



TennCare Beneficiary Advisory Council Meeting

Meeting information	Details
Meeting Name:	Beneficiary Advisory Council (BAC) Meeting
Type of Meeting:	Virtual
Date of Meeting:	January 6 th , 2026
Start Time:	1:00 p.m. CT
End Time:	2:00 p.m. CT
Location:	Teams
Purpose:	The purpose of this meeting is to conduct the third Beneficiary Advisory Council (BAC) Meeting.

Participants:

X	Attendee	X	Attendee
X	Member	X	Dana Moore, TennCare
X	Member	X	Jim Guffey, TennCare
X	Member	X	Dawson Wheeler, TennCare
X	Member	X	Amy Lawrence, TennCare
X	Member	X	Ashlee Gagliano, TennCare
X	Member	X	Jessica Hill, TennCare
X	Member	X	Kristin Compton, TennCare
X	Marsheka Dunn, TennCare	X	Reese Devilbiss, KPMG

Topics:

Number	Topic
1.	Introduction
2.	Dental Benefits Overview
3.	Barriers and Support for Dental Benefits
4.	Finding and Using a Dentist (Patient-Centered Dental Home)
5.	Preferred Communications for Dental Benefits
6.	Open Q&A and Discussion
7.	Meeting Adjournment

Meeting Minutes

Introduction

- Dana Moore opened the call, welcoming the group to the third BAC Meeting.
- Dana reminded members to provide any updates to their Conflict of Interest (COI) statements and to reach out with any questions.
- Dana then introduced Ashlee Gagliano, a registered dental hygienist, and Dr. Dawson Wheeler, the Associate Dental Director.

Dental Benefits Overview

What kinds of dental services do you think TennCare might cover?

- Member responses included:
 - X-Rays
 - Cleanings
 - Extractions
 - Root canals
 - Fillings
- Dr. Wheeler confirmed that these services are covered. She clarified that cleanings are covered every six months (twice a year) with a general dentist.

Are there things about dental care benefits that you wish you knew more about?

- One member asked for more information about dental implants.

- Dr Wheeler explained that implants are not typically covered by adult benefits. However, if a member has trouble with a denture, there are some ways to work around receiving an implant.
- Dr. Wheeler noted that single crowns or partial dentures are covered, which could be a fix for missing teeth.
- Another member in the chat noted they had trouble finding a specialist who accepts Employment and Community First (ECF) CHOICES, highlighting sometimes they are listed, but won't take the insurance.
 - Dr. Wheeler advised that if a member has trouble with a provider, they should contact the Renaissance customer service line for assistance in finding a provider who accepts their plan.

What would help people go to the dentist for regular checkups and cleanings?

- One member remarked that a reminder flier in the mail would be helpful, as she was previously under the impression that cleanings were only covered once a year. She stated she first learned about the dental benefit from a TennCare brochure she received in the mail but has not received one in some time.
- Another member said that reminders are helpful, also noting increased transportation options and additional clinics that accept TennCare.

Barriers and Support for Dental Benefits

What makes it hard for you to get to the dentist?

- One member noted she has no issues getting to the dentist.
- Another member pointed out the difficulty of scheduling appointments around children's school schedules, as her county still marks a child as tardy even with a note.
- Transportation was a significant barrier for some members.
 - One member explained that while she can get a ride to the dental office, the return trip is difficult, with a wait of 3-4 hours for the transportation company to pick her up.
 - Another member agreed, highlighting it is hard to gauge how long an appointment will last.
 - Another member added that managing car seats for children during these trips adds another layer of difficulty.

What kind of help would make it easier for you to get dental care?

- A member suggested that if car seats could be provided by the transportation, that would be a great help.
 - Amy noted that the NEMT (Non-Emergency Medical Transportation) team can be brought on for a future BAC meeting to discuss these concerns.

Are there other places or programs, outside of TennCare that you wish could help you with dental or health needs?

- One member mentioned the need for specialists for missing teeth.

- Dr. Wheeler clarified that the adult benefit, started in 2023, does cover partials or dentures that are medically necessary. She suggested the members talk to their general dentist and contact Renaissance for assistance with the referral process if needed.
- The member confirmed that their dentist suggested reaching out to a specialist, but the specialist did not accept TennCare.
 - Amy considered the importance of communicating to dentists which specialists are in network with TennCare.
- Another member shared a concern about the sanitation of a smaller dental office they visited.
 - Dr. Wheeler and Ashlee stated that members can be assigned a new dentist through Renaissance if they are not satisfied with their current provider.

Finding and Using a Dentist (Patient Centered Dental Home)

How do you usually find a dentist when you need one?

- One member shared their experience of receiving a list of dentists from WellPoint and calling them to find one.
- Another member noted they look at the distance from their house and the wait time for an appointment. Other members agreed that the wait time for a new appointment is often three to four months.
- A member expressed a preference for seeing the same dentist consistently, as her current clinic assigns a different dentist and assistant for each visit.
- Several members agreed that they sometimes feel "labeled" for having TennCare, and one member felt a cleaning was rushed for this reason.
 - Amy asked if any members have received similar treatment from their doctor.
 - One member expressed having a similar treatment with a doctor, noting they have insurance, but can't get the care they need.
 - Another member emphasized that a lack of coverage can deter TennCare members from seeking dental care at all.
- It was noted that the quality of care and availability of providers is better for pediatric patients on TennCare. Once a member is an adult, there seems to be a stigma and a lack of collaboration between providers for understanding who accepts TennCare.

Have you ever used the Renaissance website or app to look for a dentist?

- Multiple members agreed that they like to call, indicating they receive better information talking to someone rather than searching for information or out of convenience.
- Another member explained that it's easier to use the website as they use a device to speak.
- One member explained they will use the website if there is a long wait on the phone.
- It was noted that sometimes, caregivers are ignored when calling on behalf of the patient.
 - Ashlee advised they have been working with Renaissance to match data with TennCare on authorized representatives to address this issue.

If you have a dental emergency, how do you decide to go to a dentist or the emergency room?

- One member has gone to the dentist as early as 4:00am to be seen, confirming there are limited spots for both dental emergencies and walk-ins.
- Multiple members agreed that the emergency room will assist with pain alleviation but will send them home if it is a dental problem.
- Ashlee explained that TeleDentistry is a new benefit for TennCare members, which can assist with dental emergencies, after-hours dentist's access, or finding in-network providers.
 - Multiple members agreed they have not heard of the TeleDentistry benefit.

Preferred Communication for Dental Benefits

How do you like to get information from your dentist, TennCare, or Renaissance? Which communication methods are easiest to use?

- Members expressed a preference for receiving information via newsletters, text messages, and emails.

How often do you visit the TennCare website or Renaissance website?

- Most members visit the TennCare website once or twice a month, often around the time of an appointment.
- A member with UnitedHealthcare (UHC) mentioned they like their program that offers credits for completing health activities, finding the encouragement helpful.

How would you find and get dental care after hours?

- Most members were unsure of the process and said they would go to the emergency room, as they know they will be treated there, even if it is only for pain alleviation.
- Members were pleased to hear about the TeleDentistry option.

Have you ever talked to a dentist or a doctor by phone or video instead of going in person? If yes, what was that like?

- Multiple members reported visiting a doctor by video.

Open Q&A and Discussion

- Dana inquired if there are any other discussion items related to dental care or benefits that members would like to share today.
- Multiple members confirmed they received a letter in the mail about the change to Renaissance.
- A member asked if adults with special needs receive different benefits. Dr. Wheeler explained that benefits are specific to a waiver program (e.g., 1915C or ECF CHOICES), which may cover sedation for dental services if medically necessary. There is not a significant difference between the regular adult program and the Intellectual and Development Disabilities (IDD) program.
- One member noted she was not aware that partials were covered.



- Dr. Wheeler noted some general dentists won't do partials in their office, highlighting members should contact Renaissance for assistance finding a dentist who can do that.
- One member requested adding Transportation and NEMT to the April BAC meeting agenda.
- A member asked for clarification on when her teenage children would be removed from her plan. Another member noted that children are typically covered until their 19th birthday.

Meeting Adjournment

- Dana thanked the group for their participation and feedback.
- The next BAC meeting is scheduled for April 7, 2026, at 1:00 PM.
- Dana relayed that she will be in touch with members in the coming weeks with information about gift cards for their participation.
- The meeting was adjourned, and members left the call.