

Immediate Action Expectation Reporting  
Geographic Dental Managed Care - Sacramento  
February 2013 Stakeholder Meeting Report

Table #	Report Title	Reporting Period
1	Pay for Performance Summary	December-12
2	Timely Access Report Summary	December-12
3	Annual Utilization	2012

**Dental Plans Reporting**

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

**Questions about reporting please email:**

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

**TABLE 1**

<b>Pay for Performance Summary -December</b>	<b>Access</b>	<b>HealthNet</b>	<b>LIBERTY</b>	<b>Western</b>
Total Provider Offices:	25	25	27	24
# of Provider Offices 4.0% or Above:	14	12	14	6
% of Total Provider Offices:	56.0%	48.0%	51.9%	25.0%
# of Providers between 3.33% - 4.0%	3	1	0	2
% of Total Providers	12.0%	4.0%	0.0%	8.3%
# of Provider Offices Below 3.33%:	8	12	13	16
% of Total Provider Offices:	32.0%	48.0%	48.1%	66.7%
# of Provider Offices on Corrective Action Plan:	5	0	0	2
# of Provider Offices Under Review:	0	4	1	7
# of Provider Offices w/closed enrollment:	0	3	11	0
# of Provider Offices w/reinstated enrollment:	0	0	0	0

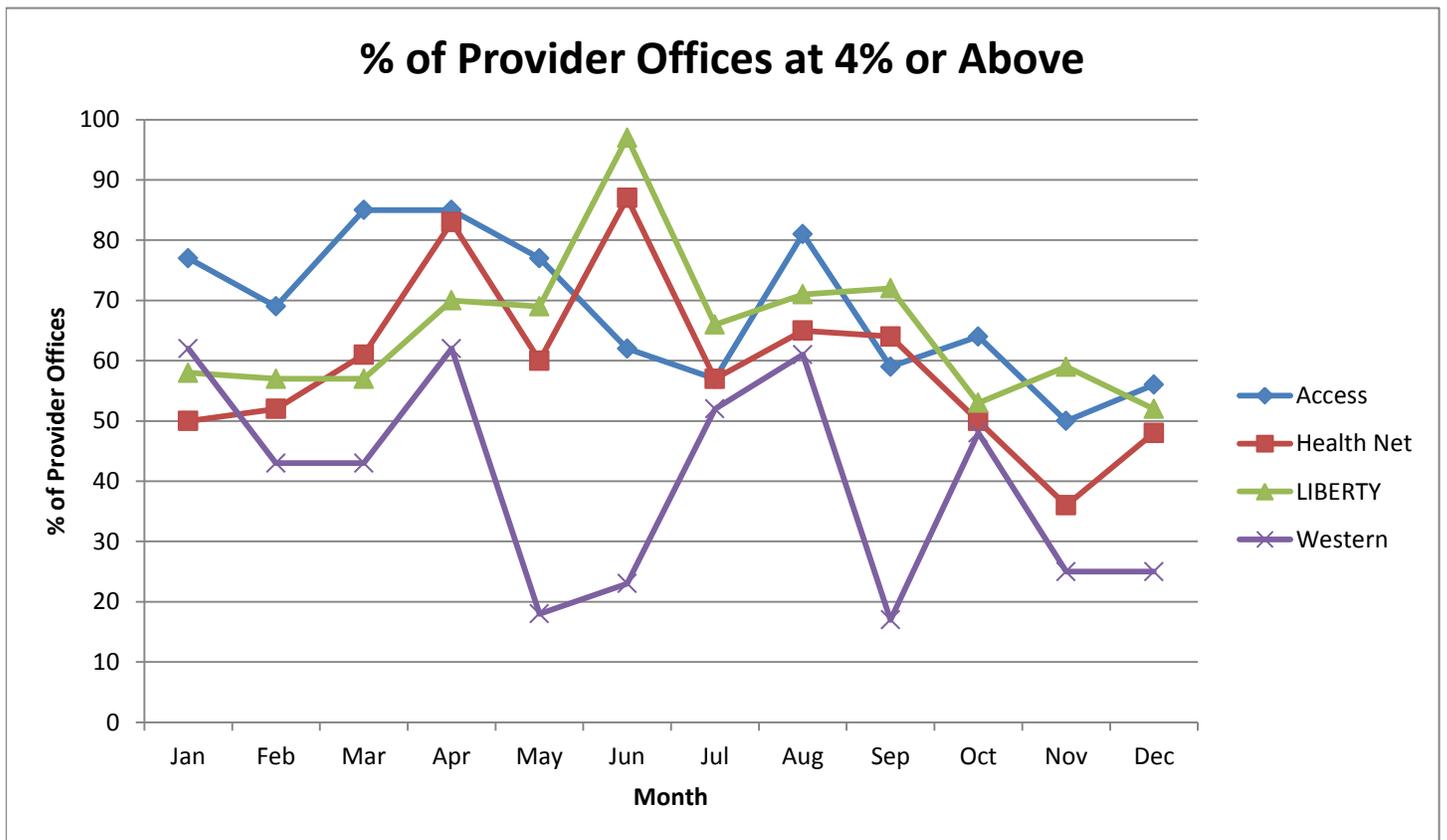
**NOTES:**

Percentages (%) are stand alone monthly utilization percentages.

***JP Updated as of 2-21-13***

*Updated with 2-20-13 plan data submissions.*

% of Provider Offices at 4% Utilization or Above				
Month	GMC Dental Plans			
	Access	Health Net	LIBERTY	Western
Jan	77%	50%	58%	62%
Feb	69%	52%	57%	43%
Mar	85%	61%	57%	43%
Apr	85%	83%	70%	62%
May	77%	60%	69%	18%
Jun	62%	87%	97%	23%
Jul	57%	57%	66%	52%
Aug	81%	65%	71%	61%
Sep	59%	64%	72%	17%
Oct	64%	50%	53%	48%
Nov	35%	36%	59%	25%
Dec	56%	48%	52%	25%



**TABLE 2**

<b>Timely Access Report Summary - December</b>		<b>Access</b>	<b>HealthNet</b>	<b>LIBERTY</b>	<b>Western</b>
Month Total Enrollee Count:		53,634	35,859	37,754	91,181
Month Total Under 21 Enrollee Count:		34,675	21,133	25,025	57,549
Month Total Over 21 Enrollee Count:		18,959	14,726	12,729	33,632
Avg # of Days to Schedule	Initial Appt:	9	12	11	7 - 14
	Avg # of Days to schedule Routine Appt:	10	11	11	7 - 14
	Avg # of Days to schedule Preventive Appt:	9	12	11	7 - 14
	Avg # of Days to schedule Emergency Appt:	1	1	1	1
% of No Show Appt:		40%	40%	40%	60%
Are Interpreter Services Available:		Yes	Yes	Yes	Yes
Answering Services Available:		Yes	Yes	Yes	Yes
Avg. Ratio of Member to Primary Care Dentist under 21 ONLY:		456	456	259	1,125
Total # of Members who are assigned to a PCD who is more than 30 min. or more than 10 miles from their residence:		266	160	211	260
# of Routine Authorizations Received (under 21)		63	295	309	93
% of Routine Authorizations Approved	Within 5 business days	100%	99%	99%	100%
	Within 10 business days	100%	100%	100%	100%
	Outside of 10 business days	0%	0%	0%	0%
Total Claims Received (under 21)		2,208	1,375	1,859	378
% 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:	97	271	276	213
	Approved:	64	247	237	197
	Denied (clinical):	6	2	3	11
	Denied (administrative):	27	22	36	3
	Completed:	25	208	264	211
	Expired:	24	14	41	18

**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 2-14-13***

*Updated with 2-7-13 plan data submissions.*

**TABLE 3**

2012 Annual Utilization	Access	HealthNet	LIBERTY	Western
<b>Under 21</b>				
Continuously Enrolled:	22,750	9,168	9,545	36,659
Unique Users:	10,998	3,978	4,691	14,494
Percentage:	48.40%	43.40%	49.10%	39.50%
<b>Ages 6-10</b>				
Continuously Enrolled:	6,550	674	496	9,739
Unique Users:	3,856	117	123	4,512
Percentage:	58.90%	17.40%	24.80%	46.30%
<b>Ages 5 and under</b>				
Continuously Enrolled:	6,845	2,175	1,561	9,033
Unique Users:	3,134	632	573	2,942
Percentage:	45.80%	29.10%	36.70%	32.60%
<b>Ages 3 and Under</b>				
Continuously Enrolled:	3,888	3,474	2,745	4,267
Unique Users:	1,371	1,368	1,295	813
Percentage:	35.26%	39.40%	47.20%	19.10%
<b>Age 1 (1-under 2)</b>				
Continuously Enrolled:	1,088	2,382	2,722	1,983
Unique Users:	208	1,216	1,539	293
Percentage:	19.12%	51.00%	56.50%	14.80%

**NOTES:**

- 1.) Continuously Enrolled: Eligible who are enrolled in the plan in measurement 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, second, and third quarter reports the 11/12 month standard would not be applicable.

*Updated with 2-20-13 plan data submissions*

***JP updated as of 2-21-13***