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Updates from the Wisconsin Long Term Care Advisory Council
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Topic/Question Asked	Response/Information
Competitive Integrated Employment (CIE)	CIE is when employees with disabilities earn the same pay and have the same benefits as people without disabilities. CIE fosters community integration and independence. The Division of Medicaid Services recently posted a series of annual reports on competitive integrated employment (CIE) to the Employment Initiatives webpage (see link below). The series of annual reports highlights data from State Fiscal Years 2020 to 2024 and identify CIE trends over time. DMS plans to continue to track CIE outcomes and continue to publish annual reports, so everyone has insight into CIE outcomes. https://www.dhs.wisconsin.gov/employment-skills/index.htm
Dental Benefits Updates	See attached document below.



Division of Medicaid Services (DMS) Dental Benefit Updates

Summary

The following paper summarizes the accomplishments and future work plans for the Wisconsin Medicaid (WI MA) Virtual Dental Team.

Accomplishments of the Virtual Dental Team

In 2023, DHS created the Virtual Dental Team, an internal cross functional team to address issues within our dental benefit. This team works to address challenges within the benefit; identify opportunities for improving the benefit and increase access to dental care for Medicaid members; and make recommendations to DHS leadership to address concerns brought forth by providers or members.

In 2024 and 2025, the Virtual Dental Team accomplished the following:

- Published ForwardHealth Update and handbook policy on orthodontic services.
 - 40% rate increase implemented with new max fee schedule.
 - Orthodontic codes are now priced max fee instead of manually, streamlining the claims process for orthodontic claims.
 - D8670 (periodic orthodontic treatment visit) prior authorization (PA) requirements were changed, so no PA is required for the first 24 units of service, reducing administrative burden on orthodontic providers.
 - Lifetime dollar limits on encounters for orthodontic services were removed.
 - Improved language in the orthodontic benefit to include primary care providers, along with mental health professionals, as qualified providers to submit documentation supporting mental health challenges associated with malocclusion. This supports delivery of medically necessary orthodontic care for members who may not have otherwise qualified based on their Salzman score alone.¹
 - Added the following procedure codes through the HCPCS process:
 - D8091 (comprehensive orthodontic treatment with orthognathic surgery)
 - D8671 (periodic orthodontic treatment visit associated with orthognathic surgery)
- Updated the ForwardHealth Handbook for dental, non-orthodontic services.
 - Added the [2024 ADA claim form](#) to the ForwardHealth Handbook.
 - Policy clarification was added to the handbook for dental providers regarding application fees, which are not required for regular and emergency dental providers.
 - Policy clarification that FFS or HMO Medicaid pays for orthodontia treatment to completion for the member.
 - Policy clarification on ceramic braces and root canals.
 - Added procedure code G0330 for dental ASCs.
 - Added the following procedure codes through the HCPCS process:
 - D2751 (crown porcelain fused to predominantly base metal)
 - D2740 (crown porcelain/ceramic)
 - D9310 (consultation-diagnostic service provided by a dentist or physician other than requesting dentist or physician)
 - D9311 (consultation with a medical health care professional)
- Worked on streamlining the process of engaging with the dental provider field representative to address provider issues and questions in an efficient and timely manner.

¹ Please note that the Virtual Team is currently revisiting all qualifying criteria, including the Salzman, to further enhance and improve the benefit with objective, evidence-based criteria.

- Worked on operational and system updates to improve how providers interact with ForwardHealth.

Current and Future Work of the Virtual Dental Team

The Virtual Dental Team is continuing to work on numerous projects, including, but not limited to:

- Adding dental therapists as a Medicaid provider type. Dental therapists will be able to provide preventive and restorative dental services to both children and adults. Adding dental therapists as a provider specialty type is an opportunity to expand access and reimbursement for dental services, especially in dental shortage areas.
- Updates to sedation policy, including, but not limited to:
 - Improvement of PA forms and required documentation for sedation service requests that supports submission of relevant, necessary information for dental consultants reviewing requests to determine if services are medically necessary.
 - Exploring removal of the PA requirement for nitrous oxide for all members regardless of dental provider specialty type (i.e., general practitioner or specialist).
 - Enhancing coverage and clinical policy of other sedation services, including moderate and deep/general sedation, and ensuring various sedation modalities can be delivered and reimbursed together in clinically appropriate and evidence-based ways.
 - Evaluation of eligible providers to deliver these services under ForwardHealth policy, including CRNAs, as covered providers to ensure a flexible and safe provider network.
- Implementing automation for prior authorizations in the dental area; this allows for providers to have real-time review and approval if certain criteria are met, decreasing provider burden by improving PA turnaround time.²
- Implementing max fee schedule for CPT codes for cleft lip/palate.
- Implementation of standardized Automatic Qualifying Criteria for orthodontic treatment.

Other areas we are reviewing include, but are not limited to:

- Moving away from manual pricing to max fee for all dental services, similar to most other WI MA services.
- PA improvements
- Ongoing provider claims issues
- Reviewing opportunities for adding new dental codes
- Other dental policy clarifications, such as policies for extractions, retainers, and sealants.
- Consideration of additional provider communications to clarify policy.

Special Needs Members – Discussion

WI MA is dedicated to addressing barriers to dental services for special needs members. Some of our recent accomplishments include:

- The [“St. Anne’s statute” \(2017\)](#) and [SPA \(2019\)](#), which increased fees for dental services provided to special needs populations. These enhanced rates are available to any dental provider that meets the criteria within the statute/SPA.
- Addition of two new dental codes for consultations, D9310 (consultation – diagnostic service provided by a dentist or physician other than requesting dentist or physician) and D9311 (consultation with a medical health care professional).

WI MA is also continuing to work on clarifications and updates to sedation policy, including our policy around nitrous oxide, to improve accessibility of these services, especially for our members with special needs.

² This is part of a long-term DMS project to automate some PAs.



Conclusion

The Virtual Dental Team at DHS is continuing to evolve so DHS can continue to improve the dental benefit and ensure access to necessary dental services for Wisconsin Medicaid members. DHS's local and state partnerships are integral to addressing barriers to dental care in critical communities in our state.

As changes and/or updates are made to our dental policy, communications will be sent out which may include one or more of the following:

- Hot Topics section on the ForwardHealth Portal
- Banner Message on the ForwardHealth Portal
- A ForwardHealth Portal message
- A ForwardHealth Update, which will include an industry review

