

## Medi-Cal Dental Plan/Stakeholder Meeting – Sacramento County

**Meeting Agenda**  
**Thursday, August 23, 2012**  
**1:00 PM – 3:00 PM**

**1700 K Street, First Floor Conference Room, Sacramento, CA 95811**

**Toll Free Call-In Number 1- 877-952-6960**  
**Participant Passcode 8035226**

<b>Welcome</b>	<b>Alisha Sipin, Chief Dental Managed Care Contracts &amp; Analysis Unit</b>
<b>Introductions</b>	<b>All</b>
<b>Discussion</b>	<i>Immediate Action Expectations</i> <ul style="list-style-type: none"><li>• Action Items</li><li>• Plans Feedback<ul style="list-style-type: none"><li>◦ Beneficiary Assignment</li></ul></li><li>• Stakeholder Feedback</li></ul>
	<i>Beneficiary Dental Exemption Process</i> <ul style="list-style-type: none"><li>• DHCS update</li><li>• Plans Feedback</li><li>• Stakeholder Feedback</li></ul>
	<i>Workgroup- Updates</i> <ul style="list-style-type: none"><li>• Provider Outreach – SDDS</li><li>• Pediatric Provider Outreach – SDDS</li><li>• Provider Credentialing – DHCS</li><li>• Data Reporting – DHCS</li></ul>
	<i>Healthy Families</i> <ul style="list-style-type: none"><li>• Status Update- DHCS</li></ul>
<b>Conclusion</b>	<ul style="list-style-type: none"><li>• Additional Items<ul style="list-style-type: none"><li>◦ LA County Dental Stakeholder Meeting Status Update</li></ul></li><li>• Recap</li><li>• Next steps</li></ul>
	<b>Next Meeting: Thursday, September 27, 2012 1:00 PM – 3:00 PM; 1700 K Street, First Floor Conference Room, Sacramento, CA 95811</b>

**Medi-Cal Dental All Plan Stakeholder Meeting  
July 26, 2012 - Meeting Summary Notes**

Topics	Discussion	Action Items
<b>Immediate Action Expectations</b>	<p>The following Immediate Action Expectations were discussed:</p> <p><b>DHCS (Informational) Brochure</b> On HOLD until TBL with BDE is decided upon.</p> <p><b>Beneficiary Letter Summary</b> Included with Educational flyer and sent out by all plans.</p> <p><b>Phone Call Campaign</b> Liberty will have Community's completed August 3rd.</p> <p><b>Utilization Report</b> A roll-up of utilization percentages will be reported on a quarterly basis in order to see the trend and progress.</p>	Reporting due August.
<b>Beneficiary Dental Exemption Process</b>	Two call center positions for BDE process approved. BDE process put on hold until candidates are hired. Currently in interview process. Candidates will be selected by the end of August.	Currently in interview process.
<b>Workgroups Updates</b>	<p><i>Provider Outreach // Pediatric Provider Outreach</i></p> <ul style="list-style-type: none"> <li>- Before only 44% of provider offices mentioned seeing a dentist at age 1, now it has increased to 90% of provider offices mentioning seeing a dentist at the age of 1.</li> </ul> <p><i>Provider Credentialing</i></p> <ul style="list-style-type: none"> <li>- Meeting July 27, 2012 @ 9:30-11:30am</li> <li>- DHCS is soliciting comments to the updates and changes to Provider Enrollment information on the Denti-Cal website (<a href="http://www.denti-cal.ca.gov">http://www.denti-cal.ca.gov</a>). Please send comments to Deepika Raj (Deepika.Raj@dhcs.ca.gov).</li> </ul> <p><i>Data Reporting</i></p> <ul style="list-style-type: none"> <li>- Next meeting scheduled in August. Holding off on implementation of same referral form until there is a uniform guideline referral process providers need to follow.</li> </ul>	<p>Workgroup meeting minutes and information will be posted online.</p> <p>Provider Credentialing Workgroup will collect comments and make necessary changes.</p>
<b>Additional Items</b>	<p>Cathy Levering with Sacramento Dental District Society reported that before only 150 providers reported that were willing to see children at age 1, now the amount of providers reported willing to see children at age 1 increased to 900.</p> <p>LA County Stakeholder Meeting initiated July 18, 2012. Meeting included advocacy groups in LA, PHP Plans and DHCS.</p>	Next meeting August 29 <sup>th</sup> .

**UPDATED 8/28/2012**

Immediate Action Expectation Reporting  
Geographic Dental Managed Care - Sacramento  
August 2012 Stakeholder Meeting Report

<b>Table #</b>	<b>Report Title</b>	<b>Reporting Period</b>
<b>1</b>	Beneficiary Letter Campaign	July-12
<b>2</b>	Outbound Call Campaign	July-12
<b>3</b>	Pay for Performance Summary	July-12
<b>4</b>	Provider and Specialist Enrollment	July-12
<b>5</b>	Provider Education	July-12
<b>6</b>	FQHC Enrollment Tracking	July-12
<b>7</b>	Timely Access Report Summary	July-12
<b>8</b>	Semi-Annual Utilization	January 2012-June 2012

**Dental Plans Reporting**

Access Dental Plan  
Health Net Dental Plan  
LIBERTY Dental Plan  
Western Dental Plan

**Next Reporting Due Date**

August 2012 Immediate Action Reporting DUE Sept 5, 2012  
August 2012 Utilization Reporting DUE Sept 20, 2012

**Questions about reporting please email:**

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

**TABLE 1**

<b>Beneficiary Letter Campaign</b>	<b>Access</b>		<b>Health Net</b>		<b>LIBERTY</b>		<b>Western</b>	
Total calls received referencing letter/flyer	64		15		16		8	
Appointments Set	9		0		0		n/a	
Other Information Given/Questions Answered	55		15		16		0	
Grievances/Complaints Received	0		0		0		0	
Total number of undeliverable mail	1,629	6%	2,014	10%	1,710	7%	491	1%
Total number mailed	25,147		19,972		25,791		56,913	

**NOTES:**

Access - Mailing of Plan Brochure completed 6-28-2012

Health Net - Mailing of Plan Brochure 7-6-2012

LIBERTY - Mailing of Plan Brochure 7-6-2012

Western - Mailing of Plan Brochure 6-22-2012

*August data is due to DHCS 9-5-12.*

*Updated with 8-6-12 plan data submissions.*

**AS Updated 8-14-2012**

**TABLE 2**

<b>Outbound Call Campaign</b>	<b>Access</b>	<b>Health Net</b>	<b>*LIBERTY</b>	<b>Western</b>
# of Eligible (0-20) for month reporting	0	0	24,932	57,044
# of Calls Made	0	0	2,861	0
Wrong # and/or Phone # Out of Service	0 n/a	0 n/a	574 20.1%	0 n/a
Appt Scheduled	0 n/a	0 n/a	122 4.3%	0 n/a
Left Msg	0 n/a	0 n/a	1,232 43.1%	0 n/a
Member Declined	0 n/a	0 n/a	515 18.0%	0 n/a
Member Hung Up	0 n/a	0 n/a	n/a n/a	0 n/a
No Answer	0 n/a	0 n/a	418 14.6%	0 n/a
# of Appt. kept from Scheduled	98	n/a	n/a	0
# of Appts. Missed from Scheduled	89	n/a	n/a	0

**LEGEND:**

Initial call campaign is complete.

\* LIBERTY #'s include CDS transitioned members.

If a section is marked n/a it means the plans either were not responsible to submit this information at all or at this time.

**NOTES:**

▪All calls made were to beneficiaries under 21 who had not had an appointment within the last 12 months.

▪All Plans are going to continue with a call campaign except Access (Access will follow up with offices on a monthly basis).

**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.

*August data is due to DHCS 9-5-12.*

***AS Updated as of 8-14-12***

*Updated with 8-5-12 plan data submissions.*

**TABLE 3**

<b>Pay for Performance Summary</b>	<b>Access</b>	<b>HealthNet</b>	<b>LIBERTY</b>	<b>Western</b>
<b>Total Providers:</b>	21	23	33	23
<b># of Providers 4.0% or Above:</b>	14	21	31	8
<b>% of Total Providers:</b>	66.7%	91.3%	96.9%	34.8%
<b># of Provider Below 3.33%:</b>	5	2	2	9
<b>% of Total Providers:</b>	23.8%	8.7%	6.3%	39.1%
<b># of Providers on CAP:</b>	0	8	9	9
<b># of Providers Under Review:</b>	5	3	1	2
<b># of Providers w/closed enrollment:</b>	0	1	5	8
<b># of Providers w/reinstated enrollment:</b>	0	0	0	1

**NOTES:**

"Providers" reflects provider offices.

Percentages (%) are stand alone monthly utilization percentages.

*August data is due to DHCS 9-5-12.*

***AS Updated as of 8-28-12***

*Updated with 8-5-12 plan data submissions.*

**TABLE 4**

<b>Provider &amp; Specialist Enrollment</b>	<b>Access</b>	<b>HealthNet</b>	<b>LIBERTY</b>	<b>Western</b>
<b>Total # of GP's Enrolled:</b>	107	39	54	108
<b>New GP's Enrolled:</b>	18	0	0	0
<b>Total GP's Disenrolled:</b>	1	0	0	0
<b>Total # of Specialists Enrolled:</b>	45	179	179	90
<b>New Specialists Enrolled:</b>	0	0	0	5
<b>Total # of Specialist Disenrolled:</b>	1	0	0	0

*August data is due to DHCS 9-5-2012.*

*AS updated as of 8-14-2012*

*Updated with 8-5-12 plan data submissions.*

**TABLE 5**

<b>Provider Education</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Western</b>
<b># Of Providers Educated</b>	17	20	20	3
<b>Provider Concerns</b>	None	N/A	N/A	0
<b>Educational Materials and Education Strategy</b>	<p>Appointment accessibility. Overall GMC Appointments scheduled, Canceled and rescheduled. Wait time in the office and operatory were reviewed.</p> <p>Call campaign and member follow up (reschedule/no shows). Reviewed and discussed importance of Encounter submission possibly on a weekly basis.</p>	N/A	N/A	<p>Educational powerpoint. Sit down with office manager/DDS. Goes through benefits for children, pregnant women, and FRADS. Remind of scheduling timeframe, age 1 visit, 0-3 (D0145) visit.</p>

**LEGEND:**

*n/a - did not capture information during reported period*

*August data is due to DHCS 9-5-12  
Updated with 8-6-12 plan data submissions.*

***AS Updated as of 8-14-12***

**TABLE 6**

<b>FQHC Enrollment Tracking</b>	<b>Access</b>	<b>Health Net</b>	<b>Liberty</b>	<b>Western</b>
The Effort-Oak Park	Contracted	Contracted	Contracted	Contracted
The Effort-North Highlands	Contracted	Contracted	Contracted	Contracted
The Effort - South Valley**	In Process	In Process	In Process	In Process
Sacramento Community Clinic	Contracted	Contracted	Contracted	Contracted*
Native American Health Clinic	Onsite visit 6-6-2012 to encourage enrollment, no call to date.	Not contracted	Not contracted	Reached out, does not contract with HMO's

**LEGEND:**

\* Sacramento Community Clinic shows as Health & Life Organization

\*\*South Valley opening end of summer 2012, Sept 2012

**NOTES:**

Health & Life Organization and The Effort-Marysville does not provide dental services (Access reached out)

**REPORTING CHANGE REQUEST:**

- 1) # of beneficiaries assigned to the FQHC and percentage of population served by plan.
- 2) Utilization by FQHC by Plan
- 3) # of DDS providing services in FQHC

*August data is due to DHCS 9-5-12.*

***AS updated as of 8-14-2012***

*Updated with 8-6-12 plan data submissions.*

**TABLE 7**

Timely Access Report Summary		Access	HealthNet	LIBERTY	Western
Month Total Enrollee Count:		52,635	33,871	38,375	89,823
Month Total Under 21 Enrollee Count:		34,160	20,000	25,422	57,044
Month Total Over 21 Enrollee Count:		18,475	13,871	12,953	32,779
Avg # of Days to Schedule	Initial Appt:	9	11	10	7-14
	Avg # of Days to schedule Routine Appt:	11	11	10	7-14
	Avg # of Days to schedule Preventive Appt:	9	11	10	7-14
	Avg # of Days to schedule Emergency Appt:	1	1	1	1
# of	No Show Appt:	497	n/a	n/a	n/a
	Rescheduled Appt:	84	n/a	n/a	n/a
Are Interpreter Services Available:		Yes	Yes	Yes	Yes
Answering Services Available:		Yes	Yes	Yes	Yes
Avg. Ratio of Member to Primary Care Dentist:		1/1,189	1/438	1/210	1/409
Total # of Members who are assigned to a PCD who is more than 30 min. or more than 10 miles from their residence:		358	230	255	229
# of Routine Authorizations Received		18	212	228	97
% of Routine Authorizations Approved	Within 5 business days	100%	100%	99%	99%
	Within 10 business days	100%	100%	100%	99%
	Outside of 10 business days	0%	0%	0%	1%
Total Claims Received		3,191	1,452	2,173	343
% Claims Paid	Within 90 days	100%	100%	100%	100%
	Outside of 90 days	0%	0%	0%	0%
Specialist Referrals for the Month (under 21)	Received:	46	200	220	169
	Approved:	40	183	196	164
	Denied (clinical):	0	2	3	4
	Denied (administrative):	6	15	21	1
	Completed:	7	209	145	169
	Expired:	24	10	30	n/a

**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.

**AS Updated as of 8-28-12**

August data is due to DHCS 9-5-12

Updated with 8-5-12 plan data submissions.

**TABLE 8**

<b>Semi-Annual Utilization</b>	<b>Access</b>	<b>HealthNet</b>	<b>LIBERTY</b>	<b>Western*</b>
<b>Under 21</b>				
Continuously Enrolled:	27,800	13,226	13,081	50,799
Unique Users:	9,107	3,276	3,859	13,157
Percentage:	32.8%	25.0%	30.0%	25.9%
Annualized	65.5%	50.0%	60.0%	51.8%
<b>Ages 6-10</b>				
Continuously Enrolled:	6,445	3,325	3,545	12,537
Unique Users:	2,834	1,051	1,273	3,886
Percentage:	44.0%	32.0%	36.0%	31.0%
<b>Ages 5 and under</b>				
Continuously Enrolled:	6,627	4,997	3,880	14,122
Unique Users:	1,671	1,048	1,065	2,983
Percentage:	25.2%	21.0%	27.0%	21.1%
<b>Ages 3 and Under</b>				
Continuously Enrolled:	3,155	3,186	2,259	7,585
Unique Users:	463	410	437	854
Percentage:	14.7%	13.0%	19.0%	11.3%
<b>Age 1 (1-under 2)</b>				
Continuously Enrolled:	1,409	1,052	735	3,233
Unique Users:	110	56	71	292
Percentage:	7.8%	5.0%	10.0%	9.0%

**LEGEND:**

\*Western is currently making system changes to report.

**NOTES:**

- 1) Continuously Enrolled: Eligible who are enrolled in the plan in measurement period for the <sup>1</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
- <sup>1</sup>Entire measurement period was chosen because in calculating the first and second quarter reports the 11/12 month standard would not be applicable.

*August data is due to DHCS 9-5-12*

*Updated with 8-6-12 plan data submissions.*

***AS Updated as of 8-28-12***



## Healthy Families Program Transition To Medi-Cal Dental

August 8, 2012



## Goals of Transition



- Facilitate a smooth transition
- Minimize disruption in services
- Maintain adequate provider networks
- Ensure access to care

*"Preserve and Improve the Health  
Status of all Californians"*

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## Transition Phases



- Implementation to occur no sooner than:
  - Phase 1 – January 1, 2013
  - Phase 2 – April 1, 2013
  - Phase 3 – August 1, 2013
  - Phase 4 – September 1, 2013
- Dental coverage transition coincides with medical coverage transition

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Status of all Californians"*

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## Beneficiary Assignment



- Sacramento County (Dental Geographic Managed Care Plans)
  - HFP Dental Plan to "like" Medi-Cal Dental Plan (i.e. HFP Health Net Dental to Medi-Cal Health Net Dental)
  - Non-Matching HFP Dental Plan to "new" Medi-Cal Dental Plan – based first on Primary Care Dentist (PCD)
- Los Angeles County (Dental Prepaid Health Plans)
  - HFP Dental Plan to "like" Medi-Cal Dental Plan (i.e. HFP Health Net Dental to Medi-Cal Health Net Dental)
  - Non-Matching HFP Dental Plan to Denti-Cal Fee-For-Service (FFS)
- All Other Counties
  - HFP Dental Plan to Denti-Cal Fee-For-Service (FFS)

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Status of all Californians"*

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## Transition Activities



- Monthly Stakeholder Meetings
- Provider Crosswalk
- Provider Outreach
- Provider Education
- Beneficiary Crosswalk
- Beneficiary Notifications
- Beneficiary Surveys



## Transition Activities



- Provider Crosswalk
  - HFP Dental Providers vs. Medi-Cal Dental Providers
    - Levels of Disruption by:
      - # of Providers by County by Program
        - Medi-Cal and HFP Contracted
        - HFP Contracted ONLY – concentrated outreach
      - Utilization by Provider by Program – of the providers who do not contract with Medi-Cal, what is their utilization in HFP?
      - # of Members Assigned by Provider



## Transition Activities



- Provider Outreach
  - Provider Survey
    - Assess the current Medi-Cal provider network for:
      - New patient availability
      - Barriers to access to care (i.e. billing, patient no-show, etc.)
    - Assess HFP providers and their willingness to:
      - Continue providing services to their HFP members in Medi-Cal,
      - Enroll into the Medi-Cal Dental program if they are not currently.
  - Concentrated Outreach
  - Streamlined Enrollment



## Transition Activities



- Provider Education
  - Webinar
    - To educate all providers (new/old/potential) on:
      - How to Enroll into Denti-Cal and Dental Managed Care?
      - How to Bill Denti-Cal?
      - Frequently Asked Questions
      - Where online can I find information?
  - Bulletins ([www.denti-cal.ca.gov](http://www.denti-cal.ca.gov))
    - A monthly provider newsletter on new changes and reminders to Medi-Cal Dental providers.



## Transition Activities



- **Beneficiary Crosswalk**
  - **Sacramento and Los Angeles County**
    - Assess beneficiaries Medi-Cal Dental (plan or FFS) enrollment by:
      - County
      - Available Plans
      - HFP Dental Provider Assignment
  - **All Other Counties**
    - Assess beneficiaries ability to remain with the same dental provider and ways beneficiaries can access new providers.



## Transition Activities



- **Beneficiary Notifications**
  - **Dental Managed Care (Sacramento and Los Angeles)**
    - Choice Packets/Notice
      - Benefits
      - Dental Plan/FFS Choices
  - **Fee-For-Service**
    - Letters
      - Benefits
      - How to locate/choose Denti-Cal provider?
      - How to access services?



## Transition Activities



- **Beneficiary Satisfaction Surveys**
  - Once the transition has occurred a Beneficiary Satisfaction Survey will be performed to determine:
    - Transition Communication
    - Ease of Accessing Services
    - Dental Office Experience (past vs. present)
    - Additional Barriers



## Questions?

[dentalhfptransition@dhcs.ca.gov](mailto:dentalhfptransition@dhcs.ca.gov)

**Medi-Cal Dental Stakeholder Meeting – Sacramento County  
August 23, 2012 - Meeting Summary Notes**

Topics	Discussion	Action Items
<b>Immediate Action Expectations</b>	<p>The following Immediate Action Expectations were discussed:</p> <p><b>Outbound Call Campaign</b> LIBERTY completed CDS calls.</p> <p><b>Pay for Performance Summary</b> Report is by office benchmark. Chosen target goal to meet is 4%.</p> <p><b>Provider Education</b> Health Net and LIBERTY tailor education materials and education strategies to the provider and their needs.</p> <p><b>FQHC Enrollment Tracking</b> South Valley is opening the end of September. Waiting for license. All dental plans submitted application, South Valley plans to enroll all Plans. Re-reaching out to Native American Health Clinics.</p> <p><b>Semi-Annual Utilization</b> Will be receiving Western's report in 2-weeks.</p>	<p>DHCS have completed updated numbers for next reporting period.</p> <p>All plans re-reach out to Native American Health Clinics.</p> <p>Will report and send back out.</p>
<b>Beneficiary Dental Exemption Process</b>	<p>Interviewed and selected candidates. Potential barriers with AT&amp;T because of walk-out. Will give Summary Data Reports once process is implemented (Legislature requirement).</p>	<p>DHCS instructed stakeholders to have beneficiaries with access issues contact DMC.</p>
<b>Workgroups Updates</b>	<p><b>Provider Outreach//Pediatric Provider Outreach</b> Provider Outreach &amp; Pediatric Provider Outreach combined into one group. Met last week, discussion on increasing the number of Specialists. Some people assigned to contact Specialists. Shipment of brochures for those who requested GMC brochures.</p> <p><b>Provider Credentialing</b> Continuous efforts to update website. Still requesting comments. Currently going over application and how to work with providers in getting enrolled. Please email Deepika Raj (Deepika.Raj@dhcs.ca.gov).</p> <p><b>Data Reporting</b> Will get into what we are and are not going to report. Meeting TBD. Please email Jenny (Jenny.Phun@dhcs.ca.gov) if you want to be included into the workgroup.</p>	<p>In the process of creating workgroup for Lowering Provider Autoassignment.</p>
<b>Healthy Families</b>	<p>Dental plans will have welcome packet. Beneficiaries will only receive any dental specific information. The Department will send confirmation letter with information.</p>	
<b>Additional Items</b>	<p><b>Request For Proposal (RFP) /Request For Action (RFA)</b></p> <p><b>Informational Flyer</b> – Still in draft, suggestions in email for comments back. Comments back to DHCS in the next two weeks. Not going to print and mail. For Provider reference on website only.</p> <p><b>CDA Cares</b> – Cal Expo Friday &amp; Saturday (August 24<sup>th</sup> &amp; 25<sup>th</sup>)</p> <p><b>Debra (First 5)</b> – 8 page spread in Oral Health on early dental education and care newspaper. For the online version ask her for the link. Sent out email for oversight committee. Meeting September 26<sup>th</sup> at 2:30-4:30pm @ First 5 office.</p>	<p>Awards August 31<sup>st</sup>.</p> <p>Completion date: September 6<sup>th</sup>.</p> <p>Send email to Debra for newspaper orders.</p>