

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

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Dental Plans Reporting

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

Next Reporting Due Date

Annual Utilization and Timely Access Reporting DUE Feb 20, 2013

Questions about reporting please email:

dentalmanagedcare@dhcs.ca.gov

TABLE 1

Beneficiary Letter Campaign - December	Access		Health Net		LIBERTY		Western	
Total calls received referencing letter/flyer	71		17		25		8	
Appointments Set	9		0		0		0	
Other Information Given/Questions Answered	62		17		23		0	
Grievances/Complaints Received	0		0		0		0	
Total number of undeliverable mail	1,704	7%	2,070	10%	1,774	7%	507	1%
Total number mailed	25,147		19,972		25,791		56,913	

NOTES:

Access - Mailing of Plan Brochure completed June 2012

Health Net - Mailing of Plan Brochure completed July 2012

LIBERTY - Mailing of Plan Brochure completed July 2012

Western - Mailing of Plan Brochure completed June 2012

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 the reporting period.

Updated with 1-7-13 plan data submissions.

JP Updated 1-14-13

TABLE 2

Outbound Call Campaign - December	Access		Health Net		*LIBERTY		Western	
# of Eligible (0-20) for month reporting	34,650		21,110		25,006		57,755	
# of Calls Made	21,502		14,833		16,338		38,691	
Wrong # and/or Phone # Out of Service	3,621	16.8%	2,203	14.9%	2,602	15.9%	1,596	4.1%
Appt Scheduled	2,021	9.4%	1,160	7.8%	1,160	7.1%	1,390	3.6%
Left Msg	5,701	26.5%	7,404	49.9%	7,404	45.3%	24,263	62.7%
Member Declined	723	3.4%	1,896	12.8%	1,896	11.6%	0	0.0%
Member Hung Up	5,468	25.4%	n/a	n/a	n/a	n/a	0	0.0%
No Answer	747	3.5%	2,687	18.1%	3,276	20.1%	4,932	12.7%

LEGEND:

Initial call campaign is complete.

* LIBERTY #'s include CDS transitioned members.

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

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.

Report is a roll-up of data since the beginning of the Outbound Call 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.

Updated with 1-7-13 plan data submissions.

JP Updated 1-14-13

TABLE 3

Pay for Performance Summary - November	Access	HealthNet	LIBERTY	Western
Total Provider Offices:	26	25	27	24
# of Provider Offices 4.0% or Above:	13	9	16	6
% of Total Provider Offices:	50.0%	36.0%	59.3%	25.0%
# of Providers between 3.33% - 4.0%	4	1	2	3
% of Total Providers	15.4%	4.0%	7.4%	13.0%
# of Provider Offices Below 3.33%:	9	15	9	15
% of Total Provider Offices:	35.0%	60.0%	33.3%	62.0%
# of Provider Offices on Corrective Action Plan:	0	0	0	2
# of Provider Offices Under Review:	6	4	1	7
# of Provider Offices w/closed enrollment:	0	3	11	0
# of Provider Offices w/reinstated enrollment:	0	n/a	n/a	0

NOTES:

Percentages (%) are stand alone monthly utilization percentages.

December data is due to DHCS 2-20-13.

JP Updated as of 1-22-13

Updated with 1-22-13 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%

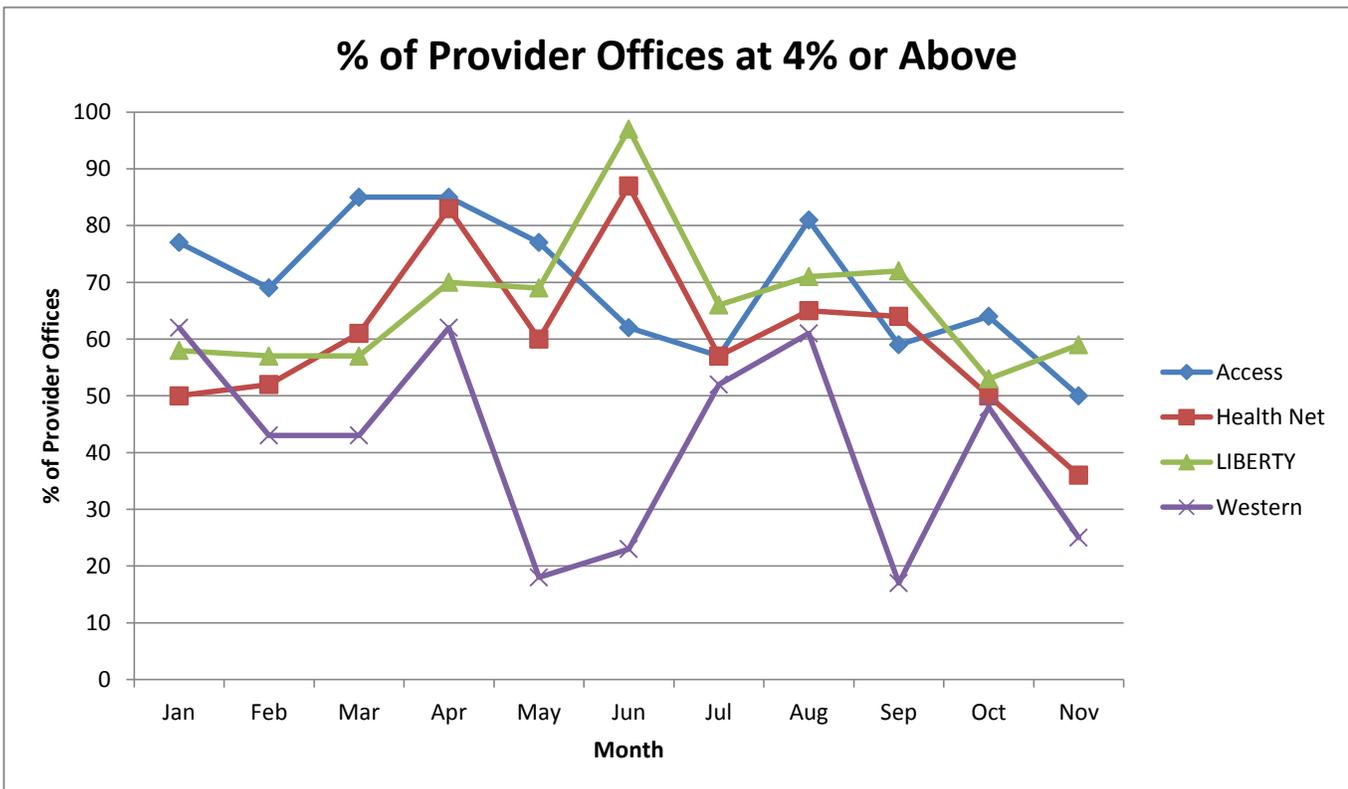


TABLE 4

Provider & Specialist Enrollment - December	Access	HealthNet	LIBERTY	Western
Total # of General Providers Enrolled:	56	44	73	107
New General Providers Enrolled:	1	1	10	0
Total General Providers Disenrolled:	1	1	1	0
Total # of Specialists Enrolled:	22	11	11	87
New Specialists Enrolled:	0	0	0	0
Total # of Specialist Disenrolled:	0	0	0	0

JP updated as of 1-14-13

Updated with 1-7-13 plan data submissions.

TABLE 5

Provider Education - December	Access	Health Net	LIBERTY	Western
# Of Providers Educated	17	34	34	36
Provider Concerns	<p>Providers are still concerned with the amount of no shows and keeping up with the 4% utilization requirement.</p> <p>Providers are trying different approaches to encourage members to keep appointments but despite all efforts are still experiencing high no show rates. Providers are also concerned with how the transition of Western Dental GMC membership and Western Dental HF membership will affect their office.</p>	<p>What impact will it have on their Practices with Western no longer contracted for GMC. What is the impact of the Health Families transition.</p>	<p>What impact will it have on their Practices with Western no longer contracted for GMC. What is the impact of the Health Families transition.</p>	<p>Member no shows; No response to provider outreach efforts; Loss of membership.</p>
Educational Materials and Education Strategy	<p>Appointment accessibility was reviewed. Wait time in the office and operatory were reviewed.</p> <p>Reviewed and discussed importance of Encounter submission possibly on a weekly basis. Discussed utilization requirements and the importance of follow up on brokend/missed appointments. Collected avg. % of no show appointments and discussed ways to possibly reduce the amount of no shows.</p> <p>Discussed and reviewed changes in compensation for 2013 benefit year and the implementation of the penalty withhold.</p>	<p>Conducted on-site orientations for new GMC Providers to review GMC and FRADS. Provided Denti-Cal Guideline Books to new GMC Providers.</p>	<p>Conducted on-site orientations for new GMC Providers to review GMC and FRADS. Provided Denti-Cal Guideline Books to new GMC Providers.</p>	<p>Healthy Families Program transition; Language Assistance Program; Utilization Expectations; Western Dental exiting GMC program as a dental plan.</p>

LEGEND:

n/a - did not capture information during reported period

JP Updated as of 1-14-13

Updated with 1-7-13 plan data submissions.

TABLE 6

FQHC Enrollment Tracking - December	Equivalent FT Providers	Access	Health Net	Liberty	Western
The Effort-Oak Park	6	Contracted	Contracted	Contracted	Contracted
The Effort-North Highlands	3	Contracted	Contracted	Contracted	Contracted
The Effort - South Valley**	n/a	Pending	Pending	Pending	Pending
Sacramento Community Clinic	1	Contracted	Contracted	Contracted	Contracted*
Native American Health Clinic	n/a	Reached out	Not contracted	Not contracted	Reached out

LEGEND:

* Sacramento Community Clinic shows as Health & Life Organization

**The Effort - South Valley is waiting on Dental Care License. No updates on when the office will be officially open.

NOTES:

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

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

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

JP updated as of 1-14-13

Updated with 1-7-13 plan data submissions.

TABLE 7

Timely Access Report Summary - November		Access	HealthNet	LIBERTY	Western
Month Total Enrollee Count:		53,393	35,859	37,754	91,486
Month Total Under 21 Enrollee Count:		34,528	21,133	25,025	57,755
Month Total Over 21 Enrollee Count:		18,865	14,726	12,729	33,731
Avg # of Days to Schedule	Initial Appt:	12	12	11	7 - 14
	Avg # of Days to schedule Routine Appt:	12	11	11	7 - 14
	Avg # of Days to schedule Preventive Appt:	12	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:		731	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:		293	160	211	260
# of Routine Authorizations Received (under 21)		55	295	309	96
% 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)		2,242	1,375	1,859	420
% 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:	88	271	276	241
	Approved:	63	247	237	222
	Denied (clinical):	null	2	3	15
	Denied (administrative):	25	22	36	4
	Completed:	23	208	264	241
	Expired:	23	14	41	33

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 1-14-13

December data is due to DHCS 2-5-13

Updated with 1-7-13 plan data submissions.