Los Angeles Dental Stakeholder Meeting
Department of Health Care Services (DHCS)
Follow-up Items from August 15, 2019

1. **PROVIDER DIRECTORY**

   a. Can a language filter be added online to the provider directory?

      DHCS Response: Yes, this search feature was added on September 25, 2019 and is available on the Medi-Cal Dental website [Provider Directory.]

   b. Can the map on the Provider Directory be moved to a different location; outside of the individual provider spot?

      DHCS Response: DHCS is working to modify the map feature to display at a different location on the Provider Directory. DHCS anticipates it will be available by January 2020.

2. **TARS**

   a. For Medical TARS routinely granted – look at those with high approval percentages and possibly remove as a requirement.

      DHCS Response: DHCS implemented a streamlined TAR process in 2011, and lifted TAR requirements for acute days in most designated public hospitals, and some private hospitals that receive payment by diagnosis related group to become TAR-free. If there is a specific example procedure and/or billing code stakeholders can identify, please share with DHCS for further analysis.

3. **TARNOT/RTD**

   a. TARNOT– receive a denial on the 51st day when a provider does not respond. Can members get a notice when there is an RTD sent to the provider (tagline may be needed)?

      DHCS Response: DHCS looked into this option; however, given the

extensive system changes required, the costs involved, and the potential for an RTD to be sent to the wrong patient, DHCS is unable to implement this stakeholder suggestion. Additionally, consistent with the medical side, members are not notified of RTDs. Members can call the TSC at any time about the status of a TAR and if there was a RTD involved. An alternative would be to align with the medical system and eliminate the RTD process, which would require providers to resubmit TARs and delay the approval process.

4. **Member FAQ**

   a. Member FAQ – request for a one pager to be posted on the web with TAR process, AR info, and appeal rights.

   DHCS Response: DHCS is working to create a one-page member informational sheet for posting on the Medi-Cal Dental and Smile, California websites regarding TAR and AR processes. The AR process is being updated. Once complete, the process will be shared via the one-page member informational sheet. Appeal rights are released via the Jackson vs. Rank quarterly mailer to Medi-Cal head of household members.

5. **AUTHORIZED REPRESENTATIVES**

   a. DHCS report back on provider and member bulletins issued with information about working with/designating ARs. If none exist, can we work collaboratively to create and disseminate these materials?

   DHCS Response: Please send feedback to the Medi-Cal Dental email box at Dental@dhcs.ca.gov for consideration. DHCS is working to improve the AR process and will share updates at future stakeholder meetings as well as communicate via provider and member bulletins.

6. **PUBLIC CHARGE RULE**

   a. Is TSC getting questions related to Public Rule? Can DHCS report-back on what and how the Medi-Cal Dental program and/or Delta Dental staff are communicating to providers and members about public charge, guidance, etc. to ensure all have the most accurate and timely information?

DHCS Response: To date, TSC agents have not received public charge questions. DHCS has developed a TSC script as a communication tool for any calls about public charge. DHCS will not issue guidance publicly, as this is not specific to Medi-Cal. Nonetheless, stakeholders can refer to the California Health and Human Services Agency's [website](#) for information on public charge.

7. TELEPHONE SERVICE CENTER

a. Can complaints be taken over the phone by TSC?

DHCS Response: Yes, all complaints can be taken over the phone. DHCS is working with the ASO to establish a process and timeline for all complaints to be handled over the phone.

8. ANNUAL MEMBER AND PROVIDER SURVEYS

a. Can stakeholders provide feedback for the upcoming 2020 Annual Member and Provider Surveys?

DHCS Response: Yes, feedback is accepted at any time. However, the feedback due date schedule is as follows:
- Member Customer Service Satisfaction Survey – 11/1/2019
- Provider Customer Service Survey – 12/1/2019
- Provider Participation Survey – 1/1/2020

Please send feedback to the Medi-Cal Dental email box at Dental@dhcs.ca.gov.

b. Update and discussion on the results of Medi-Cal Dental Program provider and member surveys.

DHCS Response: Please see summary handout shared for all three survey results. Access to Care Survey, Provider Customer Service Survey, and Member Customer Service Satisfaction Survey.

9. **SCALING AND ROOT PLANING**

   a. Request for a member reimbursement article.

      DHCS Response: See member article posted on September 30, 2019.: https://smilecalifornia.org/wp-content/uploads/2019/09/member_bulletin_october_2019.pdf.

10. **DATA REQUESTS**
   a. Can the Dept. provide information on average yearly payouts made to LA County providers within each domain as a result of the DTI?

      DHCS Response: This request has been placed in the queue; however, to obtain a direct response, please contact DHCS by emailing MDSDPRA@dhcs.ca.gov, and confirm your request.

   b. Can the Dept. provide data on the number and types of EPSDT approvals for oral health services that have been approved in the past 5 years? Specifically, how many approvals have been made for ARC 403A and ARC 403B?

      DHCS Response: DHCS is unable to go back 5 years as this is a newly created report.

   c. Can the Dept. provide data on TARs and TARNOTs for LA County beneficiaries – number of TARs submitted, processing times, data on outcomes/final resolution, etc.?

      DHCS Response: This request has been placed in the queue; however, please contact DHCS by emailing MDSDPRA@dhcs.ca.gov to clarify details for the data (dates of service, children and/or adults, etc.) and obtain a direct response.