InsureKidsNow.gov
Connecting Kids to Coverage

Welcome

Welcome to the Insure Kids Now (IKN) Dental Locator data management process! We want to share with you some useful tips to help you to submit data more effectively.



What You Need to Know About IKN

Managed by the U.S. Department of Health and Human Services (DHHS), the Insure Kids Now (IKN) website connects low-income children to free or low-cost health insurance through Medicaid and the Children's Health Insurance Program (CHIP). This site also helps families find providers that accept their dental coverage.

As mandated by the Children's Health Insurance Program Reauthorization Act (CHIPRA), the IKN website must contain a current and accurate list of dentists within each state that provide services to children under Medicaid and CHIP programs. The Dental Locator serves that purpose.

The Dental Locator relies on state Medicaid and CHIP programs to submit data on dentists to DHHS on a quarterly basis. If desired, states can submit data more frequently.

DHHS works with states to ensure data are accurate and up-to-date.



Contact Information

Upload data through the IKN Data Management Website.

Need help?:

- Review the Technical Guidance; the download link is at the top right of the IKN Data Management Website.
- Email: IKNTechnicalHelp@hrsa.gov

Become Familiar with the Data

See pages 33 48 of the Technical Guidance

The data states are required to submit include provider name, location, contact information, and characteristics such as specialty and languages spoken. Facility Can Provide Services for Children with Intellectual Disability (ID).The data are displayed by state and Benefit Plan Name.To achieve this, each record represents a unique combination of:

- Benefit Plan Name
- Provider
- Office location

For instance, a provider that sees patients under two different benefit plans at a single location would have two records in the data.

In total, there are 27 data elements. Of these, ten are optional (*). These data elements include:

- Provider ID
- Provider Affiliation*
- Provider First Name
- Provider Middle Name*
- Provider Last Name
- Group Practice Name
- Facility Name
- Languages Spoken*
- Provider Specialty
- Website Address*
- Type of Program
- Name of Program
- Name of Entity Providing Coverage
- Provider Physical Street Address
- Provider City
- Provider State
- Provider Zip Code
- Phone Number
- Fax Number*
- Accepts New Patients
- Can Accommodate Special Needs
- Active Status
- Central Appointment Line*
- Dental License Number*
- Facility Can Provide Services for Children with Mobility Limitations*
- Facility Can Provide Services for Children with Complex Medical or Behavioral Conditions*
- Facility Can Provide Services for Children with Intellectual Disability (ID)*

√ A provider can be an individual, group practice, *or* facility.
√ The office location must be where the patients are seen. It should not be a mailing address, such as a PO box.

Collect the Data

States use three main strategies to collect IKN Dental Locator data:

- **Provider surveys:** States that survey their providers on a frequent basis using paper, electronic or telephone surveys tend to have the most accurate and complete IKN Dental Locator information. Although automation of surveys may require more resources upfront, it could reduce state costs over time. Frequent reminders are often necessary to encourage completion.
- **Medicaid/CHIP provider enrollment information:** When providers enroll in Medicaid or CHIP, they submit information about their location and services that can serve as IKN Dental Locator data. However, information on languages spoken or whether the provider serves children with special needs are often not captured at this time. In addition, information, such as office location, can easily become outdated. States that adopt this approach should consider including all IKN fields in the enrollment application and supplementing enrollment information with claims data to maintain accuracy.
- **Plan data:** States that use managed care organizations to administer their dental benefits often obtain IKN Dental Locator data directly from their plans. By managing a network of providers, these plans often have up-to-date information on dentists and their services and locations. The states that include in their contracts with plans IKN data collection, submission and quality check requirements tend to submit more complete and accurate data to the website. States should also perform their own checks to verify information.

Prepare your Data

See pages 33 48 of the Technical Guidance

States must submit data in an Excel or pipe-delimited text file format. After data are uploaded, they pass through a series of validation checks. As a result, the whole file or individual records may be rejected. To avoid this, use the following checklist to make sure data are in the right format:

- Each record in your file has 27 columns
  - For text file submissions, each element must be separated by a vertical pipe (|)
- The column headers are in the correct order with the correct names
- Multiple entries in a single column within a provider record (e.g., Language) are separated by commas
- All values are valid, and there are no special characters, like "\" or ";"
- The Benefit Plan Names match exactly the names in the "Program/Health Plan Name Validation" page on the IKN Data Management Site (See next page)

The IKN Data Management Website does not de-duplicate provider data. Please make sure that every unique combination of provider name, Benefit Plan Name and location is only listed once. Delete all extra spaces in data elements, such as name and address, to help reduce duplicates of provider records.

Submit the Data

See pages 18 19 of the Technical Guidance

States can submit IKN Dental Locator data one of three ways:

- Upload prepared data files to the IKN Data Management Website
- Edit provider data row-by-row through the IKN Data Management Website

States can upload multiple files as long as each file contains a different Benefit Plan Name. However, if two files are submitted for the same Benefit Plan Name, the most recently submitted file would overwrite the previously submitted file. A state can also designate multiple users of the IKN Data Management Website. A user can have one of two roles under the IKN Data Management Site:

- A **State Administrator** has access to all features of the IKN Data Management site. They can upload data, edit Benefit Plan Names, remove old data, and edit the summary of benefits information.
- A **State Uploader** only has privileges that involve the uploading and editing of data. If you need

Submission Deadlines

- February 4th
- May 4th
- August 4th
- November 4th

Submit timely data! Data files that are more than one year old will be automatically deleted.

About Benefit Plan Names

See page 20 of the Technical Guidance

Key Definitions

- **Program Name** is the name by which Medicaid or CHIP programs are known to beneficiaries (e.g., TennCare, Kids First).
- **Health Plan Name** is the name of the plan operated or contracted by the program. (e.g. DentaQuest).
- **Benefit Plan Name** is the name displayed on the Dental Locator. It is the Program Name combined with the Health Plan Name (e.g., TennCare DentaQuest).
- New Dental Locator data **overwrite** old data with the same Benefit Plan Name.

Eliminating Duplicates through the Data Management Website

- States must input the Program Name and Health Plan Name into the Validation Page. If the Program/Health Plan Name combinations (i.e., Benefit Plan Names) submitted in a file do not exactly match any of the combinations on the Validation page, the corresponding records will **fail validation**.
- The Managing Existing Data page allows you to delete data previously submitted that is duplicated or outdated.
- Communicate the selected Program Names and Health Plan Names to relevant staff from your agency and contracted plans, so they use the correct naming conventions going forward.

Making Benefit Plan Names User Friendly

- Ensure there is no duplication of words in the Benefit Plan Name (e.g., Medicaid Medicaid Dental Plan). In other words, the Program Name and the Health Plan Name should not be the same.
- Use terms that beneficiaries understand (e.g., avoid “Fee for Service”).
- Use names that beneficiaries are familiar with and avoid acronyms (e.g., Healthy Kids Blue Cross/Blue Shield instead of HK BC/BS).

Summary of Benefits

The IKN website also allows families covered by Medicaid and CHIP to view their dental benefits. State Administrators input this information into the IKN Data Management Website through the Summary of Benefits link (on the left hand menu of the website).

To fill out the summary of benefits, State Administrators input their contact information and select the program to be updated (i.e., Medicaid and/or CHIP). For each major service (e.g., cleaning, fluoride treatment, sealant), State Administrators indicate whether it is covered, and if so, at what frequency and whether prior authorization is required.

Summary of benefit information must be updated annually; the submission deadline is February 4th.

The IKN website and Dental Locator can only help connect families to care if the information displayed is complete and accurate. Therefore, DHHS works closely with states to ensure they meet federal requirements and high data quality standards.

Securing for Success

See page 3 of the Technical Guidance

IKN Security Policy

As administrators of your state's data, you will use the IKN Data Management System as a secure and centralized location to upload, edit and manage your state's Dental Provider Data, organizational and user information. To access the site, users will login with Multi-Factor Authentication using a registered ID.me account.

To increase the quality of the data in the IKN Data Management System, the system enforces a security policy requiring any user account to be disabled after 90 days of continuous inactivity. This ensures regular quarterly updates and confirms that every state has an active representative. If your account becomes disabled, please contact the HRSA IKN Technical Help Desk at IKNTechnicalHelp@hrsa.gov.

Additional Technical Resources

The IKN team is eager to provide technical assistance to states to support them in the data submission process and promote data completeness and accuracy. While states can seek technical assistance through multiple avenues, there is no wrong door, and technical assistance providers work closely to support states during the submission process.

- HRSA IKN Technical Help Desk (IKNTechnicalHelp@hrsa.gov): The help desk can provide technical support related to the IKN Data Management website, data validation issues, and reporting requirements.

- Akria Technologies (IKNSupport@akira-tech.com): Akria Technologies can support states to improve the quality of their data and trouble-shoot issues with the Provider Data File. In addition, Akria Technologies can help states identify effective data collection strategies.

- Sky Solutions (IKNSupport@skysolutions.com): Sky Solutions can support states to improve the quality of their data and trouble-shoot issues with the Provider Data File. In addition, Sky Solutions can help states identify effective data collection strategies.