West Virginia Health Right, Inc.
Charleston, West Virginia

Program Overview

The West Virginia Health Right dental clinic provides dental care to low-income individuals who lack insurance, are underinsured, and are medically underserved. It is the largest and only full-time adult dental clinic in the state. More than 100 dentists and dental specialists volunteer their time to provide dental care and treatment. Individuals must qualify for services based on income and receive services free of charge.

Program History and Development

West Virginia Health Right was founded in 1982 to provide an ongoing source of health care for low-income and uninsured residents in Charleston, West Virginia. The dental clinic opened in 2001 with a three-chair dental operatory. Individuals must be below 250 percent of the federal poverty level to receive dental services. Since the passage of the Affordable Care Act, services have been expanded to the Medicaid and Medicare population as well as to low-income Veterans who do not qualify for dental services through the Veterans Administration. West Virginia Health Right has served as a national model for multiple free and charitable clinics.

Program Sustainability

- West Virginia Health Right receives funding from grants, WV Department of Health & Human Services, and individual donations.
- Funding for the program is split between: state grants (33%), foundation grants (47%), and private donations or fundraisers (20%). The annual budget of the program is $304,000.
- The program provides services to individuals who are covered by Medicaid or Medicare.
- The program is staffed by over 100 volunteer dentists, oral surgeons, and hygienists.
- In 2005, West Virginia Health Right received a permanent endowment from The Greater Kanawha Way Foundation.
- A fully licensed on-site pharmacy provides medications to individuals free of charge. Additionally, WVRx, the state's only charitable mail order pharmacy provides medications and navigation services to 20,000 patients statewide. Since implemented in 2008, WVRx has processed over $85 million in medications to West Virginia's working poor.

Program Impact

- To date, West Virginia Health Right has provided 150,000 dental procedures to 50,000 individuals.
- A joint research study with the Charleston Area Medical Center has shown that West Virginia Health Right has contributed to a 69 percent decrease in dental visits at the local Emergency Department.
- Surveys have demonstrated high patient satisfaction with West Virginia Health Right, as measured by positive results of dental treatment and the feeling that patient care is equal to those with greater financial means.
- Reports have demonstrated improved health as measured by tracking health status markers such as body mass index, blood pressure, blood glucose levels, and many more.
- West Virginia Health Right was recognized as a National Committee for Quality Assurance Patient-Centered Medical Home and has been recognized at the state and national level for the provision of quality health care to individuals without insurance in West Virginia.

"Sam's overall health has greatly improved since the elimination of infection and he is extremely grateful that WV Health Right could help when he had no other alternatives for dental care."
- WV Health Right dental stories

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Program Features

Note: A checked box below indicates an existing program feature.

Age
- ☐ 0-17 (Children and Youth)
- ☒ 18-60 (Adult)
- ☒ 60+ (Older Adult)

Specific Populations
- ☒ Homeless individuals
- ☐ Individuals with intellectual and/or developmental disabilities
- ☐ Individuals with physical disabilities
- ☒ Individuals with specific or complex medical conditions
- ☒ Individuals with low income
- ☒ Individuals with no dental insurance
- ☒ Individuals with Medicaid
- ☒ Veterans
- ☒ Refugees/immigrants

Geography
- ☒ Rural
- ☒ Urban

Service Delivery Setting
- ☐ Hospital
- ☐ Dental school
- ☒ Community/safety net clinic
- ☐ Private dental office
- ☐ Long-term care facility
- ☐ Senior center/community center
- ☐ Private residence
- ☐ Fairgrounds/stadium/parking lot
- ☐ Church
- ☐ School
- ☐ Homeless shelter
- ☐ Public housing

Service Delivery Model
- ☒ Dental clinic model (e.g. permanent setting)
- ☐ Mobile-portable model
- ☐ Eligibility and enrollment model (e.g. referrals, care coordination)
- ☐ Virtual model (e.g. telehealth)
- ☐ Event-based model
- ☐ Outreach and education model

Staffing
- ☒ Dentist
- ☒ Dental hygienist
- ☐ Dental therapist
- ☒ Dental assistant
- ☒ Dental/dental hygiene students
- ☒ Nursing staff
- ☐ Community health workers
- ☒ Non-dental clinical staff
- ☒ Non-clinical staff

Payment for Care
- ☒ Medicaid
- ☒ No charge to client
- ☐ Sliding fee scale
- ☐ Out of pocket
- ☐ Commercial dental insurance

Program Funding
- ☒ Foundation/ organization grant
- ☒ Public funding (e.g. local, state, federal)
- ☒ Private donations (e.g. individuals, businesses)

Dental and Oral Health Services
- ☒ Emergency services
- ☒ Basic services
  - ☒ Screenings
  - ☒ Cleanings
  - ☒ Fluoride varnish
  - ☐ Sealants
  - ☒ X-rays
- ☒ Comprehensive services
  - ☒ Fillings
  - ☒ Scaling/root planing
  - ☒ Extractions
  - ☒ Oral surgery
  - ☐ Root canals
  - ☒ Dentures, partials, relines, repairs
  - ☐ Crowns
  - ☐ Bridges
  - ☐ Orthodontics

Other Program Services
- ☒ Referrals to dental and oral health services
- ☒ Care coordination/ care management
- ☒ Patient education
- ☐ Caregiver education
- ☐ Provider education
- ☒ Advocacy/coalition

Integration with Services
- ☒ Medical services
- ☒ Behavioral health services
- ☒ Vision services
- ☒ Pharmacy services
- ☐ Transportation services
- ☐ Translation services
- ☒ Nutrition services

This profile was prepared using publicly available information. Date of last update: March 2016

ACL — Administration for Community Living

LEWIN GROUP®

OWH — OFFICE ON WOMEN'S HEALTH