

Medi-Cal Dental LA Stakeholder Meeting

Meeting Agenda

Date: Thursday, July 11, 2013

Time: 10:00 AM – 12:30 PM

Location: Conference Call

Toll Free Call-In Number 1-877-952-6960

Participant Passcode 8035226

Welcome

Jon Chin, Acting Chief, Medi-Cal Dental Service Division

Introductions

All

The purpose of the Medi-Cal Dental Los Angeles Stakeholder Meeting is to: 1) identify barriers to dental care access to dental services in the Medi-Cal Dental program in Los Angeles County and 2) identify and implement solutions to improve access to dental care for these beneficiaries, including: children, pregnant women and those receiving services in an ICF/SNF

Discussion

- Immediate Action Expectations
 - Identifier on BIC Card
 - Healthy Families Program
 - DHCS Update
 - Plan/Stakeholder Feedback
 - Medical/Dental Collaboration
 - Update
 - Addressing No-show Rates
 - Tracking Pregnant Women
 - Increasing Provider Choice
 - Update
 - Dental Benefit Education
 - Dental Managed Care Report Card
 - Future Efforts
-

Conclusion

- Additional Items
- Recap
- Next steps
- Meeting Minutes

Next Meeting: Thursday, September 12, 2013 (10:00 AM – 12:30 PM)

Location: TBD

**Medi-Cal Dental All Plan Stakeholder Meeting – Los Angeles County
May 9, 2013 - Meeting Summary Notes**

Topics	Discussion	Action Items
Immediate Action Expectations	<ul style="list-style-type: none"> - DHCS is currently reviewing IAR for the month of May and will be sending out after revision is complete. 	Please email Jenny if there are any questions.
Pediatric Oral Health Action Plan	<ul style="list-style-type: none"> - Solicited comments. - Center for Health Care Strategy selected 7 states to participate. - California is one of the states selected. - Have states learn from each other for each CMS goals. - Oral health leadership team meeting in Baltimore, MD to learn about improvements. 	
Beneficiary Portal	<ul style="list-style-type: none"> - Beneficiary portal is not within state budget. - Proposal targeted towards counties and to gather information for counties to update. - Security issues. - Discussion to have post cards made readily available everywhere for beneficiaries to update information and to have the county to process it. 	DHCS will explore other additional methods for beneficiaries to update information.
Healthy Families Program	<ul style="list-style-type: none"> - Provider outreach for counties with low billing and rendering providers. - April data submitted. - HFP transition for dental is going smoothly - Forward grievances to DHCS. - Request for LA specific data. 	<p>Please email dentalhfptransition@dhcs.ca.gov to be added to the Beneficiary survey workgroup.</p> <p>Jenny will send out email of when the next HFP stakeholder meeting is.</p>
Medical/Dental Collaboration	<ul style="list-style-type: none"> - Continue to finalize the model. - Goal is to identify 5 top practices that have children who have not been to the dentist in the past 12 months. 	Contact Eileen for questions. eespejo@childrennow.org
Increasing Provider Choice	<ul style="list-style-type: none"> - Increasing provider choice by reaching out to community groups. 	
Dental Managed Care Report Card	<ul style="list-style-type: none"> - Request to include pregnancy preventive services. - Request for separate report for Sacramento and Los Angeles. 	
Additional Items	<p>Children and Pregnant Women</p> <ul style="list-style-type: none"> - Request to change form and system change to read pregnancy related information. - Data is only as good as information provided by provider. - Takes 6-9 months for data to be submitted. <p>NEXT MEETING: THURSDAY, JULY 11, 2013 (10:00AM-12:30PM)</p>	DHCS will explore with CA-MMIS for new BIC card.

Immediate Action Expectation Reporting
Prepaid Dental Health Plan - Los Angeles
June 2013 Stakeholder Meeting Report

Table #	Report Title	Reporting Period
1	Outbound Call Campaign	May-13
2	Pay for Performance Summary	April-13
3	Provider and Specialist Enrollment	May-13
4	FQHC Enrollment Tracking	May-13

Dental Plans Reporting

Access Dental Plan
Health Net Dental Plan
LIBERTY Dental Plan
Safeguard Dental Plan* Reporting a month behind reporting period.
Western Dental Plan

Next Reporting Due Date

Please refer to report footnotes

Questions about reporting please email:

dentalmanagedcare@dhcs.ca.gov

TABLE 1

Plans are expected to conduct a phone call campaign that will involve making a phone call to beneficiaries who have not been seen by their primary care dentist in the last year. The purpose of the call will be to set up an appointment for the beneficiary with their primary care dentist. In addition, the beneficiary should be educated on their right to timely access to care and what to do in situations where the beneficiary is having trouble accessing services. This table reflects the results of the phone calls that were made in the reporting month. Once the initial campaign is over the total results will be reported.

Outbound Call Campaign - May	Access		Health Net		LIBERTY		Safeguard		Western	
# of Eligible (0-20) for month reporting	133,366		75,961		21,700		52,270		55,940	
# of Calls Made	79,574		13,846		6,837		N/A		33,068	
Wrong # and/or Phone # Out of Service	9,126	11%	2,192	16%	1,164	17%	N/A	N/A	1,927	6%
Appt Scheduled	5,531	7%	1,004	7%	233	3%	N/A	N/A	1,200	4%
Left Message	21,155	27%	5,627	41%	2,901	42%	N/A	N/A	23,540	71%
Member Declined	5,343	7%	1,811	13%	1,342	20%	N/A	N/A	0	0%
Member Hung Up	30,170	38%	1,694	12%	1,342	20%	N/A	N/A	0	0%
No Answer	2,178	3%	2,946	21%	1,472	22%	N/A	N/A	1,558	5%

NOTES:

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

Safeguard is not performing a Call Campaign for their members.

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

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.

June data due to DHCS 7-5-13

JP Updated as of 6-10-13

Updated with 6-5-13 plan data submissions.

TABLE 2

Plans are expected to develop an incentive program for providers. Performance measures should be defined by the Plan, and based on the percentage of your assigned members that actually receive services. Plans should include in the incentive program a specific measure for preventative services. The program should apply to all enrolled Medi-Cal children (ages 0-21 years) assigned to the plan. Plans are expected to review provider encounter data to identify beneficiaries that have not been seen in their dental office in a year. Plans are expected to halt all new enrollments for provider offices that do not meet certain thresholds of utilization. This table reflects the summary results of the monthly provider utilization and the actions taken.

Pay for Performance Summary - April	Access	HealthNet	LIBERTY	Safeguard*	Western
Total Provider Offices:	278	465	503	N/A	91
Total Provider Offices below 25 Member Minimum Threshold:	43	64	259	N/A	42
Total Provider Offices w/ 25 Member Minimum & Above:	235	401	244	N/A	49
# of Provider Offices 4.0% or Above:	178	123	94	N/A	31
% of Total Provider Offices:	75.7%	30.7%	38.5%	N/A	63.3%
# of Providers between 3.33% - 4.0%	15	38	15	N/A	5
% of Total Providers	6.4%	9.5%	6.1%	N/A	10.2%
# of Provider Offices Below 3.33%:	42	240	135	N/A	13
% of Total Provider Offices:	17.9%	59.9%	55.3%	N/A	26.5%
# of Provider Offices on Corrective Action Plan:	0	0	0	N/A	0
# of Provider Offices Under Review:	26	61	49	N/A	9
# of Provider Offices w/closed enrollment:	0	11	68	N/A	0
# of Provider Offices w/ reinstated enrollment:	0	0	0	N/A	0

*SafeGuard will not be participating in Pay for Performance reporting.

NOTES:

"Providers" reflects provider offices.

Percentages (%) are stand alone monthly utilization percentages from provider offices with 25 member minimum and above.

N/A means the plan did not capture this information during the reporting period.

May data is due to DHCS 7-22-13.

JP Updated as of 6-21-13

Updated with 6-20-13 plan data submissions.

% of Provider Offices at 4% Utilization or Above				
Month	PHP Dental Plans			
	Access	Health Net	LIBERTY	Western
Jun	45	51	71	42
Jul	57	40	30	43
Aug	76	36	74	54
Sep	64	46	34	47
Oct	72	33	35	38
Nov	52	24	40	23
Dec	42	65	56	16
Jan	50	25	31	56
Feb	57	30	31	63
Mar	67	36	32	63
Apr	76	31	39	63

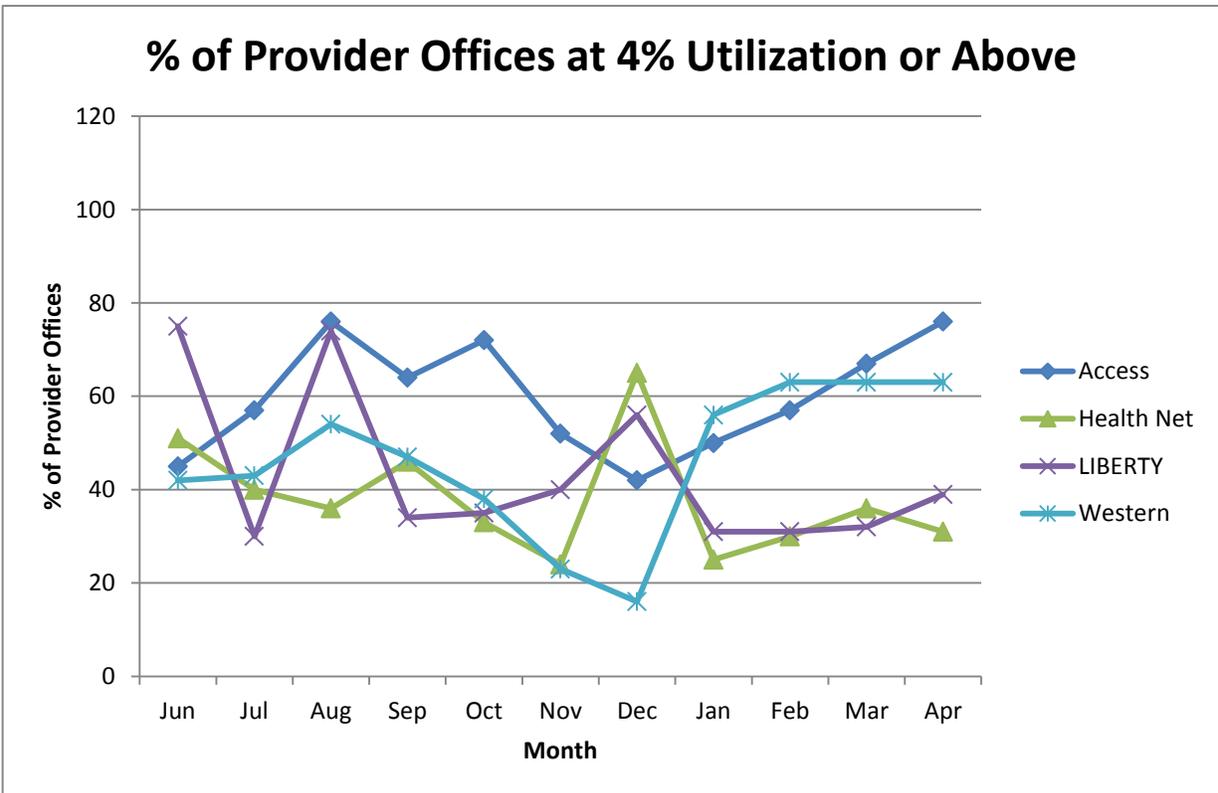


TABLE 3

Plans should create an outreach campaign to increase provider and specialist enrollment into the DMC program.

This table reflects the monthly results of that outreach campaign.

Provider & Specialist Enrollment - May	Access	HealthNet	LIBERTY*	Safeguard	Western
Total # of General Providers Enrolled:	620	1,137	1,535	477	452
New General Providers Enrolled:	15	28	52	6	0
Total General Providers Disenrolled:	11	21	29	0	0
Total # of Specialists Enrolled:	476	1,255	1,255	211	963
New Specialists Enrolled:	5	43	43	0	0
Total # of Specialist Disenrolled:	2	24	24	0	0

*LIBERTY Provider and Specialist Enrollment includes Community Dental Plan and American Health Guard.

JP updated as of 6-10-2013

June submission due to DHCS 7-5-13

Updated with 6-5-13 plan data submissions.

TABLE 4

FQHC's and Dental Clinics in Los Angeles County	# FTE	Access	Health Net	LIBERTY	SafeGuard	Western
Alta Med Medical and Dental Group - Bell	2.61					
Alta Med Medical and Dental Group - Boyle Heights	3.26					
Alta Med Medical and Dental Group - El Monte	1.16					
Alta Med Medical and Dental Group - East LA	21					
Antelope Valley Community Clinic Health and Wellness Center	0.25					
Arroyo Vista Family Health Center - Highland Park	1.8					
Arroyo Vista Family Health Center - Lincoln Heights	1.04					
Chinatown Service Center Family Health Clinic	1.21					
Clinica Monsenor Oscar A. Romero - Boyle Heights/East LA	1					
Clinica Monsenor Oscar A. Romero - Pico-Union/Westlake	2.1					
Community Health Alliance of Pasadena	2.28					
Comprehensive Community Health Centers, Inc. - Glendale	3.1					
Comprehensive Community Health Centers, Inc. - Eagle Rock	1.2					
East Valley Community Health Center	2.95					
Eisner Pediatric and Family Medical Center	6.04					
El Proyecto Del Barrio, Inc. - Canoga Park	1					
Herald Christian Health Center	2					
JWCH Institute, Inc. - Medical Clinic/Weingart Center	0.2					
Los Angeles Christian Health Centers	2.1					
Pico Aliso Community Clinic	n/a					
M.E.N.D	1.59					
Mission City Community Network, Inc.	1.6					
Northeast Valley Health Corporation - Sun Valley	1.9					
Northeast Valley Health Corporation - San Fernando	3.98					
QueensCare Family Clinic - East LA	1.68					
QueensCare Family Clinic - Eastside	0.84					
QueensCare Family Clinic - Eagle Rock	2.05					
QueensCare Family Clinic - Echo Park	1.04					
QueensCare Family Clinic - Hollywood	0.97					
Queens Dental Group - West Covina	3					
Rainbow Dental - Canyon Country	n/a					
South Bay Family Health Care Center - Redondo Beach	0.7					
South Bay Family Health Care Center - Gardena/Harbor Gateway	0.7					
St. Anthony Medical Centers - Hollywood	0.22					
St. Anthony Medical Centers - Pico	0.74					
St. John's Well Child & Family Center - Lincoln High	0.34					
St. John's Well Child & Family Center - Compton	2.4					
St. John's Well Child & Family Center - East Compton	0.32					
St. John's Well Child & Family Center - Hyde Park Elementary	0.54					
St. John's Well Child & Family Center - Magnolia	3.25					
St. John's Well Child & Family Center - Dr. Louis	4.09					
The Saban Free Clinic - Hollywood Wilshire Health Center	1.8					
The Saban Free Clinic - Beverly Health Center	2.25					
Valley Community Clinic	1.75					
Venice Family Clinic - Colen Family Health Center	0.21					
Venice Family Clinic - Simms/Mann Health and Wellness	1.22					
Venice Family Clinic	0					
Watts HealthCare - Dental	5.2					

Notes:

FTE - Number of Equivalent Full Time Providers

n/a - information was not captured during reporting period

Reached Out (contacted)
Currently Enrolled

JP updated as of 6-27-13

**Medi-Cal Dental All Plan Stakeholder Meeting – Los Angeles County
July 11, 2013 - Meeting Summary Notes**

Topics	Discussion	Action Items
Immediate Action Expectations	<ul style="list-style-type: none"> - June data will be the last reporting for Immediate Action Expectations - Immediate Action Expectations reporting will be included in contract deliverables for the new PHP contract - Reports for the new PHP contract will be made available on the department's internet website 	<p>Please email Jenny if there are any questions. Jenny.Phun@dhcs.ca.gov</p> <p>MDSD will look into requested revisions to IAR.</p>
Identifier on BIC Card	<ul style="list-style-type: none"> - Dental is not the only benefit the BIC Card covers - Not cost efficient for DHCS to modify BIC Card - Best option would be to revise the attached stuffer letter and inform beneficiaries that the BIC Card also serves as their dental benefit card 	<p>MDSD to send out stuffer letter for feedback.</p>
Healthy Families Program	<ul style="list-style-type: none"> - June reporting is completed - July report is going through review - Phase 4 is split into 2 phases to make sure adequate time for network adequacy - Phase 4a consists of 8 counties - Next HFP Dental meeting July 17, 1-2pm 	<p>Please email dentalhfptransition@dhcs.ca.gov to be added to the Beneficiary survey workgroup.</p> <p>Link for HFP Monitoring Reports http://www.dhcs.ca.gov/services/hf/Pages/MonitoringReports.aspx</p>
Medical/Dental Collaboration	<ul style="list-style-type: none"> - Collaborating with various entities such as AltaMed, LA Care, and MMCD - Develop protocol for PCPs to refer for non-utilizing children to their dentist 	<p>Contact Eileen for questions. eespejo@childrennow.org</p>
Addressing No Show Rates	<ul style="list-style-type: none"> - Identify ways for updated information for beneficiaries - Previous post card pilot for provider offices was discussed. The pilot was good, but had the following issues: 1) county was getting bombarded with cards; 2) no reporting from county; 3) high amount of incorrect phone numbers; 4) needs funding; 5) more collaboration from medical side, PCPs refer beneficiaries to update info with county. - Center Health Care Services (CHCS), looking into number of strategies to get kids to see dentist 	<p>Please email Eileen from Health Net with suggestions. Eileen.J.Mcgee-Davidson@healthnet.com</p> <p>Sean from Health Net will provide more feedback. Sean.OBrien@healthnet.com</p> <p>MDSD will organize workgroups on Dental Benefit Education and Updating Beneficiary Information.</p>
Tracking Pregnant	<ul style="list-style-type: none"> - Request to capture total estimates and statistics from pregnancy related aid codes and to get information on periodic basis 	<p>Dr. Isman will look into.</p>

Women	<ul style="list-style-type: none"> - Difficult to capture the denominator due to accuracy of pregnancy related indicators, looking for other options for pregnancy related tracking indicators - Previous tracking pregnant women request was determined by pulling the number of women who had any pregnancy related medical services then if any dental services were provided 	
Increasing Provider Choice	<ul style="list-style-type: none"> - DHCS will work internally on Choice Packet edits and will notify the small work group for feedback when internal edits are complete 	
Additional Items	<ul style="list-style-type: none"> - Check in on future efforts made by the department - Request for last page of Dental Managed Care Report Card to be on agenda <p>NEXT MEETING: THURSDAY, SEPTEMBER 12, 2013 (10:00AM-12:30PM)</p>	Jon will send out FQHC ruling.