

# Denti-Cal California Medi-Cal Dental Bulletin

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## This Issue:

p1 Best Practices for Providers  
in Addressing No-Show  
Rates

### Training Seminars

Reserve your spot for one of our  
training seminars.

Santa Ana  
Basic & EDI/D466 - Feb. 6, 2014

Santa Ana  
Advanced/D467 - Feb. 7, 2014

Webinar  
Basic & EDI/D468 - Feb. 12, 2014

Concord  
Basic & EDI/D469 - Feb. 25, 2014

Concord  
Advanced/D470 - Feb. 26, 2014

### Provider Enrollment Assistance Line

Speak with an Enrollment  
Specialist. [Go here for more  
information!](#)

Next available date:

Wednesday, February 19,  
8 am - 4 pm.

## Best Practices for Providers in Addressing No-Show Rates

The Denti-Cal program is dedicated to improving beneficiary utilization and helping providers decrease the number of patients who fail to show or cancel appointments. When patients do not attend scheduled appointments, dental offices suffer as they have reduced capacity to schedule other patients and may potentially lose revenue from missed appointments and increased overhead costs.

A recent study of Iowa pediatric dentists by the University of Iowa, College of Dentistry, showed that there are several methods to encourage and sustain good appointment keeping habits by patients. In Iowa, 90% of all pediatric dentists participate in Medicaid, with around 54% of these practices contributing to the data of the study. The study concluded that the method of appointment reminders is a significant factor in promoting good appointment-keeping behavior along with payer mix, patient gender, and practice longevity. Significant findings included:

- Reminders delivered by e-mail result in lower appointment failure and cancellation rates.
- Appointment reminders delivered in English and Spanish result in fewer failed appointments as opposed to reminders delivered in only English.
- Appointment reminders delivered by both the dental staff and an automated system result in fewer failed appointments.
- If the notification of attendance policy is delivered in person, patients are more likely to attend the appointment.
- If a patient is informed that they violated attendance policy, practices generally saw fewer failed appointments.

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Denti-Cal encourages providers to aid patients and their families by using these methods of appointment reminders so that children and adults receive the preventive and regular dental care they need while improving utilization and access to care for Denti-Cal patients.

The Denti-Cal program thanks you for your time and commitment to ensuring access to all beneficiaries. If you have any questions, please contact the Provider Customer Service line at 1-800-423-0507.

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<sup>1</sup> J.D. Anderson, M.J. Kanellis, and F. Qian. "Factors Affecting Appointment-Keeping Behavior in Iowa Pediatric Dental Practices." *International Association for Dental Research.*, 20 Mar. 2013.

<https://iadr.confex.com/iadr/13iags/webprogram/Paper172689.html>



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