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

DHCS

TOBY DOUGLAS
DIRECTOR

EDMUND G. BROWN JR.
GOVERNOR

DATE: January 1, 2013

TO: ALL MEDI-CAL DENTAL MANAGED CARE PLANS

SUBJECT: **APL 13-006: Clarification on Exhibit A, Attachment 7:**
                    Utilization Management

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 All APL is to clarify to all Medi-Cal Dental Managed Care (DMC) Plans Exhibit A, Attachment 7 Utilization Management (UM) of the contract, which was established to evaluate the appropriateness of medically necessary dental covered services provided to Medi-Cal beneficiaries who are enrolled into a DMC Plan. The activities required for UM are designed to complement all other monitoring, quality improvement, and research functions conducted by MDSD as part of its quality improvement program. The ultimate goal of this activity is to improve utilization quality for all contracted DMC Plans.

The following are clarifications to some of the submissions for Exhibit A, Attachment 7: Utilization Management:

A.) Utilization Management (UM) Program

6. *An established specialty referral system to track and monitor referrals requiring prior authorization through the Contractor. The system shall include authorized, denied, deferred, or modified referrals, and the timeliness of the referrals.*

   Reporting requirements for the above section shall be submitted through Timely Access Reporting, there is no need to resubmit this data for Utilization Management.

D.) Review of Utilization Data

All contracted dental plans must submit Self-Reported Monthly Utilization Data on a monthly basis to DHCS no later than thirty (30) calendar days after the end of the reporting month. Please refer to the attached chart (Table 7.1) for applicable due dates, which will be updated on an annual basis. Attached are the necessary

methodology documents (Table 7.2 & Table 7.3) and guidelines for submitting this report.

The submissions will be summarized to stakeholders and will be made public 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 monthly 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,

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

Self-Reported Monthly Utilization Data - Pay for Performance

For Exhibit A, Attachment 7 – Utilization Management in the Geographic Managed Care (GMC) Contract requires Medi-Cal Dental Managed Care (DMC) Plans to submit self-reported monthly utilization data by Primary Care Dentist service site. The report shall be submitted every month on the 5th unless told otherwise. The Department currently measures utilization using Annual Dental Visit, which is the only dental measure recognized by Healthcare Effectiveness Data and Information Set (HEDIS). For purposes of the contract all DMC Plans are expected to report their utilization data monthly using the modified version of the Annual Dental Visit as described below:

Annual Dental Visit
Numerator: Unduplicated children under 21, full scope who received one or more dental procedures during the measurement period.
Denominator: Total Number Continuously Eligible for the same plan for at least 11 of the past 12 months.

Modified Monthly Dental Visit
Please use the below modified formulas to report:

January (Beginning of measurement period)
- ***Denominator: # Eligible Children***
  Total children assigned to each office for the month of January = January eligible children for Metric
- ***Numerator: Encounters***
  All unduplicated children receiving dental treatment in January = January Eligible Unduplicated Encounters for Metric
- ***Monthly Unduplicated Utilization %***
  Eligible unduplicated encounters for January divided by January Eligible Children for Metric multiplied by 100 = January unduplicated utilization %
- ***Annual Utilization %***
  January unduplicated utilization % multiply by 12 = Annual Utilization %

February
- ***Denominator: # Eligible Children***
  Total children assigned to each office for the month of February = February eligible Children for Metric
- ***Numerator: Encounters***
  Total unduplicated children receiving treatment in February <u>MINUS</u> Count of unduplicated children in February encounters that previously received treatment in January = February Eligible Unduplicated Encounters for Metric
- ***Monthly Unduplicated Utilization %***
  Eligible unduplicated encounters for February divided by February Eligible Children for Metric = February Unduplicated Utilization %
- ***Annual Utilization %***
  February unduplicated utilization % multiply by 12 = Annual Utilization %

March
- ***Denominator: # Eligible Children***
  Total children assigned to each office for the month of March = March eligible Children for Metric

- ***Numerator: Encounters***
Total unduplicated children receiving treatment in March *MINUS* Count of unduplicated children in March encounters that previously received treatment in January or February = March Eligible Unduplicated Encounters for Metric
- ***Monthly Unduplicated Utilization %***
Eligible unduplicated encounters for March divided by March Eligible Children for Metric = March unduplicated Utilization %
- ***Annual Utilization %***
March unduplicated utilization % multiply by 12 = Annual Utilization %

April
- ***Denominator: # Eligible Children***
Total children assigned to each office for the month of April = April eligible Children for Metric
- ***Numerator: Encounters***
Total unduplicated children receiving treatment in April *MINUS* Count of unduplicated children in April encounters that previously received treatment in January, February, or March = April Eligible Unduplicated Encounters for Metric
- ***Monthly Unduplicated Utilization %***
Eligible unduplicated encounters for April divided by April Eligible Children for Metric = April unduplicated utilization %
- ***Annual Utilization %***
April unduplicated utilization % multiply by 12 = Annual Utilization %

May
- ***Denominator: # Eligible Children***
Total children assigned to each office for the month of May = May eligible Children for Metric
- ***Numerator: Encounters***
Total unduplicated children receiving treatment in May *MINUS* Count of unduplicated children in May encounters that previously received treatment in January, February, March, or April = May Eligible Unduplicated Encounters for Metric
- ***Monthly Unduplicated Utilization %***
Eligible unduplicated encounters for May divided by May Eligible Children for Metric = May unduplicated utilization %
- ***Annual Utilization %***
May unduplicated utilization % multiply by 12 = Annual Utilization %

June
- ***Denominator: # Eligible Children***
Total children assigned to each office for the month of June = June eligible Children for Metric
- ***Numerator: Encounters***
Total unduplicated children receiving treatment in June *MINUS* Count of unduplicated children in June encounters that previously received treatment in January, February, March, April or May = June Eligible Unduplicated Encounters for Metric
- ***Monthly Unduplicated Utilization %***
Eligible unduplicated encounters for June divided by June Eligible Children for Metric = June unduplicated utilization %
- ***Annual Utilization %***
June unduplicated utilization % multiply by 12 = Annual Utilization %

July
-   ***Denominator: # Eligible Children***
    Total children assigned to each office for the month of July = July eligible Children for Metric
-   ***Numerator: Encounters***
    Total unduplicated children receiving treatment in July *MINUS* Count of unduplicated children in July encounters that previously received treatment in January, February, March, April, May, or June = July Eligible Unduplicated Encounters for Metric
-   ***Monthly Unduplicated Utilization %***
    Eligible unduplicated encounters for July divided by July Eligible Children for Metric = July unduplicated utilization %
-   ***Annual Utilization %***
    July unduplicated utilization % multiply by 12 = Annual Utilization %

August
-   ***Denominator: # Eligible Children***
    Total children assigned to each office for the month of August = August eligible Children for Metric
-   ***Numerator: Encounters***
    Total unduplicated children receiving treatment in August *MINUS* Count of unduplicated children in August encounters that previously received treatment in January, February, March, April, May, June, or July = August Eligible Unduplicated Encounters for Metric
-   ***Monthly Unduplicated Utilization %***
    Eligible unduplicated encounters for August divided by August Eligible Children for Metric = August unduplicated utilization %
-   ***Annual Utilization %***
    August unduplicated utilization % multiply by 12 = Annual Utilization %

September
-   ***Denominator: # Eligible Children***
    Total children assigned to each office for the month of September = September eligible Children for Metric
-   ***Numerator: Encounters***
    Total unduplicated children receiving treatment in September *MINUS* Count of unduplicated children in September encounters that previously received treatment in January, February, March, April, May, June, July, or August = September Eligible Unduplicated Encounters for Metric
-   ***Monthly Unduplicated Utilization %***
    Eligible unduplicated encounters for September divided by September Eligible Children for Metric = September unduplicated utilization %
-   ***Annual Utilization %***
    September unduplicated utilization % multiply by 12 = Annual Utilization %

October
-   ***Denominator: # Eligible Children***
    Total children assigned to each office for the month of October = October eligible Children for Metric
-   ***Numerator: Encounters***
    Total unduplicated children receiving treatment in October *MINUS* Count of unduplicated children in October encounters that previously received treatment in January, February, March,

April, May, June, July, August, or September = October Eligible Unduplicated Encounters for Metric
- ***Monthly Unduplicated Utilization %***
Eligible unduplicated encounters for October divided by October Eligible Children for Metric = October unduplicated utilization %
- ***Annual Utilization %***
October unduplicated utilization % multiply by 12 = Annual Utilization %

November
- ***Denominator: # Eligible Children***
Total children assigned to each office for the month of November = November eligible Children for Metric
- ***Numerator: Encounters***
Total unduplicated children receiving treatment in November *MINUS* Count of unduplicated children in November encounters that previously received treatment in January, February, March, April, May, June, July, August, September, or October = November Eligible Unduplicated Encounters for Metric
- ***Monthly Unduplicated Utilization %***
Eligible unduplicated encounters for November divided by November Eligible Children for Metric = November unduplicated utilization %
- ***Annual Utilization %***
November unduplicated utilization % multiply by 12 = Annual Utilization %

December
- ***Denominator: # Eligible Children***
Total children assigned to each office for the month of December = December eligible Children for Metric
- ***Numerator: Encounters***
Total unduplicated children receiving treatment in December *MINUS* Count of unduplicated children in December encounters that previously received treatment in January, February, March, April, May, June, July, August, September, October, or November = December Eligible Unduplicated Encounters for Metric
- ***Monthly Unduplicated Utilization %***
Eligible unduplicated encounters for December divided by December Eligible Children for Metric = December unduplicated utilization %
- ***Annual Utilization %***
December unduplicated utilization % multiply by 12 = Annual Utilization %

Table 7.1	
Self-Reported Monthly Utilization Data	
Submission for 2013	**Due Date**
January	3/5/2013
February	4/5/2013
March	5/6/2013
April	6/5/2013
May	7/5/2013
June	8/5/2013
July	9/5/2013
August	10/7/2013
September	11/5/2013
October	12/5/2013
November	1/6/2014
December	2/5/2014

Table 7.2				
Dental Plan (month/year reporting)				
Office Name	**# Eligible Children (Members)**	**Encounters (Unique Visits)**	**Monthly Unduplicated %**	**Annual**
Provider Office # 1	10	2	20.0%	240.0%
Provider Office # 2	20	5	25.0%	300.0%
Please include FQHC and all Provider Offices				
Monthly Stand Alone Total	**30**	**7**	**23.33%**	**280.0%**

Table 7.3	
Pay for Performance Summary - Month	**Dental Plan Name**
Total Provider Offices:	
# of Provider Offices 4.0% or Above:	
% of Total Provider Offices:	
# of Providers between 3.33% - 4.0%	
% of Total Providers	
# of Provider Offices Below 3.33%:	
% of Total Provider Offices:	
# of Provider Offices on Corrective Action Plan:	
# of Provider Offices Under Review:	
# of Provider Offices w/closed enrollment:	
# of Provider Offices w/ reinstated enrollment:	