



Dental Public Health Activities Descriptive Summaries

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New Mexico's Dental Case Manager Access Model

The New Mexico Department of Health, Office of Oral Health has redirected and expanded the duties of existing staff positions, which has resulted in establishing two dental case managers. The incumbents serve two public health districts in the state. The role of each dental case manager is to provide social services to the population served. The dental case manager's role is to ensure that low income, non-insured individuals secure dental preventive or treatment services. The dental case manager works with families and adults to ensure that a dental treatment plan is completed. Most of the individuals served do not have a dental home and the dental case manager aims to help them secure one. The dental case manager, who are licensed social workers, targets their services for oral health promotion and disease prevention, including coordination, collaboration, and facilitation of activities at the regional, county and community levels. Their activities include: (1) providing social service to their client population (2) coordinating and directing dental clinics (3) preparing and providing oral health education for target groups, including WIC, Families First, Early Head Start, CMS, social services programs, and school health programs; (4) collaborating with community, district, state and federal organizations to ensure inclusion of oral health considerations in program development; (5) acting as an information resource to programs, citizen groups, and individuals; (6) participating on Oral Health Councils and Prevention Sub-committee task forces and provide dental information for inclusion in policy formation; and (7) promoting water fluoridation and sealant/fluoride varnish activities. This New Mexico's dental case manager access model has been replicated by Sandoval County in the state.

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