

Medi-Cal Dental LA Stakeholder Meeting

Meeting Agenda

Thursday, June 11, 2015

Time: 10:00 AM – 12:30 PM

Location: Maternal and Child Health Access

1111 W. Sixth Street, 4th Floor, Los Angeles, CA 90017

Call-In Number: 1-877-953-6729 Participant Passcode: 4731235

	Agenda	
1.	Introductions	ALL
2.	Department Updates <ul style="list-style-type: none"> • DHCS Report to Legislature • Teledentistry Update • Outreach Plans 	DHCS
3.	CSA Audit Updates <ul style="list-style-type: none"> • Rate Study • Provider and Beneficiary Measures • Corrective Action Plans 	DHCS
4.	FFS Data Reporting	DHCS
5.	Free Care Bulletin Update	DHCS
6.	Beneficiary Transportation Criteria	DHCS
7.	Mobile Vans Update	Dental Plans
8.	Medical –Dental Collaboration	Children’s Now
9.	FQHC Oral Health Challenges	Sarah Benjamin
10.	Walk on Items	ALL
11.	Announcements	ALL
Next Meeting: Thursday, August 13, 2015		

**Los Angeles County Stakeholder Meeting
April 9, 2015 - Meeting Summary Notes**

Topics		
Attendees	<p>Jon Chin, Alani Jackson, Monica Ochoa, Theresa Anselmo, Sarah Benjamin, Debbie Hartman, Alisha Hightower, Jacob Vigil, Lisa Pedersen, Hazem Seirawan, Eileen McGee-Davidson, Tina Kim, Ann Marie Melendres, Lenatte Blouin, Kalande Lipscomb, Abby Aban, Chris Wordlaw, Latoya Brown, Edward Bynum, Jennifer Pilapil, Jenny Kattlove, Nicette Short, Kim Balog, Kristina Clark, Sean O'Brien, Jim Cook, Frances Walsh, Anulkah Thomas, M. Bernardo, and Fatima Morales</p>	
1. Introductions	<p>Introductions- All Alani Jackson: New Division Chief (personal background provided) Alani stated that it is her goal to help and ensure the program is transparent and responsive in meeting the needs of beneficiaries and that we are collaborative and responsive to stakeholders and the business partners we work with. She is also ready, willing, and able to get up to speed and while she is new to DHCS/MDS, she is not new to ensuring timely access to care.</p> <p>Alani has reviewed the California State Auditor (CSA) report and committed to taking the necessary steps to address the CSA and will make program changes and requested patience from Stakeholders as whatever we do has to work its way through processes in place today.</p>	

<p>2. Department Updates (Jon Chin)</p>	<p>CSA Audit Update- requested that stakeholders visit the CSA website for updates and Department responses. https://www.auditor.ca.gov/reports/recommendations/2013-125</p> <ul style="list-style-type: none"> - 60-day responses are currently on the CSA website. - 6-month and one-year responses are pending. <p>DMC Report Card- The Department will keep the current legislatively mandated format and requirements. Although a specific completion date for the report card is not available at this time, Carolyn Brookins indicated that the report card is in process and hopefully can be approved within the next two weeks but no later than the end of April.</p>	<p>Send CSA website link to stakeholder group.</p>
<p>3. BIC Stuffer/Outreach (Chris Wordlaw)</p>	<p>The Department will coordinate another BIC insert mailer with call center tracking comparable to the 0-3 outreach call center tracking. The mailings will commence in late June. 300,000 mailers will go out over a 30-day period.</p> <p>In the months ahead, the Department will also be pursuing the use of the Jackson vs. Rank (JVR) mailings that are regularly sent to the head of household for all Medi-Cal beneficiaries.</p>	

**4. Teledentistry
(Kalanie Lipscomb & Latoya
Brown)**

Kalanie Lipscomb:

Existing Denti-Cal provider workshops, trainings, and seminars will be updated to include teledentistry information.

DHCS will be releasing a training video that will cover:

- Introduction to teledentistry as an alternative delivery system modality;
- Applicable teledentistry laws and regulations; and
- Billing instructions for teledentistry related claims in Denti-Cal.

A Quick Reference Billing Guide for Teledentistry will be released to accompany the comprehensive training video and will be posted to the Denti-Cal website.

A provider bulletin will also be released. We intend to publish all the materials to the Denti-Cal website in June 2015. However, we would like to solicit stakeholders for feedback on the provider bulletin. We will probably be sending it out for review sometime next month.

Latoya Brown:

SPA 15-010 – Live Transmissions via Store and Forward Technology in the Medi-Cal Dental Program, is currently being drafted.

This SPA will allow providers to bill for live transmissions that occur via teledentistry encounters at the patient’s request.

The Department will be submitting the SPA in the 2nd quarter of 2015.

The implementation date is still TBD for this Phase of the project, but once we obtain SPA approval, all the training materials we mentioned previously will be updated to incorporate the live transmission piece.

Jenny Kattlove, Children’s Partnership:

Regarding training materials, will the Department be working with stakeholders such as Children’s Now, Center for Connected Health Policy, and Dr. Glassman?

Kalanie Lipscomb:

The Department will not be working with stakeholders in regards to training materials; however, the Department will solicit stakeholder feedback on the Provider Bulletin. Stakeholder review will need to occur in May.

Training materials will go out in June 2015. Providers also have an option to received email blasts to notify them that training materials have posted to the website.

Lynn Kersey, MCHA:

Regarding bulletins, can the Department remind providers that pregnant women receive full scope benefits?

Kalanie Lipscomb:

Yes, the Department can produce a bulletin on what benefits are available for the different populations.

<p>5. Provider & Beneficiary Measures (Jon Chin)</p>	<p>The deadline for comments on the provider and beneficiary measures is April 9, 2015. DHCS will share the updated measures for a second round of stakeholder comments on April 17, 2015. The second round of stakeholder input will be due to DHCS on April 24, 2015. In the interim DHCS will host another webinar.</p> <p>Jacob Vigil, Children’s Partnership: In the development of measures, can DHCS look at counties at a more granular level, including service planning area (similar to CA Health Interview Survey) or zip code level because LA county is so large? This would provide an opportunity to look at problem areas that are geographically based.</p> <p>Chris Wordlaw: DHCS will do a county- by- county assessment.</p> <p>Jacob Vigil, Children’s Partnership : Since the measures are still in the draft phase can the measures be assessed at the granular level for LA as previously stated.</p> <p>Chris Wordlaw: DHCS expressed appreciation for this and requested that stakeholders forward all comments to the MDSProvider@DHCS.ca.gov inbox.</p> <p>Lynn Kersey, MCHA: Is stakeholder feedback going to be compiled for the next webinar?</p> <p>Chris Wordlaw: DHCS will take this recommendation back for consideration.</p> <p>Lisa Pedersen, USC: Barrier to care – transportation – does DHCS have anything to share from internal discussion? Various stakeholders responded that there is reimbursement for transportation as part of Medicaid.</p>	<p>DHCS will discuss compiling feedback</p> <p>DHCS will provide existing transportation criteria and stratify answer by restricted, undocumented, full scope, etc.</p>
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6. Mobile Van for Underserved Populations (Jon Chin)

Delta is currently entering in contracts with mobile van vendors.
- One contract is confirmed and one contract is pending.
- Targeted counties for July 2015 rollout: Alpine, Amador, and Calaveras

Sarah Benjamin, Children Now:
How were those three counties chosen? What about access to other rural counties?
- The three counties were selected based on the number of providers in the county.
- Chris Wordlaw: DHCS also assessed beneficiary utilization and identified approximately seven counties that were below the threshold.
- Jon Chin: The mobile vans will move throughout all counties with low utilization but the service will start in the three identified counties.

The Department is working with county and school-based clinics.

Jenny Kattlove, The Children’s Partnership:
Will DHCS reach out to First 5 Commissions before going out to counties because First 5 also has mobile vans?
- Jon Chin: Coordination with First Five is part of the mobile van contracts process. Mobile van services are not limited to Medi-Cal beneficiaries.

Stakeholders:
What is the process for the mobile clinic to referral to dental homes or providers? What if non Medi-Cal beneficiaries utilize mobile services - how will they be billed? Sliding scale?
- The department will check on the referral process to dental homes or providers and the process in which non- Medi-Cal beneficiaries will be charged for services.

Sarah Benjamin-Children Now:
When will the Department release a bulletin regarding “free care?”
The Department is committing to the release of a bulletin regarding the free care services within three months.

7. Walk On Agenda Items

Chris Wordlaw-0-3 Outreach:

Mailers were sent out January 23, 2015.

“Robo” dialing commenced shortly after mailers were sent out.

- To date, approximately 5,000 calls associated with this effort have been received in the Denti-Call call center.

The Department is currently reviewing utilization data to determine how many of the beneficiaries targeted for this outreach effort has received services.

- DHCS’ next update on the success of this effort will come once the Department has run utilization data at 9 months mark following the mailers.

Lynn Kersey MCHA:

The tri-fold states where the beneficiary should call for assistance; does the robo dialer give this information?

- Chris Wordlaw: Yes, the robo dialer gives contact information.

Lisa Peterson, USC- Transportation for G.A Services:

G.A services are finally available for beneficiaries 0-5, but beneficiaries cannot get to services because of lack of transportation.

Jon Chin: The DMC plans pay for transportation services and our FI does pay for transportation when approved.

Kalanie Lipscomb-The Department will get the transportation policy from the medical side.

Kim Balog-Brochures:

DHCS has a supply of the “dental Health Begins with Your Child’s First Tooth” brochures available in all threshold languages.

Brochures are also available on the Department’s website in PDF format. Please check the Department’s website for an updated version of the brochures as some dental plans have changed their logo.

Please request brochures through the DentalManagedCare@dhcs.ca.gov inbox.

Fatima Morales, Children Now:

Fatima expressed her appreciation for the materials she received and commented how useful the various languages will be for beneficiaries.

The Department will have the transportation policy available by the next stakeholder meeting.

8. Announcements

Stakeholder Announcements:

The Center for Oral Health is currently conducting a study on the elderly population in that resides in Skilled Nursing Facilities. 2,200 oral health assessments have been completed and will be used to develop strategies to assist the elderly population.

Jacob Vigil, Children's Partnership- **AB 648 Update:**

Assembly Bill passed unanimously. AB 648 provides funds for training and education as it relates to teledentistry and virtual dental home. If stakeholders would like to be on the watch list, Jacob asked attendees to leave their contact information after the meeting.

Jacob Vigil, Children's Partnership - **1115 Waiver:**

Is there an update the Department can provide?

Jon Chin: No details to provide at this time.

Kalanie Lipscomb- There is currently on-going meeting for stakeholders to provide feedback on the process.

Lynn Kersey, MCHA:

Pregnancy Data-PRA response was received from DHCS stating that the Department needs time to develop a report to collect data.

Kalanie Lipscomb: The Department decided to work backwards from delivery date to get pregnancy data. The data request will include FFS and DMC data.

Lynn Kersey, MCHA: Does the ADA form have a pregnancy indicator.

Dr. Isman: No.

Alisha Hightower, Access: Can the Department propose the establishment of a new pregnancy aid code?

Kalanie Lipscomb: Pregnancy aid code(s) currently exist, but the aid code(s) available are a dump for all beneficiaries so it would not be possible to get accurate pregnancy data. Moreover, this is a departmental-wide issue.

Alisha Hightower, Access: The plans do not have the capabilities to give stakeholders a report on specific pregnancy data at this time.

Lynn Kersey, MCHA:

Is there any current **trailer bill language** to lower CPHP age from three to one year old?

Dr. Isman:

Yes, there is trailer bill language in the works. Current statute for CDHP requires that providers see children at age three. New language will require providers to see children at age one.

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