



Challenges effecting the oral health care of New Yorkers today

Collaboration and innovation from all stakeholders is needed to address the complex post-pandemic challenges facing our communities to ensure that all New Yorkers have access to oral health care.

Access to care

Even with the robust Medicaid benefits available in New York, there are vulnerable populations falling through the cracks and major issues with emergency department overcrowding. Veterans without a service-connected dental condition may not have access to routine dental care. For foster care children, individuals with developmental disabilities, and the elderly, there are often challenges in accessing care due to a shortage of Medicaid providers and logistical barriers.

Workforce crisis

The workforce crisis has been particularly acute in rural areas, where there are already shortages of dental professionals. Additionally, dental professionals across the state are nearing retirement age, and there are not enough new graduates to fill the gaps. This is leading to increased competition for dental professionals and difficulty attracting and retaining staff.

Oral health literacy

There is often a lack of understanding by patients about how to access providers who accept Medicaid Managed Care plans, what is covered by insurance, the out-of-pocket costs associated with treatment, and the importance of preventative care and immunizations.



Introducing My Healthy Smile NY

We believe a viable solution for addressing the challenges ahead is the incorporation of a workforce model in New York, the **Community Health Dental Coordinator (CDHC)**.

A CDHC acts as a bridge between the community and clinical care with a working knowledge of dental disease processes, the dental delivery system and disease prevention strategies.

The CDHC is a Registered Dental Assistant or Registered Dental Hygienist with additional training focused on care coordination and motivational interviewing. As a new member of the dental team, the CDHC can perform clinical preventive services and community-based outreach. In addition to promoting oral health and disease prevention, they can interact directly with populations who are at risk for dental disease, but are unsure of how to access dental care or community services.

One of a CDHC's core functions is to help patients navigate the health care system:

- Connecting individuals with dental homes that are accepting Medicaid patients
- Managing patients' fears and anxieties about dental treatment
- Helping with transportation issues
- Educating patients about dental disease and prevention



My Healthy Smile NY is a pilot program created by the New York State Dental Foundation and its partners to introduce the CDHC model in New York State over the next four years.



Project goals

We believe we can demonstrate the effectiveness of the CDHC model by achieving three overarching goals through My Healthy Smile NY:



1) Expand access to care.

- Reduce emergency department utilization for dental care.
- Increase the number of people in target populations with dental homes, including:
 - Children 0-3
 - Foster care children
 - Veterans
 - Individuals with Developmental Disabilities (IDD)
 - Elderly

2) Promote the dental professions.

- Recruit, train and retain (6) Community Dental Health Coordinators.
- Increase enrollment in accredited dental assisting programs.
- Create incentive programs to encourage hygienists to work in underserved areas.
- Develop a field guide for promoting the dental professions.

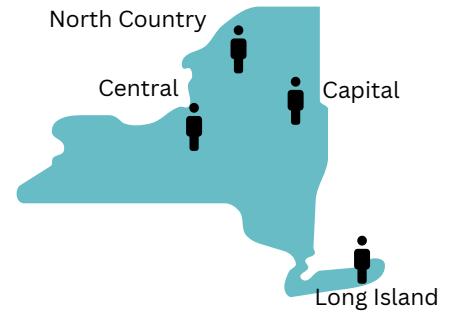
3) Increase oral health literacy.

- Increase the number of dental providers recommending the HPV vaccine.
- Increase the number of MyHealthySmileNY app users.
- Deliver oral health education and trainings to all Early Head Start programs in NYS.

2024 Identify & Train (4) CDHC's & Workforce Development Planning

We will hire a Program Director, then recruit and underwrite training for four (4) CDHC's to work within areas that correspond to the regional public health departments (Capital, Central, Long Island and North Country). They will build a network among public health departments, Federally Qualified Health Clinics, hospitals, and providers in their region.

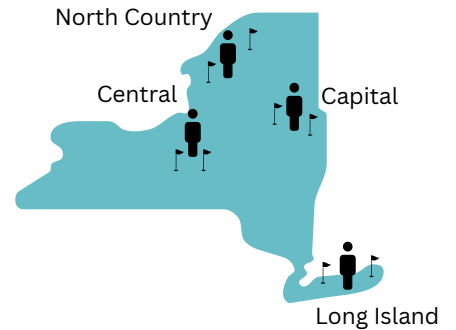
We will create a Dental Workforce Development Field Guide to promote the dental professions across the state.



2025 (8) Access to Care Events & Launch of MyHealthSmileNY App

Each CDHC will utilize their network to connect targeted groups to dental homes and other resources. They will coordinate at least two (2) oral health care events that address key gaps and disparities in care for their region.

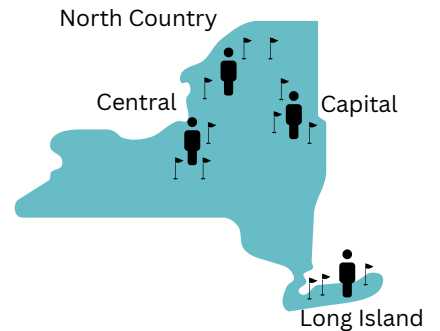
We will also build a marketing campaign around the MyHealthySmileNY app.



2026 (12) Access to Care Events & Workforce Development Implementation

CDHC's will expand their reach by coordinating at least three (3) oral health care events that address gaps and disparities.

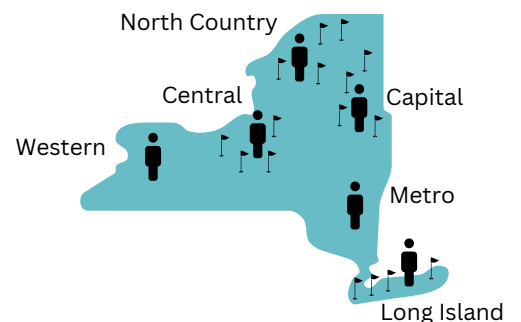
We will begin full implementation of workforce development efforts.



2027 (16) Access to Care Events & Training of (2) Additional CDHC's

CDHC's will expand their reach by coordinating at least four (4) oral health care events that address gaps and disparities. In addition, two new CDHC's will be recruited and trained to increase coverage and access to additional regions of the state, including Western and Metro.

Report results and data to the Governor, Legislature, and Department of Health for review and approval for the next 4 years.



Projected expenses

		2024	2025	2026	2027
State Funding Request	Project Director	\$97,500	\$102,385	\$107,494	\$112,868
	CDHC Contracts	\$200,000	\$210,000	\$220,500	\$347,288
	Marketing	\$50,000	\$200,000	\$75,000	\$50,000
Private Grants & Donations	Event costs		\$80,000	\$120,000	\$160,000
	Training Costs	\$20,000			\$10,000
	App Design & Hosting	\$15,000	\$15,000	\$5,000	\$5,000
		\$382,500	\$607,385	\$527,994	\$685,156

\$2,203,035

Projected funding

	2024	2025	2026	2027	
State Funding	\$347,500	\$512,385	\$402,994	\$510,156	\$1,773,035
Private Grants & Donations	\$35,000	\$95,000	\$125,000	\$175,000	\$430,000
	\$382,500	\$607,385	\$527,994	\$685,156	

\$2,203,035

Contact information

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