

Medi-Cal Dental Plan/Stakeholder Meeting – Sacramento County

Meeting Agenda

Thursday, September 27, 2012

1:00 PM – 3:00 PM

1700 K Street, First Floor Conference Room, Sacramento, CA 95811

Toll Free Call-In Number 1-877-952-6960

Participant Passcode 8035226

Welcome	Alisha Sipin, Chief Dental Managed Care Contracts & Analysis Unit
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Introductions	All
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Discussion	<i>Immediate Action Expectations</i>
	<ul style="list-style-type: none">• Action Items• Plans Feedback• Stakeholder Feedback

	<i>Beneficiary Dental Exemption Process</i>
	<ul style="list-style-type: none">• DHCS update• Plans Feedback• Stakeholder Feedback

	<i>Workgroups Updates</i>
	<ul style="list-style-type: none">• Pediatric/Provider Outreach - SDDS• Provider Credentialing – DHCS• Specialty Referral - LIBERTY• Data Subgroup - DHCS

Conclusion	<ul style="list-style-type: none">• Additional Items<ul style="list-style-type: none">○ LA County Stakeholder Meeting Status Update• Recap• Next steps
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**Next Meeting: Thursday, October 25, 2012 1:30 PM – 3:30 PM;
1501 Capitol Ave, Pine Conference Room 71.1203, Sacramento,
CA 95811**

**Medi-Cal Dental Stakeholder Meeting – Sacramento County
August 23, 2012 - Meeting Summary Notes**

Topics	Discussion	Action Items
Immediate Action Expectations	<p>The following Immediate Action Expectations were discussed:</p> <p>Outbound Call Campaign LIBERTY completed CDS calls.</p> <p>Pay for Performance Summary Report is by office benchmark. Chosen target goal to meet is 4%.</p> <p>Provider Education Health Net and LIBERTY tailor education materials and education strategies to the provider and their needs.</p> <p>FQHC Enrollment Tracking South Valley is opening the end of September. Waiting for license. All dental plans submitted application, South Valley plans to enroll all Plans. Re-reaching out to Native American Health Clinics.</p> <p>Semi-Annual Utilization Will be receiving Western's report in 2-weeks.</p>	<p>DHCS have completed updated numbers for next reporting period.</p> <p>All plans re-reach out to Native American Health Clinics.</p> <p>Will report and send back out.</p>
Beneficiary Dental Exemption Process	<p>Interviewed and selected candidates. Potential barriers with AT&T because of walk-out. Will give Summary Data Reports once process is implemented (Legislature requirement).</p>	<p>DHCS instructed stakeholders to have beneficiaries with access issues contact DMC.</p>
Workgroups Updates	<p>Provider Outreach//Pediatric Provider Outreach Provider Outreach & Pediatric Provider Outreach combined into one group. Met last week, discussion on increasing the number of Specialists. Some people assigned to contact Specialists. Shipment of brochures for those who requested GMC brochures.</p> <p>Provider Credentialing Continuous efforts to update website. Still requesting comments. Currently going over application and how to work with providers in getting enrolled. Please email Deepika Raj (Deepika.Raj@dhcs.ca.gov).</p> <p>Data Reporting Will get into what we are and are not going to report. Meeting TBD. Please email Jenny (Jenny.Phun@dhcs.ca.gov) if you want to be included into the workgroup.</p>	<p>In the process of creating workgroup for Lowering Provider Autoassignment.</p>
Healthy Families	<p>Dental plans will have welcome packet. Beneficiaries will only receive any dental specific information. The Department will send confirmation letter with information.</p>	
Additional Items	<p>Request For Proposal (RFP) /Request For Action (RFA)</p> <p>Informational Flyer – Still in draft, suggestions in email for comments back. Comments back to DHCS in the next two weeks. Not going to print and mail. For Provider reference on website only.</p> <p>CDA Cares – Cal Expo Friday & Saturday (August 24th & 25th)</p> <p>Debra (First 5) – 8 page spread in Oral Health on early dental education and care newspaper. For the online version ask her for the link. Sent out email for oversight committee. Meeting September 26th at 2:30-4:30pm @ First 5 office.</p>	<p>Awards August 31st.</p> <p>Completion date: September 6th.</p> <p>Send email to Debra for newspaper orders.</p>

Immediate Action Expectation Reporting
Geographic Dental Managed Care - Sacramento
September 2012 Stakeholder Meeting Report

Table #	Report Title	Reporting Period
1	Beneficiary Letter Campaign	August-12
2	Outbound Call Campaign	August-12
3	Pay for Performance Summary	July-12
4	Provider and Specialist Enrollment	August-12
5	Provider Education	August-12
6	FQHC Enrollment Tracking	August-12
7	Timely Access Report Summary	July-12

Dental Plans Reporting

Access Dental Plan
Health Net Dental Plan
LIBERTY Dental Plan
Western Dental Plan

Next Reporting Due Date

September 2012 Immediate Action Reporting DUE Oct 5, 2012
August 2012 Utilization (Pay for Performance) Reporting DUE Oct 19, 2012

Questions about reporting please email:

dentalmanagedcare@dhcs.ca.gov

TABLE 1

Beneficiary Letter Campaign	Access		Health Net		LIBERTY		Western	
Total calls received referencing letter/flyer	7		1		8		0	
Appointments Set	0		0		0		n/a	
Other Information Given/Questions Answered	7		1		6		0	
Grievances/Complaints Received	0		0		0		0	
Total number of undeliverable mail	75	0%	0	0%	0	0%	491	1%
Total number mailed	25,147		19,972		25,791		56,913	

NOTES:

Access - Mailing of Plan Brochure completed 6-28-2012

Health Net - Mailing of Plan Brochure 7-6-2012

LIBERTY - Mailing of Plan Brochure 7-6-2012

Western - Mailing of Plan Brochure 6-22-2012

September data is due to DHCS 10-5-12.

Updated with 9-5-12 plan data submissions.

JP Updated 9-14-2012

TABLE 2

Outbound Call Campaign	Access	Health Net	*LIBERTY	Western
# of Eligible (0-20) for month reporting	n/a	19,890	24,932	57,044
# of Calls Made	0	0	173	0
Wrong # and/or Phone # Out of Service	0 n/a	0 n/a	28 16.2%	0 n/a
Appt Scheduled	0 n/a	0 n/a	1 0.6%	0 n/a
Left Msg	0 n/a	0 n/a	72 41.6%	0 n/a
Member Declined	0 n/a	0 n/a	47 27.2%	0 n/a
Member Hung Up	0 n/a	0 n/a	2 n/a	0 n/a
No Answer	0 n/a	1 n/a	23 13.3%	0 n/a
# of Appt. kept from Scheduled	98	n/a	n/a	0
# of Appts. Missed from Scheduled	89	n/a	n/a	0

LEGEND:

Initial call campaign is complete.

* LIBERTY #'s include CDS transitioned members.

If a section is marked n/a it means the plans either were not responsible to submit this information at all or at this time.

NOTES:

- All calls made were to beneficiaries under 21 who had not had an appointment within the last 12 months.
- Calls currently made by LIBERTY are call backs to educate members or set up appointments.
- All Plans are going to continue with a call campaign except Access (Access will follow up with offices on a monthly basis).
- All plans will be reporting a roll-up of the entire call campaign next reporting period of November.

BEST PRACTICES:

- The Customer Service Representative (CSR) was able to provide focused/ one-on-one assistance for members who had concerns and needed appointments.
- CSRs were able to educate the members with small children regarding 1st birthday/1st tooth and the importance of the dental home.
- Bilingual representatives to make the calls.
- Making calls during the day, rather than after hours, was helpful when conducting 3-way calls to schedule appointments with dental offices.
- Developing scripts for the CSRs to follow when introducing the subject to the member.
- Following up with members, who were initially unavailable, helped to increase utilization.

September data is due to DHCS 10-5-12.

Updated with 9-5-12 plan data submissions.

JP Updated as of 8-14-12

TABLE 3

Pay for Performance Summary	Access	HealthNet	LIBERTY	Western
Total Provider Offices:	21	23	32	23
# of Provider Offices 4.0% or Above:	12	13	23	12
% of Total Provider Offices:	57.1%	56.5%	71.9%	52.2%
# of Providers between 3.33% - 4.0%	5	3	4	2
% of Total Providers	23.8%	13.0%	13.0%	8.7%
# of Provider Offices Below 3.33%:	4	7	5	9
% of Total Provider Offices:	19.0%	30.4%	15.6%	39.1%
# of Provider Offices on CAP:	9	8	9	3
# of Provider Offices Under Review:	9	3	1	9
# of Provider Offices w/closed enrollment:	1	1	5	7
# of Provider Offices w/reinstated enrollment:	0	0	0	1

NOTES:

Percentages (%) are stand alone monthly utilization percentages.

August data is due to DHCS 10-19-12.

JP Updated as of 9-20-12

Updated with 9-20-12 plan data submissions.

TABLE 4

Provider & Specialist Enrollment	Access	HealthNet	LIBERTY	Western
Total # of GP's Enrolled:	62	37	60	96
New GP's Enrolled:	3	0	0	0
Total GP's Disenrolled:	3	0	4	0
Total # of Specialists Enrolled:	45	6	6	97
New Specialists Enrolled:	0	0	0	2
Total # of Specialist Disenrolled:	0	1	1	0

*September data is due to DHCS 10-5-2012.
Updated with 9-5-12 plan data submissions.*

JP updated as of 9-14-2012

TABLE 5

Provider Education	Access	Health Net	LIBERTY	Western
# Of Providers Educated	17	49	49	5
Provider Concerns	Providers are concerned with the number of no shows and the amount of phone numbers that have been disconnected or no longer valid. They feel this works against them when trying to contact patients and schedule appointments	0	0	0
Educational Materials and Education Strategy	Appointment accessibility was reviewed. Overall GMC Appointments scheduled, canceled and rescheduled. Wait time in the office and operatory were reviewed. Call campaign and member follow up (reschedule/no shows). Reviewed and discussed importance of Encounter submission possibly on a weekly basis. Reviewed Q2 utilization results.	Tailor needs to provider and what they need.	Tailor needs to provider and what they need.	Educational powerpoint. Sit down with office manager/DDS. Goes through benefits for children, pregnant women, FRADS. Remind of scheduling timeframe, age 1 visit, 0-3 (D0145) visit.

LEGEND:

n/a - did not capture information during reported period

*September data is due to DHCS 10-5-12
Updated with 9-5-12 plan data submissions.*

JP Updated as of 9-14-12

TABLE 6

FQHC Enrollment Tracking	Equivalent FT Providers	Access	Health Net	Liberty	Western
The Effort-Oak Park	6	Contracted	Contracted	Contracted	Contracted
The Effort-North Highlands	3	Contracted	Contracted	Contracted	Contracted
The Effort - South Valley**	n/a	In Process	In Process	In Process	In Process
Sacramento Community Clinic	1	Contracted	Contracted	Contracted	Contracted*
Native American Health Clinic	n/a	Onsite visit 6-6-2012 to encourage enrollment, no call to date.	Not contracted	Not contracted	Reached out, does not contract with HMO's

LEGEND:

* Sacramento Community Clinic shows as Health & Life Organization

**South Valley opening end of summer 2012, Sept 2012

NOTES:

Health & Life Organization and The Effort-Marysville does not provide dental services (Access reached out)

REPORTING CHANGE REQUEST:

- 1) # of beneficiaries assigned to the FQHC and percentage of population served by plan.
- 2) Utilization by FQHC by Plan
- 3) # of DDS providing services in FQHC

September data is due to DHCS 10-5-12.

Updated with 9-5-12 plan data submissions.

JP updated as of 8-14-2012

TABLE 7

Timely Access Report Summary		Access	HealthNet	LIBERTY	Western
Month Total Enrollee Count:		51,726	33,871	38,546	89,823
Month Total Under 21 Enrollee Count:		33,627	20,000	25,593	57,044
Month Total Over 21 Enrollee Count:		18,099	13,871	12,953	32,779
Avg # of Days to Schedule	Initial Appt:	17	13	11	7-14
	Avg # of Days to schedule Routine Appt:	19	13	10	7-14
	Avg # of Days to schedule Preventive Appt:	17	13	8	7-14
	Avg # of Days to schedule Emergency Appt:	1.5	1	1	1
# of	No Show Appt:	233	n/a	n/a	1,464
	Rescheduled Appt:	132	n/a	n/a	n/a
Are Interpreter Services Available:		Yes	Yes	Yes	Yes
Answering Services Available:		Yes	Yes	Yes	Yes
Avg. Ratio of Member to Primary Care Dentist:		849	529	328	419
Total # of Members who are assigned to a PCD who is more than 30 min. or more than 10 miles from their residence:		284	229	258	204
# of Routine Authorizations Received (under 21)		41	223	275	125
% of Routine Authorizations Approved	Within 5 business days	100%	100%	100%	100%
	Within 10 business days	100%	100%	100%	100%
	Outside of 10 business days	0%	0%	0%	0%
Total Claims Received (under 21)		2,936	1,452	2,173	855
% Claims Paid	Within 90 days	100%	100%	100%	100%
	Outside of 90 days	0%	0%	0%	0%
Specialist Referrals for the Month (under 21)	Received:	57	202	242	240
	Approved:	40	185	218	227
	Denied (clinical):	1	2	3	4
	Denied (administrative):	16	15	21	0
	Completed:	15	200	174	231
	Expired:	18	13	6	n/a

LEGEND:

n/a means the plan did not capture this information during the reporting period

NOTES:

▪Specialist Referrals expire after 90 days from date of issue with the exception of Western (45 days). There are always exceptions for extensions.

JP Updated as of 8-28-12

August data is due to DHCS 10-5-12

Updated with 9-5-12 plan data submissions.

**Medi-Cal Dental Stakeholder Meeting – Sacramento County
September 27, 2012 - Meeting Summary Notes**

Topics	Discussion	Action Items
Immediate Action Expectations	<p>The following Immediate Action Expectations were discussed:</p> <p>Beneficiary Letter Campaign Total roll up will be reported in November</p> <p>Outbound Call Campaign Total roll up will be reported in November.</p> <p>Pay for Performance Summary CAP – Corrective Action Plan.</p> <p>Provider Education Request for plans to report more on concerns.</p> <p>FQHC Enrollment Tracking South Valley will have 3 Full Time Providers.</p> <p>Timely Access No show appointments and rescheduled appointments will be kept in case estimates could be provided by plan in percentage not number.</p>	<p>DHCS have completed updated numbers for next reporting period.</p> <p>Plans will report more provider concerns.</p> <p>Future reports will no longer have acronyms.</p>
Beneficiary Dental Exemption Process	<p>Initial Report: Reporting period September 13-24, 2012 Phone Calls: 46 out of 298 resulted in a BDE request. Mail/Fax/Emails: 10 out of 300 resulted in a BDE request.</p>	<p>DHCS will report data on monthly basis online, first report mid-October for all of September.</p>
Workgroups Updates	<p>Provider Outreach//Pediatric Provider Outreach No updates, location in discussion.</p> <p>Provider Credentialing Healthy Families tutorial and video tutorials, checklist, webinars Continuous efforts to update website. Still requesting comments. Currently going over application and how to work with providers in getting enrolled. Please email Deepika Raj (Deepika.Raj@dhcs.ca.gov).</p> <p>Data Reporting Data will continue to be reported to the Stakeholder group. However there is no longer a need for the Sacramento Data Subgroup as stakeholders have expressed they are satisfied with the data fields.</p>	
Additional Items	<p>LA County Stakeholder Meeting Status Update</p> <ul style="list-style-type: none"> - Next meeting October 11, 2012 @ MHCHA <p>Sacramento County Stakeholder Meeting</p> <ul style="list-style-type: none"> - Changed to quarterly, next meeting January 24, 2013 <p>Referral form to get on Denti-Cal website</p> <p>Medi-Cal advisory meeting</p> <ul style="list-style-type: none"> - Oversight for all the improvements will be on the 4th Wednesday of every month. 	<p>Please send referral forms to get on Denti-Cal website to Alisha via email, fax, etc.</p>