

Immediate Action Expectation Reporting
Prepaid Dental Health Plan - Los Angeles
November 2012 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

November 2012 Immediate Action Reporting DUE Dec 5, 2012
October 2012 Utilization Reporting DUE Dec 20, 2012

Questions about reporting please email:

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TABLE 1

Plans are expected to develop and distribute a beneficiary letter that provides information on the benefits available, a short narrative on the importance of dental care for children, and information on their assigned primary care dentist, including office location and telephone number. The letter should also include the plan’s contact information as well as contact information for Medi-Cal Dental Managed Care. It is expected that the plans send two separate letters for the 0-5 year old members and the 6-21 year old members. The 0-5 year old letter should be developed and worked on in coordination with First 5. This table reflects the results of the letters.

Beneficiary Letter Campaign - October	Access		Care 1st		HealthNet		LIBERTY		Safeguard		Western	
Total calls received referencing letter/flyer	116		6		15		6		N/A		0	
Appointments Set	2		1		1		0		N/A		0	
Other Info Given/Questions Answered	114		5		10		5		N/A		0	
Grievances/Complaints Received	0		0		0		1		N/A		0	
Total # of Undeliverable Mail	2,671	3%	185	2%	870	3%	951	15%	N/A	N/A	382	1%
Total number mailed	89,127		10,741		31,781		6,512		19,636		27,821	

NOTES:

- Access - Mailing of Plan Brochure completed
- Care 1st - Mailing of Plan Brochure August 2012
- LIBERTY - Mailing of Plan Brochure August 2012
- Safeguard - Mailing of Plan Brochure August 2012
- Western - Mailing of Plan Brochure completed

Report is a roll-up of data since the beginning of the Beneficiary Letter Campaign.

If a section is marked n/a it means the plans did not capture information during reporting period or information not available

November data is due to DHCS 12-5-12.

Updated with 11-5-12 plan data submissions.

JP Updated 11-28-2012

TABLE 2

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 - October	Access		Care 1st		Health Net		LIBERTY		Safeguard		Western	
# of Eligible (0-20) for month reporting	1		31,620		10,619		12,847		10,076		26,492	
# of Calls Made	34,110		1,549		6,807		1,143		N/A		33,068	
Wrong # and/or Phone # Out of Service	1,271	4%	197	13%	945	14%	173	3%	N/A	N/A	1,927	6%
Appt Scheduled	2,463	7%	180	12%	692	10%	51	1%	N/A	N/A	1,200	4%
Left Message	8,312	24%	636	41%	2,788	41%	467	7%	N/A	N/A	23,540	71%
Member Declined	5,343	16%	213	14%	860	13%	169	2%	N/A	N/A	0	0%
Member Hung Up	8,470	25%	213	14%	743	11%	169	2%	N/A	N/A	0	0%
No Answer	2,178	6%	323	21%	1,256	18%	283	4%	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.

November data is due to DHCS 12-5-12.

JP Updated as of 11-28-12

Updated with 11-5-12 plan data submissions.

TABLE 3

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 - September	Access	Care 1st	HealthNet	LIBERTY	Safeguard*	Western
Total Provider Offices:	226	103	265	189	N/A	104
# of Provider Offices 4.0% or Above:	145	38	123	65	N/A	49
% of Total Provider Offices:	64%	37%	46%	34%	N/A	47%
# of Providers between 3.33% - 4.0%	15	2	1	2	N/A	4
% of Total Providers	7%	2%	0%	1%	N/A	4%
# of Provider Offices Below 3.33%:	66	63	141	122	N/A	51
% of Total Provider Offices:	29%	61%	53%	65%	N/A	49%
# of Provider Offices on Corrective Action Plan:	0	0	0	0	N/A	0
# of Provider Offices Under Review:	56	0	0	0	N/A	9
# of Provider Offices w/closed enrollment:	0	0	0	0	N/A	4
# of Provider Offices w/ reinstated enrollment:	0	0	0	0	N/A	1

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

NOTES:

"Providers" reflects provider offices.

Percentages (%) are stand alone monthly utilization percentages.

October data is due to DHCS 12-20-12.

Updated with 11-20-12 plan data submissions.

JP Updated as of 11-28-12

TABLE 4

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 - October	Access	Care 1st	HealthNet	LIBERTY	Safeguard	Western
Total # of General Providers Enrolled:	650	221	644	666	471	456
New General Providers Enrolled:	37	3	33	14	8	26
Total General Providers Disenrolled:	4	0	3	18	4	0
Total # of Specialists Enrolled:	449	66	66	66	214	946
New Specialists Enrolled:	2	1	1	1	1	12
Total # of Specialist Disenrolled:	0	1	1	1	2	2

*November data is due to DHCS 12-5-2012.
Updated with 11-5-12 plan data submissions.*

JP updated as of 11-28-2012

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 October	Access	Care 1st	Health Net	LIBERTY	Safeguard	Western
# Of Providers Educated	26	101	101	101	In progress	153
Provider Concerns	The provider feedback centered around the threshold and the fact that parents won't make appointments for the kids. Offices are reporting that they are calling members from roster lists, but the parents are saying they don't want appointments, or they schedule an appointment.	No shows, Corrective Action Plan reduction, additional documentation required for 9310 for FRADS patients.	No shows, Corrective Action Plan reduction, additional documentation required for 9310 for FRADS patients.	No shows, Corrective Action Plan reduction, additional documentation required for 9310 for FRADS patients.	In progress	Providers are concerned about compensation, potential loss of membership, and the transition of Health Families Program children to Medi-Cal.
Educational Materials and Education Strategy	Appointment accessibility was reviewed, overall LAPHF appointments scheduled, canceled and rescheduled, wait time in the office and operatory were reviewed, call campaign and member follow up (rescheduled/no shows), reviewed and discussed importance of Encounter submission possibly on a weekly basis.	When there are updates that apply to all offices, Care1st keeps providers well informed by including specific articles in newsletters, fax blasts or regular mailing. In addition, Care1st's Network Managers schedule on-site visits (or sweeps) when there are specific topics that we need to emphasize such as increase in utilization, access, etc. If an office has a specific issue or concern, our Network Managers will reach out to the office to further educate or counsel office if applicable.	When there are updates that apply to all offices, Health Net keeps providers well informed by including specific articles in newsletters, fax blasts or regular mailing. In addition, Health Net's Network Managers schedule on-site visits (or sweeps) when there are specific topics that we need to emphasize such as increase in utilization, access, etc. If an office has a specific issue or concern, our Network Managers will reach out to the office to further educate or counsel office if applicable.	When there are updates that apply to all offices, LIBERTY keeps providers well informed by including specific articles in newsletters, fax blasts or regular mailing. In addition, LIBERTY's Network Managers schedule on-site visits (or sweeps) when there are specific topics that we need to emphasize such as increase in utilization, access, etc. If an office has a specific issue or concern, our Network Managers will reach out to the office to further educate or counsel office if applicable.	In progress	New compensation arrangements effective January 1, 2013. The Healthy Families Program transition to Medi-Cal.

November data is due to DHCS 12-5-12
Updated with 11-5-12 plan data submissions.

JP Updated as of 11-28-12

TABLE 6

FQHC's and Dental Clinics in Los Angeles County	# FTE	Access	Care 1st	Health Net	LIBERTY	SafeGuard	Western
Alta Med Medical and Dental Group - Bell	4						
Alta Med Medical and Dental Group - Boyle Heights	3						
Alta Med Medical and Dental Group - El Monte	1						
Antelope Valley Community Clinic Health and Wellness Center	n/a						
Arroyo Vista Family Health Center - Highland Park	4						
Arroyo Vista Family Health Center - Lincoln Heights	4						
Chinatown Service Center Family Health Clinic	1						
Clinica Monsenor Oscar A. Romero - Boyle Heights/East LA	n/a						
Clinica Monsenor Oscar A. Romero - Pico-Union/Westlake	n/a						
Community Health Alliance of Pasadena	n/a						
Comprehensive Community Health Centers, Inc. - Glendale	3						
Comprehensive Community Health Centers, Inc. - Eagle Rock	1						
East Valley Community Health Center	4						
Eisner Pediatric and Family Medical Center	4						
El Proyecto Del Barrio, Inc. - Canoga Park	1						
Herald Christian Health Center	n/a						
JWCH Institute, Inc. - Medical Clinic/Weingart Center	n/a						
Los Angeles Christian Health Centers	n/a						
Pico Aliso Community Clinic	n/a						
M.E.N.D	0						
Mission City Community Network, Inc.	n/a						
Northeast Valley Health Corporation - Van Nuys	n/a						
Northeast Valley Health Corporation - Sun Valley	n/a						
Northeast Valley Health Corporation - San Fernando	n/a						
QueensCare Family Clinic - East LA	2						
QueensCare Family Clinic - Eastside	1						
QueensCare Family Clinic - Eagle Rock	1						
QueensCare Family Clinic - Echo Park	1						
QueensCare Family Clinic - Hollywood	1						
Queens Dental Group - West Covina	3						
South Bay Family Health Care Center - Redondo Beach	n/a						
South Bay Family Health Care Center - Gardena/Harbor Gateway	n/a						
St. Anthony Medical Centers - Hollywood	1						
St. Anthony Medical Centers - Pico	1						
St. John's Well Child & Family Center - Lincoln High	1						
St. John's Well Child & Family Center - Compton	2						
St. John's Well Child & Family Center - East Compton	1						
St. John's Well Child & Family Center - Hyde Park Elementary	1						
St. John's Well Child & Family Center - Magnolia	2						
St. John's Well Child & Family Center - Dr. Louis	2						
The Saban Free Clinic - Hollywood Wilshire Health Center	n/a						
The Saban Free Clinic - Beverly Health Center	n/a						
Valley Community Clinic	n/a						
Venice Family Clinic - Colen Family Health Center	n/a						
Venice Family Clinic - Simms/Mann Health and Wellness	n/a						
Venice Family Clinic	n/a						
Watts HealthCare - Dental	5						

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 11-30-12

TABLE 7

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 - September		Access	Care 1st	HealthNet	LIBERTY	Safeguard	Western
Month Total Enrollee Count:		126,073	16,801	59,539	21,589	18,467	45,297
Month Total Under 21 Enrollee Count:		107,794	10,634	31,712	13,258	10,076	26,492
Month Total Over 21 Enrollee Count:		18,279	6,167	27,827	8,331	8,391	18,805
Avg # of Days to Schedule	Initial Appt:	9	10	8	7	7	7-14
	Routine Appt:	9	10	8	8	7	7-14
	Preventive Appt:	9	10	9	8	7	7-14
	Emergency Appt:	1	1	1	1	1	1
% of No Show Appt:		32%	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:		88	51	52	20	20	110
Total # of Members who are assigned to a PCD who is more than 30 min. or more than 10 miles from their		780	207	159	101	127	469
# of Routine Authorizations Received (under 21)		92	113	309	105	N/A	21
% of Routine Authorizations Approved	Within 5 business days	100%	99%	99%	100%	N/A	100%
	Within 10 business days	100%	100%	100%	100%	100%	100%
	Outside of 10 business days	0%	0%	1%	0%	0%	0%
Total Claims Received (under 21)		8,279	459	1,944	367	N/A	74
% Claims Paid	Within 90 days	100%	100%	100%	100%	100%	100%
	Outside of 90 days	0%	0%	0%	0%	0%	0%
Specialist Referrals for the Month (under 21)	Received:	203	100	250	92	45	49
	Approved:	156	92	229	90	27	45
	Denied (clinical):	2	2	4	0	0	1
	Denied (administrative):	45	6	17	2	18	1
	Completed:	13	65	199	58	N/A	47
	Expired:	109	5	20	8	N/A	21

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 11-28-12

October data is due to DHCS 12-5-12

Updated with 11-5-12 plan data submissions.

TABLE 8

Quarterly Utilization	Access	Care1st	HealthNet	LIBERTY	SafeGuard	Western
Under 21						
Continuously Enrolled:	84,748	7,647	20,521	2,962	8,015	21,014
Unique Users:	24,243	1,739	5,986	843	602	7,865
Percentage:	28.60%	22.70%	29.20%	28.50%	7.50%	37.40%
Ages 6-10						
Continuously Enrolled:	18,641	974	2,599	264	1,522	5,447
Unique Users:	7,066	51	223	13	187	2,486
Percentage:	37.90%	5.20%	8.60%	4.90%	12.30%	45.60%
Ages 5 and under						
Continuously Enrolled:	26,972	2,211	5,983	722	2,729	5,642
Unique Users:	5,861	257	999	125	136	1,686
Percentage:	21.70%	11.60%	16.70%	17.30%	5.00%	29.90%
Ages 3 and Under						
Continuously Enrolled:	11,897	3,354	8,446	1,172	2,015	2,643
Unique Users:	1,346	666	2,126	324	57	441
Percentage:	11.30%	19.90%	25.20%	27.60%	2.80%	16.70%
Age 1 (1-under 2)						
Continuously Enrolled:	4,362	1,617	4,357	754	592	1,146
Unique Users:	326	542	1,686	274	7	124
Percentage:	7.50%	33.50%	38.70%	36.30%	1.20%	10.80%