

transform²⁵

Integrated Care: Practical Steps Toward Connecting Medical, Dental, and Vision

INTEGRATED CARE: FUN FACTS

15

Most commonly prescribed medications

73%

Have Ocular Side Effects

93%

Have Oral Side Effects



88% of providers say that integrated care is important and highest value data they want access to is prescription data and clinical alerts (any identified gaps in care)

< 10% of dental and vision providers have this data for their patients

* Source: SKYGEN 2025 Pulse Report: Provider Perspectives

MOST COMMONLY PRESCRIBED MEDICATIONS & SIDE EFFECTS

Rank	Medication Name	Common Brand Name(s)	Primary Use	Common Ocular / Oral Side Effects
1	Atorvastatin	Lipitor	Lowers cholesterol	Dry mouth, blurred vision
2	Metformin	Glucophage	Manages type 2 diabetes	Metallic taste, dry mouth
3	Lisinopril	Prinivil, Zestril	Treats high blood pressure	Dry mouth, taste changes
4	Levothyroxine	Synthroid	Treats hypothyroidism	Dry eyes, dry mouth
5	Amlodipine	Norvasc	Treats high blood pressure	Gingival hyperplasia, dry mouth
6	Metoprolol	Lopressor, Toprol XL	Treats high blood pressure	Dry eyes, blurred vision
7	Albuterol	ProAir HFA, Ventolin HFA	Treats asthma	Dry mouth, throat irritation
8	Losartan	Cozaar	Treats high blood pressure	Dry eyes, taste changes
9	Omeprazole	Prilosec	Treats acid reflux	Dry mouth, taste changes
10	Gabapentin	Neurontin	Treats nerve pain	Dry mouth, blurred vision
11	Hydrochlorothiazide	Microzide	Treats high blood pressure	Dry mouth, dry eyes
12	Sertraline	Zoloft	Treats depression	Dry mouth, blurred vision
13	Montelukast	Singulair	Treats allergies and asthma	Dry mouth, headache-related eye strain
14	Escitalopram	Lexapro	Treats depression	Dry mouth, blurred vision
15	Furosemide	Lasix	Treats fluid retention	Dry mouth, blurred vision

Source: multiple, see spreadsheet

INTEGRATED CARE: WHERE DOES VISION CARE FIT?

Early Identification of Systemic Health Issues During Vision Exam

- Diabetes
- High Cholesterol
- High Blood Pressure
- Brain Tumors
- Autoimmune Disorders
- Neurological Disorders

Overall Health
Can Impact
Vision Health

- Eye Diseases (Macular Degeneration, Glaucoma, Cataracts)
- Diabetic Retinopathy
- High Blood Pressure
- Prescription Interactions

- Increased risk of falls, injuries, and accidents
- Mental health (depression and anxiety)
- Restricts independence, limits social interaction, and impacts cognitive function

Vision Health
Can Impact
Overall Health

INTEGRATED CARE: WHERE DOES DENTAL CARE FIT?

Early Identification of Systemic Health Issues During Dental Exam

- Diabetes
- Osteoporosis
- Anemia

Overall Health
Can Impact
Dental Health

- Diabetes
- Autoimmune Diseases
- Sleep Apnea
- Pregnancy
- Radiation Therapy
- Prescription Interactions

- Bacteria from the mouth can impact:
- Cardiovascular Disease
 - Diabetes
 - Respiratory Infections
 - Transplants
 - Pregnancy
 - Difficulty eating / speaking, reduced social interactions and job potential

Dental Health
Can Impact
Overall Health

The Goal of Integrated Care is to provide personalized treatment that addresses a client's physical, mental and social needs at every touchpoint in the “healthcare system” – improve quality, lower the cost and create a better experience for everyone

What are you doing today in your dental and / or vision business to support an integrated care model?

What is your “ideal” vacation?



Every Organization Needs to Determine What “Integrated Care” Can Be for Them

KEY PILLARS OF A CLINICAL INTEGRATION PROGRAM

Comprehensive Integration Programs Typically Touch 3 Areas



“DATA”

Foundational to Drive Programs



“Actionable Insights”

Translate Data into Engagement



“ENGAGEMENT”

Member and Provider

“DATA”

Foundational to Drive Programs

Clinical data enables effective program and most dental and vision payers and providers do not have access to or contribute data back into the system

- Payers need data to drive programs
- Provider can deliver better member care at point of service
- Data should follow the member
- Provider can contribute data back into system (A1C results, diabetes, etc.)
- Keep it succinct and relevant to interaction
- ‘Last mile’ challenge – every provider wants information downloaded to EHR

Consider what data you have or could access

Health (Member Level)

- ☐ Risk Assessment (member HRA responses)
- ☐ CPT (Procedure Codes)
- ☐ HCPCS (Procedure Codes)
- ☐ ICD10 (Diagnostic Categories)
- ☐ Lab results
- ☐ Rx data (NDC Code and Therapeutic Class)
- ☐ MA / Medicaid Risk Adjustment Factors
- ☐ Primary Care Physician

Dental Information

- ☐ CDT
- ☐ ICD 10 (Diagnosis Categories)
- ☐ Risk Assessment (Carries and other)

Vision Information

- ☐ CPT
- ☐ ICD 10 (Diagnosis Categories)

SDOH

- ☐ Socioeconomic status
- ☐ Education
- ☐ Neighborhood
- ☐ Employment
- ☐ Social support networks
- ☐ Health care access
- ☐ Housing, Food, etc.

SKYGEN capabilities to help support your journey: Member level fields to capture health information, Familiar with health related data and medical coding, Data integration expertise to capture / share information

“Actionable Insights”

Data is analyzed and transformed into relevant and personalized information.

Examples include:

- Gaps in Care
- Education
- Conditional Benefits
- Quality / Incentives

Consider what capabilities you have or could obtain

- ☐ Gap in Care Engine (evidence-based next best action based on personalized member data)
- ☐ Messaging Engine (translate gap in care to actionable message for specific audiences – member, parent, providers, caretaker, etc.)
- ☐ Campaign Management (ability to design, communicate, monitor and evaluate member and provider engagement)
- ☐ Risk Stratification Engine (ability to prioritize patients and messages based on priority)
- ☐ Community Outreach (target high volume PCP's, target community entities that touch members)
- ☐ Educational Content for Members
- ☐ Conditional Benefit Engine (Evidence-based benefit enhancements)
- ☐ Provider Quality / Incentive Programs and Payments

SKYGEN capabilities to help support your journey: Conditional benefits based on clinical data (i.e. Typical clinical triggers include Diabetes, Chemotherapy, Transplant, Pregnancy, Cardiovascular disease, etc.), Provider Select Suite, Data Integration Expertise

“ENGAGEMENT”

Member / Provider Outreach

The most comprehensive and complicated pillar due to the variety of methods, touchpoints and challenge in changing behavior

- Requires analytics and messaging engine
- Various outreach points – mail, phone call, robocall, mobile app, member web portal, customer service, care management teams, outreach teams, provider
- Must consider how to align (or not align) with other partners

Ultimately, the goal is to change behavior through:

Member*

- ☐ Mobile App (Alerts, Push Notifications)
- ☐ Web Portal
- ☐ E-mail
- ☐ Mailing
- ☐ Telephonic Outreach
- ☐ Customer Service
- ☐ Care Management Outreach (typically at Health Plan Level)
- ☐ Member Care Coordination Outreach (at Specialty payer level)
- ☐ Member Incentives

Provider (Dental / Vision)

- ☐ Portal (Sharing information)
- ☐ Portal (Collecting information)
- ☐ E-mail
- ☐ Mailing
- ☐ Telephonic Outreach
- ☐ Incentives

Provider (Medical)

- ☐ Portal
- ☐ E-Mail
- ☐ Mailing
- ☐ Telephonic Outreach
- ☐ Incentives

SKYGEN capabilities to help support your journey: Member tools (portal and mobile app), TPA services for member outreach, Provider Portals

How can your organization determine a unique role and contribute to an integrated care model?



Q & A



Thank You

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