



Dental Care for Kids

**Highlights from UHC Dental's 2012/2013
Annual Report
December 19, 2013**

**Rhode Island Executive Office of Health and Human
Services**

Topics for Discussion

- Goals and Objectives
- Member Outreach and Satisfaction
- Member Utilization
 - HEDIS ® Results
- Call Center Service Standards
- Provider Accessibility & Satisfaction
 - Provider Outreach and Surveys
- Dental Fraud & Abuse
- Complaints/Grievances and Appeals
- Quality Improvement Plan for Upcoming Year

Goals and Objectives

- Objectively and systematically monitor and evaluate aspects of member care including the measures identified in the mechanisms for Overseeing Program Effectiveness.
- Provide a system for the identification of opportunities for improvement and implement strategies to achieve improvement in care and services to members.
- Monitor the effectiveness of network quality improvement/peer review activities, including the selection and performance of dentists who review issues, the outcomes and effectiveness of those reviews, and their remedial actions.
- Promote compliance by network providers with defined standards of care, in access, availability of services, dental record documentation, and guidelines for the use of preventive health services and clinical guidelines.
- Provide a mechanism for the credentialing and recredentialing of network providers and oversight of delegated credentialing that complies with UHCD standards.
- Implement and oversee preventive dental health systems to improve the dental health status of members with chronic conditions and to positively impact overall health.

Member Outreach and Satisfaction

- Welcome Packets
 - During the last fiscal year over 11,000 Welcome packets were mailed out, an increase of 1,000 over the prior year
 - Welcome packets are sent to all new Rite Smiles enrollees who have not had coverage under the plan in the last three months
- ID Cards
 - Member ID cards are sent to all new enrollees who have not had dental coverage in the last 30 days
 - In the last fiscal year over 14,000 member ID cards were mailed out, down from 15,000 in prior year
 - There have been approximately 120 returned ID cards that have been returned due to an undeliverable address
- Phone Campaign
 - In April 2012, the Rite Smiles program identified approximately 23,760 members who had not seen a dentist in the previous twelve months and in March 2013 UHC Dental identified approximately 21,000 of these members

Member Outreach and Satisfaction (Cont.)

- Phone Campaign (Cont.)
 - Approximately 82% of the total calls either reached a live person (42%), or were able to leave a message (40%) regarding the importance of scheduling a routine dental appointment for the RiteSmiles' member
- Interpreter & Transportation Assistance
 - During the 2012-2013 fiscal year, UHC Dental arranged 28 taxi or van transportations to the dental office
 - Up from 10 during the previous year and 2 the year before that
 - UHC Dental fulfilled 368 interpreter requests
 - Down from 426 requests during the previous fiscal year
 - The increase occurred in large part due to Samuel Sinclair (RI Hospital) using their own from the hospital for much of the year

Member Utilization



By August 2012, there were approximately 59,917 members in the network; 25,485 members, or about 42.5% of the entire population received a preventive dental service, and 3,150 members had a problem focused or urgent care visit during the 2011-2012 plan year.

All of the data is based on claim paid from September 1st through August 31st of the plan year.

Service Type	Unique Member Count. 2011-2012	Unique Member Count. 2012-2013
Diagnostic	25,721	28,580
Preventive	25,485	29,239
Endodontic	1,151	1,146
Oral Surgery	3,156	3,620
Orthodontic	287	474
Periodontal	172	173
Restorative	7,431	8,551
Unique Member Visit Total	28,450*	32,105*

* This unique member visit total reflects actual number of members having a dental visit, not a total of the columns figures.

Member Utilization (Cont.)

All of the data is based on claim paid from September 1st through August 31st of the plan year.

Previous Four-Year Comparison:

Service Type	Plan Year 2011-2012	Plan Year 2010-2011	Plan Year 2009-2010	Plan Year 2008-2009
Diagnostic	25,721	29,457	23,648	19,662
Preventive	25,485	24,684	22,719	18,210
Endodontic	1,152	1,185	1,087	1,026
Oral Surgery	3,156	2,930	2,449	2,023
Orthodontic	287	339	218	115
Periodontal	172	90	72	64
Restorative	7,431	11,581	6,537	5,586
Unique Member Visit Total	28,450*	27,508*	26,265*	19,665 *

* This unique member visit total reflects actual number of members having a dental visit, not a total of the columns figures.

Member Utilization (Cont.)

Dental HEDIS® Measure

- This fiscal year end reporting cycle represents the fifth time that UnitedHealthcare Dental is reporting dental HEDIS® measure results for the Rite Smiles plan
- The latest HEDIS® data available is for the calendar year 2012
- The HEDIS® for dental is one measurement -- the number of Annual Dental Visits for specific dental codes
 - It is the percentage of members 2-21 years of age who had at least one dental visit during the measurement year

Member Utilization (Cont.)

At the beginning of the 2012-2013 plan year, fiscal year goals were set for the year regarding member access to care as part of the plan's Quality Improvement Plan. The bullets below compare the 2012 HEDIS® results to the Preventive Health Study goals set for the 2013 calendar year. Results for 2013 will not be available until 2014

- 39.09% of children age 2 to 3 will have had a dental visit at least once per year
 - (baseline 37.59%).
 - **2012 HEDIS® RESULT: 39.30%**
- 67.23% of children age 4 to 6 will have had a dental visit at least once per year
 - (baseline 64.65%).
 - **2012 HEDIS® RESULT: 65.24%**
- 76.51% of children age 7 to 10 will have had a dental visit at least once per year
 - (baseline 73.57%).
 - **2012 HEDIS® RESULT: 72.54%**

Member Utilization (Cont.)

Measure Name	Year	Average Rate	10th %ile	25th %ile	50th %ile	RIt e Smiles	75th %ile	RIt e Smiles	90th %ile
Annual Dental Visit (2-3 Yrs)	2012	31.7	6.97	22.42	30.64	39.3	43.9	-	51.56
Annual Dental Visit (4-6 Yrs)	2012	53.65	27.18	45.44	57.16	65.24	67.62	-	75.57
Annual Dental Visit (7-10 Yrs)	2012	57.68	32.33	52.77	61.9	-	69.45	72.54	79.63
Annual Dental Visit (11-14 Yrs)	2012	52.02	27.67	46.91	55.89	-	63.66	70.06	73.04

HEDIS® improvement goals for the upcoming plan year include increasing the quality compass rate in all applicable age ranges.

Call Center Service Standards

Member inquiries can involve a number of things including questions about; benefits, eligibility, providers in their area, complaints, appeals, requests for interpreter, or transportation services. Call Center Standards are indicators of how well the center functions, and can directly affect member and provider satisfaction with the plan.

- Average Speed of Answer (ASA) averaged 6.74 seconds
 - a decrease from last year's average of 7.18 seconds; and
 - below the 30-second standard.
- The abandonment rate decreased to 1.0 seconds during the 2012-2013 plan year
 - down from the 1.5% average during the previous plan year.
 - the standard for the abandonment rate is 3%.
- A total of 6,524 calls were received during the plan year
 - 4,142 member calls, and 2,382 provider calls.
- During the previous year a total of 6,794 calls were received.
 - Fewer member and provider calls were received during the 2013 fiscal year compared to the year before.
- The number of provider calls has seen the most significant decrease over the last two years.
 - This is due in part to the increase in the number of providers utilizing the UHC Dental provider web portal.
 - In addition, just before the start of the 2010-2011 plan year, UHC Dental underwent a dental system conversion. That resulted in a higher than usual provider call volume for a couple months during the 2011-2012 plan year which has leveled out since then.



Provider Accessibility & Satisfaction

As of September month-end, the Rite Smiles' plan had 587 access points in the dental network, up from 373 the prior year. This represented 283 unique providers (people) at 180 separate address locations.

Rite Smiles Providers by County and Specialty – September Month-end 2013					
RI County	Endodontist	General Dentistry	Oral Surgeon	Orthodontist	Pediatric Dentist
Bristol, MA	1	82	0	0	3
Bristol RI	0	8	0	0	0
Hampden, MA	0	9	0	0	0
Kent	0	64	1	4	4
Newport	0	18	1	0	3
Providence	3	220	9	14	61
Washington	1	30	0	0	1
Grand Total	0	43	0	3	2

Provider Outreach and Survey

UnitedHealthcare Dental conducted a phone Outreach Survey instead of the ‘Secret Shopper’ phone calls to participating Rite Smiles providers. The purpose of the Outreach Survey is the same as the secret shopper calls; to monitor member accessibility to dental providers.

2013 Rite Smiles Provider Network
Phone Survey Results:

2013	Urgent Dental Visit	Routine Dental Visit
Offices with Satisfactory Response	171 = Less than 48 hrs	166 = Less than 60 days
Offices with Unsatisfactory Response	4 = Over 48 hours	9 = Over 60 days

2012 Rite Smiles Provider Network
Phone Survey Results:

2012	Urgent Dental Visit	Routine Dental Visit
Offices with Satisfactory Response	162 = Less than 48 hrs	149 = Less than 60 days
Offices with Unsatisfactory Response	6 = Over 48 hours	19 = Over 60 days

Dental Fraud & Abuse

- In 2010 Member Claim Explanation of Benefits (M-EOB) were turned on and began to be sent to all Rite Smiles members that incurred a claim
 - To date, no generation of fraud cases that have resulted since Member EOBs were turned on.
- During the last plan year five Rite Smiles providers were investigated for possible Fraud.
 - One provider was terminated from the network.
- The plan has seen a very low volume of Fraud and Abuse cases over the last few years
 - Saw three more cases than in previous year
 - As the age of the population increases and members develop permanent teeth in the years ahead UHC Dental will be increasingly vigilant in monitoring fraud and abuse.

Complaints/Grievances & Appeal

- This Rite Smiles plan year concluded with eight complaints received from members.
 - One Quality of Care issue,
 - One Environment of Care, and
 - Six Access to Care issues.
 - There were also eight provider Billing Issues; down from fifteen provider billing issues last year. Down from thirty-three provider billing issues last year
- The Quality of Care complaints were reviewed by United Dental QA staff, and the provider offices contacted
 - After review, no substandard care was found
- The provider billing issues consisted largely of simple adjustments that were needed
 - All were resolved and claims adjusted as needed --- more or less



Complaints/Grievances & Appeals

Category	Total # of Informal Complaints by Category	Number of Complaints Resolved by Category	Total for Row
A. Access to Care	6	6	6
B. Quality of Care	1	1	1
C. Environment of Care	1	1	1
D. Health Plan Enrollment	0	0	0
E. Health Plan Customer Service	0	0	0
F. Billing Issues	8	8	8
G. Transportation	0	0	0
Grand Total for Each Column	16	16	16

Quality Improvement Plan for Upcoming Year

- HEDIS® improvement goals for the upcoming plan year include increasing the Quality Compass® rate by at least 4 percentage points in all the age 2 through 10 range bands.
- Increase the overall number of members utilizing our private practice providers.
 - Encouraging members to find a local dentist to use as their family dentist, and schedule an initial visit with them will help steer members toward private practices. Increasing the number of private practice providers in many parts of the state, and ensuring their panels are open is another way to help achieve this goal.
- Increase in the overall number of member preventive dental visits during the upcoming plan year.
 - During 2013 six member outreach phone campaigns occurred in an effort to increase dental wellness check-up visits for all Rite Smiles members.
- Continual improvement of method and caller satisfaction
- Keep the Call Center matrix well below the maximum levels
- Recruit additional private practice dentists and Oral Surgeons in various regions of the state.
 - The Provider Relations team is currently finalizing the recruitment plan for 2014. A detailed written recruitment plan with goals for 2014 will be forthcoming.

Questions?