Follow-up Items Matrix
Department of Health Care Services (DHCS) Responses to
Los Angeles Dental Stakeholder Meeting Follow-up Items
From June 22, 2018

Agenda Item/Topic	DHCS Response	DHCS Follow-up
Adult Dental: Top 5 Procedures and Utilization Comparison: *See table below*	*Request to add Adult Dental utilization table to matrix. No DHCS response required.*	
Case Management: a. **Will every beneficiary who calls the 800 number be transferred to case management services?** b. **Dental referral form – could a bene representative or community health worker complete on behalf of the bene/health professional?**	a. No. When a beneficiary calls the 800 number, Telephone Service Center (TSC) staff will assist with the beneficiary's initial request. If TSC staff determine the beneficiary may meet case management criteria, they will refer the beneficiary to the Case Management team. b. No. The patient's needs are based on a current, comprehensive evaluation and treatment plan completed by a health professional, so the dental referral form must be completed by a health professional. However, should the beneficiary or his/her representative request a referral form by calling the	

Adult Dental utilization table:

Measurement Period	Jan 2017 to Dec 2017	Mar 2017 to Feb 2018
	Adults 21+	Adults 21+
Annual Dental Visit	21.63%	21.72%
Preventive Services	12.78%	12.84%
Dental Exams	16.76%	16.91%
Diagnostic Services	19.10%	19.17%
Dental Treatment	13.04%	13.05%

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	TSC, the TSC representative will either assist with locating a dental provider to evaluate the beneficiary or refer the beneficiary to the case management team for further assistance.	
Open Data Portal: **Is there grouping for ethnicity in greater detail?**	While DHCS continues to work to add more data to the open data portal, there are no plans at this time of breaking down the ethnicity categories further. As noted in the Follow-Up Matrix dated April 20, 2018, a public records act (PRA) is required for any data request independent from what DHCS currently offers. The Open Data Portal offers the following four utilization datasets: By age By age, county By age, ethnicity By age, county and ethnicity https://data.chhs.ca.gov/dataset?organization=department-of-health-care-services&q=dental	Open Data Portal webinar is set for Sept. 6, 2018: http://www.dhcs.ca.gov/provgovpart/denti-cal/Pages/AllDentalStakeholder.aspx