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# Medi-Cal Dental LA Stakeholder Meeting

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## Meeting Agenda

Thursday, February 12, 2014

Time: 10:00 AM – 12:30 PM

Location: Maternal and Child Health Access

1111 W. Sixth Street, 4<sup>th</sup> Floor, Los Angeles, CA 90017

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Call-In Number: 1-866-659-5995 Participant Passcode: 3013041

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<b>Welcome</b>	<b>Jon Chin, Acting Division Chief, Medi-Cal Dental Services Division</b>
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<b>Introductions</b>	<b>All</b>
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### Discussion

- Department Updates
    - California State Audit (Jon Chin)
    - Governor's Budget (Jon Chin)
    - Dental Managed Care Report Card (Jon Chin)
    - 0-3 Outreach (Chris Wordlaw)
    - BIC Stuffer/Outreach (Chris Wordlaw)
    - Choice Packets (Chris Wordlaw)
    - Provider Network Capacity (Chris Wordlaw)
  - Announcements (All)
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<b>Conclusion</b>	<ul style="list-style-type: none"><li>• Recap/Next Steps</li></ul>
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**Next Meeting: Thursday, April 9, 2015**

**Los Angeles County Stakeholder Meeting  
December 11, 2014 - Meeting Summary**

**Notes**

Topics	Discussion	Action Items
<b>Recruitment Efforts</b>	<p>January 7, 2015 will be Toby Douglas's last day at DHCS. A new Director will be in place early 2015.</p> <p>Dental Director recruitment will be a joint effort with CDPH; a candidate will be in place early 2015.</p> <p>MDSO will have a Division Chief end of December or early 2015.</p>	
<b>Restoration of Adult Benefits- Children's Access to Care</b>	<p>DHCS was able obtain utilization data from referrals to Delta call center regarding children's access to care.</p> <p>Five children access to care issues verse 32 adult access to care issues. There are 32,000 referrals per month.</p> <p>Utilization has increase from 2013</p> <p>Data received is statewide.</p>	
<b>BIC Stuffer- Update</b>	<p>300,000 inserts were sent for approximately four weeks in November. All calls received as a result of the BIC stuffer were routed to Denti-Cal. No significant impact to phone volume was reported.</p>	<p>Send BIC Stuffer to LA Stakeholder group for review. Confirm that November is the only month that the BIC insert will be sent to beneficiaries. DHCS is researching next opportunity to issue stuffer and will provide a status update by 1/8/15.</p>
<b>Choice Packets</b>	<p>The LA choice packet is currently being finalized. Feedback from LA stakeholders was included. The final version will be forwarded to Healthcare Options (HCO) after internal review is concluded. Choice packets are scheduled to be released the second quarter of 2015. Stakeholders inquired if electronic choice packets were available</p>	<p>Check if electronic choice packets are available.</p>
<b>0-3 Outreach</b>	<p>625,000 beneficiaries that have not seen a dentist within a 12-month period will be sent a letter and a trifold brochure mid-January. Phone calls to each household with scripted messages of the importance of early check-ups will follow the mailers.</p> <p>DHCS is currently finalizing a dental infographic. Trifold brochures are currently being published and will be sent in all threshold languages.</p> <p>Stakeholders would like to know if calls will be in all threshold languages</p>	<p>DHCS will check on the readability of the brochures</p> <p>DHCS will check are calls and messages will be in threshold languages.</p>

<p><b>Oral Health Action Plan</b></p>	<p>The Oral Health Action plan was submitted to CMS for review, which included all the documents provided to the group via email. The action plan outlined the deliverables for the plan.</p>	<p>Oral Action Plan-An email will go out to Stakeholders requesting questions on the Oral Health Action plan by 12/19/14 All questions will be answered on document, then forwarded to the group. <b>Update:</b> No questions were received from the group.</p>
<p><b>Provider Network Capacity Survey</b></p>	<p>DHCS conducted a statewide survey on the FFS side to determine how much more capacity does the network have. A statistically valid sample was used for this special study. DHCS is currently in the process of validating the survey. Survey should be finalized in January. Response rate is unknown at this time. The finalized survey will be forwarded to the stakeholders to solicit feedback for future surveys.</p>	<p>Nicette Short requested that when the surveys are forwarded to the group that it includes detailed survey analysis.</p>
<p><b>DMHC Survey-Update</b></p>	<p>DMHC Survey-Notify Stakeholders when DMHC has posted survey report</p>	<p>The final report for LIBERTY's survey was posted on the DMHC website and sent to the group via email on January 8, 2015.</p>
<p><b>Teledentistry-Update</b></p>	<p>Teledentistry will be implemented July 1, 2015 pending SPA approval. A SPA is required because of the change in billing method in regards to the live transmission fees, which requires a SPA to execute.</p>	
<p><b>Pregnancy Services Data</b></p>	<p>Pregnancy Services Data- Current system does not have the capability to generate a report on data. Jon committed to regrouping internally regarding reporting pregnancy data.</p>	<p>Provide update on pregnancy service data request.</p>
<p><b>DMC Report Card</b></p>	<p>LA Stakeholder Report Card Section-MDSD will complete a write- up to forward to the stakeholder group for comments. Stakeholders have until 12/26 to submit comments.</p>	<p>DHCS will send a draft of the LA Stakeholder section for edits and comments. Update: LA Stakeholder report card section received in December 2014.</p>
<p><b>Craniofacial Issues for California Children's Services (CCS) Beneficiaries</b></p>	<p>CCS Craniofacial Authorization and Reimbursement Issues-Stakeholder group will email Jon Chin and he will work on scheduling a meeting to discuss further. Monique will fax over a Craniofacial sample case for review prior to meeting.</p>	<p>Jon will work with interested group to schedule a meeting.</p>

<b>Announcements</b>	The 2015 LA Stakeholder Meeting Schedule will be sent out to the group.	The 2015 LA Stakeholder Meeting schedule was sent to the group on December 19, 2014.
<b>Recap/Next Steps</b>	<b>Next Meeting: Thursday, April 9, 2014</b>	