

Immediate Action Expectation Reporting
Geographic Dental Managed Care - Sacramento
October 2012 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

October 2012 Immediate Action Reporting DUE Nov 5, 2012
September 2012 Utilization Reporting DUE Nov 20, 2012

Questions about reporting please email:

dentalmanagedcare@dhcs.ca.gov

TABLE 1

Beneficiary Letter Campaign - September	Access		Health Net		LIBERTY		Western	
Total calls received referencing letter/flyer	71		17		24		8	
Appointments Set	9		0		0		n/a	
Other Information Given/Questions Answered	62		17		22		0	
Grievances/Complaints Received	0		0		0		0	
Total number of undeliverable mail	1,704	7%	2,057	10%	1,759	7%	507	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

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.

October data is due to DHCS 11-5-12.

Updated with 10-5-12 plan data submissions.

JP Updated 10-17-2012

TABLE 2

Outbound Call Campaign - September	Access		Health Net		*LIBERTY		Western	
# of Eligible (0-20) for month reporting	33,735		20,234		25,494		57,097	
# of Calls Made	15,496		14,833		16,338		36,624	
Wrong # and/or Phone # Out of Service	2,481	16.0%	2,203	14.9%	2,602	15.9%	1,162	3.2%
Appt Scheduled	1,596	10.3%	1,568	10.6%	1,160	7.1%	1,390	3.8%
Left Msg	3,987	25.7%	6,929	46.7%	7,404	45.3%	22,792	62.2%
Member Declined	723	4.7%	1,265	8.5%	1,896	11.6%	n/a	n/a
Member Hung Up	2,883	18.6%	n/a	n/a	n/a	n/a	n/a	n/a
No Answer	605	3.9%	2,687	18.1%	3,276	20.1%	4,840	13.2%
# of Appt. kept from Scheduled	722		n/a		n/a		n/a	
# of Appts. Missed from Scheduled	323		n/a		n/a		n/a	

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.

October data is due to DHCS 11-5-12.

Updated with 10-5-12 plan data submissions.

JP Updated 10-17-2012

TABLE 3

Pay for Performance Summary - August	Access	HealthNet	LIBERTY	Western
Total Provider Offices:	21	26	34	22
# of Provider Offices 4.0% or Above:	17	17	24	14
% of Total Provider Offices:	81.0%	65.4%	70.6%	63.6%
# of Providers between 3.33% - 4.0%	1	2	3	2
% of Total Providers	4.8%	7.7%	8.8%	9.1%
# of Provider Offices Below 3.33%:	3	7	7	6
% of Total Provider Offices:	14.3%	26.9%	20.6%	27.3%
# of Provider Offices on Corrective Action Plan:	0	8	9	3
# of Provider Offices Under Review:	0	3	1	3
# of Provider Offices w/closed enrollment:	0	1	5	6
# of Provider Offices w/reinstated enrollment:	0	0	0	0

NOTES:

Percentages (%) are stand alone monthly utilization percentages.

September data is due to DHCS 11-5-12.

Updated with 10-20-12 plan data submissions.

JP Updated as of 10-20-12

% 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%

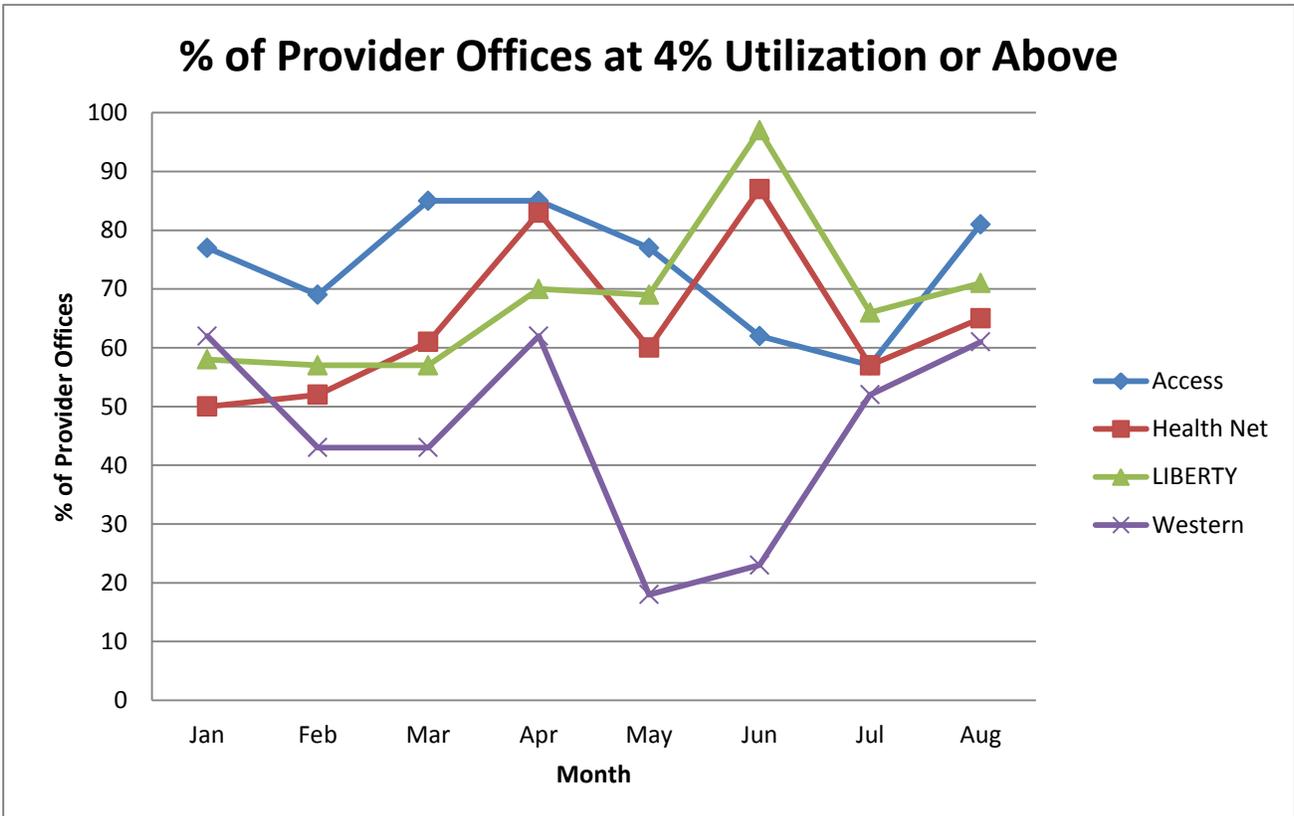


TABLE 4

Provider & Specialist Enrollment - September	Access	HealthNet	LIBERTY	Western
Total # of General Providers Enrolled:	69	39	59	105
New General Providers Enrolled:	7	2	5	6
Total General Providers Disenrolled:	0	0	1	1
Total # of Specialists Enrolled:	53	9	9	84
New Specialists Enrolled:	0	3	3	3
Total # of Specialist Disenrolled:	0	0	0	0

*October data is due to DHCS 11-5-2012.
Updated with 10-5-12 plan data submissions.*

JP updated as of 10-17-2012

TABLE 5

Provider Education - September	Access	Health Net	LIBERTY	Western
# Of Providers Educated	22	24	24	55
Provider Concerns	Providers are becoming frustrated with the number of no shows and lack of notice by the members to reschedule appointments. Offices say the members no showing sometimes 3+ times and sometimes showing up to the appointments over 30 minutes late and still demanding to be seen.	Health Net schedules an orientation with new offices and performs service calls to ensure that providers and front office staff have a thorough understanding how to administer our plans as well as our policies and procedures. In most cases, providers don't have any major issues at all.	LIBERTY schedules an orientation with new offices and performs service calls to ensure that providers and front office staff have a thorough understanding how to administer our plans as well as our policies and procedures. In most cases, providers don't have any major issues at all.	High number of no shows, compensation, changing of eligibility (on one month off the next), change in adult benefits
Educational Materials and Education Strategy	Appointment accessibility was reviewed, overall GMC appointments scheduled, canceled and rescheduled, wait time in the office and operatory were reviewed, call campaign and member follow up (reschedule/no shows) reviewed and discussed importance of encounter submission possibly on a weekly basis, plan policies, procedures and guidelines, new offices also had introduction to Area Provider Rep.	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 as 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 as a specific issue or concern, our Network Managers will reach out to the office to further educate or counsel office if applicable.	Agreements between DHCS, WDS and providers, goal of Managed Care Medi-Cal Dental Program, benefits for enrollees (including pregnant women), language assistance program, utilization expectations, and supplemental payments to providers.

LEGEND:

n/a - did not capture information during reported period

October data is due to DHCS 11-5-12

Updated with 10-5-12 plan data submissions.

JP Updated as of 10-17-12

TABLE 6

FQHC Enrollment Tracking - September	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. Will be opening the end of October, beginning of November.

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

October data is due to DHCS 11-5-12.

Updated with 10-5-12 plan data submissions.

JP updated as of 10-17-12

TABLE 7

Timely Access Report Summary - August		Access	HealthNet	LIBERTY	Western
Month Total Enrollee Count:		53,109	34,802	38,239	89,996
Month Total Under 21 Enrollee Count:		34,383	20,490	25,395	57,097
Month Total Over 21 Enrollee Count:		18,726	14,312	12,844	32,899
Avg # of Days to Schedule	Initial Appt:	13	12	12	7 -14
	Avg # of Days to schedule Routine Appt:	12	12	11	7 -14
	Avg # of Days to schedule Preventive Appt:	12	13	12	7 -14
	Avg # of Days to schedule Emergency Appt:	1	1	1	1
% of No Show Appt:		40%	40%	40%	40%
Are Interpreter Services Available:		Yes	Yes	Yes	Yes
Answering Services Available:		Yes	Yes	Yes	Yes
Avg. Ratio of Member to Primary Care Dentist:		1/857	1/507	1/331	1/361
Total # of Members who are assigned to a PCD who is more than 30 min. or more than 10 miles from their residence:		284	247	267	292
# of Routine Authorizations Received (under 21)		29	257	337	132
% of Routine Authorizations Approved	Within 5 business days	100%	100%	99%	99%
	Within 10 business days	100%	100%	99%	99%
	Outside of 10 business days	0%	0%	1%	1%
Total Claims Received (under 21)		5,446	1,416	2,204	843
% 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:	58	224	305	237
	Approved:	43	215	276	229
	Denied (clinical):	1	2	4	4
	Denied (administrative):	14	7	25	0
	Completed:	7	218	186	236
	Expired:	18	18	27	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.

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