

Immediate Action Expectation Reporting
Prepaid Dental Health Plan - Los Angeles
May 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 - April	Access		Health Net		LIBERTY		Safeguard		Western	
# of Eligible (0-20) for month reporting	125,258		57,931		21,733		43,712		51,156	
# of Calls Made	79,574		13,846		6,690		N/A		33,068	
Wrong # and/or Phone # Out of Service	9,126	11%	2,192	16%	1,126	17%	N/A	N/A	1,927	6%
Appt Scheduled	5,531	7%	1,004	7%	233	3%	N/A	N/A	1,200	4%
Left Message	21,155	27%	5,627	41%	2,860	43%	N/A	N/A	23,540	71%
Member Declined	5,343	7%	1,811	13%	1,342	20%	N/A	N/A	0	0%
Member Hung Up	30,170	38%	1,694	12%	1,342	20%	N/A	N/A	0	0%
No Answer	2,178	3%	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.

May data due to DHCS 6-5-13

JP Updated as of 5-13-13

Updated with 5-6-13 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 - March	Access	HealthNet	LIBERTY	Safeguard*	Western
Total Provider Offices:	278	431	450	N/A	92
Total Provider Offices below 25 Member Minimum Threshold:	60	154	264	N/A	43
Total Provider Offices w/ 25 Member Minimum & Above:	218	277	186	N/A	49
# of Provider Offices 4.0% or Above:	146	100	59	N/A	31
% of Total Provider Offices:	67.0%	36.1%	31.7%	N/A	63.3%
# of Providers between 3.33% - 4.0%	16	19	20	N/A	3
% of Total Providers	7.3%	6.9%	10.8%	N/A	6.1%
# of Provider Offices Below 3.33%:	56	158	107	N/A	15
% of Total Provider Offices:	25.7%	57.0%	57.5%	N/A	30.6%
# of Provider Offices on Corrective Action Plan:	0	0	0	N/A	0
# of Provider Offices Under Review:	26	59	47	N/A	9
# of Provider Offices w/closed enrollment:	0	11	68	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.

April data is due to DHCS 6-20-13.

JP Updated as of 5-20-13

Updated with 5-20-13 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
Mar	67	36	32	63

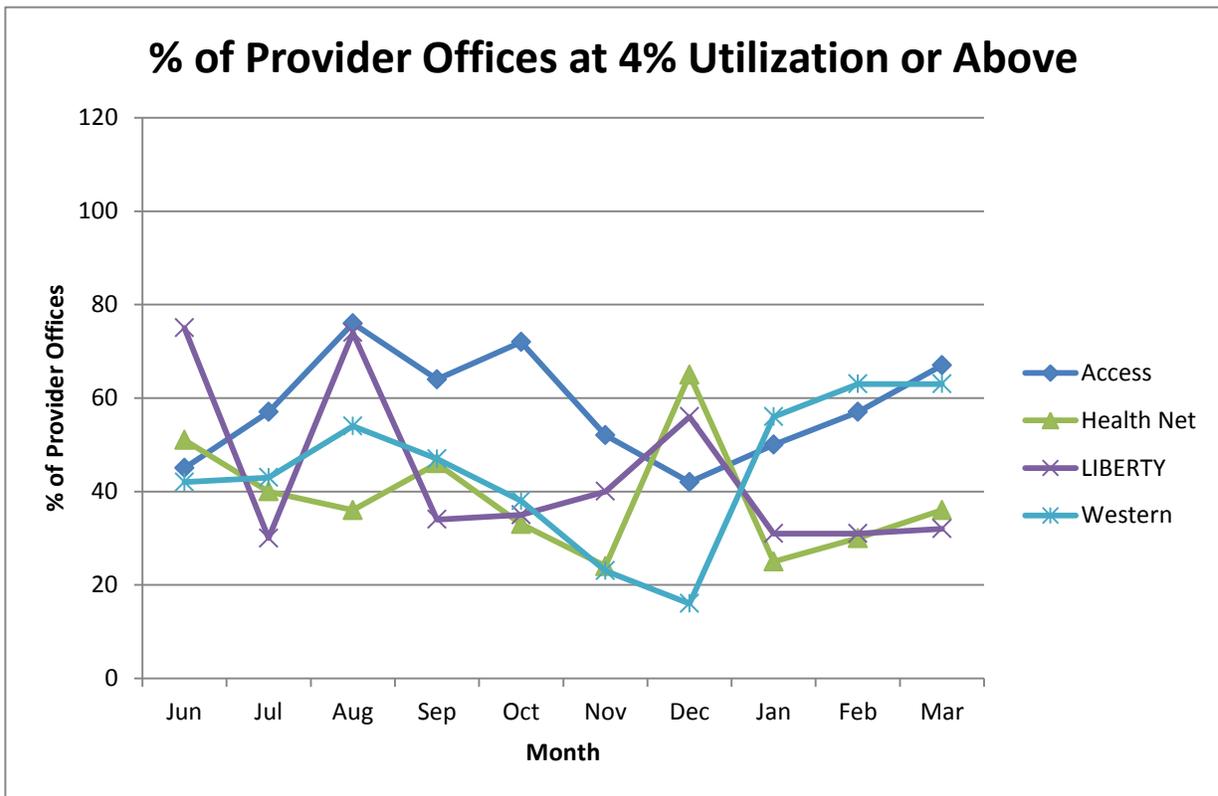


TABLE 3

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 - April	Access	HealthNet	LIBERTY*	Safeguard	Western
Total # of General Providers Enrolled:	616	1,080	1,438	471	452
New General Providers Enrolled:	11	36	31	2	0
Total General Providers Disenrolled:	28	7	9	6	0
Total # of Specialists Enrolled:	473	1,234	1,234	211	963
New Specialists Enrolled:	4	24	24	3	0
Total # of Specialist Disenrolled:	1	42	42	4	0

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

JP updated as of 5-13-2013

May submission due to DHCS 6-5-13

Updated with 5-5-13 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 5-13-13

TABLE 5

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-Quarter 1	Access	Health Net	LIBERTY	Safeguard	Western
# Of Providers Educated	131	131	131	In Progress	29
Provider Concerns	<p>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 keep appointments however no shows continue.</p>	<p>Positive feedback with regards to transition, however some patients are confused on where to go. Training provided for offices confused with FRADS.</p>	<p>Positive feedback with regards to transition, however some patients are confused on where to go. Training provided for offices confused with FRADS.</p>	In Progress	<p>Member no shows; No response to provider outreach efforts; Loss of membership.</p>
Educational Materials and Education Strategy	<p>The following areas were reviewed: appointment accessibility, wait time in office and operatory, importance of encounter submission, 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, facility structural reviews to ensure that offices are in compliance with sterilization and office cross contamination prevention requirements, Language Assistance Program policy to ensure that providers know that our members have interpreter services available, Health Families Transition.</p>	<p>Conducted conference calls and on site visits. Sent Provider Alert letter reminding offices about the Language Assistance Program, specialty Care Referral Forms, informed Consent for Alternative Treatment Form, Denti-Cal Provider Guidelines.</p>	<p>Conducted conference calls and on site visits. Sent Provider Alert letter reminding offices about the Language Assistance Program, specialty Care Referral Forms, informed Consent for Alternative Treatment Form, Denti-Cal Provider Guidelines.</p>	In Progress	<p>Healthy Families Program transition; Language Assistance Program; Utilization Expectations; Western Dental exiting PHP program as a dental plan effective 6/30/13.</p>

Quarter 2 submission is due to DHCS 7-30-13
Updated with 4-30-13 plan data submissions.

JP Updated as of 5-13-13

TABLE 6

Plans are expected to submit quarterly 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 quarterly reporting. Timely Access Reporting is typically annual however in order to monitor the dental plans quarterly they report the information for the providers surveyed in that quarter.

Timely Access Report Summary - Quarter 1		Access	HealthNet	LIBERTY	Safeguard	Western
Quarter Total Enrollee Count:		121,699	65,064	35,846	21,410	70,245
Quarter Total Under 21 Enrollee Count:		102,779	35,422	21,733	13,009	51,156
Quarter Total Over 21 Enrollee Count:		18,920	29,642	14,113	8,401	19,089
Avg # of Days to Schedule	Initial Appt:	9	7	7	6	10
	Routine Appt:	9	8	7	6	10
	Preventive Appt:	9	8	7	6	10
	Emergency Appt:	1	1	1	1	1
% of No Show Appt:		40%	40%	40%	N/A	60%
Are Interpreter Services Available:		Yes	Yes	Yes	Yes	Yes
Answering Services Available:		Yes	Yes	Yes	Yes	Yes
Avg. Ratio of Member to Primary Care Dentist for under 21 ONLY:		74	54	15	24	4
Total # of Members who are assigned to a PCD who is more than 30 min. or more than 10 miles from their residence:		599	239	133	76	411
# of Routine Authorizations Received (under 21)		305	943	530	N/A	53
% of Routine Authorizations Approved	Within 5 business days	100%	99%	100%	N/A	100%
	Within 10 business days	100%	100%	100%	100%	100%
	Outside of 10 business days	0%	0%	0%	0%	0%
Total Claims Received (under 21)		16,306	5,227	2,768	810	75
% Claims Paid	Within 90 days	100%	100%	100%	100%	100%
	Outside of 90 days	0%	0%	0%	0%	0%
Specialist Referrals for the Quarter (under 21)*	Received:	484	795	464	69	75
	Approved:	360	723	422	57	67
	Denied (clinical):	14	7	4	12	4
	Denied (administrative):	110	65	38	N/A	1
	Completed:	121	708	301	N/A	72
Expired:		53	56	21	N/A	9

LEGEND:

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

*Access dental plan data for Specialist Referrals for the Quarter is out of the numbers received for the Quarter.

NOTES:

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

•Safeguard data is from reporting period March 2013.

Western data is from reporting period April 2013.

JP Updated as of 5-13-13

Quarter 2 submission is due to DHCS 7-30-13

Updated with 4-30-13 plan data submissions.

TABLE 7

2013 Quarter 1 Utilization	Access	HealthNet	LIBERTY	SafeGuard	Western
Under 21					
Continuously Enrolled:	89,532	29,177	11,143	8,940	25,036
Unique Users:	10,534	3,607	1,429	1,043	3,488
Percentage:	11.77%	12.36%	12.82%	11.67%	13.93%
Ages 6-10					
Continuously Enrolled:	22,525	5,884	3,262	2,057	6,238
Unique Users:	3,489	1,038	517	320	1,119
Percentage:	15.49%	17.64%	15.85%	15.56%	17.94%
Ages 5 and under					
Continuously Enrolled:	38,265	12,764	3,734	2,790	7,201
Unique Users:	3,984	1,185	401	278	760
Percentage:	10.41%	9.28%	10.74%	9.96%	10.55%
Ages 3 and Under					
Continuously Enrolled:	24,180	9,422	2,138	1,864	3,908
Unique Users:	1,738	607	158	107	215
Percentage:	7.19%	6.44%	7.39%	5.74%	5.50%
Age 1 (1-under 2)					
Continuously Enrolled:	8,675	4,834	987	585	1,387
Unique Users:	303	139	35	14	68
Percentage:	3.49%	2.88%	3.55%	2.39%	4.90%

NOTES:

- 1.) Continuously Enrolled: Eligible who are enrolled in the plan in measurement for the entire measurement period (Jan-Mar).
- 2.) Unique Users: Unduplicated children who received at least one or more dental procedures during the measurement period (Jan - Mar).
- 3.) Percentage: Unique Users/Continuously Enrolled

¹Entire measurement period was chosen because in calculating the first, second and third quarter reports the 11/12 month standard would not be applicable.

*Quarter 2 submission is due to DHCS 8-20-13
Updated with 5-20-13 plan data submissions*

JP updated as of 8-12-13