

Geographic Managed Care Timely Access Report Summary

All dental plans are expected to submit quarterly timely access reports to monitor the access and availability of services for beneficiaries with each contracted dental office. Quarterly reports are required to ensure all contracted dental providers meets or exceeds the access standards. This table reflects the summary of data for timeliness of care of all dental plans for the second quarter of 2013.

Reporting Period - April - June 2013		Access	Health Net	LIBERTY
Quarter Total Enrollee Count:		84,673	100,429	102,180
Quarter Total Under 21 Enrollee Count:		58,527	69,916	67,987
Quarter Total Over 21 Enrollee Count:		26,146	30,513	34,193
Average # of Days to Schedule	Initial Appt (within 30 days):	9.0	11.6	6.8
	Routine Appt (within 30 days):	10.0	11.8	6.9
	Preventive Appt (within 30 days):	9.0	11.6	6.7
	Emergency Appt (within 1 day):	1.0	1.0	1.0
% of No Show Appt:		40%	40%	40%
Are Interpreter Services Available:		Yes	Yes	Yes
Answering Services Available:		Yes	Yes	Yes
Avg. Ratio of Member to Primary Care Dentist for under 21 ONLY:		629	566.9	200.4
Total # of Members who are assigned to a PCD who is more than 30 min. or more than 10 miles from their residence:		342	261	426
# of Routine Authorizations Received (under 21)		194	1,686	1,436
% of Routine Authorizations Approved	Within 5 business days	98.5%	99.9%	99.9%
	Within 10 business days	98.5%	100%	100%
	Outside of 10 business days	1.5%	0%	0%

Notes:

LM updated as of 8-30-2013

Quarter 3 data is due to DHCS 10-30-2013

Updated with 7-30-2013 plan data submissions.