

Premier Access/ Access Dental Plan – LAPHP Immediate Actions Implementation Plan

Task	Description	Target Start Date	Target Completion Date
Beneficiary Letter to families of 6 to 21 year olds	Send to letter families of beneficiaries ages 6 to 21 that provides information on benefits, assigned primary care dentist, and importance of dental health (Utilize existing letter)	Letter completed	20120608
Beneficiary Letter to families of 0 to 5 year olds	Send to letter families of beneficiaries ages 0 to 5 that provides information on benefits, assigned primary care dentist, and importance of dental health (Utilize existing letter)	Letter completed	20120608
Phone Call Campaign	Conduct a phone call campaign to beneficiaries that have not been seen by their primary care dentist in the last year, assist with appointments and follow up	20120529	20120915
Issue Resolution Reporting	Submit descriptions of grievance resolution process , corrective action, and related policies and procedures to the DHCS	Completed	Submitted with GMC information
Informational Flyer	Include mailing of informational flyer with the beneficiary letter mailings	Flyer Completed	20120608
Utilization Review and Controls on Enrollment	Review provider encounter data for minimum monthly utilization - identify providers that are qualified and any necessary corrective action (including halting new enrollment for facility(ies) that do not meet minimum requirements)	20120531	Ongoing
Education Seminars	Conduct one on one outreach, education seminars and training for providers and provider staff. Include covered services, beneficiary evidence of coverage, submitting encounter data, and incentive programs. Utilize approved education materials.	20120301	Ongoing
Launch Pay for performance incentives	Launch Pay for Performance (P4P) initiative in LAPHP program focused on Annual Dental Visit HEDIS performance metrics	2011	201201
Launch Pay for performance incentives	Launch Incentive Supplemental fee schedule	201203	20120501
Withholds on Provider Payments	Develop withhold program, including identification of thresholds, reconciliation process, policies and procedures, contract updates	201203	201205
Recruitment of FQHCs	Recruit/Outreach to FQHC/RHC and IHS participation in the network	In Process	Ongoing
Timely Access Reports	Submit annual timely access report in DHCS established format - LAPHP	20120524	20120608
Increase General Dentists and Specialists participation	Work with DHCS on credentialing to enroll providers without FFS participation; outreach/ recruitment campaign	20120321	Ongoing
Specialist Referral Process	Work with other plans and DHCS on standardized referral process/ forms	20120402	Ongoing