

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

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**Dental Plans Reporting**

Access Dental Plan  
Care 1st Dental Plan  
Health Net Dental Plan  
LIBERTY Dental Plan  
Safeguard Dental Plan  
Western Dental Plan

**Next Reporting Due Date**

Please refer to report footnotes

**Questions about reporting please email:**

[dentalmanagedcare@dhcs.ca.gov](mailto: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.

<b>Outbound Call Campaign - January</b>	<b>Access</b>		<b>Care 1st</b>		<b>Health Net</b>		<b>LIBERTY</b>		<b>Safeguard</b>		<b>Western</b>	
# of Eligible (0-20) for month reporting	95,679		10,594		31,725		12,291		9,656		26,332	
# of Calls Made	34,110		1,550		10,971		5,705		N/A		33,068	
Wrong # and/or Phone # Out of Service	1,271	4%	197	13%	1,799	16%	992	17%	N/A	N/A	1,927	6%
Appt Scheduled	2,465	7%	180	12%	871	8%	201	4%	N/A	N/A	1,200	4%
Left Message	8,312	24%	637	41%	4,512	41%	2,481	43%	N/A	N/A	23,540	71%
Member Declined	5,343	16%	213	14%	1,408	13%	902	16%	N/A	N/A	0	0%
Member Hung Up	8,470	25%	213	14%	1,291	12%	902	16%	N/A	N/A	0	0%
No Answer	2,178	6%	323	21%	2,115	19%	1,129	20%	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 Beneficiary Letter 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.

*February data due to DHCS 4-1-13*

***JP Updated as of 2-5-13***

*Updated with 2-5-13 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.

<b>Pay for Performance Summary - December</b>	<b>Access</b>	<b>Care 1st</b>	<b>HealthNet</b>	<b>LIBERTY</b>	<b>Safeguard*</b>	<b>Western</b>
Total Provider Offices:	275	87	250	107	N/A	80
# of Provider Offices 4.0% or Above:	116	23	65	56	N/A	16
% of Total Provider Offices:	42.0%	26.4%	26.0%	52.3%	N/A	20.0%
# of Providers between 3.33% - 4.0%	18	1	0	0	N/A	8
% of Total Providers	6.5%	1.1%	0.0%	0.0%	N/A	10.0%
# of Provider Offices Below 3.33%:	141	63	185	51	N/A	56
% of Total Provider Offices:	51.0%	72.4%	74.0%	47.7%	N/A	70.0%
# of Provider Offices on Corrective Action Plan:	0	0	0	0	N/A	0
# of Provider Offices Under Review:	55	21	63	49	N/A	9
# of Provider Offices w/closed enrollment:	0	1	8	70	N/A	0
# of Provider Offices w/ reinstated enrollment:	0	0	0	0	N/A	0

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

NOTES:

"Providers" reflects provider offices.

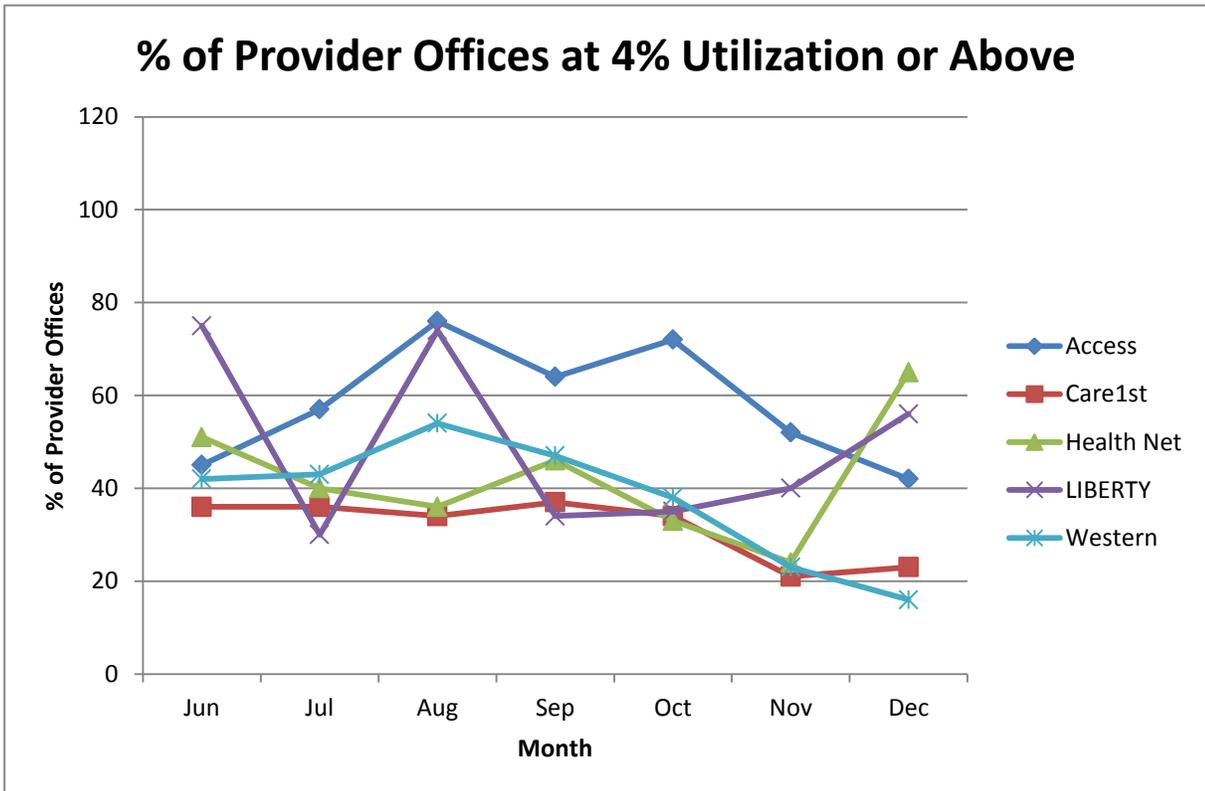
Percentages (%) are stand alone monthly utilization percentages.

January data is due to DHCS 3-20-13.

**JP Updated as of 2-22-13**

Updated with 2-20-13 plan data submissions.

% of Provider Offices at 4% Utilization or Above					
Month	PHP Dental Plans				
	Access	Care1st	Health Net	LIBERTY	Western
Jun	45	36	51	71	42
Jul	57	36	40	30	43
Aug	76	34	36	74	54
Sep	64	37	46	34	47
Oct	72	34	33	35	38
Nov	52	21	24	40	23
Dec	42	23	65	56	16



**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.

<b>Provider &amp; Specialist Enrollment - January</b>	<b>Access</b>	<b>Care 1st</b>	<b>HealthNet</b>	<b>LIBERTY*</b>	<b>Safeguard</b>	<b>Western</b>
Total # of General Providers Enrolled:	643	222	883	1,194	469	452
New General Providers Enrolled:	4	1	66	114	2	0
Total General Providers Disenrolled:	13	0	5	5	5	0
Total # of Specialists Enrolled:	457	1,229	1,229	1,229	206	963
New Specialists Enrolled:	4	16	16	16	4	0
Total # of Specialist Disenrolled:	0	13	13	13	12	0

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

***JP updated as of 2-14-2013***

*February submission due to DHCS 3-15-13*

*Updated with 2-5-13 plan data submissions.*

**TABLE 4**

Plans are expected to conduct educational seminars for both providers and providers' staff. Plans are expected to educate their provider community because it has come to the attention of the department that some providers are not in line with all Medi-Cal Dental policies. In addition, because of the low utilization DHCS wants to ensure providers are aware of the requirements to treat assigned members. This table reflects the dental plans monthly summary of educated provider offices.

Provider Education January	Access	Care 1st	Health Net	LIBERTY	Safeguard	Western
# Of Providers Educated	35	104	104	104	In Progress	65
Provider Concerns	Providers are still having a hard time with the utilization thresholds set for the program stating that the amount of patients that are missing appointments still remains high for the program. Most offices are trying different ways to encourage members to show up for appointments.	Late eligibility received from Healthy Families. Concerns with the Healthy Families transition. Patient's phone numbers disconnected so unable to reach patient to schedule/verify appointments. Patients failing to show up for a previously scheduled appointment.	Late eligibility received from Healthy Families. Concerns with the Healthy Families transition. Patient's phone numbers disconnected so unable to reach patient to schedule/verify appointments. Patients failing to show up for a previously scheduled appointment.	Late eligibility received from Healthy Families. Concerns with the Healthy Families transition. Patient's phone numbers disconnected so unable to reach patient to schedule/verify appointments. Patients failing to show up for a previously scheduled appointment.	In Progress	Member no shows; No response to provider outreach efforts; Loss of membership
Educational Materials and Education Strategy	Appointment accessibility was reviewed. Wait time in the office and operator were reviewed. Reviewed and discussed importance of Encounter submission. Reviewed the importance of follow up on broken appointments and encouraging members to keep appointments not only for initial visits but for follow up treatment as well. Reviewed LAPH benefits and utilization requirements.	Provider Relations does service calls either face to face or telephonically. Information is provided on standard materials such as fee schedules, LIBERTY Dental Plan provider manuals, etc. as well as verbal answers to questions.	Provider Relations does service calls either face to face or telephonically. Information is provided on standard materials such as fee schedules, LIBERTY Dental Plan provider manuals, etc. as well as verbal answers to questions.	Provider Relations does service calls either face to face or telephonically. Information is provided on standard materials such as fee schedules, LIBERTY Dental Plan provider manuals, etc. as well as verbal answers to questions.	In Progress	Healthy Families Program transition; Language Assistance Program; Utilization Expectations; Western Dental exiting GMC program as a dental plan.

1st Quarter submission due to DHCS 4-30-13  
Updated with 2-5-13 plan data submissions.

JP Updated as of 2-14-13

**TABLE 5**

<b>FQHC's and Dental Clinics in Los Angeles County</b>	<b># FTE</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>SafeGuard</b>	<b>Western</b>
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 - Van Nuys	0					
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 3-12-13

**TABLE 6**

Plans are expected to submit monthly timely access reports to monitor the access and availability with each contracted dental office to ensure the provider network meets or exceeds the access standards. This table reflects plans summary data for the month reporting. Timely Access Reporting is typically annual however in order to monitor the dental plans monthly they report the information for the providers surveyed in that month.

Timely Access Report Summary - December		Access	Care 1st	HealthNet	LIBERTY	Safeguard	Western
Month Total Enrollee Count:		116,446	16,919	60,454	20,531	18,196	45,192
Month Total Under 21 Enrollee Count:		98,380	10,646	31,726	12,314	9,656	26,332
Month Total Over 21 Enrollee Count:		18,066	6,273	28,728	8,217	8,540	18,860
Avg # of Days to Schedule	Initial Appt:	6	10	8	7	7	7 - 14
	Routine Appt:	6	10	8	7	7	7 - 14
	Preventive Appt:	6	10	8	8	7	7 - 14
	Emergency Appt:	1	0	1	1	1	1
% of No Show Appt:		40%	40%	40%	40%	N/A	60%
Are Interpreter Services Available:		Yes	Yes	Yes	Yes	Yes	Yes
Answering Services Available:		Yes	Yes	Yes	Yes	Yes	Yes
Avg. Ratio of Member to Primary Care Dentist for under 21 ONLY:		74	52	37	16	21	83
Total # of Members who are assigned to a PCD who is more than 30 min. or more than 10 miles from their		596	199	160	82	137	350
# of Routine Authorizations Received (under 21)		95	74	268	130	N/A	16
% of Routine Authorizations Approved	Within 5 business days	98%	100%	99%	97%	N/A	100%
	Within 10 business days	98%	100%	100%	100%	91%	100%
	Outside of 10 business days	2%	0%	0%	0%	0%	0%
Total Claims Received (under 21)		5,411	481	1,758	553	72	75
% Claims Paid	Within 90 days	100%	100%	100%	100%	100%	64%
	Outside of 90 days	0%	0%	0%	0%	0%	0%
Specialist Referrals for the Month (under 21)	Received:	117	70	310	111	60	35
	Approved:	91	61	287	99	41	34
	Denied (clinical):	6	1	3	2	9	0
	Denied (administrative):	20	8	20	10	N/A	2
	Completed:	23	79	231	98	N/A	39
	Expired:	115	8	11	12	N/A	7

**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 2-14-13**

1st Quarter data is due to DHCS 5-1-13

Updated with 2-5-13 plan data submissions.

**TABLE 7**

<b>2012 Annual Utilization</b>	<b>Access</b>	<b>Care1st</b>	<b>HealthNet</b>	<b>LIBERTY</b>	<b>SafeGuard</b>	<b>Western</b>
<b>Under 21</b>						
Continuously Enrolled:	76,206	6,805	17,970	2,576	6,559	18,904
Unique Users:	26,516	1,924	6,452	911	3,418	8,244
Percentage:	34.80%	28.30%	35.90%	35.40%	52.11%	43.60%
<b>Ages 6-10</b>						
Continuously Enrolled:	20,302	668	1,754	185	1,583	5,126
Unique Users:	8,909	65	220	21	1,120	2,663
Percentage:	43.90%	9.70%	12.50%	11.40%	70.70%	52.00%
<b>Ages 5 and under</b>						
Continuously Enrolled:	29,973	1,815	4,900	573	1,721	4,765
Unique Users:	9,941	300	1,066	127	772	1,626
Percentage:	33.20%	16.50%	21.80%	22.20%	44.90%	34.10%
<b>Ages 3 and Under</b>						
Continuously Enrolled:	17,390	2,839	7,134	976	1,030	2,036
Unique Users:	3,839	723	2,166	336	284	405
Percentage:	22.10%	25.50%	30.40%	34.40%	27.60%	19.90%
<b>Age 1 (1-under 2)</b>						
Continuously Enrolled:	3,760	1,529	3,944	692	314	766
Unique Users:	457	597	1,900	306	39	109
Percentage:	12.20%	39.00%	48.20%	44.20%	12.40%	14.20%

**NOTES:**

- 1.) Continuously Enrolled: Eligible who are enrolled in the plan in measurement for the 1<sup>st</sup>entire measurement period.
- 2.) Unique Users: Unduplicated children who received at least one or more dental procedures during the measurement year.
- 3.) Percentage: Unique Users/Continuously Enrolled 1<sup>st</sup>entire measurement period was chosen because in calculating the first, second and third quarter reports the 11/12 month standard would not be applicable.

*2013 Quarter 1 Utilization due 5-20-13*

*Updated with 2-20-13 plan data submissions*

***JP updated as of 2-20-13***