



Renaissance®



PATIENT-CENTERED DENTAL HOME

TENNCARE CHILDREN, ADULTS,
ECF CHOICES, 1915c, AND COVERKIDS

PROVIDER MANUAL 2025

This provider manual outlines the PCDH program guidelines and policies effective November 1, 2025.



Renaissance®

WELCOME TO THE RENAISSANCE TENNCARE DENTAL HOME PROGRAM.

This manual is designed to provide you with comprehensive information about the Patient-Centered Dental Home (PCDH) requirements. The PCDH program covers all TennCare Dental programs serving members from TennCare Children, CoverKids, TennCare Adults, ECF CHOICES, and 1915c.

WHAT IS A DENTAL HOME?

Effective November 1, 2025, Renaissance will be implementing the Patient-Centered Dental Home program in Tennessee for TennCare and CoverKids members. The primary Dental Home is a place where a member's oral health care is delivered in a comprehensive, continuously accessible, coordinated, and family-centered manner by participating pediatric and general dentists. This concept mirrors the approach used by primary care physicians in developing a "Medical Home" for their members. Members will be assigned to a Dental Home through a tiered review process, considering previous claims history, claims history of a sibling and/or family member, network adequacy requirements, and quality ranking of the dentist. If expanded or specialty dental services are required, the general dentist is expected to coordinate that referral and monitor the outcome. Provider support is essential to effectively employ the PCDH program for TennCare Dental Program Members. The intent of the PCDH program is to improve oral health outcomes of all TennCare members by linking them to a quality provider in their community.

WHY DO WE HAVE A DENTAL HOME?

Oral health issues remain a significant concern for our members and their families, often contributing to broader systemic health challenges. The concept of a Dental Home is central to our mission of improving oral health outcomes for our members.

A Dental Home is not just a place, it is a relationship-based model of care that emphasizes continuity, accessibility and prevention. By assigning members to a Patient Centered Dental Home (PCDH) our objective is to:

- Improve access to dental care by establishing a consistent point of professional contact for members.
- Increase utilization of diagnostic and preventive services such as exams, cleanings, fluoride treatments, and dental sealants.
- Leverage the dentist-patient relationship to foster trust and encourage regular visits and support long term health.
- Promote primary prevention through member and provider education
- Support minimally invasive treatment after early detection, reducing the need for complex procedures.

Oral health issues affect our members and their families. Dental homes serve as a leverage for the dentist-patient relationship to improve oral health outcomes. Dental homes also enhance opportunities to promote oral disease prevention and minimally invasive care.

WHO IS INCLUDED IN A DENTAL HOME?

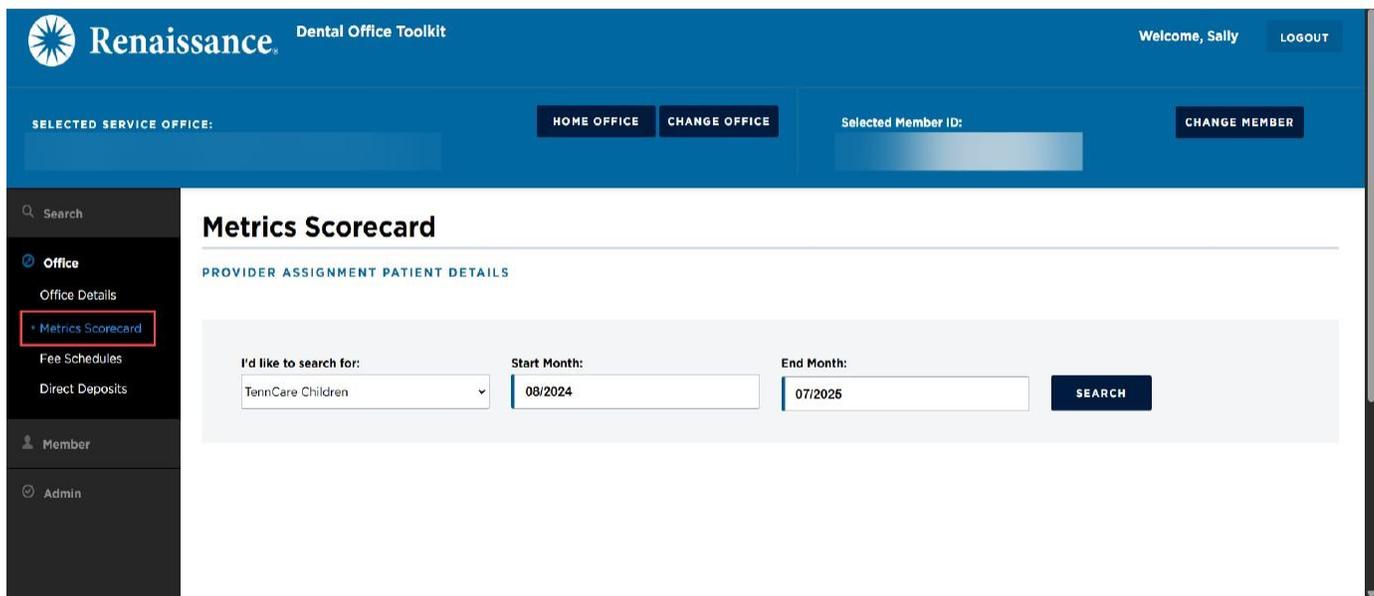
All participating Primary Care Dentists (PCDs) serving TennCare Adults, TennCare Children, ECF Choices, 1915(c), and CoverKids will automatically be a Dental Home. TennCare PCDH PCDs shall maintain a valid individual, and if required, group Medicaid ID from the State of Tennessee. One PCDH may have multiple physical locations or sites, but members will be linked to a specific location and can see any current participating PCD at that dental home location.

Any provider added to existing practices must be a contracted participating network provider to be considered for addition. Non-participating providers at contracted locations are not eligible for claims payment, and their services may not be billed under another provider for claims payment; this activity violates the participating provider's credentialing agreement, held between the provider and Renaissance. Renaissance will monitor office billing patterns to ensure that this policy is followed.

HOW CAN I FIND OUT WHO IS ASSIGNED TO ME?

Providers will have access to member rosters by selecting the Provider Assignment Patient Details through the Metrics Scorecard (Scorecard) Function on the Dental Office Toolkit (DOT). Dentists will have a different Scorecard and corresponding member roster for each TennCare dental program in which they participate. The DOT can be located at: <https://rendentalofficetoolkit.com>.

Once successfully logged into the Dental Office Toolkit, users can navigate to the Metrics Scorecard Dashboard



Choosing search parameters and then selecting the Search button will populate the results on the dashboard

Metrics Scorecard

PROVIDER ASSIGNMENT PATIENT DETAILS

I'd like to search for: Start Month: End Month: **SEARCH**

Search Results

Page 1 of 1 1-12 of 12 Records

Trend Chart

Month	Total Established Patients	Established Patients Observed	Percentage of Established Patients Observed	Network Average
Aug-2024	18	1	5%	27%
Sep-2024	18	1	5%	28%
Oct-2024	18	3	16%	29%

Select the Provider Assignment Patient Details text to navigate to the PCD Assignment Details page. The most recent patient assignment will always be at the top of the list

Metrics Scorecard

PROVIDER ASSIGNMENT PATIENT DETAILS

PROVIDER ASSIGNMENT PATIENT DETAILS

PCD Assignment Details

TennCare Children

Patient Name	Age	Assigned Date	Phone	Email	Address
No Results Found.					

CoverKids

Providers are encouraged to outreach members and welcome them to their practice. Such dental home engagement will establish stronger relationships, resulting in increased utilization. DOT will also house PCDH training and communication templates (e.g., letter, email, and text templates for welcome letter and gaps in care). Renaissance encourages providers to reach out to all members.

WHAT IS THE METRIC SCORECARD?

Currently, the Scorecards are informational only. The Scorecards provide feedback that enable providers to see how their performance on various metrics compares to their peers. The providers can use this information as an incentive for positive change and improvement to meet or exceed peer benchmarks.

HOW ARE MEMBERS ASSIGNED A DENTAL HOME?

Members are assigned to a PCDH according to a generalized hierarchy. First, members are assigned to the PCDH associated with the member's active dental provider. If they have not seen a dentist, the system checks to see if any other member of the family has a Dental Home assigned. The next step is to look at dentists in the general area/ zip code where the member is located. The dentist will then be selected based upon distance or drive time to the member and estimated office capacity.

New members will receive notification of their Dental Home information via text or email by November 1st. Members will also have access to a current Member Handbook that contains all the Dental Home information. At any time, members can also register with our Member Portal and look up their PCDH online at <https://www.renmemberportal.com/mp/rengp/>

Members are assigned to a participating dentist at a specific location. However, members may visit any participating dentist they choose.

Below are some guidelines that will help offices implement their Dental Homes:

- Members are assigned to a participating dental location
- Members can see any participating provider at that location
- Members are not locked into their dental home assignment and can go to any participating provider they choose
- If an eligible member comes to your office that is not on your Dental Home assignment list on DOT, you can still see that member
- Assignment will not affect claims payment
- Members can request a new Dental Home simply by going to another participating provider
- Assignment changes are visible on the Dental Office Toolkit (DOT) the next month after the change is made

CAPACITY

We monitor capacity monthly by reviewing the number of members in each county and the number of Dental Home locations in each county to ensure we have enough access points for the members that live in the county based on their home zip code.

Full Time Dentist—A provider is considered full time at a location if they are treating members approximately 20 hours per week as estimated based on claims submissions.

Providers can request an increase in roster capacity for consideration in writing. Roster capacity will be reviewed and discussed with you by your Renaissance representative. Approval may be dependent on the following: provider to member ratios, meeting or exceeding defined standards for provider performance, and

patient engagement.

By establishing your office as a Patient Centered Dental Home, we are confident that this will encourage members to maximize their dental benefits, which will lead to improved oral and overall health outcomes.

**FOR MORE INFORMATION ON THE PATIENT CENTERED DENTAL HOME (PCDH)
PLEASE VISIT <https://www.rendentalofficetoolkit.com>**



Notice of Nondiscrimination

Protections

Discrimination is against the law. TennCare obeys federal and state civil rights laws. We don't discriminate on the basis of race, color, national origin including limited English proficiency and primary language, age, disability, or sex. TennCare doesn't exclude people or treat them less favorably (differently) because of race, color, national origin, age, disability, or sex.

Help You Can Get

Disability Related Help

TennCare provides people with disabilities reasonable modifications. Reasonable modifications are reasonable requests for changes to a rule, policy, practice, or service to help a person with a disability related need. TennCare has free auxiliary aids and services to communicate effectively with you. Auxiliary aids and services are types of help like:

- Qualified sign language interpreters and
- Written information in large print, audio, accessible electronic formats, letter reading, Braille, or other formats.

Language Help

TennCare offers free language help to people whose primary language is not English like:

- Qualified interpreters and
- Translations - Information written in other languages.

Who to Contact

TennCare Connect

Do you need help like applying or renewing your TennCare, need auxiliary aids and services, or language help to talk with TennCare? Call TennCare Connect for free at 855-259-0701.

TennCare's Office of Civil Rights Compliance

- Reasonable Modifications

If you need reasonable modifications, contact TennCare's Office of Civil Rights Compliance ("OCRC").

- Grievance/Complaint

If you believe that TennCare failed to provide these services, or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a

grievance/complaint with TennCare's OCRC by email at HCFA.fairtreatment@tn.gov, mail at 310 Great Circle Road Floor 3W, Nashville, TN 37243, OCRC's website at <https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>, or calling 615-507-6474 (TRS 711). If you need help filing a grievance call TennCare Connect for free at 855-259-0701.

More Information

You can find forms, policies and more information about civil rights and help like for food or other things on OCRC's website: <https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>.

You can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.