

Immediate Action Expectation Reporting
Prepaid Dental Health Plan - Los Angeles
April 2013 Stakeholder Meeting Report

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Dental Plans Reporting

Access Dental Plan
Health Net Dental Plan
LIBERTY Dental Plan
Safeguard Dental Plan* Reporting a month behind reporting period.
Western Dental Plan

Next Reporting Due Date

Please refer to report footnotes

Questions about reporting please email:

dentalmanagedcare@dhcs.ca.gov

TABLE 1

Plans are expected to conduct a phone call campaign that will involve making a phone call to beneficiaries who have not been seen by their primary care dentist in the last year. The purpose of the call will be to set up an appointment for the beneficiary with their primary care dentist. In addition, the beneficiary should be educated on their right to timely access to care and what to do in situations where the beneficiary is having trouble accessing services. This table reflects the results of the phone calls that were made in the reporting month. Once the initial campaign is over the total results will be reported.

Outbound Call Campaign - March	Access		Health Net		LIBERTY		Safeguard		Western	
# of Eligible (0-20) for month reporting	96,961		35,419		21,936		9,656		29,842	
# of Calls Made	34,110		13,846		6,690		N/A		33,068	
Wrong # and/or Phone # Out of Service	1,271	4%	2,192	16%	1,126	17%	N/A	N/A	1,927	6%
Appt Scheduled	2,465	7%	1,004	7%	233	3%	N/A	N/A	1,200	4%
Left Message	8,312	24%	5,627	41%	2,860	43%	N/A	N/A	23,540	71%
Member Declined	5,343	16%	1,811	13%	1,342	20%	N/A	N/A	0	0%
Member Hung Up	8,470	25%	1,694	12%	1,342	20%	N/A	N/A	0	0%
No Answer	2,178	6%	2,946	21%	1,408	21%	N/A	N/A	1,558	5%

NOTES:

All calls made were to beneficiaries under 21 who had not had an appointment within the last 12 months.

Safeguard is not performing a Call Campaign for their members.

If a section is marked n/a it means the plans did not capture information during reporting period or information not available
Report is a roll-up of data since the beginning of the Outbound Call Campaign.

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.

April data due to DHCS 5-6-13

JP Updated as of 4-30-13

Updated with 4-5-13 plan data submissions.

TABLE 2

Plans are expected to develop an incentive program for providers. Performance measures should be defined by the Plan, and based on the percentage of your assigned members that actually receive services. Plans should include in the incentive program a specific measure for preventative services. The program should apply to all enrolled Medi-Cal children (ages 0-21 years) assigned to the plan. Plans are expected to review provider encounter data to identify beneficiaries that have not been seen in their dental office in a year. Plans are expected to halt all new enrollments for a provider who does not meet certain thresholds of utilization. This table reflects the summary results of the monthly provider utilization and the actions taken.

Pay for Performance Summary - February	Access	HealthNet	LIBERTY	Safeguard*	Western
Total Provider Offices:	268	N/A	N/A	N/A	85
Total Provider Offices below 25 Member Minimum Threshold:	56	N/A	N/A	N/A	36
Total Provider Offices w/ 25 Member Minimum & Above:	212	263	182	N/A	49
# of Provider Offices 4.0% or Above:	120	79	56	N/A	31
% of Total Provider Offices:	56.6%	30.0%	30.8%	N/A	63.3%
# of Providers between 3.33% - 4.0%	19	18	14	N/A	5
% of Total Providers	9.0%	6.8%	7.7%	N/A	10.2%
# of Provider Offices Below 3.33%:	73	166	112	N/A	13
% of Total Provider Offices:	34.4%	63.1%	61.5%	N/A	26.5%
# of Provider Offices on Corrective Action Plan:	0	0	0	N/A	0
# of Provider Offices Under Review:	34	61	43	N/A	9
# of Provider Offices w/closed enrollment:	0	8	70	N/A	0
# of Provider Offices w/ reinstated enrollment:	0	0	0	N/A	0

*SafeGuard will not be participating in Pay for Performance reporting.

NOTES:

"Providers" reflects provider offices.

Percentages (%) are stand alone monthly utilization percentages from provider offices with 25 member minimum and above.

N/A means the plan did not capture this information during the reporting period

March data is due to DHCS 5-20-13.

JP Updated as of 4-30-13

Updated with 4-22-13 plan data submissions.

% of Provider Offices at 4% Utilization or Above				
Month	PHP Dental Plans			
	Access	Health Net	LIBERTY	Western
Jun	45	51	71	42
Jul	57	40	30	43
Aug	76	36	74	54
Sep	64	46	34	47
Oct	72	33	35	38
Nov	52	24	40	23
Dec	42	65	56	16
Jan	50	25	31	56
Feb	57	30	31	63

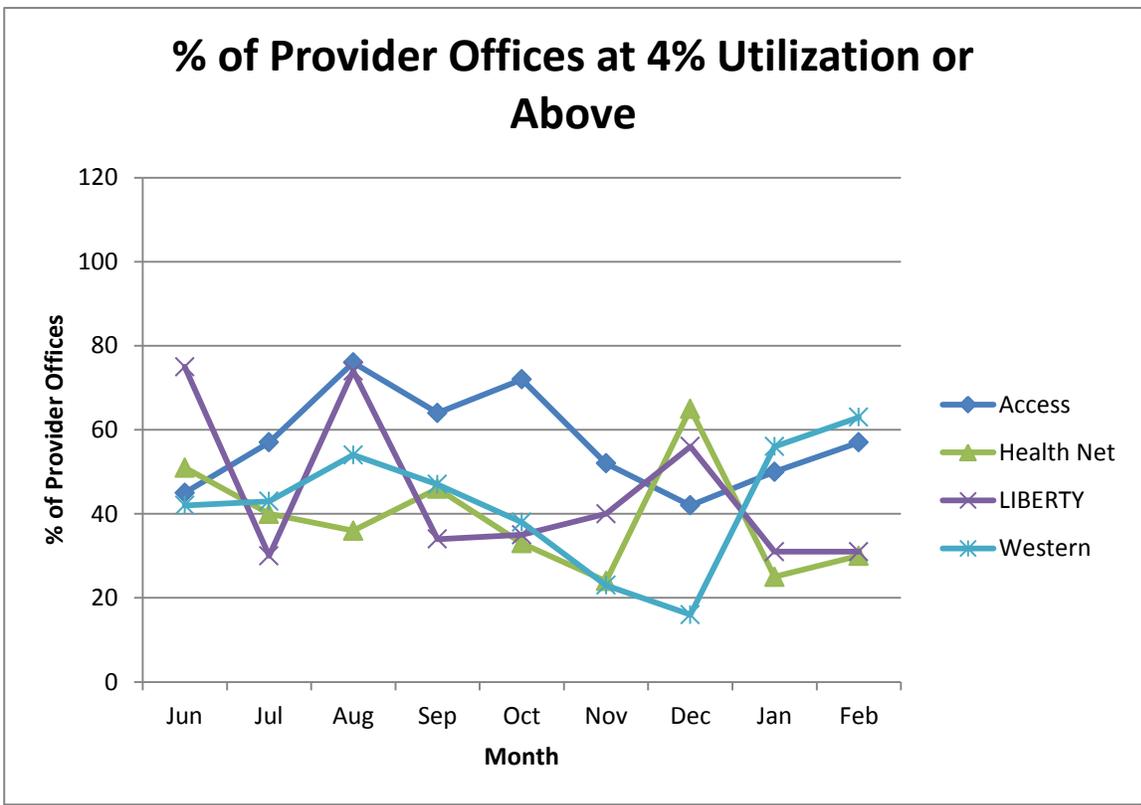


TABLE 3

Plans should create an outreach campaign to increase provider and specialist enrollment into the DMC program.

This table reflects the monthly results of that outreach campaign.

Provider & Specialist Enrollment - March	Access	HealthNet	LIBERTY*	Safeguard	Western
Total # of General Providers Enrolled:	633	1,044	1,419	475	452
New General Providers Enrolled:	15	62	121	2	0
Total General Providers Disenrolled:	1	14	18	4	0
Total # of Specialists Enrolled:	470	1,210	1,210	212	963
New Specialists Enrolled:	6	8	8	3	0
Total # of Specialist Disenrolled:	0	25	25	6	0

*LIBERTY Provider and Specialist Enrollment includes Community Dental Plan and American Health Guard.

JP updated as of 4-30-2013

April submission due to DHCS 5-6-13

Updated with 4-5-13 plan data submissions.

TABLE 4

FQHC's and Dental Clinics in Los Angeles County	# FTE	Access	Health Net	LIBERTY	SafeGuard	Western
Alta Med Medical and Dental Group - Bell	2.61					
Alta Med Medical and Dental Group - Boyle Heights	3.26					
Alta Med Medical and Dental Group - El Monte	1.16					
Alta Med Medical and Dental Group - East LA	21					
Antelope Valley Community Clinic Health and Wellness Center	0.25					
Arroyo Vista Family Health Center - Highland Park	1.8					
Arroyo Vista Family Health Center - Lincoln Heights	1.04					
Chinatown Service Center Family Health Clinic	1.21					
Clinica Monsenor Oscar A. Romero - Boyle Heights/East LA	1					
Clinica Monsenor Oscar A. Romero - Pico-Union/Westlake	2.1					
Community Health Alliance of Pasadena	2.28					
Comprehensive Community Health Centers, Inc. - Glendale	3.1					
Comprehensive Community Health Centers, Inc. - Eagle Rock	1.2					
East Valley Community Health Center	2.95					
Eisner Pediatric and Family Medical Center	6.04					
El Proyecto Del Barrio, Inc. - Canoga Park	1					
Herald Christian Health Center	2					
JWCH Institute, Inc. - Medical Clinic/Weingart Center	0.2					
Los Angeles Christian Health Centers	2.1					
Pico Aliso Community Clinic	n/a					
M.E.N.D	1.59					
Mission City Community Network, Inc.	1.6					
Northeast Valley Health Corporation - Sun Valley	1.9					
Northeast Valley Health Corporation - San Fernando	3.98					
QueensCare Family Clinic - East LA	1.68					
QueensCare Family Clinic - Eastside	0.84					
QueensCare Family Clinic - Eagle Rock	2.05					
QueensCare Family Clinic - Echo Park	1.04					
QueensCare Family Clinic - Hollywood	0.97					
Queens Dental Group - West Covina	3					
Rainbow Dental - Canyon Country	n/a					
South Bay Family Health Care Center - Redondo Beach	0.7					
South Bay Family Health Care Center - Gardena/Harbor Gateway	0.7					
St. Anthony Medical Centers - Hollywood	0.22					
St. Anthony Medical Centers - Pico	0.74					
St. John's Well Child & Family Center - Lincoln High	0.34					
St. John's Well Child & Family Center - Compton	2.4					
St. John's Well Child & Family Center - East Compton	0.32					
St. John's Well Child & Family Center - Hyde Park Elementary	0.54					
St. John's Well Child & Family Center - Magnolia	3.25					
St. John's Well Child & Family Center - Dr. Louis	4.09					
The Saban Free Clinic - Hollywood Wilshire Health Center	1.8					
The Saban Free Clinic - Beverly Health Center	2.25					
Valley Community Clinic	1.75					
Venice Family Clinic - Colen Family Health Center	0.21					
Venice Family Clinic - Simms/Mann Health and Wellness	1.22					
Venice Family Clinic	0					
Watts HealthCare - Dental	5.2					

Notes:

FTE - Number of Equivalent Full Time Providers

n/a - information was not captured during reporting period

Reached Out (contacted)
Currently Enrolled

JP updated as of 4-30-13