



TOBY DOUGLAS
DIRECTOR

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
GOVERNOR

DATE: January 1, 2013

TO: ALL MEDI-CAL DENTAL MANAGED CARE PLANS

SUBJECT: **APL 13-005: Clarification on Exhibit A, Attachment 6: Performance Measures and Benchmarks**

This All Plan Letter (APL) is effective January 1, 2013 for the Geographic Managed Care Contract and July 1, 2013 for the Prepaid Health Plan Contract. The purpose of this APL is to inform all contracted Medi-Cal Dental Managed Care (DMC) Plans of the modifications in Exhibit A, Attachment 6 Performance Measures and Benchmarks and the process in which Dental Managed Care (DMC) plans' performance will be evaluated through established performance measures.

The point value ranges in Exhibit A, Attachment 6, Provision A Determination of Performance will be modified to the following schedule:

Total Points	Portion of 10% Withhold Paid to Contractor
0-150	0%
155-230	25%
235-300	50%
305-380	75%
385-470	100%

The nine (9) performance measures for calendar year 2013 are as follows:

- Annual Dental Visits
- Use of Preventive Services
- Use of Sealants
- Sealant to Restoration Ratio (Surfaces)
- Treatment/Prevention of Caries
- Exams/Oral Health Evaluations
- Overall Utilization of Dental Services
- Use of Dental Treatment Services

- Preventive Services to Fillings

The two (2) additional performance measures will be applicable in future years as an ongoing measure as follows:

- Continuity of Care
- Usual Source of Care

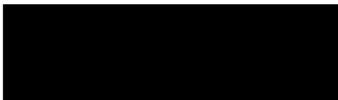
All DMC plans will submit a list of their initial performance measures with 2012 utilization rates no later than 30 days from the start of the implementation date. The necessary methodology to submit the initial performance measures is on the attached chart (table 6.1). The figures reported will be a baseline for each DMC plan for all the performance measures listed in Exhibit A, Attachment 6: Performance Measures and Benchmark section of the contract. It is the expectation that each DMC plan achieve the set benchmarks, however in addition to the stated benchmarks MDSD would like to monitor and report DMC plans' improvements. These performance measures will be evaluated on a monthly basis from encounter data submissions.

It is the expectation that all contracted DMC Plans meet or exceed the benchmark for each measure and/or any other performance measure established by DHCS. If and when a contracted DMC plan falls below or does not meet the performance measure targets three (3) consecutive months in a row, a Corrective Action Plan (CAP) will be required to ensure that the DMC Plan will meet established annual benchmarks. Performance measures and benchmarks are listed in Exhibit A, Attachment 6 of the contract for the calendar year 2013. These performance measures will be reevaluated each year. DHCS will notify all contracted DMC plans at the beginning of each measurement year of the new required performance measures and benchmarks through an updated APL.

The utilization performance based upon the eleven (11) separate measures will be made public to review quarterly on DHCS' internet website (www.denti-cal.ca.gov) as stated in W&I code section 14459.6. By clicking on the Dental Managed Care tab, you will be able to review the reports on a quarterly basis.

If you have questions, comments, or issues concerning this letter please contact the DHCS staff listed for this section in the DHCS Contact Spreadsheet located in APL 13-011.

Sincerely,

A black rectangular redaction box covering the signature of Alisha Sipin.

Alisha Sipin, Chief
Dental Managed Care Contract & Analysis Unit
Medi-Cal Dental Services Division

