a thank you and as an incentive to return the survey.

FOLLOW- UP

- ▶ We have 7 dentists and 1 oral surgeon.
- ▶ Since April 2014 through March 2017
649 clients have received
714 services
For a cost of \$156,440.
- ▶ Since program's inception through September 2106, the average cost per client has been \$238.17.
- ▶ In comparison, the average charges when a person goes to the Emergency Room or Convenient Care are much higher.

HOW ARE WE DOING?