

2016



GUIDE TO SENIOR ORAL HEALTH RESOURCES IN AURORA

The Aurora Health Access Senior Circle, working together with the Aurora Commission for Seniors, compiled the following guide to senior oral health resources and services in Aurora. This is not a list of dental providers, but rather special resources for those who lack mobility or lack the ability to pay for dental services.

GUIDE TO SENIOR ORAL HEALTH RESOURCES IN AURORA

Aurora Health Access (AHA) is a community-based health alliance working in and for Aurora for the past six years. Our mission is to *collaboratively improve access to care and create a healthier Aurora, with a focus on the most vulnerable and underserved.*

Most of AHA's work is done through active, issue-focused work groups and task forces that bring together a myriad of healthcare advocates, providers, policy makers, and consumers to better understand and address health access issues in Aurora. One such work group is the Senior Circle, which was started in the fall of 2014 to focus on the needs of Aurora's seniors and the resources available to meet those needs.

A priority concern identified by the Senior Circle is the need to improve access to oral health services for Aurora's seniors. While many of Colorado's oral health initiatives focus on children, our seniors are also underserved when it comes to oral healthcare. Cavities are not just a childhood condition!

- The good news – today's seniors are retaining their natural teeth longer thanks to preventive strategies that were initiated in the 1950s, so there are fewer seniors with dentures. The bad news – natural teeth are subject to dental disease.
- A recent CDC report found that nearly one-third of persons 65 years of age and older have untreated dental caries.
- Oral health is not covered under Medicare.
- Seniors represent the most uninsured segment of our population when it comes to oral health coverage.
- Many medications can cause dry mouth, which can lead to difficulty chewing and swallowing, and increase the risk of developing cavities and soft tissue problems.
- Oral pain, whether from cavities, missing teeth, ill-fitting dentures, or gum disease and infection, causes many seniors to have to adjust the quality, consistency, and balance of their diet – or be reluctant to eat at all.
- People over the age of 65 are seven times more likely to be diagnosed with oral cancer than those under the age of 65.
- More than 30% of people over 60 years old in the Denver metro area (which includes Aurora) report having difficulty achieving the oral health they need.
- In Aurora, approximately 20% of people over 65 live below 200% of the federal poverty level.

The AHA Senior Circle, working together with the Aurora Commission for Seniors, compiled the following list of services and resources for senior oral health in Aurora. If you know of additional services and resources that should be added, please contact admin@aurorahealthaccess.org.

Oral Healthcare Services



Community College of Denver – Dental Hygiene Program

- **Services:** Dental cleanings; sealant placement; teeth whitening; teeth polishing and stain removal; root planing and scaling; complete oral exams; x-rays; fluoride treatments; smoking cessation and nutritional counseling; laser pocket decontamination; and limited restorative services only for patients of record (fillings, extractions, single crowns, etc.)
- **Location:** 1062 Akron Way, Bldg. #753, Denver, CO 80230 (On the old Lowry Air Force Base).
- **Mobile service:** No
- **Who is eligible:** All patients of all ages. We accept Medicaid, but no other insurance types.
- **Costs:** Services are at a low cost: x-rays are \$30; cleanings range from \$15-\$60 and with senior citizen discounts they are even lower from \$10-\$50. Cleanings are free for “super seniors” (over age 82). Payment is due at time of service.
- **Wait time:** Typically only a couple of weeks, but it depends on the time of year. Students are on short breaks around Christmas and in May and August in between semesters.
- **Best phone number for making appointments:** 303-365-8338 or 303-365-8350.
- **Additional information:** Free parking and easy access; bus service at 11th and Yosemite. All work is done by students, so expect longer appointments (around 3-4 hours in length). Sometimes multiple appointments are necessary to complete the cleaning. All work is supervised by faculty.
- **Website:** <https://www.ccd.edu/about-ccd/community-services/community-clinics/becoming-dental-patient-appointment-request-form>



Dental Lifeline Network

- **Services:** The Donated Dental Services (DDS) program provides free, comprehensive dental treatment to vulnerable people with disabilities or who are elderly or medically fragile. These are people who cannot afford necessary treatment and cannot get public aid. The program operates through a volunteer network of more than 15,000 dentists and 3,700 dental labs across the United States. Since its inception in 1985, the DDS program has surpassed \$300 million in donated dental therapies, transforming the lives of 108,000 people. No emergency treatments.
- **Location:** Depends on the volunteer provider. There are participating dentists in the Aurora area.

GUIDE TO SENIOR ORAL HEALTH RESOURCES IN AURORA

- **Mobile service:** No.
- **Who is eligible:** Applicants must lack adequate income to pay for dental care *and*: 1) have a permanent disability, or 2) are elderly (age 65 or older), or 3) qualify as medically fragile.
- **Wait time:** Can be up to two months.
- **Best phone number for making appointments:** Denver Metro: **303.534.3931** or kmcgrellis@DentalLifeline.org; Outside Denver Metro: **303.534.3863** or ppairan@DentalLifeline.org.
- **Additional information:** All applications must be submitted through a Donated Dental Services coordinator by contacting the numbers above.
- **Website:** <http://dentallifeline.org/colorado/>



Impressions Mobile Services

- **Services:** Oral evaluation; oral cancer screening; periodontal evaluation; digital x-rays; intraoral photos; adult cleanings (all levels); in-office teeth whitening.
- **Location:** Office located at 3773 Cherry Creek Drive North Suite 575 Denver, CO 80209.
- **Mobile service:** Yes. Mobile unit services Denver metro, including Aurora.
- **Who is eligible:** Accepts all insurances and is in-network with Medicaid, Delta Dental of CO and Cigna. Accepts cash and credit card payments, private pay, and no insurance.
- **Costs:** Varies based on need but adult cleanings start at \$99 (this includes all evaluation except x-rays are additional). Teeth whitening is \$199. A 15% discount offered to seniors without insurance.
- **Wait time:** No wait time, appointments are readily available including Saturdays.
- **Best phone number for making appointments:** **720.663.0116**.
- **Additional information:** The office location has free parking available, is on the bus line and is wheelchair accessible. The mobile service is especially beneficial for long-term care facilities booking multiple appointments in a day.
- **Website:** <http://impressionsmobile.services/>



In Home Hygiene (Mobile)

- **Services:** Dental hygiene services including blood pressure screening; oral health screening; oral cancer screening; periodontal screening; dental cleanings; deep cleanings; dental anesthesia; topical fluoride; in-service training; follow-up care; referrals to specialists.
- **Location:** Mobile serving metro Denver.
- **Mobile service:** Yes. Equipment fits into small space; no need to go outside to a van.

GUIDE TO SENIOR ORAL HEALTH RESOURCES IN AURORA

- **Who is eligible:** In Home Hygiene is a fee-for-service provider. Patients can be reimbursed by their dental insurance. In Home Hygiene is also a Medicaid provider.
- **Wait time:** Normal scheduling.
- **Best phone number for making appointments:** 480-586-4220 or use the appointment scheduling feature on the website: www.ihhcare.com.
- **Additional information:** This service is especially beneficial for those who are bedbound.
- **Website:** <http://www.ihhcare.com/>



InnovAge/PACE

- **Services:** On-site state-of-the-art dental equipment and service; checks every four months; cleanings every six months.
- **Location:** 3551 N. Chambers Rd., Aurora, CO. There are three other locations available in the Denver metro area.
- **Mobile service:** Limited.
- **Who is eligible:** Must be age 55+ and enrolled in the InnovAge Greater Colorado PACE (IGCP) program.
- **Wait time:** Normal scheduling.
- **Best phone number for making appointments:** Must be enrolled in IGCP. Call an enrollment specialist at 844-646-1348.
- **Additional information:** The IGCP care team, working with the patient, sets the frequency of visits, and the care plan is monitored and updated as needed.
- **Website:** <http://myinnovage.org/>



Metro Community Provider Network

- **Services:** Cleanings; fillings; digital x-rays; root canals; emergency care; comprehensive exams; denture; crowns; sealants; extractions.
- **Location:** North Aurora Family Health Services (NAFHS) at 3292 Peoria St., Aurora, CO 80010; or Pine Tree Dental at 17866 Cottonwood Dr., Parker, CO 80134.
- **Mobile service:** No.
- **Who is eligible:** MCPN's Oral Health Program provides preventative, restorative and emergency services to patients of all ages who are medical patients of MCPN. Individuals with diabetes or HIV/AIDS are eligible for treatment even if they are not MCPN medical patients.
- **Cost:** MCPN bills many insurance providers including Delta Dental and Medicaid and has a sliding scale for those who are uninsured. Financial screeners assess the patient's ability to pay based on income and assign them to a sliding scale class. Co-pays are between \$5 and \$30 for all procedures for individuals with the lowest income.

GUIDE TO SENIOR ORAL HEALTH RESOURCES IN AURORA

- **Wait time:** Two-to-three weeks for the Aurora location.
- **Best phone number for making appointments:** 303-360-6276
- **Website:** www.mcpcn.org



Senior Mobile Dental/Medicaid Dental Home

- **Services:** Diagnostic-xrays and exams; preventive dental cleanings and periodontal treatment; fillings; extractions; and denture services.
- **Location:** Senior Mobile Dental partners with Aurora Housing Authority, Denver Housing Authority, Colorado Springs & Pueblo.
- **Mobile service:** Limited: please call for information.
- **Who is eligible:** All adults 18 and older who have difficulty accessing dental care due to financial limitations; accepting Medicaid and Medicare. Qualification process for financial support.
- **Costs:** Free to 50% less than private dental offices
- **Wait time:** Minimal
- **Best phone number for making appointments:** 719-310-3315.
- **Additional information:** Senior Mobile Dental's mission is to provide a dental home for all low-income, uninsured and under-insured persons needing assistance to obtain low cost or free dental services. It is their belief that oral healthcare is important to overall healthcare for sound body, mind, and spirit.
- **Website:** <http://www.seniormobiledental.org/>



Tri-County Health Department Senior Dental Clinic

- **Services Offered:** Exams; x-rays; fillings; crowns; bridges; dentures; extractions; cleanings (including deep cleanings); dental health education; referrals for specialty services. **Not offered:** emergency services; implants; veneers or teeth whitening; complicated root canal therapy; surgical periodontal therapy; TMJ therapy.
- **Location:** 4857 S. Broadway St., Englewood, CO 80113
- **Mobile Service:** No
- **Who is eligible:** Seniors age 55+, live in Arapahoe County, income places them at or below 200% of the federal poverty level, and must not have private insurance. Medicaid accepted (no co-pay). Seniors age 60 and older who are residents of the U.S., do not have insurance, and do not qualify for Medicaid may be eligible for the Colorado Dental Health Care Program for Low-Income Seniors; this program pays most dental fees. Services are provided on a sliding fee scale depending on client income for clients with no dental insurance coverage.
- **Costs:** Sliding fee scale (10-20% of typical private office fees), percentage depends on senior's income. A 25% down-payment is required for all procedures involving lab services, such as crown, bridges, and dentures. Medicaid and the Colorado Dental Health Care Program for Low-Income Seniors grant are

GUIDE TO SENIOR ORAL HEALTH RESOURCES IN AURORA

accepted in full for covered procedures; patient responsible for non-covered services (sliding fee scale applies).

- **Wait time:** Varies from no wait time to two months.
- **Best phone number for making appointments:** 303-783-7106.
- **Additional information:** We are a dental clinic that respects each senior as an individual, and we provide quality services with integrity and excellence to help the senior have improved quality of life. Our goals are to have the senior leave the clinic with functional dentition and to preserve dental health for the senior's lifetime. All dentists and hygienists are licensed by the Colorado Department of Regulatory Agencies (no students).
- **Website:** <http://www.tchd.org/341/Dental>



University of Colorado School of Dental Medicine

- **Services:** Comprehensive clinical evaluation; clinical treatments including fillings, crowns, dentures. There are multiple CU dental clinics including the CU Dental Team Care Clinic; CU Advanced Dental Care Clinic; CU Dental Faculty Practice; and CU Orthodontics.
- **Location:** At the University of Colorado School of Dental Medicine on the Anschutz campus.
- **Mobile service:** No.
- **Who is eligible:** Patients who are currently participating in the CU Dental Team Care clinics or those who are accepted through the CU School of Dental Medicine screening process and are age 60+, do not qualify for Medicaid, do not have private insurance, have income at or below 250% of the most current federal poverty level guidelines based on family size; and are lawfully present in the U.S.
- **Cost:** Affordable rates are charged for the services.
- **Wait time:** Because of the screening and scheduling process, patients need a flexible schedule for treatment to progress satisfactorily.
- **Best phone number for making appointments:** See below.
- **Additional information:** You must apply for the program before you schedule an appointment. To apply, contact the Patient Advocate Office at sdm-ptadvocate@ucdenver.edu or call (303) 724-7040. Superb care at affordable rates. Work is done by students and licensed dentists, supervised by faculty. Some work is done by faculty.
- **Website:** <http://www.ucdenver.edu/academics/colleges/dentalmedicine/Pages/DentalMedicine.aspx>



Medicaid Dental Benefit

Background

Historically, Medicaid has covered dental services for children, but not for adults. Lack of preventive dental coverage can contribute to a range of serious health complications and drives Medicaid costs for both emergency and medical services.

In 2013 the Colorado Department of Health Care Policy and Financing created a new limited dental benefit in Medicaid for adults age 21 and over. The new dental benefit provides eligible Medicaid members up to \$1,000 in dental services per year which runs from July 1 – June 30.

Benefits

Dental services are a program benefit for Colorado eligible* Medicaid members of all ages. (*Adults must be eligible for state plan benefits to qualify for dental.)

The adult dental benefit is available to eligible adult Medicaid clients (21 and over) and covers:

- Basic preventive dental exams
- Diagnostic and restorative dental services (such as x-rays and fillings)
- Extractions (tooth pulling)
- Root canals
- Crowns
- Partial dentures*
- Complete dentures*
- Periodontal scaling
- Root planing
- Other procedures requiring prior authorization

* Partial and complete dentures are not subject to the \$1,000 cap per year.

Colorado Medicaid Partners with DentaQuest

Colorado Medicaid has partnered with DentaQuest to help our members find a dentist and help us manage our members' dental benefits. All Colorado Medicaid members receive a welcome packet from DentaQuest with information about dental benefit coverage, how to use dental benefits and where to get information. See DentaQuest's Member Handbook for more details.

GUIDE TO SENIOR ORAL HEALTH RESOURCES IN AURORA

DentaQuest operates a customer service center to specifically answer Medicaid members' dental questions. DentaQuest's Member Services is available Monday through Friday between 7:30 a.m. and 5:00 p.m. Mountain Time at: 1-855-225-1729, TTY: 711, or at DentaQuest.com.

How To Find a Dentist who Accepts Colorado Medicaid

Part of DentaQuest's role is to help Colorado Medicaid increase the number of dentists who accept Medicaid and to help Medicaid members find a dentist. Contact DentaQuest customer service at the number above, or visit DentaQuest.com to find a dentist near you. You can also search for dentists on our [Find a Doctor](#) page.

For More Information

- [Adult Benefit Summary](#)
- [Medicaid Customer Contact Center](#)

Links:

- [DentaQuest's Member Handbook](http://www.dentaquest.com/state-plans/regions/colorado/memberpage/) <http://www.dentaquest.com/state-plans/regions/colorado/memberpage/>
- [DentaQuest.com](http://www.dentaquest.com/state-plans/regions/colorado/) <http://www.dentaquest.com/state-plans/regions/colorado/>
- [Find a Doctor](https://www.colorado.gov/hcpf/find-doctor) <https://www.colorado.gov/hcpf/find-doctor>
- [Adult Benefit Summary](http://www.dentaquest.com/getattachment/State-Plans/Regions/Colorado/MemberPage/Colorado-Medicaid-State-Plan-Dental-Adult-Benefit-Summary.pdf/) <http://www.dentaquest.com/getattachment/State-Plans/Regions/Colorado/MemberPage/Colorado-Medicaid-State-Plan-Dental-Adult-Benefit-Summary.pdf/>
- [Medicaid Customer Contact Center](https://www.colorado.gov/hcpf/contact-hcpf) <https://www.colorado.gov/hcpf/contact-hcpf>

GUIDE TO SENIOR ORAL HEALTH RESOURCES IN AURORA

Aurora Health Access (AHA) is a community alliance of healthcare organizations, public agencies, providers, civic and business leaders, and residents committed to creating a healthcare system in Aurora that meets the needs of all its residents. AHA offers an inclusive convening table where health and community leaders can come together to discuss and develop solutions to health access issues in their community. AHA has been working since 2010 toward three goals:

Increasing Access! Expanding coverage! Building collaboration!

If you'd like to get involved in one of our work groups or task forces, please check out our website at www.aurorahealthaccess.org for more information, or email admin@aurorahealthaccess.org and request to be added to our outreach list.

Disclaimer: AHA's mission is to collectively improve access to care and create a healthier Aurora. To accomplish this, AHA:

- hosts speakers relevant to the mission of AHA,
- engages in social media as well as traditional media to distribute information and resources,
- uses local facilities for meetings and functions,
- includes professional and community resource materials in the AHA library, and
- provides links to relevant reports and websites.

These inclusions are not intended as endorsements, but as continued and focused efforts to build collaboration throughout Aurora's healthcare community. While AHA is a facilitator of conversation and distributor of information relevant to its mission, it does not verify or endorse all speakers or information associated with its events or publications.