

PRESENTATION ON PROVIDER NETWORKS

DIANE RHODES
SENIOR POLICY MANAGER



- ▶ The Texas Dental Association is the largest state dental association representing over 9,100 dentists.
- ▶ The TDA represents a majority of the individual dentists participating in the Texas Dental Program.
- ▶ The TDA encourages all of its member dentist to participate in Medicaid, the Children's Health Insurance Program (CHIP), and other public health programs that provide needed dental care for children, adults and individuals with special health care needs.

TEXAS DENTISTS SUPPORT MEDICAID & THE CHILDREN'S HEALTH INSURANCE PROGRAM



- ▶ In 2015, the TDA submitted an open records request to HHSC asking for information on Medicaid dentist providers.
- ▶ The data was analyzed by Dr Eric Solomon, professor, public health sciences, Texas A&M University Baylor College of Dentistry | Texas A&M Health Science Center.
- ▶ Results will be published in the May 2016 *Texas Dental Journal*.

CHARACTERISTICS OF TEXAS DENTAL MEDICAID PROVIDERS AND THEIR LOCATIONS



- ▶ The data was analyzed according to the characteristics of the providers and the characteristics of the locations where the dental services were delivered.
- ▶ The study found a total of 4,242 unduplicated Medicaid dentist providers.
- ▶ There is a great deal of overlap in the dentist providers for DentaQuest and MCNA Dental.
- ▶ 83% of DentaQuest providers have also filed claims with MCNA Dental.

RESULT OVERVIEW

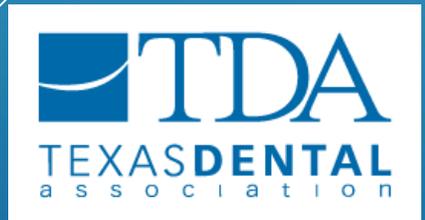


- ▶ A Medicaid participating dentist was located in 154 counties (60.7%) of the state.
- ▶ General dentists represent 79% of all Medicaid providing dentists.
- ▶ Pediatric dentists are 10% of all Medicaid providers.
- ▶ Other dental specialties are 11% of all Medicaid providers.
- ▶ Metropolitan Centers: Highest concentration of Medicaid providers and highest proportion of dental specialists.
- ▶ Major Urban Areas: The largest proportion of Medicaid providers.
- ▶ Micro Metropolitan Areas and Rural Areas: The lowest overall ratios of Medicaid providers.

RESULT OVERVIEW: NEXT STEPS

THE TDA SUBMITTED AN OPEN RECORDS REQUEST TO HHSC IN APRIL 2016.

DATA RESULTING FROM THE REQUEST WILL BE ANALYZED TO DETERMINE THE EXTENT TO WHICH THE DEMAND FOR DENTAL MEDICAID SERVICES ARE BEING MET.



- ▶ April 6, 2016: The TDA requested enrollment information from HHSC.
- ▶ According to HHSC, “clean” enrollment applications take on average 30 business days (and 10 business days are OIG days). It takes 52 business days on average for applications that have deficiencies.
- ▶ May 3, 2016: The TDA sent a membership email asking members to share their enrollment and credentialing concerns.
 - **Responses showed concerns with both enrollment through the Texas Medicaid & Healthcare Partnership and credentialing with the dental plans.**
- ▶ May 9, 2016: The TDA requested credentialing information from the dental plans.

TDA asked the dental plans:

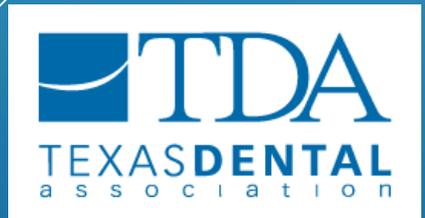
1. How many initial credentialing applications are in process?
2. How long it takes each dental plan to complete initial credentialing?
3. What are the most common reason(s) that an initial credentialing application may be delayed?
4. What steps each dental plan is taking to improve their initial credentialing process?
5. Does each plan have an expedited credentialing process in place?

ENROLLMENT AND CREDENTIALING RESEARCH



- ▶ DentaQuest has more initial credentialing applications in process than MCNA Dental.
- ▶ DentaQuest processes most applications in 45-60 days with MCNA processing applications in less than 30 days.
- ▶ **The most common reason for delay is an incomplete application.**
 - Missing application information from the dentist.
 - Items of concern on the dentist's application that require additional follow-up from the dental plan.
- ▶ DentaQuest has assigned more team members to assist with the volume of applications received.
- ▶ MCNA is working on an online credentialing and recredentialing process to reduce the paperwork associated with joining its plan.
- ▶ Both plans have some form of expedited credentialing.

ENROLLMENT AND CREDENTIALING RESEARCH
CONTINUED



Create centralized enrollment and credentialing for participation in Texas' Medicaid dental program and with the dental plans.

Eliminate duplicative paperwork.

Auto-populate fields that require the same information.

Consider requiring usage of CAQH (Council for Affordable Quality Healthcare) as an alternative to instate processing.

▶ A single enrollment and credentialing application for dentists.

STRENGTHEN MEDICAID MANAGED CARE DENTIST PROVIDER NETWORK

- ▶ Dentist participation is key to having a robust Medicaid dental program.
- ▶ Texas is fortunate to have dedicated dentists actively participating in Medicaid—putting good oral health within reach of Texas' most vulnerable citizens.
- ▶ Requiring enrollment and credentialing consistency will reduce Medicaid-participation barriers.

STRENGTHEN MEDICAID MANAGED CARE DENTIST PROVIDER NETWORK

